

SECTION 3

QUALITY

The manufacturing and aviation industries have long used quality improvement initiatives to remain competitive and manage public perception.¹ Because cost has been the primary focus of healthcare reform, resources allocated for improvement were focused on medical and medication error reduction. The focus on accountable care and patient-centered care has renewed and expanded the focus on healthcare quality. Outcomes, value, and patient satisfaction are emphasized and impact reimbursement to healthcare providers.

REFERENCES

1. Desselle SP, Zgarrick DP. Managing quality in pharmacy management. In. *Pharmacy Management: Essentials for All Practice Settings*. 2nd ed. New York, NY: McGraw Hill;2009 :p100-9.