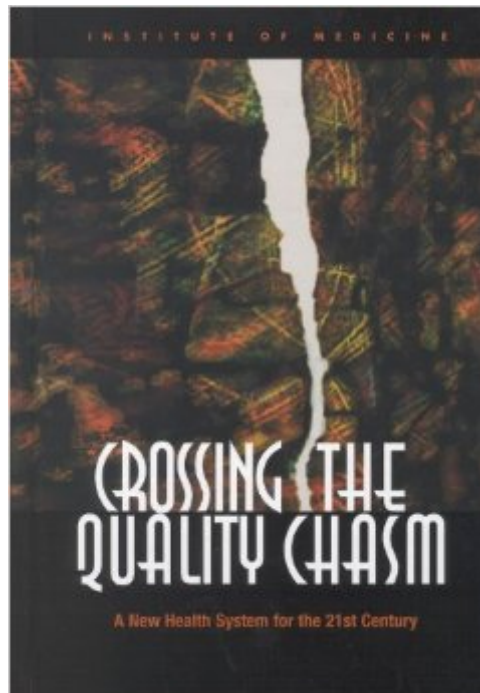


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# Crossing The Quality Chasm: A New Health System For The 21st Century



## Synopsis

Second in a series of publications from the Institute of Medicine's Quality of Health Care in America project. Today's health care providers have more research findings and more technology available to them than ever before. Yet recent reports have raised serious doubts about the quality of health care in America. *Crossing the Quality Chasm* makes an urgent call for fundamental change to close the quality gap. This book recommends a sweeping redesign of the American health care system and provides overarching principles for specific direction for policymakers, health care leaders, clinicians, regulators, purchasers, and others. In this comprehensive volume the committee offers:

- A set of performance expectations for the 21st century health care system.
- A set of 10 new rules to guide patient-clinician relationships.
- A suggested organizing framework to better align the incentives inherent in payment and accountability with improvements in quality.
- Key steps to promote evidence-based practice and strengthen clinical information systems.

Analyzing health care organizations as complex systems, *Crossing the Quality Chasm* also documents the causes of the quality gap, identifies current practices that impede quality care, and explores how systems approaches can be used to implement change.

## Book Information

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## Customer Reviews

This book is written as the product of an Institute of Medicine initiative to reduce the mortality and morbidity from errors in the American healthcare system. The Institute of Medicine is a private organization created by congressional charter to advise the federal government on specific matters.

Their mission statement is to "advance and disseminate knowledge to improve human health." This book is the final report of the Committee on the Quality of Health Care in America. Their homepage is available by searching the Internet using the full committee name. Membership of the committee and sponsors of the project are available at that web site. The format of the book is to present evidence for quality problems in healthcare in America and make recommendations. The operational definition of quality used in the book is "The degree to which health care services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge." There are thirteen recommendations presented initially and are discussed in relevant chapters. The recommendations vary in scope from suggesting that multiple parties need to be committed to quality as a way to decrease the burden of disease to suggestions that specific agencies fund pilot studies to look at how reimbursement can be aligned with quality. Six major parameters are discussed as guiding quality and it is suggested that 15 specific conditions be a focus for improving quality. There is no difficulty in identifying literature studies that demonstrate quality problems in hospital and clinical populations. A survey of current research is included in Appendix A.

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