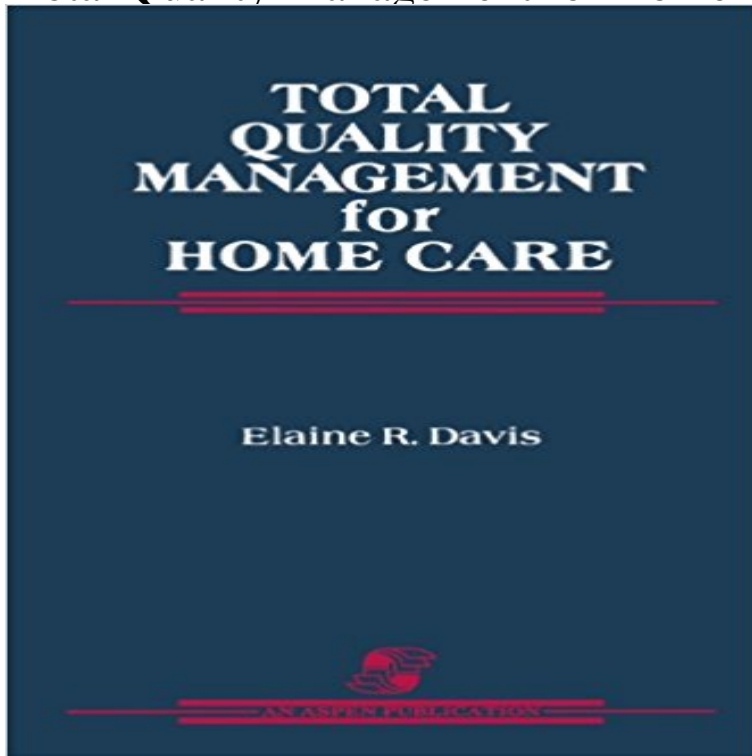


Total Quality Management for Home Care



The first quality management handbook developed specifically for the home health care industry, this book provides a comprehensive program with step-by-step guidelines, ready-to-use models, charts, sample forms, questionnaires, surveys, letters, and reports everything needed to design, implement, and maintain an effective program. It includes vital information regarding OSHA and Joint Commission requirements and international standards, as well as auditing and statistical data collection and evaluation techniques. This book provides the framework for transforming a home care company into a customer driven organization. Tools and techniques are provided to establish unparalleled service excellence throughout the delivery of care and subsequent business transactions.

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