



Delivering Excellence In Health and Social Care: Quality, Excellence and Performance Measurement

Max Moullin

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"...this is going to be a very useful book. It provides an authoritative overview of approaches to quality management contextualised to health and social care." - Joe Walsh, Independent Management Consultant, formerly Assistant Director of Social Services at the Royal Borough of Kingston upon Thames

"...the author's wealth of knowledge of the public sector is drawn upon to provide an array of interesting and apposite case studies which illustrate his main themes. As a consequence the book will be useful, not only to those who want an academic perspective, but to anyone concerned with improving the service that they provide". - David Fillingham, Director of NHS Modernisation Agency

Many organizations in health and social care are striving to implement the ideas of organizational excellence, performance measurement and process improvement, in the context of a large number of government initiatives including the NHS Plan, Best Value, Clinical Governance and Quality Protects. This book provides a clear explanation of the whole area and includes a wide variety of case studies and examples within health and social care, including the Voluntary Sector.

The book gives extensive guidance on the use of the Excellence Model, but it does much more than just describe how to use the Model. It provides practical guidance on how to deliver services focussed on patients and service users, on how organizations can lead, motivate and involve their staff, on partnerships and user involvement, and the vital area of process improvement. There is also a major section on performance measurement.

Written by a senior lecturer at Sheffield Hallam University, who is also a Director of South Yorkshire Excellence, and a member of Trent Regional Health Authority's Modernisation Board, Delivering Excellence in Health and Social Care will be of considerable value to managers at all levels in health and social care.



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