



**The Evaluation Center's
Evaluation Café Series presents:**

Evaluative Tools for Assessing Quality in Healthcare Organizations

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**12:00 – 1:00 p.m.
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Quality in health care is important, and so is measuring it the right way. Accurate, evaluative quality assessment leads to improved healthcare structures, processes, and outcomes. A review of the literature revealed the differences in assessing healthcare quality for the Joint Commission Accreditation of Healthcare Organization and the Malcolm Baldrige National Quality Award. In recent years, the government, healthcare administrators and personnel, and researchers have realized the need to provide innovative ways to evaluate and quickly disseminate information concerning quality in healthcare organizations. This presentation will identify the appropriate evaluation tools to assess quality at different stages of the healthcare delivery process.

**The Evaluation Center Conference Room
4405 Ellsworth Hall, Western Michigan University**

The Evaluation Café: Dynamic presentations and lively discussions about evaluation over the lunch hour. Bring your lunch—coffee and cookies provided.

For more information, go to www.wmich.edu/evalctr/evalcafe/ or contact Stephanie Evergreen: 387-5895; Stephanie.evergreen@wmich.edu