**DISCUSSION QUESTION 4-2**

**Lesson 4:** **Medical and Quality Management**

Upon completion of the Required Readings, write a thorough, well-planned narrative answer to the following discussion question. Rely on your Required Readings and the Lecture and Research Update for specific information to answer the discussion question, but turn to your original thoughts when asked to apply, evaluate, analyze, or synthesize the information. Your Discussion Question response should be both grammatically and mechanically correct, and formatted in the same fashion as the question itself. If there is a Part A, your response should identify a Part A, etc. In addition, you must appropriately cite all resources used in your responses and document in a bibliography using APA style.

**Discussion Question 2 (25 points)**

Quality studies, a key quality management process, are routinely completed on clinical and service issues and are required by the various accreditation agencies. Some examples include the following: analysis of member complaints, clinical study of readmissions to the hospital within four weeks, and drug usage for hypertensive patients.

Identify five (5) clinical or service quality studies an HMO might conduct. Explain why they would be helpful to the quality improvement process of the HMO. You may contact a local HMO and query the quality management director. (25 points) (A 1-page response is required.)