



Select Resources

ARTICLES ■ BOOKS ■ WEB SITES

A member service of the NJHA library

Recommended Reading & Core Collection Quality And Patient Safety March 17, 2004

Books

*High Impact Reading

Bacon, Terry R. **Adaptive Coaching: The Art and Practice of a Client-Centered Approach to Performance Improvement.** [Book]. CA: Davies-Black Publishing, October, 2003. ISBN: 0891061878
Price: \$39.95

Barnard, Cynthia, and Jodi Eisenberg. **Performance Improvement: Winning Strategies for Quality and JCAHO Compliance.** [Book]. MA: Opus Communications, January, 2000. ISBN: 1578390893
Price: \$99.00

Barry, Robert, Amy Murcko, Cliff Brubaker. **The Six Sigma Book for Healthcare: Improving Outcomes by Reducing Errors.** [Book]. IL: Health Administration Press, August, 2002. ISBN: 156793191X.
Price \$72.00

Bauer, John E., Grace L. Duffy, Russ Westcott, eds. **The Quality Improvement Handbook.** [Book]. WI: A S Q Quality Press, January, 2002. ISBN: 0873895290.
Price: \$45.00

Bosk, Charles L. **Forgive and Remember: Managing Medical Failure.** [Book]. IL: University of Chicago Press, October, 2003. ISBN: 0226066789.
\$14.00

Collins, James C. **Good to Great: Why Some Companies Make the Leap...and Others Don't.** [Book]. HarperCollins, October, 2001. ISBN: 0066620996.
\$27.50

Davies, Huw T. O, Manouche Tavakoli, Mo Malek, Aileen R. Neilson, eds. **Managing Quality: Strategic Issues in Health Care Management.** [Book]. England: Ashgate Publishing, October, 1999. ISBN: 0754610047.
\$79.95

Books

*High Impact Reading

Donabedian, Avedis. **An Introduction to Quality Assurance in Health Care. [Book].** NY: Oxford University Press, Incorporated, January, 2003. ISBN: 0195158091.
\$37.95

Dlugacz, Yosef, Alice Greenwood, Andrea Restifo. **The Quality Handbook for Health Care Organizations. [Book].** NJ: Jossey-Bass, Inc., March, 2004. ISBN: 0787969214.
\$48.00

Eckes, George. **General Electric's Six Sigma Revolution: How General Electric and Others Turned Process into Profits. [Book].** NJ: John Wiley & Sons, Incorporated, November, 2000. ISBN: 047138822X.
\$29.95

Gerteis, Margaret, Susan Edgman-Levitan, Jennifer Daley, Thomas L. Delbanco, eds. **Through the Patient's Eyes: Understanding and Promoting Patient-Centered Care. [Book].** NJ: Jossey-Bass, April 2002. ISBN: 0787962201.
\$28.00

Goldfield, Norbert, Michael Pine, Joan Pine. **Measuring and Managing Health Care Quality. [Book].** MD: Aspen Publishers, Incorporated, January, 2001. ISBN: 0834218798.
\$225.00

Goldfield, Norbert, David B. Nash, eds. **Managing Quality of Care in a Cost-Focused Environment. [Book].** FL: American College of Physician Executives, January, 2000. ISBN: 0924674733.
\$55.00

Graves, Peter. **Quantifying Quality in Primary Care. [Book].** Abingdon: Radcliffe Medical Press, Limited, August, 2002. ISBN: 1857755995.
\$50.00

Gulledge, Jo, and Loretta Haught. **Health Care Quality and Outcomes Management. [Book].** IL: Aspen Health & Administration Development, January, 1999. ISBN: 0834217090.
\$209.00

Hackman, Richard J. **Leading Teams: Setting the Stage for Great Performances. [Book].** MA: Harvard Business School Press, July 1, 2002. ISBN: 1578513332.
\$20.05

Institute of Medicine Staff. Committee on Quality of Health Care in America. **Crossing the Quality Chasm: A New Health System for the 21st Century. [Book].** DC: National Academy Press Publisher, July, 2001. ISBN: 0309072808.
\$44.95

Kelly, Diane L. **[Book]. Applying Quality Management: A Process for Improvement.** IL: Health Administration Press; July, 2003. ISBN: 1567932061.
\$63.00

Kelley, D. L. **[Book]. How to Use Control Charts for Healthcare.** WI: A S Q Quality Press June, 1999. ISBN: 0873894529.
\$38.00

Books

*High Impact Reading

Kerr, Eve A., Steven M. Asch, Eric C. Hamilton, eds. **Quality of Care for General Medical Conditions: A Review of the Literature and Quality Indicators.** [Book]. CA: The Rand Corporation, October, 2000. ISBN: 0833029169.

\$30.00

Kilbridge, Peter. **Crossing the Chasm with Information Technology: Bridging the Quality Gap in Health Care.** [Online]. CA: First Consulting Group; Prepared for California HealthCare Foundation, July, 2002. ISBN: 1932064028.

Available at: <http://www.chcf.org/documents/ihealth/CrossingChasmIT.pdf>

Kimberly, John R., Etienne Minvielle, eds. **The Quality Imperative: Measurement and Management of Quality in Healthcare.** [Book]. London: Imperial College Press, January, 2000. ISBN: 1860941737.

\$50.00

Kohn, Linda T., Janet M. Corrigan, Molla S. Donaldson. **To Err Is Human: Building a Safer Health System.** [Book]. DC: National Academy Press; April, 2000. ISBN: 0309068371.

\$34.95

Lighter, Donald E., and Douglas C. Fair. **Principles and Methods of Quality Management in Health Care.** [Book]. MA: Jones & Bartlett Publishers, June, 2000. ISBN: 0834218615.

\$67.95

Lowers, Jane, Editor. **Aspen's Health Care Quality Review.** [Book]. MA: Jones & Bartlett Publishers, May, 1999. ISBN: 0834216078.

\$99.95

Marshall, Martin N. **Measuring General Practice: A Demonstration Project to Develop and Test a Set of Primary Care Clinical Quality Indicators.** [Book]. Santa Monica: Rand Corporation, July 2003. ISBN: 0833034251.

\$25.00

McLaughlin, Curtis P., and Arnold D. Kaluzny. **Continuous Quality Improvement in Health Care: Theory, Implementation and Applications.** [Book]. MA: Jones & Bartlett Publishers, Incorporated. July 1999. ISBN: 0834216558.

\$67.95

McGlynn, Elizabeth A., Eve A. Kerr, Cheryl L. Damberg, Steven M. Asch. eds. **Quality of Care for Women: A Review of Selected Clinical Conditions and Quality Indicators.** [Book]. CA: Rand Corporation, October, 2001. ISBN: 0833029231.

\$30.00

Marshall, Martin V., Paul Shekelle, Robert Brook, Sheila Leatherman. **Dying to Know: Public Release of Information About Quality of Health Care.** [Book]. CA: Rand Corporation, December, 2000. ISBN: 083302891X.

\$25.00

Milligan, Frank, Kate Robinson, Merle Haggard. eds. **Limiting Harm in Health Care: A Nursing Perspective.** [Book]. England: Blackwell Publishing, May, 2003. ISBN: 0632059966.

\$83.00

Books

*High Impact Reading

Millman, Michael, Ph.D., Editor. Committee on Monitoring Access to Personal Health Care Services. Institute of Medicine. **Access to Health Care in America. [Book]**. MD: The National Academy Press, January, 1993. ISBN 0309047420.
\$42.95

Moullin, Max. **Delivering Excellence in Health and Social Care: Quality, Excellence and Performance Measurement. [Book]**. UK: Open University Press Publisher, October, 2002. ISBN: 0335208894.
\$102.00

Nightingale, Florence. **Notes on Nursing: What It Is, And What It Is Not. [Book]**. NY: Buccaneer Books, Reprint Edition, June, 1987. ISBN 048622340X.
\$21.95

Osborne, Liz. **Resolving Patient Complaints: A Step-By-Step Guide to Effective Service Recovery. [Book]**. MA: Jones & Bartlett Publishers, March, 2004. ISBN: 0763726222.
\$79.95

Press, Irwin. **Patient Satisfaction: Defining, Measuring, and Improving the Experience of Care. [Online Book]**. IL: Health Administration Press, July, 2002. ISBN: 1567931898.
\$65.00

Reason, J.T. **Managing the Risks of Organizational Accidents. [Book]**. England: Ashgate Publishing Ltd., December, 1997. ISBN: 1840141050.
\$25.00

Smolinski, Mark S. ed. **Healthy People 2010: Understanding and Improving Health. [Book]**. PA: DIANE Publishing Company, October, 1998. ISBN: 0756709245.
\$25.00

Shalala, Donna ed. **Your Guide to Choosing Quality Health Care. [Book]**. PA: DIANE Publishing Company. October, 1998. ISBN: 0788183702.
\$20.00

Shaw, Patricia, Chris Elliott, Polly Isaacson. **Quality Performance Improvement in Healthcare: A Tool for Programmed Learning, revised edition. [Book]**. IL: American Health Information Management Association. August, 2003. ISBN: 1584261161.
\$70.00

Shi, Leiyu, and Douglas A. Singh. **Delivering Health Care in America: A Systems Approach. [Book]**. MA: Jones & Bartlett Publishers, December. 2002. ISBN: 0763724939.
\$58.95

Spath, Patrice L. **Error Reduction in Health Care: A Systems Approach to Improving Patient Safety. [Book]**. NJ: Jossey-Bass, March, 2000. ISBN: 155648271X.
\$64.00

Wan, Thomas T. H, and Alastair M. Connell. **Monitoring the Quality of Health Care: Issues and Scientific Approaches. [Book]**. NY: Kluwer Academic Publishers Publisher, September, 2002. ISBN: 1402071000.
\$161.00

Books

***High Impact Reading**

Weick, Karl. and Kathleen M. Sutcliffe. **Managing the Unexpected: Assuring High Performance in an Age of Complexity.** [Book]. Jossey-Bass, July, 2001. ISBN: 0787956279. \$25.00

Westgard, James O., Elsa Quam, Patricia Barry. **Basic Method Validation: Training in Analytical Quality Management for Healthcare Labor.** [Book]. WI: Westgard Quality Corporation, March 1999. ISBN: 1886958122. \$60.00

Wunderlich, Gooloo S., and Peter O. Kohler. eds. Institute of Medicine Staff. **Improving the Quality of Long-Term Care.** [Book]. DC: National Academy Press, February, 2001. ISBN: 309064988. \$49.95

Zander, Benjamin. **The Art of Possibility: Transforming Professional and Personal Life.** [Book]. Penguin USA, October, 2002. ISBN 0142001104. \$22.50

Zipperer, L.A., and S. Cushman. eds. **Lessons in Patient Safety.** [Book]. VA: National Patient Safety Foundation, 2001 ASIN 1579471889 Order Information Available at: <http://www.npsf.org> \$45.00

Zuckerman, Alan M., and Russell C. Coile. **Competing on Excellence: Healthcare Strategies for a Consumer-Driven Market.** [Book]. IL: Health Administration Press, December, 2003. ISBN:156793210X. \$63.00

Core Journals

*Items in NJHA Library Holdings

American Journal Of Medical Quality: The Official Journal Of The American College Of Medical Quality*

ISSN: 1062-8606

Frequency: Six times a year

Price: \$198.00

Publisher: Allen Press, Inc.

INTERNET: <http://apt.allenpress.com/aptonline/?request=get-current-toc&issn=1062-8606>

Evidence-Based Healthcare and Public Health

ISSN: 1462-9410

Frequency: Six times a year

Price: \$336.00

Publisher: Churchill Livingstone

INTERNET:

http://www.elsevier.com/wps/find/journaldescription.cws_home/623028/description#description

Healthcare Benchmarks and Quality Improvement*

ISSN: 1541-1052

Frequency: 12 times a year

Price: \$ 519.00

Publisher: Thomson American Health Consultants

INTERNET: http://www.ahcpub.com/ahc_root_html/order/newsletters/orderhbqi.html

Hospital Peer Review*

ISSN: 0149-2632

Frequency: 12 times a year

Price: \$449.00

Publisher: Thomson American Health Consultants

INTERNET: <http://www.hpronline.com/>

International Journal For Quality In Health Care: Journal Of The International Society For Quality In Health Care*

ISSN: 1353-4505

Frequency: Six times a year

Price: \$645.00

Publisher: Oxford University Press

INTERNET: <http://www3.oup.co.uk/intqhc/subinfo/>

Joint Commission Journal On Quality and Safety. (formerly Journal on Quality Improvement)*

ISSN: 1070-3241

Frequency: 12 times a year

Price: \$195.00

Publisher: Joint Commission on Accreditation of Healthcare Organizations

INTERNET: <http://www.jcrinc.com/publications.asp?durki=4>

Joint Commission Perspectives*

ISSN: 0277-8327

Frequency: 12 times a year

Price: \$265.00

Publisher: Joint Commission on Accreditation of Healthcare Organizations

INTERNET: <http://www.jcrinc.com/publications.asp?durki=4>

Core Journals

*Items in NJHA Library Holdings

Journal For Healthcare Quality: Official Publication Of The National Association For Health Care Quality*

ISSN: 1062-2551

Frequency: Six times a year (Jan., Mar., May, July, Sept., Nov.)

Price: \$150.00

Publisher: National Association of Healthcare Quality

INTERNET: <http://www.nahq.org>

Journal of Clinical Outcomes Management*

ISSN: 1079-6533

Frequency: 12 times a year

Price: \$125.00

Publisher: Turner White Communications

INTERNET: <http://www.turner-white.com/cgi-bin/rbox/jmain2.cgi>

Journal of Nursing Care Quality*

ISSN: 1057-3631

Frequency: Quarterly

Price: \$231.95

Publisher: Lippincott, Williams and Wilkins

INTERNET: <http://www.lww.com/product/0%2C0%2C1057-3631%2C00.html>

Journal of Quality and Participation*

ISSN: 1040-9602

Frequency: Monthly

Price: \$95.00

Publisher: American Society for Quality

INTERNET: <http://www.aqp.org/pub/jqp/index.html>

The Quality Assurance Journal: The Quality Assurance Journal For Pharmaceutical, Health and Environmental Professionals

ISSN: 1087-8378

Frequency: Four times a year

Price: \$465.00

Publisher: John Wiley & Sons Limited

INTERNET: <http://www.wileyurope.com/WileyCDA/WileyTitle/productCd-QAJ.html>

The Quality Letter for Healthcare Leaders*

ISSN: 1047-5311

Frequency: 12 issues a year

Price: \$489.00

Publisher: Lippincott Williams & Wilkins, Inc.

INTERNET: <http://www.lww.com/product/0,0,1047-5311,00.html>

Quality Management in Health Care

ISSN: 1063-8628

Frequency: 12 issues times a year

Price: \$321.95

Publisher: Lippincott Williams & Wilkins

INTERNET: <http://www.lww.com/products/?1063-8628>

Core Journals

***Items in NJHA Library Holdings**

Quality and Safety in Health Care*

ISSN: 0963-8172

Frequency: Four times a year

Publisher: British Publishing Group

Price: \$189.00

INTERNET: <http://ghc.bmjournals.com>

Report On Medical Guidelines and Outcomes Research*

ISSN: 1050-5636

Frequency: 24 times a year

Price: \$575.00

Publisher: MCMC LLc

INTERNET: <http://www.mcman.com>

Videorecordings

America's Health Care Dilemma Who Pays? [VideoDisc]. Princeton, NJ: Ivanhoe Communications/Films for the Humanities & Sciences, 2003, 1989
1 Videodisc 4 3/4 in., (26 min)

Attitude: Radiating Possibility! [Videorecording]. Urbandale, IA: Provant Media, 2000
1 Videocassette (17 min.) 1/2 in. 1 (Trainer's Leaders Guide and Self Study Workbook)

Beyond Blame. [Videorecording]. Documentary. Hunterdon Valley, PA: ISMP/Bridge Medical, Inc.
1 Videocassette (45 min) 1/2 in.

Communication a Positive Approach to Risk Management [Videocassette]. Secaucus, NJ: Network for Continuing Medical Education, 2000
1 Videocassette (48 min.) 1/2 in.

Continuous Quality Improvement/Customer Service. [Videorecording]. Springfield, IL; Personnel Dept., St. John's Hospital, Personnel Dept., 2001
1 Videocassette 1/2 in.
47 min., 23 sec.)

Customer Service in Healthcare Today. [Videorecording]. HSTN.Carrollton, TX: PRIMEDIA Workplace Learning, 2002
1 Videocassette (25 min.) 1/2 in.

First Do No Harm. Part 1. A Case Study of Systems Failure. [Videorecording]. Partnerships for Patient Safety (P4PS) Risk Management Foundation, Carlsbad, CA: CRM Learning
1 Videocassette

First Do No Harm. Part 2. Taking the Lead. [Videorecording]. Partnerships for Patient Safety (P4PS) Risk Management Foundation, Carlsbad, CA: CRM Learning
1 DVD and VHS (18 min. drama, 35 min expert interviews); 1 (facilitators guide, 11 p.).

Focusing On Outcomes [Videorecording]. Memphis, TN: Nursing Videos, 2001
1 Videocassette (25 min.) 1/2 in. 1 (7 page guide)

Focus On Patient Safety. [Videorecording]. Network for Continuing Medical Education. Network for Continuing Medical Education, 2003
1 Videocassette (55 min.) 1/2 in.

Health Care in America: The Good, the Bad, and the Ugly. [Videorecording]. Arizona: University of Arizona; Health Sciences Center; Biomedical Communications, 2000
1 Videocassette (55 min.) 1/2 in.

The Importance of Health-Related Quality of Life Assessment in the Evaluation of Health and Health Care. [Videorecording]. Arizona: University of Arizona Health Sciences Center; Biomedical Communications
2000; 1 Videocassette (60 min.) 1/2 in.

Videorecordings

The JCAHO's Performance Improvement Requirements the Eight Specific Activities the Joint Commission Requires. [Videorecording]. Marblehead, MA: HcPro, 2001

1 Videocassette (8 min.) 1/2 in. Series: Medical staff quality;

Leading a Six Sigma Launch Issues of Immunity and Improvement; Six Sigma Manufacturing Challenge. [Videorecording]. Dearborn, Michigan: Society of Manufacturing Engineers, 2001

1 Videocassette (55 min.) 1/2 in.

Leadership An Art Of Possibility. [Videorecording]. Urbandale, IA: American Media: Provant Media, 2000

1 Videocassette (26 min.) 1/2 in. 1 (Guide and Self Study Workbook)

Let's Talk: Disclosure After An Adverse Medical Event. [Videorecording].

McLean, VA: National Patient Safety Foundation, 2002

1 Videocassette (45 min.) 1/2 in.

Link Staff Training With Improvement Goals. [Videorecording]. Carrollton, TX: PRIMEDIA Workplace Learning, 2003, 1 Videocassette (30 min.) 1/2 in.

Medical Mistakes. [Videorecording]. Health Care In America the Good, the Bad, and the Ugly. University of Arizona; Health Sciences Center; Biomedical Communications, 2000

1 Videocassette (55 min.) 1/2 in.

Nursing Homes: Quality Information Counts. [Videocassette]. KS: Kansas Foundation for Medical Care, 2002

1 Videocassette (9 min.) 1/2 in. (training packet)

Patient Safety: Achieving Measurable Results. [Videocassette]. Chicago, IL: Joint Commission on Accreditation of Healthcare Organizations, 2002

1 videocassette (90 min.) 1/2 in. (1 guide).

Patient Safety. [Videorecording]. Denver, Colo.: Exempla Saint Joseph Hospital, 2003

1 Videocassette (94 min.) 1/2 in.

Patient Safety Achieving Measurable Results. [Videorecording]. Oakbrook Terrace, Ill.: Joint Commission Resources, 2002

1 Videocassette (90 min.) 1/2 in.; 1 (37 page guide)

Patient Care & Care Continuum Redesign. [Videorecording]. Hartford Connecticut: Hartford Hospital, 2000

1 Videocassette (7 min.) 1/2 in.

Performance Improvement Achieving Results. [Videorecording]. Chicago, IL: Joint Commission Satellite Network; Joint Commission on Accreditation of Healthcare Organizations, 2000

1 Videocassette: (90 min.) 1/2 in.; 1 (29 page booklet)

Videorecordings

Quality Assurance/ Continuous Quality Improvement. [Videorecording]. Connecticut: Accreditation Council for Graduate Medical Education (ACGME); University Of Connecticut; School of Medicine. University of Connecticut School of Medicine, 2001

1 Videocassette (60 min.) 1/2 in.

The Quality Gap Medicine's Secret Killer. [Videorecording]. Princeton, NJ: Films for the Humanities & Sciences; Princeton, N.J. 2000

1 Videocassette (49 min.) 1/2 in.

Quality Healthcare and Patient Safety Systems Approach. [Videorecording]. Ohio: Ohio State University, 2000

1 Videocassette (114 min.) 1/2 in.

The Role Of Guidelines And Outcomes Research In Improving The Quality Of Healthcare. [Videorecording]. Network for Continuing Medical Education, 2001

1 Videocassette (39 min.) 1/2 in.

Staffing Effectiveness A New Approach. [Videorecording]. Oakbrook Terrace, Ill.: Joint Commission on Accreditation of Healthcare Organizations, 2002

1 Videocassette (90 min) 1/2 in.; 1 (guide- 46 p)

Stand Up And Be Counted: Improving Your Community's Health Through Performance Standards. [Videorecording]. Atlanta, GA: Centers for Disease Control and Prevention (U.S.); Public Health Training Network, 2001

1 Videocassette (68 min.) 1/2 in.

Through The Eyes Of The Patient: The Role Of Guidelines And Outcomes Research in Improving The Quality Of Healthcare. [Videocassette]. Secaucus, NJ: Network for Continuing Medical Education

1 Videocassette (39 min.) 1/2 in.

Transfusion Medicine And Quality Systems. [Videorecording]. Carrollton, TX: HSTN, 2000

1 Videocassette (25 min.) 1/2 in.

Using Clinical Practice Guidelines Across The Continuum Of Care. [Videorecording].

Chicago, IL: Joint Commission on Accreditation of Healthcare Organizations, 2000

1 Videocassette (35 min) 1/2 in., 1 (leader's guide - 11 p.); 1(viewer's guide -56 p.).

What Price? [Videorecording]. Sherborn, MA: Aquarius Health Care Videos, 2001

1 Videocassette (28 min.) 1/2 in.

Which Hat Is On? [Videorecording]. Orlando, Fla.; 13th Institute for Healthcare Improvement, 2001, Boston, MA: Institute for Healthcare Improvement

1 Videocassette (49 min.) 1/2 in.

Healthcare Quality And Patient Safety Web Sites

This list also appears on the NJHA Quality Institute Web site and is maintained by the NJHA Library. Check for updates on <http://www.njha.com/qualityinstitute/>

For Professionals

Agency for Healthcare Research & Quality (AHCPR). (2004) Quality Research for Quality Healthcare. [Web Site]. Accessed: February 5, 2004
<http://www.ahrq.gov>

Agency for Healthcare Research & Quality. (2004). National Guideline Clearinghouse. [Web Site]. Accessed February 23, 2004
<http://www.guideline.gov/>

American Accreditation HealthCare Commission/URAC. (2004) Utilization Review Accreditation and Certification Promoting Health Quality Through Accreditation. [Web Site]. Accessed February 5, 2004
<http://www.urac.org/>

American College of Medical Quality (ACMQ). (2004). [Web Site]. Accessed February 5, 2004
<http://www.acmq.org>

American Healthcare Quality Association (AHQA). (2003). Advancing Quality of Care & Patient Safety Nationwide. [Web Site]. Accessed: February 5, 2004
<http://www.ahqa.org>

American Hospital Association. (2004). "The Quality Initiative: A Public Resource on Hospital Performance," Quality and Patient Safety section. [Web Site]. Accessed: January 14, 2004
http://www.hospitalconnect.com/aha/key_issues/patient_safety/advocacy/quality_initiative.html

American Pharmacists Association Foundation. (2004). APhA Foundation Quality Center. [Web Site]. Accessed: February 5, 2004
<http://www.aphafoundation.org>

American Society of Healthcare Risk Management. (2004). [Web Site]. Risk Management Resources. Accessed: February 17, 2004
<http://www.hospitalconnect.com/DesktopServlet>

American Society for Quality. (2004). [Web Site]. Accessed: February 5, 2004
<http://www.asq.org>

The Business Roundtable Group. (2004). The Leapfrog Group for Patient Safety Rewarding Higher Standards. [Web Site]. Accessed: February 5, 2004
<http://www.leapfroggroup.org>

The Case Management Society of America. (2004) [Web Site]. Accessed: February 5, 2004
<http://www.cmsa.org/>

Healthcare Quality And Patient Safety Web Sites

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For Professionals

Center for the Evaluative Clinical Sciences at Dartmouth

[Web Site]. Accessed: January 14, 2004

<http://www.dartmouth.edu/dms/cecs/>

Center for Quality of Care Research and Education. (2004). [Web Site]. Accessed: February 5, 2004

<http://www.hsph.harvard.edu/qcare/>

Centers for Disease Control Division of Healthcare Quality Promotion. (2004). Issues in Healthcare Settings [formerly Hospital Infections Program] [Web Site]. Accessed: February 5, 2004

<http://www.cdc.gov/ncidod/hip/default.htm>

Centers for Medicare & Medicaid Services. (2003). Quality Initiatives. [Web Site]. Accessed: February 5, 2004

<http://cms.hhs.gov/quality/>

The Commonwealth Fund. (2004). Working to Improve Health Care Coverage and Quality. [Web Site]. Accessed: February 5, 2004

<http://www.cmwf.org/>

Council for Affordable Quality Healthcare. (2004). A Catalyst for Positive Change.

[Web Site]. Accessed: February 5, 2004

<http://www.caqh.org>

Duke Center for Clinical Health Policy Research

[Web Site]. Accessed: January 14, 2004

<http://clinpol.mc.duke.edu/>

ECRI- Technology Assessment, Risk Management, Safety, Quality, Equipment, Supplies. (2004). [Web Site]. Accessed: February 23, 2004

http://www.ecri.org/Products_and_Services/Membership_Programs/Healthcare_Risk_Control_System/Default.aspx

The Foundation for Accountability (FACCT). (2004). Quality Measures. [Web Site].

Accessed: February 5, 2004

<http://www.facct.org/>

Harvard School of Public Health. (2001). Center for Quality of Care Research and Education (QCARE). [Web Site]. Accessed: February 17, 2004

<http://www.hsph.harvard.edu/qcare/>

Health Information Research Unit: Evidenced Based Health Informatics. Cochrane Collaboration [evidence-based medicine, quality]. (2001). [Web Site]. Accessed: February 23, 2004

<http://hiru.mcmaster.ca>

Healthcare Quality Patient Safety Web Sites

This list also appears on the NJHA Quality Institute Web site and is maintained by the NJHA Library. Check for updates on <http://www.njha.com/qualityinstitute/>

For Professionals

Healthcare Leadership Council. (2004). [Web Site]. Accessed February 5, 2004
<http://www.hlc.org/>

Health Services Research Projects in Progress (HSRProj)
[Database]. Accessed: January 14, 2004
<http://www.academyhealth.org/hsrproj/>

Institute for Healthcare Improvement
[Web Site]. Accessed: January 14, 2004
<http://www.ihl.org>

The Institute for Safe Medication Practices (ISMP)
[Web Site]. Accessed: January 14, 2004
<http://www.ismp.org>

Institute of Medicine. (2004). Quality Chasm. [Web Site]. Accessed: February 5, 2004
<http://www.iom.edu/>

International Society for Quality in Healthcare. (2003). [Web Site]. Accessed: February 5, 2004
<http://www.isqua.org.au/>

Joint Commission for Accreditation of Healthcare Organizations. (2004). Setting the Standard for Quality in Health Care. [Web Site]. Accessed: February 5, 2004
<http://www.jcaho.org/>

The National Association of Health Data Organizations. (2003). [Web Site]. Accessed: February 5, 2004
<http://www.nahdo.org/>

National Association for Healthcare Quality. (2004). Healthcare Quality Certification Board. [Web Site]. Accessed: February 5, 2004
<http://www.cphq-hqcb.org/>

National Coalition On Healthcare. (2003). [Web Site]. Accessed: February 5, 2004
<http://www.nchc.org/>

National Committee for Quality Assurance (NCQA). (2004). Measuring the Quality of America's Health Care. [Web Site]. Accessed: February 5, 2004
<http://www.ncqa.org>

National Forum for Health Care Quality Measurement and Reporting/National Quality Forum (NQF). (2002). [Web Site]. Accessed: February 23, 2004
<http://www.qualityforum.org>

Healthcare Quality And Patient Safety Web Sites

This list also appears on the NJHA Quality Institute Web site and is maintained by the NJHA Library. Check for updates on <http://www.njha.com/qualityinstitute/>

For Professionals

National Healthcare Cost and Quality Association (NHCQA). (2004). [Web Site]. Accessed: February 23, 2004
<http://www.nhcqa.org> (under construction)

National Institute for Children's Healthcare Quality (NCIHQ). (2003). Children Deserve Better Care. [Web Site]. Accessed: February 5, 2004
<http://www.nichq.org/>

National Patient Safety Foundation. (2004). [Web Site]. Accessed: February 5, 2004
<http://www.npsf.org/>

The National Quality Forum. (2002). [Web Site]. Accessed: February 5, 2004
<http://www.qualityforum.org>

New Jersey Department of Health and Senior Services. (2004). Quality Spotlight. [Web Site]. Accessed: February 6, 2004.
<http://www.state.nj.us/health/quality/index.shtml>

New Jersey Hospital Association Alliances. (2004). Bridge Medical Partnership. [Web Site]. Accessed: February 5, 2004
<http://www.bridgemedical.com/newjersey.shtml>

New Jersey Hospital Association. (2003-2004). Quality Institute. [Web Site]. Accessed: February 5, 2004
<http://www.njha.com/qualityinstitute/>

Patient Safety Institute
[Web Site]. Accessed: January 14, 2004
<http://www.ptsafety.org/contact/>

Picker Institute, USA. (2004). Through the Patients Eyes. [Web Site]. Accessed: February 5, 2004
<http://www.pickerinstitute.org/>

President's Commission on Consumer Protection and Quality in the Health Care Industry. (1998). Advisory Commission's Final Report. [Web Site]. Accessed: February 23, 2004
<http://www.hcqualitycommission.gov>

PRO New Jersey. (2003). The Healthcare Quality Improvement Organization of New Jersey. [Web Site]. Accessed: February 5, 2004
<http://www.pronj.org/>

The Quality Center (HRSA). Bureau of Primary Health Care. (2004). Division of Clinical Quality. [Web Site]. Accessed February 5, 2004
<http://bphc.hrsa.gov/quality/>

Healthcare Quality And Patient Safety Web Sites

This list also appears on the NJHA Quality Institute Web site and is maintained by the NJHA Library. Check for updates on <http://www.njha.com/qualityinstitute/>

For Professionals

Quality Healthcare.org

[Web Site]. Accessed: January 14, 2004

<http://www.qualityhealthcare.org/QHC/>

RAND. (2004). Quality of Care. [Web Site]. Accessed: February 5, 2004

<http://www.rand.org/health/researchareas/quality.html>

State of New Jersey. Quality Healthcare New Jersey. [Web Site]. Accessed: February 23, 2004

<http://www.qnj.org/>

TalkingQuality. (2004). Talking to Consumers About Health Care Quality. [Web Site].

Accessed: February 5, 2004

<http://www.TalkingQuality.gov>

United States Health Resources and Services Administration. "Center for Quality"

[Web Site]. Accessed: January 14, 2004

<http://www.hrsa.gov/quality/>

For Consumers

Agency for Healthcare Research and Quality (AHRQ)

[Web Site]. Accessed: January 14, 2004

<http://www.ahrq.gov/>

American Association of Retired Persons (AARP)

[Web Site]. Accessed: January 14, 2004

<http://www.aarp.org/>

Center for Medical Consumers

[Web Site]. Accessed: January 14, 2004

<http://www.medicalconsumers.org/>

Consumer Coalition for Health Care Quality

[Web Site]. Accessed: January 14, 2004

<http://www.consumers.org/>

Foundation for Accountability

[Web Site]. Accessed: January 14, 2004

<http://www.facct.org/facct/site/facct/facct/home>

Healthcare Quality And Patient Safety Web Sites

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For Consumers

Health On the Net Foundation (HON)

[Web Site]. Accessed: January 14, 2004
<http://www.hon.ch/>

Health Privacy Project

[Web Site]. Accessed: January 14, 2004
<http://www.healthprivacy.org/>

National Healthcare Cost and Quality Association (NHCQA). (2004). [Web Site].

Accessed: February 23, 2004
<http://www.nhcqa.org> (under construction)

The Institute for Safe Medication Practices (ISMP)

[Web Site]. Accessed: January 14, 2004
<http://www.ismp.org>

JAMA Patient Page

[Web Site]. Accessed: January 14, 2004
<http://www.ama-assn.org/ama/pub/category/3158.html>

Medicare Rights Center: Your Guide Through the Medicare Maze

[Web Site]. Accessed: January 14, 2004.
<http://www.medicarerights.org/>

Medicare: The Official U.S. Government Site for People With Medicare

[Web Site]. Accessed: January 14, 2004.
<http://www.medicare.gov/>

MEDLINEplus

[Web Site]. Accessed: January 14, 2004
<http://www.medlineplus.gov>

myHealthFinder.com

[Web Site]. Accessed: January 14, 2004
<http://www.myhealthfinder.com/>

A Patient's Bill of Rights

[Web Document]. Accessed: January 14, 2004
<http://www.hospitalconnect.com/aha/about/pbillofrights.html>

Healthcare Quality And Patient Safety Web Sites

This list also appears on the NJHA Quality Institute Web site and is maintained by the NJHA Library. Check for updates on <http://www.njha.com/qualityinstitute/>

For Consumers

20 Tips to Help Prevent Medical Errors in Children

[Web Document]. Accessed: February 20, 2004

<http://www.ahrq.gov/consumer/20tipkid.pdf>

United States Department of Health & Human Services. "Office for Civil Rights Frequently Asked Questions With Answers"

[Web Document]. Accessed: January 14, 2004.

<http://www.hhs.gov/ocr/newfaq.html>

United States Department of Health & Human Services. "Fact Sheet: Protecting the Privacy of Patients' Health Information"

[Web Document]. Accessed: January 14, 2004

<http://www.hhs.gov/news/facts/privacy.html>

United States Department of Labor. "The Family and Medical Leave Act"

[Web Site]. Accessed: January 14, 2004

<http://www.dol.gov/esa/regs/compliance/whd/1421.htm>

USAeyes.org: The Council for Refractive Surgery Quality Assurance (CRSQA).

[Web Site]. Accessed: January 14, 2004

<http://www.usaeyes.org/>

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