The rest of Section I provides a more in-depth discussion of TQ, beginning with the three principles of customer focus, continuous improvement, and teamwork in Chapter 2. The remainder of this book focuses on quality management by providing healthcare managers with practical lessons to help them in their journey along the quality continuum.

**Companion Readings**


Centers for Disease Control and Prevention. *Health, United States, with Chartbook on Trends in the Health of Americans*. Hyattsville, MD: National Center for Health Statistics. (See especially the Executive Summary and Highlights).


**Web Resources**

Institute of Medicine Quality Initiative. The following publications are available on www.iom.edu:
- To Err Is Human: Building a Safer Health System
- Crossing the Quality Chasm: A New Health System for the 21st Century
- Envisioning the National Health Care Quality Report
- Keeping Patient’s Safe: Transforming the Work Environment of Nurses
- Quality Through Collaboration: The Future of Rural Health

Agency for Healthcare Research and Quality. The following publications are available on www.qualitytools.ahrq.gov/:
- The National Healthcare Quality Report
- The National Healthcare Disparities Report

Centers for Disease Control and Prevention, National Center for Health Statistics. This is available on www.cdc.gov/nchs/hus.htm:
- *Health, United States*

U.S. Census Bureau. This is available on www.census.gov/statatab/www:

**References**

