Chapter 1

Agency for Healthcare Research and Quality: www.ahrq.gov
American College of Healthcare Executives: www.ache.org
American Society for Quality: www.asq.org
National Association for Healthcare Quality: www.nahq.org
Public Health Foundation: www.phf.org

Chapter 2

Accreditation
Accreditation Association for Ambulatory Health Care (AAAHC): www.aaahc.org
Center for Improvement in Healthcare Quality (CIHQ): http://cihq.org
College of American Pathologists (CAP): www.cap.org
Commission on Accreditation of Rehabilitation Facilities (CARF): www.carf.org
Commission on Cancer: www.facs.org/quality-programs/cancer/coc
Community Health Accreditation Program (CHAP): www.chapinc.org
DNV GL: www.dnvgl.us/assurance/healthcare/index.html
Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
Institute for Medical Quality: www.imq.org
The Joint Commission: www.jointcommission.org
National Committee for Quality Assurance (NCQA): www.ncqa.org
National Public Health Performance Standards Program (NPHPSP):
   www.cdc.gov/publichealthgateway/nphps/index.html
Public Health Accreditation Board (PHAB): www.phaboard.org
URAC (formerly the Utilization Review Accreditation Commission): www.urac.org

Reports
CMS Innovation Center: https://innovation.cms.gov
Medicare provider performance data: www.medicare.gov/forms-help-resources/find-compare-doctors-hospitals-other-providers
The Joint Commission Quality Check: www.qualitycheck.org
National Cancer Database: www.facs.org/quality%20programs/cancer/ncdb

Federal Policymakers
CMS Quality Improvement Programs: www.qioprogram.org
National Quality Strategy: www.ahrq.gov/workingforquality
Affordable Care Act of 2010: www.hhs.gov/healthcare/
Chapter 3

Applied Systems Thinking: http://appliedsystemsthinking.com
Baldrige Performance Excellence Program Healthcare and National Quality Award Winners: www.nist.gov/baldrige/award-recipients
Institute for Excellence in Health and Social Systems: https://clinicalmicrosystem.org/about/

Chapter 4

Systems (open-access journal): www.mdpi.com/journal/systems
Institute for Systemic Leadership: www.systemicleadershipinstitute.org

Chapter 5

American College of Healthcare Executives: www.ache.org
American Hospital Association, Great Boards: www.greatboards.org
Healthcare Leadership Council: www.hlc.org
National Center for Healthcare Leadership: www.nchl.org

Chapter 6

Keirsey: http://keirsey.com/default.aspx

Chapter 7


Chapter 8

Goal Setting Basics: www.goalsettingbasics.com
Mind Tools: www.mindtools.com
SMART Goals Examples for Work: https://notejoy.com/resources/smart-goals-examples-for-work
Chapter 9

———. Quality Indicators: www.qualityindicators.ahrq.gov
———. Measures Inventory Tool: https://cmit.cms.gov/CMIT_public/ListMeasures
———. QualityNet: www.qualitynet.org
National Committee for Quality Assurance. HEDIS Measures for Health Plans: www.ncqa.org/hedis/
National Quality Forum: www.qualityforum.org

Chapter 10

Managing Data for Performance Improvement:
Statistical Thinking for Managerial Decisions: http://home.ubalt.edu/ntsbarsh/Business-stat/opre504.htm

Chapter 11

American Society for Quality: http://asq.org/learn-about-quality
Institute for Healthcare Improvement: www.ihi.org
Minnesota Department of Health. “PDSA: Plan-Do-Study-Act”:
www.health.state.mn.us/communities/practice/resources/phqitoolbox/pdsa.html

Chapter 12

Institute for Healthcare Improvement: www.ihi.org
Chapter 13

Institute for Healthcare Improvement: www.ihi.org/Topics/PatientSafety/Pages/default.aspx
Institute for Safe Medication Practices: www.ismp.org
Minnesota State Department of Health Patient Safety Resources for Providers: www.health.state.mn.us/facilities/patientsafety/adverseevents/provider.html
The Joint Commission on patient safety: www.jointcommission.org/topics/patient_safety.aspx
Veterans Administration National Center for Patient Safety: www.patientsafety.va.gov