

## Literature Resources

The Quality and Patient Safety Division is providing the following selected references as resources for healthcare facilities and providers in support of their Quality and Performance Improvement work.

**CLER Pathways to Excellence: Expectations for an Optimal Clinical Learning Environment to Achieve Safe and High Quality Patient Care.** Accreditation Council for Graduate Medical Education (ACGME) 2014. [https://www.acgme.org/Portals/0/PDFs/CLER/CLER\\_Brochure.pdf](https://www.acgme.org/Portals/0/PDFs/CLER/CLER_Brochure.pdf)

**Communication, Apology and Resolution (CARE) Resources.** The Massachusetts Alliance for Communication and Resolution following Medical Injury (MACRMI) <http://www.macrmi.info/providers/#sthash.PNX3tQ5N.dpbs>

**Confidential Physician Feedback Reports: Designing for Optimal Impact on Performance.** AHRQ 2016. <http://www.ahrq.gov/professionals/clinicians-providers/resources/confidreportguide/index.html>

**Free From Harm: Accelerating Patient Safety Improvement Fifteen Years after *To Err is Human*.** National Patient Safety Foundation 2015. <http://www.npsf.org/?page=freefromharm>

**Leadership Committed to Safety.** Sentinel Event Alert from The Joint Commission 2009. [http://www.jointcommission.org/assets/1/18/sea\\_43.pdf](http://www.jointcommission.org/assets/1/18/sea_43.pdf)

**Patient & Family Leadership Resource Compendium for Health Care.** Patient & Family Leadership Network convened by the National Academy of Medicine. 2015. <http://nam.edu/wp-content/uploads/2015/07/PFHCL-Resource-Compendium-rev17Jul15.pdf>

**RCA<sup>2</sup>: Improving Root Cause Analyses and Actions to Prevent Harm.** National Patient Safety Foundation 2015. <http://www.npsf.org/?RCA2>

**Shining a Light: Safer Health Care Through Transparency.** National Patient Safety Foundation 2015. <http://www.npsf.org/?page=shiningalight>

**Summit on Certification and Diagnostic Accuracy.** /ABMS/NPSF. Dec 2015. [http://c.ymcdn.com/sites/www.npsf.org/resource/resmgr/PDF/NPSF\\_ABMS\\_Safety\\_Summit\\_Dec2.pdf](http://c.ymcdn.com/sites/www.npsf.org/resource/resmgr/PDF/NPSF_ABMS_Safety_Summit_Dec2.pdf)

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Francois P, Prate F. **Characteristics of Morbidity and Mortality Conferences Associated with the Implementation of Patient Safety Improvement Initiatives, an Observational Study.** BMC Health Serv Res., 2016. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4734851/>

Griffin FA, Resar RK. **IHI Global Trigger Tool for Measuring Adverse Events (Second Edition).** IHI Innovation Series white paper. Cambridge, MA: Institute for Healthcare Improvement; 2009. <http://www.ihl.org/resources/Pages/IHIWhitePapers/IHIGlobalTriggerToolWhitePaper.aspx>

Leape L. **Symposium: Patient Safety: Collaboration, Communication, and Physician Leadership.** Clin Orthop Relat Res / DOI 10.1007/s11999-014-3598-6.

Mitchell I, Schuster A. **Patient Safety Incident Reporting: a Qualitative Study of Thoughts and Perceptions of Experts 15 Years After To Err is Human.** BMJ Quality & Safety Online First, published on 12 August 2015 as 10.1136/bmjqs-2015-004405.

Reinertsen JL, Gosfield AG, Rupp W, Whittington JW. **Engaging Physicians in a Shared Quality Agenda.** IHI Innovation Series white paper. Cambridge, MA: Institute for Healthcare Improvement; 2007. <http://www.ihl.org/resources/Pages/IHIWhitePapers/EngagingPhysiciansWhitePaper.aspx>

Sokol-Hessner L, Folcarelli PH, Sands KEF. **Emotional Harm from Disrespect: the Neglected Preventable Harm.** BMJ Qual Saf Published Online First: doi:10.1136/ bmjqs-2015-004034 <http://qualitysafety.bmj.com/content/early/2015/06/17/bmjqs-2015-004034.full.pdf+html>

Solberg L, Mosser G. **The Three Faces of Performance Measurement: Improvement, Accountability, and Research.** The Joint Commission Journal on Quality Improvement. 1997 Mar; 23(3); 135-47.

Tsai T, Jha A, **Hospital Board and Management Practices are Strongly Related to Hospital Performance on Clinical Quality Metrics.** Health Affairs 34, No 8, 2015. 1304-1311. <http://content.healthaffairs.org/content/34/8/1304.full.pdf+html>