

National RN Case Manager Certificate Program

Reading Guide: Improving Health Outcomes

1. What is the National Quality Strategy? (RWJF, 2012)
Classic & Foundational Read. This health policy brief describes the describes the first national health policy that set national goals to improve quality of health care. The National Quality Strategy guides all HHS quality improvement programs and regulations including measurement standards.
2. To Err is Human: Building a Safer Healthcare System (IOM Report Brief, 1999)
Classic & Foundational Read. This brief summarizes the comprehensive strategy to reduce preventable medical errors and improve health outcomes.
3. National Quality Fact Sheet (AHRQ, 2017)
Foundational Read. Charged by HHS with implementing the National Quality Strategy, this fact sheet by AHRQ provides this update on the overarching aims and goals of the National Quality Strategy to date.
4. The IHI Triple Aim (Institute for Healthcare Improvement)
Framework Description. IHI provides an easy to understand description of the Triple Aim framework with links to learn more. Note: You can sign up to receive regular updates from IHI or follow on social media. A good resource to inform your practice.
5. Why Measuring Healthcare Outcomes is Important (Health Catalyst, 2022)
Pages 3-9. Provides a solid overview of healthcare outcomes, defining measurement, and the relationship to quality.
6. The CMS National Quality Strategy: A Person-Centered Approach to Improving Quality (CMS, 2022)
Important Read. Describes the shift in quality improvement to a person-centered approach.
7. CMS National Quality Strategy (CMS, 2022)
Infographic. Short summary of the CMS National Quality Strategy.
8. Quality at IHS. (Indian Health Service, 2022)
IHS QI Initiatives. Quick overview of the Indian Health Service initiatives to improve quality of care for American Indian and Alaska Natives.

9. National Accountability Dashboard for Quality (IHS, 2019)
IHS QI System Response. Short outline of the Indian Health Service goals specific to quality improvement of services provided using an accountability dashboard.

10. VA Standards for Quality (Federal Register, 2019)
VA Quality Standards. Describes the standards, standard domains and measures selected by the Dept. of Veterans Affairs to assess health outcomes for veterans.

11. Quality and Patient Safety (U.S. Dept Veterans Affairs, 2022)
VA QI System Response. Overview of VA Quality Management division programs to ensure on going assessment and improvement of health outcomes and healthcare delivery processes.

