Toolkit Bibliography

THIS QI TOOLKIT CONTAINS CONTENT AND RESOURCES ADAPTED FROM MANY SOURCES. THE INFORMATION CONTAINED IN THIS DOCUMENT IS INTENDED FOR EDUCATION USE. DISTRIBUTION AND USE OF THE MATERIAL SHALL NOT IMPLY APPROVAL OF ANY OF THE REFERENCE MATERIALS USED IN COMPLETING THIS DOCUMENT:

- 1. EMERGENCY MEDICAL SERVICES AUTHORITY, "EMERGENCY MEDICAL SERVICES SYSTEM QUALITY IMPROVEMENT PROGRAM MODEL GUIDELINES" #164, MARCH 2004
- 2. California Code of Regulations Title 22: Division 9: Pre-hospital Emergency Medical Services, Chapter 12. EMS System Quality Improvement
- 3. PENNSYLVANIA EMERGENCY HEALTH SERVICES COUNCIL, "EMERGENCY MEDICAL SERVICES RISK MANAGEMENT RESOURCE GUIDE: AN ADJUNCT TO AN EMS SAFETY PROGRAM" APRIL 2004
- 4. CONTRA COSTA COUNTY HEALTH SERVICES DEPARTMENT: EMS AGENCY "QUALITY IMPROVEMENT PROGRAM" DRAFT JULY 1996
- 5. Nebraska Health and Human Services EMS, "Measuring Success Through Quality Improvement"
- 6. Institute of Medicine, "Crossing the Quality Chasm: A New Health System for the 21st Century" March 2001
- 7. Kohn, L.T., Corrigan, J. M., & Donaldson, M. S., (eds)., Institute of Medicine, "To Err Is Human: Building a Safer Health System," Executive Summary, National Academy Press, 1999
- 8. Kaprielian, V., "Quality Improvement" PowerPoint presentation, 2003
- 9. New York City Dept. of Health and Mental Hygiene, "Quality IMPACT Basic CQI Course" 2007
- 10. Process Quality Associates, "Continuous Improvement Through Six Sigma" 1996-2006, http://www.pqa.net
- 11. Grzybicki, Dana Marie, "Barriers to the implementation of patient safety initiatives" Clinics in Laboratory Medicine., Vol. 24, No.4, Dec. 2004., pp1-7
- 12. Institute of Medicine, "EMS at the Crossroads" 2006
- 13. George, M., Rowlands, D., Kastle, B., "What is Lean Six Sigma?," McGraw-Hill, 2004
- 14. Arthur, J., "Lean Six Sigma Demystified: A Self-Teaching Guide," McGraw-Hill, 2007