

References

- AHCPR/Agency for Health Care Policy and Research (2000). *Consumer Assessment of Health Plans (CAHPS®): Fact Sheet*. AHRQ Publication No. 00-PO47, April 2000. Agency for Health Care Policy and Research, Rockville, MD.
<http://www.ahrq.gov/qual/cahpfact.htm>
- Berman, S. (1999). Conference report: Measuring and improving the quality of care in health plans. *Jt Comm J Qual Improv* 25(8):434-439.
- Bero, L.A., R. Grilli, et al. (1998). Closing the gap between research and practice: an overview of systematic reviews of interventions to promote the implementation of research findings. The Cochrane Effective Practice and Organization of Care Review Group. *BMJ* 317(7156): 465-468.
- Cherry D, Burt C, Woodell D (2001). *National Ambulatory Care Survey: 1999 Summary, Advance Data from Vital and Health Statistics*. Centers for Disease Control and Prevention N. 322.
- Davis, D.A. And A. Taylor-Vaisey (1997). Translating guidelines into practice: A systematic review of theoretic concepts, practical experience and research evidence in the adoption of clinical practice guidelines [see comments]. *CMAJ* 157(4):408-416.
- Davis, D.A., M.A. Thompson, et al. (1992). Evidence for the effectiveness of CME: A review of 50 randomized controlled trials [see comments]. *Journal of the American Medical Association* 268(9):1111-1117.
- Davis, D.A., M.A. Thompson, et al. (1995). Changing physician performance: A systematic review of the effect of continuing medical education strategies [see comments]. *Journal of the American Medical Association* 274(9):700-705.
- Himmelstein, J. and G. Pransky (1995). Measuring and Improving the quality of workers' compensation medical care. *John Burton's Workers' Compensation Monitor* (November/December): 4-9.
- Hofer, T.P., R.A. Howard, et al. (1999). The unreliability of individual physician "report cards" for assessing the costs and quality of care of a chronic disease. *Journal of the American Medical Association* 281(22):2098-2105.
- Institute of Medicine (1990). *Medicare: A Strategy for Quality Assurance*. Washington, DC: National Academy Press.
- Kaegi, L. (1999). AMA Clinical Quality Improvement Forum ties it all together: from guidelines to measurement to analysis and back to guidelines. *Jt Comm J Qual Improv* 25(2): 95-106.

- Mardon, R. and G. E. Mitchell, 2nd (1997). Assessing the impact of Florida's low back pain guidelines [abstract]. *Abstract Book / Association for Health Services Research* 14: 100.
- Rudolph, L (1996). A call for quality [editorial] [see comments]. *Journal of Occupational and Environmental Medicine* 38(4):343-344.
- Salem-Schatz S., G. Moore, et al. (1994). The case for case-mix adjustment in practice profiling: When good apples look bad. *Journal of the American Medical Association* 272(11):871-874.
- Shortell, S.M., C.L. Bennett, et al. (1998). Assessing the impact of continuous quality improvement on clinical practice: What it will take to accelerate progress [see comments]. *Millbank Q* 76(4):593-624.
- Tacci, J. A., B. S. Webster, et al. (1998). Healthcare utilization and referral patterns in the initial management of new-onset, uncomplicated, low back workers' compensation disability claims. *Journal of Occupational and Environmental Medicine* 40(11): 958-63.
- URAC/American Accreditation HealthCare Commission (2001). *Measuring Quality in Worker's Compensation Managed Care Organizations: Technical Manual of Performance Measures*. Washington, DC: URAC.
- Weingarten, S. and A.G. Ellrodt (1992). The case for intensive dissemination: adoption of practice guidelines in the coronary care unit. *QRB Qual Rev Bull* 18(12):449-455.
- Weiss, K.B. and R. Wagner (2000). Performance measurement through audit, feedback, and profiling as tools for improving clinical care. *Chest* 118(2 Suppl):53S-58S.

Useful websites for further information

- Agency for Healthcare Research and Quality (AHRQ): <http://www.ahrq.org>
- California Division of Workers' Compensation (DWC) home page: <http://www.dir.ca.gov/DWC>
- National Committee for Quality Assurance (NCQA): <http://www.ncqa.org>
- National Guideline Clearinghouse: <http://www.guideline.gov>
- Pacific Business Group on Health (PBGH): <http://www.pbgh.org>