



## CLINICAL QUALITY FELLOWSHIP PROGRAM



Introduction to the Clinical Quality Fellowship Program

### **Case Study and Discussion: *What is Quality?***

March 14, 2024

**Objective:** Gain a general understanding of the many facets of health care “quality.”

**Reading:**

- Kohn LT, Corrigan JM, and Donaldson MS, (Eds.) (1999). *To Err Is Human: Building a Safer Health System: Executive Summary*. Committee on Quality of Health Care in America, Institute of Medicine. Washington, DC: National Academies Press.
- Bates DW, Singh H. Two decades since *To Err Is Human*: An assessment of progress and emerging priorities in patient safety. *Health Affairs*. 2018;37(11):1736-1743.
- Bates DW, Levine DM, Salmasian H, et al. The safety of inpatient health care. *NEJM*. 2023;388:142-53.