References

- Abdellah, F. G., and Levine, E., "Developing a Measure of Patient and Personnel Satisfaction With Nursing Care," *Nursing Research* 5:100-108, 1957.
- Abdellah, F. G., and Levine, E., Effect of Nurse Staffing on Satisfaction With Hospital Care, Hospital Monograph Series No. 4 (Chicago, IL: American Hospital Association, 1958).
- Abramowitz, S., Cote, A. A., and Berry, E., "Analyzing Patient Satisfaction: AMultianalytic Approach," Quality Review Bulletin 13:122-130, 1987.
- Accreditation Association for Ambulatory Health Care, Inc., Accreditation Handbook for Ambulatory Health Care, 1987-88 Edition (Skokie, IL: 1987).
- Adams, D.F, Fraser, D. B., and Abrams, H. L., "The Complications of Coronary Arteriography," *Circulation* 48(3):609-618, 1973.
- Adams, E. K., and Zuckerman, S., "Variation in the Growth and Incidence of Medical Malpractice Claims," *Journal of Health Politics*, *Policy, and Law* 9:475-488, Fall 1984.
- Aday, L. A., and Andersen, R. A., Access to Medical Care (Ann Arbor, MI: Health Administration Press, 1975).
- 8. Aday, L. A., Andersen, R. A., and Fleming, G. V., *Health Care in the U. S.: Equitable for Whom?* (Beverly Hills, CA: Sage Publishing Co., 1980).
- Advisory Board for Osteopathic Specialists, "Requirements for Certification: Advisory Board for Osteopathic Specialists and Boards of Certification, " Chicago, IL, 1987.
- 10. Affeldt, J. E., Roberts, J. S., and Walczac, R. M., "Quality Assurance-Its Origin, Status, and Future Direction—A JCAH Perspective," *Evaluation and the Health Professions* 6(2):245-248, June 1983.
- 11. Ahlgren, L., Associate Director, Department of Research and Development, Joint Commission on the Accreditation of Healthcare Organizations, Chicago, IL, personal communication, Feb. 19, 1987.
- 12. Aleshire, P., "Eastbay Hospitals Top State Death Rates," *The Tribune* (Oakland, CA), p. Dl, Sept. 18, 1986.
- 13. Alpert, J. J., Kosa, J., Haggerty, R. J., et al., "Attitudes and Satisfactions of Low-Income Fami-

- lies Receiving Comprehensive Pediatric Care, " *American Journal of Public Health* 60:499-506,
 1970.
- 14. Altman, S, H., Chairman, Prospective Payment Assessment Commission, Washington, DC, letter to Director of the Health Care Financing Administration, U.S. Department of Health and Human Services, Nov. 13, 1987.
- American Academy of Pediatrics and the American College of Obstetricians and Gynecologists, *Guidelines for Perinatal Care* (Evanston, IL: 1983).
- 16. American Board of Internal Medicine, "Policies and Procedures," Philadelphia, PA, 1988.
- 17. American Board of Medical Specialties, "Compendium of Certified Medical Specialists," Evanston, IL, 1986.
- American Board of Medical Specialties, Annual Report& Reference Handbook (Evanston, IL: 1987).
- American Board of Medical Specialties, "Medical Specialty Certification and Related Matters," Evanston, IL, 1987.
- American Board of Medical Specialties, "Self-Designated Boards," Evanston, IL, June 16, 1987.
- **21.** American Board of Medical Specialties, Committee on Study of Evaluation Procedures, "Suggestions on Evaluating Residents for Specialty Boards," Evanston, IL, 1986.
- **22.** American College of Cardiology, "The 17th Bethesda Conference—Adult Cardiology Training," Bethesda, MD, 1986.
- 23. American College of Emergency Physicians and Emergency Nurses Association, "Emergency Care Guidelines (revised)," Annals of Emergency Medicine 15:486-490, Apr. 4, 1986.
- **24.** American College of Physicians, *Guide for the Use of ACP Statements on Clinical Competence* (Philadelphia, PA: March 1987).
- **25.** American College of Surgeons, "Statements on Principles," Chicago, IL, June 1985.
- 26. American College of Surgeons, Hospital and Prehospital Resources for Optimal Care of the Injured Patient and Appendices A Through J (Chicago, IL: 1986).
- **27.** American College of Surgeons, Commission on Cancer, *Cancer Program Manual* **1986** (Chicago, IL: 1986).

- American College of Surgeons, Commission on Cancer, "Hospital Cancer Program Fact Sheet," Chicago, IL, undated.
- **29.** American Hospital Association, *American Hospital Association Guide to the Health Care Field* (Chicago, IL: Joint Commission on the Accreditation of Hospitals, 1986).
- 30. American Hospital Association, Medical Malpractice Task Force Report on Tort Reform and Compendium of Professional Liability Early Warning Systems for Health Care Providers (Chicago, IL: 1986).
- 31. American Medical Association, *The American Medical Directory* (Chicago, IL: 1986).
- 32. American Medical Association, "Statutes on Medical Disciplinary Boards," *State Health Legislation Report* 14(3):14-25, 1986.
- 33. American Medical Association, "AMA Initiative on Quality of Medical Care and Professional Self Regulation," Chicago, IL, June 1986.
- American Medical Association, "Reports of Council on Medical Service," Chicago, IL, June 1986.
- American Medical Association, *Physician Characteristics and Distribution*: 2986 (Chicago, IL: 1987).
- 36. American Medical Association, "Report of the Board of Trustees: Categorization of Hospital Emergency Capabilities," Chicago, IL, 1987.
- American Medical Association, Seeking Quality Medical Care: What You Should Know (Chicago, IL: 1987).
- 38. American Medical Association, Commission on Emergency Medical Services, *Provisional Guidelines for the Optimal Categorization of Hospital Emergency Capabilities* (Chicago, IL: 1982).
- American Medical Association, Division of Health Policy and Program Evaluation, Department of Health Care Review, "Confronting Regional Variations: The Maine Approach," Chicago, IL, 1986.
- American Medical Association, Division of Survey and Data Resources, "Intended Use of AMA Physician Masterfile Codes for Self-Designation of Practice Specialty, " Chicago, IL, January 1987.
- 41. American Medical News, "Battle Over Performance Monitoring Shapes Up," *American Medical News*, p. 1, Oct. **16**, **1987**.
- 42. American Psychological Association, Standards for Educational and Psychological Tests (Washington, DC: American Psychological Association, 1974).

- **43.** Anderson, J. G., and Bartkus, D. E., "Choice of Medical Care: A Behavioral Model of Health and Illness Behavior," *Journal of Health and Social Behavior* 14(4):348-362, 1973.
- 44. Ashworth, J. W., Executive Director, The Maryland Institute for Emergency Medical Services Systems, University of Maryland, Baltimore, MD, personal communication, Feb. 18, 1988.
- **45.** Association of Community Cancer Centers, "Application for Membership," Rockville, MD, undated.
- **46.** Association of Community Cancer Centers, *Standards* (Rockville, MD: undated).
- **47.** Australian National Blood Pressure Management Committee, "The Australian Therapeutic Trial in Mild Hypertension, " *Lancet 1:1261*-1267, 1980.
- Avant, D., Vice President for Accreditation Surveys, Joint Commission on the Accreditation of Healthcare Organizations, Chicago, IL, personal communication, Dec. 30, 1987, and January 1988.
- Ayliffe, G. A. J., "Nosocomial Infection: The Irreducible Minimum," *Infection Control* 7:92-95, 1986
- **50.** Bachman, S. S., Pomerantz, D., and Tell, E., "Making Employers Smart Buyers of Health Care," *Business and Health* 4(9):28-34, 1987.
- 51. Ball, J. R., "Credentials vs. Privileges: Another Look," *Hospital Privileges and Specialty Medicine* (Chicago, IL: American Board of Medical Specialties, 1986).
- Ballard, D. J., Strogatz, D. S., Wagner, E. H., et al., "The Edgecombe County High Blood Pressure Control Program: The Process of Medical-Care and Blood Pressure Control," *American Journal of Preventive Medicine* 2(5):278-284, 1986
- 53. Banta, H. D., Behney, C. B., and Willems, J. S., Toward Rational Technology in Medicine (New York, NY: Springer Publishing Co., 1981).
- 54, Banton, L., Secretary Peer Assessment Committee, The College of Physicians and Surgeons of Ontario, Toronto, Ontario, personal communication, Dec. 2, 1987.
- 55. Bargmann, E., and Grove, C., Surgery in Maryland Hospitals 1979 and 1980: Charges and Deaths (Washington, DC: Public Citizen Health Research Group, 1982).
- Bartlett, E. E., Grayson, M., Barker, R., et al., "The Effects of Physician Communications Skills on Patient Satisfaction, Recall, and Adherence," *Journal of Chronic Diseases* 37:755-764,1984.

- Batalden, P., Vice President for Medical Care, Hospital Corporation of America, Nashville, TN, personal communication, Aug. 3, 1987.
- 58, Batalden, P. B., and O'Connor, J. P., *Quality Assurance in Ambulatory Care* (Rockville, MD: Aspen Publications, 1980).
- Bates, B., A Guide to Physical Examination and History Taking (Philadelphia, PA: J.B. Lippincott Co., 1987).
- Bauer, R. A., "Consumer Behavior as Risk Taking," *Dynamic Marketing for a Changing World*, R.S. Hancock (cd.) (Chicago, IL: American Marketing Association, 1960).
- Becker, M. H., "Psychosocial Aspects of Health-Related Behavior," *Handbook of Medical So*ciology, H.E. Freeman, S. Levine, and L.G. Reeder (eds.) (Englewood Cliffs, NJ: Prentice-Hall, Inc., 1979).
- 62. Becker, M. H., "Patient Adherence to Prescribed Therapies," Medical *Care* 23(5):539-555, 1985.
- 63. Becker, M. H., Maiman, L. A., Kirscht, J. P., et al., "The Health Belief Model and Prediction of Dietary Compliance: A Field Experiment," *Jour*nal of Health and Social Behavior 18:348-366, December 1977.
- 64. Belsky, M. S., and Gross, L., Beyond the Medical Mystique: How To Choose and Use Your Doctor (New York, NY: Priam Books, 1975).
- 65. Bennett, D., and Campbell, K., "Most Consumers Show Little Concern in Selecting Health-Services Providers," *Marketing News*, p. 14, Aug. 15, 1986.
- Bertakis, K. D., "The Communication of Information From Physician to Patient: A Method for Increasing Patient Retention and Satisfaction," *Journal of Family practice* 5:217-222, 1977
- 67. Berwick, D. (Harvard Community Health Plan, Cambridge, MA), and Batalden, P. (Hospital Corporation of America, Nashville, TN), "Toward an Alternative Theory of Quality Improvement," 1987.
- 68. Berwick, D., and Godfrey, A. B., "Industrial Quality Control and Health Care," Harvard Community Health Plan, Cambridge, MA, August 1986.
- 69. Berwick, D., Ware, J. E., Jr., Nelson, E., et al., "Patient Judgments of Hospital Quality: Report of a Pilot Study," Harvard Community Health Plan, Cambridge, MA, forthcoming.
- Bettman, J. R., An Information Processing Theory of Consumer Choice (Reading, MA: Addison-Wesley, 1979).

- 71, Billings, J., and Eddy, E., "Physician Decision Making Limited by Evidence," *Business* and *Health* 5(1):23-28, 1987.
- **72.** Blendon, R. J., Aiken, L. H., Freeman, H. E., et al., "Uncompensated Care by Hospitals or Public Insurance for the Poor: Does it Make a Difference?" New *England Journal of Medicine* 314(18):1160-1163, 1986,
- **73.** Blue Cross and Blue Shield of Ohio, "Consumer Guide for Patients and Physicians," Cleveland, OH, May **1987**.
- Blumberg, M. S., "Regional Differences in Hospital Use Standardized by Reported Morbidity," *Medical Care* 20:931-944, September 1982.
- 75. Blumberg, M. S., "At Risk for Hospitalization: Differences by Health Insurance Coverage and Income," Advances in Health Economics and Health Services Research, Vol. 5, R.M. Scheffler and L.F. Rossiter (eds.) (Greenwich, CT: JAI Press, 1984).
- **76.** Blumberg, M. S., "Measures of Risk for Short-Term Hospital Days and Part B Covered Charges in the 1977 CMS Aged Sample, " Kaiser Foundation Health Plan, Oakland, CA, Apr. 10, 1985.
- 77. Blumberg, M. S., "Risk-Adjusting Health Care Outcomes: A Methodologic Review," *Medical Care Review* 43:351-393, 1986.
- **78.** Blumberg, M. S., "Comments on HCFA Hospital Death Rate Statistical Outliers," *Health Services Research* 21(6):715-739, February **1987**.
- **79.** Blumberg, M. S., "Scholarly Debate: Inter-Area Variations in Age-Adjusted Health Status," *Medical Care* 25(4):340-353, April 1987.
- 80. Blumberg, M. S., "Maryland Mortality for Non-Elective Surgery: A Prototype RAMO System," Oakland, CA, Kaiser Foundation Health Plan, Inc., May 6, 1987.
- 81. Blumberg, M. S., "Measuring Surgical Quality in Maryland: A Model," *Health Affairs* 7(1):62-78, 1988.
- **82.** Bodendorf, F. M., Assistant Director, Pennsylvania Health Care Cost Containment Council, Harrisburg, PA, personal communication, Dec. 30, 1987, and Feb. 18, 1988.
- 83. Booth, P., Branch Chief, Utilization Review Branch, Health Care Financing Administration, U.S. Department of Health and Human Services, Bethesda, MD, personal communication, Feb. 11,1988, Mar. 2, 1988, and Apr. 4, 1988.
- **84.** Borgiel, A. E. M., "Assessing the Quality of Care in Family Physicians' Practices by the College of Family Physicians of Canada," presentation

- at the Institute of Medicine Health Care Technology Forum on Quality of Care and Technology, Washington, DC, May 15, 1987.
- **85.** Borgiel, A. E. M., Chairman, Practice Assessment Committee, College of Family Physicians of Canada, Mississauga, Ontario, personal communication, August 1987, and Sept. 28, 1987.
- **86.** Borgiel, A. E. M., Williams, J. I., Anderson, G. M., et al., "Assessing the Quality of Care in Family Physicians' Practices," *Canadian Family Physician* **31**(4):853-862, 1985.
- 87. Boybjerg, R., "Medical Malpractice on Trial: Quality of Care Is the Important Standard," *Law and Contemporary Problems* 49(2):321-348, spring 1986.
- 88. Bovbjerg, R., Senior Research Associate, Urban Institute, Washington, DC, personal communication, Dec. 1, 1987.
- 89. Braunwald, E., Isselbacher, K. J., Petersdorf, R. G., et al.(eds.), *Harrison's Principles of Internal Medicine (New* York, NY: McGraw Hill Book Co., 1987).
- 91. Breaden, D. G., Associate Executive Vice President, The Federation of State Medical Boards of the United States, Fort Worth, TX, personal communication, Sept. 30, 1987, Oct. 13, 1987, and Feb. 9, 1988.
- Breaden, D. G., and Galusha, B. L., "Official 1985 Federation Summary of Reported Disciplinary Actions," *Federation Bulletin* 73:300-305, 1986.
- **92.** Breslau, N., and Mortimer, E. A., "Seeing the Same Doctor: Determinants of Satisfaction With Specialty Care." *Medical Care* 19:741-758. 1981.
- Specialty Care," *Medical Care* 19:741-758, 1981.
 93. Brewster, A. C., Jacobs, C. M., and Bradbury, R. C., "Special Report: Classifying Severity of Illness by Using Clinical Findings," *Health Care Financing Review*, Annual Supplement, pp. 107-109, December 1984.
- Brewster, A. C., Karlin, B. G., Hyde, L. A., et al., "MEDISGRPS: A Clinically Based Approach to Classifying Hospital Patients at Admission," *Inquiry* 22:377, 1985.
- 95. Britt, M. R., Burke, J. P., Nordquist, A. G., et al., "Infection Control in Small Hospitals: Prevalence Surveys in 18 Institutions," *Journal of the American Medical Association 236(15):1700-1703, 1976.*
- 96. Britt, M. R., Schleupner, C. J., and Matsumiya, S., "Severity of Underlying Disease as a Predictor of Nosocomial Infection: Utility in the Control of Nosocomial Infection," Journal of the American Medical Association 239(11):1047-1051, 1978.

- 97. Brody, B. A., "HCFA Data Release—Government Abuse or Patient Right?" Hospital Physician, pp. 36-40, June 1986.
- 98. Brook, H., Deputy Director, Office of Medical Review, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, personal communication, Mar. 16, 1988.
- 99. Brook, R. H., Quality of Care Assessment: A Comparison of Five Methods of Peer Review (Washington, DC: U.S. Department of Health, Education, and Welfare, 1973).
- 100. Brook, R, H., and Appel, F. A., "Quality-of-Care Assessment: Choosing a Method for Peer Review," New *England Journal of Medicine* 288(25):1323-1329, 1973.
- 101. Brook, R. H., Brutoco, R., and Williams, K. N., "The Relationship Between Medical Malpractice and Quality of Care," Duke Law Journal 1975:1197-1231, 1975.
- 102. Brook, R. H., Fink, A., Kosecoff, J., et al., "Educating Physicians and Treating Patients in the Ambulatory Setting: Where Are We Going and How Will We Know When We Arrive?" Annals of Internal Medicine 107:392-398, 1987.
- **103.** Brook, R. H., and Lohr, K. N., "Efficacy, Effectiveness, Variations and Quality: Boundary-Crossing Research," *Medical Care* 23(5):710-722, May **1985**.
- 104. Brook, R. H., and Lohr, K. N., "Monitoring Quality of Care in the Medicare Program: Two Proposed Systems," *Journal of the American Medical Association* 258(21):3138-3141, 1987.
- 105. Brook, R, H., and Williams, K. N., "Quality of Health Care for the Disadvantaged," *Journal of Community Health* 1(2):132-156. 1975.
- 106. Budetti, P., McManus, P., Barrand, N., et al., The Costs and Effectiveness of Neonatal Intensive Care (Health Technology Case Study #10), prepared for the Office of Technology Assessment, U.S. Congress, OTA-BP-H-9 (Washington, DC: U.S. Government Printing Office, December 1981); also available as PB 82-101411 (Springfield, VA: National Technical Information Service, August 1981).
- 107. Bunker, J. P., and Brown, B. W., "The Physician-Patient as an Informed Consumer of Surgical Services," New *England Journal of Medicine* 290(19):1051-1055, 1974.
- **108.** Bunker, J. P., Forrest, W. H., Jr., Mosteller, F., et al., *The National Halothane Study* (Washington, DC: U.S. Government Printing Office, **1969**),
- 109. Burda, D., "Physician Data Base Spurs Legal, Ethical Debate," *Hospitals* 61(2):56, Jan. 20, 1987.

- 110. Burg, F. D., and Lloyd, J. S., "Definitions of Competence: A Conceptual Framework," *Evaluating the Skills of Medical Specialists* (Chicago, IL: American Board of Medical Specialties, 1983).
- 111. Cahill, N. E., "Developing Law on Professional Standards and Peer Review in Quality Assessment Activities," contractor document prepared for the Office of Technology Assessment, U.S. Congress, Washington, DC, December 1987.
- 112. California Blue Shield, "Bypass Surgery Survival Odds Much Better at Some Hospitals: Blue Shield Study Finds Lives and Dollars Could Be Saved, " press release, Rencho Cordova, CA, May 21, 1986.
- 113. California Department of Health Services, *Licensing and Certification, Facility Listing* (Sacramento, CA: 1987).
- 114. California Medical Association and California Hospital Association, *Report on the Medical Insurance Feasibility Study* (San Francisco, CA: Sutter Publications, Inc., August 1977).
- 115. California Medical Review, Inc., "CMRI Releases Medicare Data for California Hospitals," CMRI press release, San Francisco, CA, Aug. 18, 1986.
- 116. California Medical Review, Inc. "California Medical Review, Inc. (CMRI) Releases DRG-Specific Medicare Data on State Hospitals: Executive Summary, "San Francisco, CA, 1987.
- 117. California Medical Review, Inc., San Francisco, CA, *Premature Discharge Study* prepared for the Health Care Financing Administration, U.S. Department of Health and Human Services, undated.
- 118. Cancer Letter, "CCOP, Another 'Jewel, 'Into Second Life Following Bitter Recompetition," Cancer Letter 14(8):3-8, 1988.
- Cancila, C., "JCAH to Review Clinical Outcomes," American Medical News, p. 1, Sept. 19, 1986.
- **120.** Carmel, S., "Satisfaction With Hospitalization: A Comparative Analysis of Three Types of Services," **Social Science and Medicine** 21:1243-1249, 1985.
- Carney, S. L., and Mitchell, K. R., "Satisfaction of Patients With Medical Students' Clinical Skills," *Journal of Medical Education* 61:374-379, 1986.
- 122. Carper, J., *Health Care*, *U.S.A.* (*New* York, NY: Prentice Hall Press, 1987).
- 123. Carter, W. B., Inui, T., Kukull, W., et al., "Outcome-Based Doctor-Patient Interaction Analysis, Part II: Identifying Effective Provider

- and Pat i en t Behaviors, *Medical Care* 20:550-566, 1982.
- 124. Casarreal, K. M., Mills, J. I., and Plant, M. A., "Improving Service Through Patient Surveys in a Multihospital Organization," Hospital and Health Services Administration 31:41-52, 1986.
- 125. Cassim v. Bowen, 824 F.2d 791 (9th Cir. 1987).
- 126. Center for Medical Consumers, "Where To Go for Coronary Bypass Surgery: Special Report," Center for Medical Consumers, New York, NY, 1986.
- 127. Champion, H., Chief Director, Critical Surgical Care Services, Medstar, Washington Hospital Center, Washington, DC, personal communication, March 1988.
- 127b Champion, H. (Chief Director, Critical Surgical Care Services, Medstar, Washington Hospital Center), and Teter, H. (Attorney at Law, Bricker & Eckler), "State Laws and Regulations," Washington, DC, 1988.
- 128. Chang, B. L., Uman, G. C., Linn, L. S., et al., "The Effect of Systematically Varying Components of Nursing Care on Satisfaction in Elderly Ambulatory Women," Western Journal of Nursing Research 6:367-379, 1984.
- 129. Charles, J. G., "Using Informed Choice To Combat Health Costs," **Business and** Health 4(9):36-38, 1987.
- 130. Chase, R. A., and Burg, F. D., "Reexamination/Recertification," *Archives of* Surgery 112(1):19-25, 1977.
- 131, Chassin, M. R., Kosecoff, J., Park, R. E., et al., "Does Inappropriate Use Explain Geographic Variations in the Use of Health Care Services?" Journal of the American Medical Association 258(18):2533-2537, 1987.
- 132. Chenoweth, J., "Hospital Associations Must Prepare Members for PRO Data Release," *Baselines: A Monthly Newsletter* 1:1-2, 1985.
- 133. Christoffel, T., and Loewenthal, M., "Evaluating the Quality of Ambulatory Care: A Review of Emerging Methods," Medical Care 15:t377-897, 1977
- 134. Chu, J., Diehr, P., Feigl, P., et al., "The Effect of Age on the Care of Women With Breast Cancer in Community Hospitals," Journal of Gerontology 42:185, 1987.
- 135. Clemmer, T., Orme, J., Thomas, F., et al., "Outcome of Critically Injured Patients Treated at Level I Trauma Centers Versus Full-Service Community Hospitals," *Critical Care Medicine* 13(10):861-863, 1985.
- 136. Coale, J., Director, Department of Corporate Relations, Joint Commission on the Accredita-

- tion of Healthcare Organizations, Chicago, IL, personal communication, Feb. 19, 1987.
- Cohen, J., Statistical Power Analysis for the Behavioral Sciences, revised edition (New York, NY: Academic Press, 1977).
- 138. Colburn, D., "Shopping for Hospital Care," *Washington Post*, p. D7, Nov. 14, 1987.
- 139. College of Physicians and Surgeons of Ontario, *Peer Assessment—Annual Report* (Toronto, Ontario: 1987).
- 140. Colorado Health Data Commission, "Concerning the Measurement and Reporting of Hospital Inpatient Severity and Morbidity," Regulation 87-3, Denver, CO, Jan. 12, 1988.
- Commission on Professional and Hospital Activities, Risk-Adjusted Hospital Mortality Norms 1986 Workbook (Ann Arbor, MI: 1987).
- 142. Committee on Perinatal Health, *Toward Improving the Outcome of Pregnancy* (White Plains, NY: National Foundation/March of Dimes, 1977).
- 143. Committee on Trauma, "Hospital andPrehospital Resources for Optimal Care of the Injured Patient," *Bulletin of the American College of Surgeons* 68:11-18, October 1983.
- Comstock, L. M., Hooper, E. M., Goodwin, J. M., et al., "Physician Behaviors That Correlate With Patient Satisfaction," *Journal of Medical Education* 57:105-112, 1982.
- 145. Connell, C. M., and Crawford, C. O., "How People Obtain Their Health Information—A Survey in Two Pennsylvania Counties," *Public Health Reports* 103(2):189-195, 1988.
- 146. Conrad, F., Director, Office of Quality Assurance, Veterans Administration, Washington, DC, personal communication, Feb. 16, 1988.
- 147. Cook, T., and Campbell, D. T., *Quasi-Experimentation: Design and Analysis Issues for Field Settings* (Chicago, IL: Rand McNally, 1979).
- 148. Cooper, H. M., *The Integrative Research Review: A Systematic Approach* (Beverly Hills, CA: Sage Publishing Co., 1984).
- 149. Cope, D. W., Linn, L. S., Leake, B. D., et al., "Modification of Residents' Behavior by Preceptor Feedback of Patient Satisfaction," *Journal of General Internal Medicine* 1:394-398, 1986.
- 150. Corah, N. L., O'Shea, R. M., Pace, L. F., et al., "Development of a Patient Measure of Satisfaction With the Dentist: The Dental Visit Satisfaction Scale, "*Journal of Behavioral Medicine* 7:367-373, 1984.
- Cornacchia, H. J., and Barrett, S., Consumer Health: A Guide to Intelligent Decisions (St. Louis, MO: C.V. Mosby, 1980).

- 152. Couch, N. P., Tilney, N. L., Rayner, A. A., et al., "The High Costs of Low-Frequency Events," New England Journal of Medicine 305:634-637, 1981.
- 153. Cowley, R.A. (cd.), *Trauma Care*, *Vol.1: Surgical Management* (Philadelphia, PA: J.B.Lippincott Co., 1986).
- 154. Craddick, J. W., Medical Management Analysis Series, Vol. II: Improving Quality and Resource Management Through Medical Management Analysis (Rockville, MD: Medical Management Analysis International, Inc., 1987).
- 155. Crile, G., "How To Keep Down the Risk and Cost of Surgery," *Inquiry* 18:99-101, 1981.
- 156. Cronbach, L., Essentials of Psychological Testing, 4th edition (New York, NY: Harper and Row, 1984).
- 157. Crowley, A. E., Etzel, S.1., Peterson, E. S., et al., "Undergraduate Education," *Journal of the American Medical Association 258(8):1013-1020, 1987.*
- 158. Dans, P. E., Weiner, J. P., and Otter, S. E., "Peer Review Organizations: Promises and Pitfalls," New EnglandJournal of Medicine 313(18):1131-1137, 1985.
- 159. Danzon, P., Medical Malpractice: Theory, Evidence, and Public Policy (Cambridge, MA: Harvard University Press, 1985).
- 160. Daschner, F., Nadjem, H., Langmaack, H., et al., "Surveillance, Prevention and Control of Hospital-Acquired Infections," *Infection* 6(6):261-265, 1978.
- 161. Davies, A. R., and Ware, J. E., Jr., "Involving Consumers in Quality of Care Assessment: Do They Provide Valid Information?" Health Affairs 7(1):33-48, Spring 1988.
- 162. Davies, A. R., Ware, J. E., Jr., Brook, R. H., et al., "Consumer Acceptance of Prepaid and Feefor-Service Care: Results From a Randomized Controlled Trial," Health Services Research 21:429-452, 1986.
- 163. Davies, A. R., Ware, J. E., Jr., Brook, R. H., et al., Consumer Acceptance of Prepaid and Feefor-Service Care: Results From a Randomized Controlled Trial, R-3219-HHS (Santa Monica, CA: Rand Corp., in press).
- 164. Dehn, T. G., President of the American Medical Peer Review Association, testimony at hearing on the Medicare Quality Assurance Process before the Subcommittee on Intergovernmental Relations and Human Resources, Committee on Government Operations, House of Representatives, U.S. Congress, Washington, DC, Oct. 20, 1987.

- 165. Demlo, L. K., "Assuring Quality of Health Care: An Overview," Evaluation and the Health Professions 6(2):161-196, 1983.
- 166. Demlo, L. K., and Campbell, P. M., "Improving Hospital Discharge Data: Lessons From the National Hospital Discharge Survey," Medical Care 19(10):1030-1040, 1981.
- 167. Demlo, L. K., Campbell, P. M., and Brown, S.S., "Reliability of Information Abstracted From Patients' Medical Records," *Medical Care* 16:995-1005, December 1978.
- 168. Derbyshire, R. C., "Obstacles to Enforcement of Discipline," *Hospital Practice* 18(10):251-262, 1983.
- 169. Derbyshire, R. C., "The Incompetent Physician," *Hospital Practice* 18(11):30-50, 1983.
- 170. DesHarnais, S., Research Scientist, Research Services, Commission on Professional and Hospital Activities, Ann Arbor, MI, personal communication, Feb. 11, 1988.
- 171. DesHarnais, S., Chesney, J., and Wroblewski, R., "Using Data To Evaluate Performance," *Michigan Hospitals*, pp. 21-26, October 1987.
- 172. DesHarnais, S., Chesney, J., and Fleming, S. T., "Should DRG Assignment Be Based on Age?" Medical Care 26:124-131,1988.
- 173. DesHarnais, S., Chesney, J., Wroblewski, R., et al., "The Risk-Adjusted Mortality Index: A New Measure of Hospital Performance," *Medical Care*, in press, 1988.
- 174. Deuschle, J. M., Alvarez, B., Logsdon, D. N., et al., "Physician Performance in a Prepaid Health Plan: Results of the Peer Review Program of the Health Insurance Plan of Greater New York," Medical Care 20(2):127-142, 1982.
- 175. Diamond, S. S., "Order in the Court: Consistency in Criminal Court Decisions," The Master Lecture Series, Vol. II: Psychology and the Law, C.J. Scheirer and B.L. Hammonds (eds.) (Washington, DC: American Psychological Association, 1983).
- 176. Dickinson, J. C., and Gehlbach S. H., "Process and Outcome: Lack of Correlation in a Primary Care Model," *Journal of Family Practice* 7(3):557-562, 1978.
- 177. Dietrich, A. J., and Marton, K. I., "Does Continuous Care From a Physician Make a Difference?" *Journal of Family Practice* 15(5):929-937, 1982.
- 178. Dietz, P., Program Administrator, Commission on Emergency Medical Services, American Medical Association, Chicago, IL, personal communication, Jan. 28, 1988.

- 179. DiFazio, J. E., Associate Director, Association of Community Cancer Centers, Rockville, MD, personal communication, Jan. 7, 1988.
- 180. DiMatteo, M. R., Hays, R. D., and Prince, L. M., "Relationship of Physicians' Nonverbal Communication Skill to Patient Satisfaction, Appointment Noncompliance, and Physician Workload," Health Psychology 5:581-594, 1986.
- 181. DiMatteo, M. R., Taranta, A., Friedman, H. S., et al., "Predicting Patient Satisfaction From Physicians' Nonverbal Communication Skills," Medical Care 18:376-387, 1980.
- 182. Dixon, R. E., "Costs of Nosocomial Infections and Benefits of Infection Control Programs," Prevention and Control of Nosocomial Infections, R.P. Wenzel (cd.) (Baltimore, MD: Williams & Wilkins, 1987).
- 183. Donabedian, A., Explorations in Quality Assessment and Monitoring, Vol. I: The Definition of Quality and Approaches to its Assessment (Ann Arbor, MI: Health Administration Press, 1980).
- 184. Donabedian, A., Explorations in Quality Assessment and Monitoring, Vol. II: The Criteria and Standards of Quality (Ann Arbor, MI: Health Administration Press, 1982).
- 185. Donabedian, A., Explorations in Quality Assessment andMonitoring, Vol. III: The Methods and Findings of Quality Assessment and Monitoring: An Illustrated Analysis (Ann Arbor, MI: Health Administration Press, 1985).
- 186. Donabedian, A., "A Primer on Quality Assurance and Monitoring in Medical Care," prepared for the Conference on Law Practice Quality Evaluation, American Law Institute and the American Bar Association, Williamsburg, VA, Sept. 10-12, 1987.
- 187. Dougherty, D., "Hospital Mortality Rates as a Quality Indicator," working paper, Office of Technology Assessment, U.S. Congress, Washington, DC, 1988.
- 188. Dove, H. G., and Schneider, K. C., "The Application of Prognostic Criteria in Outpatient Quality Assessment: Control of Hypertension," Journal of Medical Systems 4(1):45-58, 1980.
- 189. Dubois, R. W., Brook, R. H., and Rogers, W. H., "Adjusted Hospital Death Rates: A Potential Screen for Quality of Medical Care," American Journal of Public Health 77(9):1162-1166, 1987.
- 190. Dubois, R. W., Rogers, W. H., Moxley, J. H., et al., "Hospital Inpatient Mortality: Is It a Predic-

- tor of Qualit y?" New *England Journal of Medicine* 317(26):1674-1680, 1987.
- 191. "Dying for Health Care," television show, WETA, Washington, DC, 1987.
- 192. Eggers, P. W., "Prospective Payment System and Quality: Early Results and Research Strategy," *Health Care Financing Review*, Annual Supplement, pp. 29-37, December 1987.
- 193. Eggers, P. W., Office of Research, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, personal communication. February 1988.
- 194. Ehrenhaft, P. M., Neonatal Intensive Care for Low Birthweight Infants: Costs and Effectiveness (Health Technology Case Study #38), Office of Technology Assessment, U.S. Congress, OTA-HCS-38 (Washington, DC: U.S. Government Printing Office, December 1987).
- 195. Ehrlich, J., Morehead, M. A., and Trussell, R. E., The Quantity, Quality, and Costs of Medical and Hospital Care Secured by a Sample of Teamster Families in the New York Area (New York, NY: Columbia University School of Public Health and Administrative Medicine, 1961).
- 196. Eisen, S. A., Woodward, R. S., Miller, D., et al., "The Effect of Medication Compliance on the Control of Hypertension," *Journal of General Internal Medicine* 2:298-305, 1987.
- EZam v. College Park Hospital 132 Cal. App. 3d 333, 183 Cal. Rptr., 156 (1982).
- 198. Engel, J. F., Blackwell, R. D., and Miniard, P. W., *Consumer Behavior* (Chicago, IL: Dryden Press, 1986).
- 199. Ernst & Whinney, *The Impact of PROs on Hospitals*, E&W No. J58693 (Cleveland, OH: 1987).
- 200. Estes, W.K, Handbook of Learning and Cognitive Processes, Vol. 4: Attention and Memory (New York, NY: McGraw-Hill, 1959).
- 201. Evans, R. G., *Strained Mercy: Canada's Health Care System* (Toronto, Ontario: Butterworth & Co. (Canada) Ltd., 1984).
- 202. Faden, R. R., and Beauchamp, T. L., *A History and Theory of Informed Consent (New* York, NY: Oxford University Press, 1986).
- 203. Farber, B. F., Kaiser, D. L., and Wenzel, R. P., "Relation Between Surgical Volume and Incidence of Postoperative Wound Infection," New England Journal of Medicine 305(4):200-204, 1981.
- 204. Farrell, K., "Alternative Health Plans: Informing the Medicare Consumer," paper presented at the American Public Health Association Meeting, Las Vegas, NV, September 1986,

- **205.** Federation of State Medical Boards of the United States, "Physician Disciplinary Data Bank," Fort Worth, TX. **1986.**
- 206. Federation of State Medical Boards of the United States, *Exchange/ Section 1: Flex and M.D. Licensing Requirements* (Fort Worth, TX: 1987).
- 207. Feeny, D., Guyatt, G., and TugWell, P., Health Care Technology: Effectiveness, Efficiency, and Public Policy (Montreal, Quebec: Institute for Research on Public Policy, 1986).
- Feinstein, R. J., "The Ethics of Professional Regulation," New *England Journal of Medicine* 312(12):801-804, 1985.
- 209. Fink, A., Brook, R. H., and Yano, E. M., "The Uses and Misuses of Mortality Data: A Literature Review," prepared for the American Medical Review Research Center Executive Training Program on Peer Review Outcome Data, Washington, DC, Apr. 21, 1987.
- Fishbein, M., and Ajzen, I., Belief, Attitude, Intention, and Behavior: An Introduction to Theory and Research (Reading, MA: Addison-Wesley, 1975).
- 211. Fletcher, S. W., Deliakis, J., Schoch, W. A., et al., "Predicting Blood Pressure Control in Hypertensive Patients: An Approach to Quality of Care Assessment," *Medical Care* 17(3):285-292, 1979.
- 212. Flexner, W. A., Marketing Research and Health Care: Concepts and Techniques Applied to Abortion Service Design (New York, NY: Neal Watson Academic Publications, 1978).
- 213. Flood, A. B., Associate Professor, Medical Humanities and Social Sciences Program, College of Medicine, University of Illinois, Urbana IL, personal communication, Sept. 17, 1987.
- **214.** Flood, A. B., Ewy, W., Scott, W. R., et al., "The Relation Between the Intensity and the Duration of Medical Services and Outcomes for Hospitalized Patients," *Hospital Structure and Performance*, A.B. Flood and W.R. Scott (eds.) (Baltimore, MD: Johns Hopkins University Press, **1987**).
- **215.** Flood, A. B., and Scott, W. R., *Hospital Structure and Performance* (Baltimore, MD: Johns Hopkins University Press, 1987).
- 216. Flood, A. B., and Scott, W. R., "Professional Power and Professional Effectiveness: The Power of the Surgical Staff and the Quality of Surgical Care in Hospitals," Hospital Structure and Performance, A.B. Flood and W.R. Scott (eds.) (Baltimore, MD: Johns Hopkins University Press, 1987).

- 217. Flood, A. B., Scott, W. R., and Ewy, W., "Does Practice Make Perfect? Part I: The Relation Between Hospital Volume and Outcomes for Selected Diagnostic Categories," *Medical Care* 22(2):98-114, 1984.
- 218. Flood, A. B., Scott, W. R., and Ewy, W., "Reply to David Dranove," letter to the editor, *Medical Care* 22(10):967-969, 1984.
- 219. Flood, A. B., Scott, W. R., and Ewy, W., "Hospital Characteristics and Hospital Performance," Hospital Structure and Performance, A.B. Flood and W.R. Scott (eds.) (Baltimore, MD: Johns Hopkins University Press, 1987).
- 220. Flood, A. B., Scott, W. R., Ewy, W., et al., "Effectiveness in Professional Organizations: The Impact of Surgeons and Surgical Staff Organizations on the Quality of Care in Hospitals," Health Services Research 17(4):341-366, 1982.
- 221. Flood, A. B., Scott, W. R., Ewy, W., et al., "Effectiveness in Professional Organizations: The Impact of Surgeons and Surgical Staff Oganizations on the Quality of Care," *Hospital Structure and Performance*, A.B. Flood and W.R. Scott (eds.) (Baltimore, MD: Johns Hopkins University Press, 1987).
- 222. Flood, A. B., Scott, W. R., Ewy, W., et al., "Tests for Differences Among Hospitals in the Quality of Surgical Outcomes and Service Intensity," *Hospital Structure and Performance*, A.B. Flood and W.R. Scott (eds.) (Baltimore, MD: Johns Hopkins University Press, 1987).
- 223. Forrest, W. H., Jr., Brown, B. W., Jr., Scott, W. R., et al., *Studies of the Determinants of Service Intensity in the Medical Care Sector*, report to the National Center for Health Services Research, PB 287-365 (Springfield, VA: National Technical Information Service, 1977).
- 224. Fottler, M. D., Slovensky, D. J., and Rogers, S. J., "Public Release of Hospital Specific Death Rates: Guidelines for Health Care Executives," *Hospital and Health Services Administration* 32:343-356, 1987.
- **225.** Fowler, F. J., *Applied Social Research Methods Series, Vol. 1: Survey Research Methods* (Beverly Hills, CA: Sage Publishing Co., 1984).
- 226. Fowles, J., Vice-President, Research and Development, Park Nicollet Medical Foundation, Minneapolis, MN, personal communication, February 1988.
- 227. Fowles, J., Bunker, J. P., Oda, M., et al., "Surgery Data Yield Quality Indicators," *Business and Health* 4(8):44-46, 1987.
- **228.** Franklin, F. J., and McLemore, S. D., "A Scale for Measuring Attitudes Toward Student Health Services," *Journal of* Psychology 66(1):143-147, 1967.

- 229, Franklin, F. J., and McLemore, S. D., "Factors Affecting the Choice of Medical Care Among University Students," *Journal of Health and Social Behavior* 11:311-319,1970.
- 230. Freeman, J., and McGowan, J. E., Jr., "Methodologic Issues in Hospital Epidemiology, Part 1: Rates, Case Finding and Interpretation," *Review of infectious Diseases* 3:658-667, 1981.
- 231. Freeman, J., and McGowan, J, E., Jr., "Methodologic Issues in Hospital Epidemiology, Part III: Investigating the Modifying Effects of Time and Severity of Underlying Illnesses on Estimates of Cost of Nosocomial Infection," Review of Infectious Diseases 6(3):285-300, 1984.
- Freeman, J., and McGowan, J. E., Jr., "Risk Factors for Nosocomial Infections," *Journal of Infectious Diseases* 138:811-819, 1978.
- Freeman, J., Rosner, B. A., and McGowan, J. E., Jr., "Adverse Effects of Nosocomial Infections," Journal of Infectious Diseases 140:732-740, 1979.
- Freidson, E., *Patients' Views of Medical Practice (New York, NY: Russell Sage Foundation,* 1961).
- French, K., "Methodologic Considerations in Hospital Patient Opinion Survey s," *International Journal of Nursing Studies* 18(1):7-32, 1981.
- 236. Friedman, B., Associate Director, Center for Health Services and Policy Research, Northwestern University, Evanston, IL, personal communication, Oct. 26, 1987.
- 237. Friedman, B., and Shorten, S., "Where Are the Tradeoffs of Cost vs. Patient Outcome in Hospital Care?" Center for Health Services and Policy Research and J.L. Kellogg Graduate School of Management, Northwestern University, Evanston, IL, 1987.
- 238. Fry, E., Joint Commission on Accreditation of Healthcare Organizations, Chicago, IL, personal communication, July *6*, *1987*.
- 239. Galusha, B. L., Executive Vice President, Federation of State Medical Boards of the United States, Fort Worth, TX, personal communication, Sept. 22, 1987.
- Galusha, B. L., and Breadon, D. G., "Official 1986 Federation Summary of Reported Disciplinary Actions," *Federation Bulletin*75(2):41-46, 1988.
- 241, Gardner, "Putting Health Care Decisions in the Hands of Consumers," *Business and Health* 3(10):22-26, 1986.
- 242. Garg, M. L., Mulligan, J. L., Werner, A. G., et al., "Physician Specialty, Quality and Cost of Inpatient Care," *Social Science and Medicine* 13C:187-190, 1979.

- 243. General Mills, Inc., "Family Health in an Era of Stress: The General Mills Family Report 1978-1979," Minneapolis, MN: 1979.
- 244. Georgetown University Hospital, "How To Select the Right Doctor," Washington, DC, April 1987.
- 245. Georgopolous, B. S., "Organization Structure and the Performance of Hospital Emergency Services," Annals of Emergency Medicine 14:677-684, July 7, 1985.
- 246. Georgopolous, B. S., Research Scientist, Survey Research Center, Institute for Social Research, University of Michigan, Ann Arbor, MI, personal communication, Jan. 20, 1988.
- Gerbert, B., and Hargreaves, W. A., "Measuring Physician Behavior," Medical Care 24(9):838-847, 1986.
- 248. Gerbert, B., Stone, G., Stulbarg, M., et al., "Agreement Among Physician Assessment Methods: Searching for the Truth Among Fallible Methods," *Medical Care*, in press.
- 249. Giebelhaus, B., Office of Legislation and Policy, Health Care Financing Administration, U.S. Department of Health and Human Services, Washington, DC, personal communication, Feb. 23, 1988, and Mar. 30, 1988.
- Given, B., Given, C. W., and Simoni, L. E.,
 "Relationships of Processes of Care to Patient Outcomes," Nursing Research 28(2):85-93, 1979.
- 251. Givens, C. D., and Wenzel, R. P., "Catheter-Associated Urinary Tract Infections in Surgical Patients: A Controlled Study on the Excess Morbidity and Costs, " Journal of Urology 124:646-648, 1980.
- Glanz, K., "Nutrition Education for Risk Factor Reduction and Patient Education: A Review," Preventive Medicine 14(6):721-752, 1985
- 253. Glanz, K., and Rudd, J., "Effects of Quality-of-Care Information on Consumer Choice of Physicians and Hospitals," contractor document prepared for the Office of Technology Assessment, U.S. *Congress*, Washington, DC, December 1987.
- 254. **Glass**, G., "Primary, Secondary, and Meta-Analysis of Research," *Educational Researcher* 5:3-8, 1976.
- 255. Glassman, M., and Glassman, N., "A Marketing Analysis of Physician Selection and Patient Satisfaction," *Journal of Health Care Marketing* 1(4):25-31, 1981.
- 256. Goldbeck, W. B., "Quality of Care: a Personal Perspective on the Employer's Obligation and

- Opportunity, "draft discussion paper, May 1987, for the Pew Corporate Fellows Conference, Boston, MA, June 10-12, 1987.
- **257.** Goldberg, H. I., and Dietrich, A. J., "The Continuity of Care Provided to Primary Care Patients," *Medical Care* 23(1):63-73, 1985.
- **258.** Goldschmidt, P. G., "The Appropriate Organizational Loci for Constructing Indicators of the Quality of Hospitals and Physicians and for Evaluating the Validity of Those Indicators," contractor document prepared for the Office of Technology Assessment, U.S. Congress, Washington, DC, December **1987**.
- **259. Goss**, M. E. W., and Reed, J. I., "Evaluating the Quality of Hospital Care Through Severity-Adjusted Death Rates: Some Pitfalls," *Medical Care* 12:202, *1974*.
- **260.** Grad, F. P., and Marti, N., *Physicians' Licensure and Discipline* (Dobbs Ferry, NY: Oceana Publications, 1979).
- 261. Green, J. W., and Wenzel, R. P., "Postoperative Wound Infection: A Controlled Study of the Increased Duration of Hospital Stay and Direct Cost of Hospitalization," Annals of Surgery 185(3):264-268, 1977.
- **262.** Green, L. W., Kreuter, M. W., Deeds, S. G., et al., *Health Education Planning: A Diagnostic Approach* (Palo Alto, CA: Mayfield Publishing Co., 1980),
- **263.** Green, M. S., Rubinstein, E., and Amit, P., "Estimating the Effects of Nosocomial Infections on the Length of Hospitalization," *Journal of Infectious Diseases* 145:667-672, *1982*.
- **264.** Greenfield, S., Kaplan, S., and Ware, J. E., Jr., "Expanding Patient Involvement in Care: The Effects on Patient Outcomes," *Annals of Internal Medicine* 102:520-528, 1985.
- 265. Greenley, J. R., Schulz, R., Nam, S. H., et al., "Patient Satisfaction With Psychiatric Inpatient Care: Issues in Measurement and Application," Research in Community Mental Health 4:303-319. 1985.
- Griffin, N., American Medical Association, Chicago, IL, personal communication, Feb. 19, 1987.
- **267.** Grimaldi, P. L., and Micheletti, J. A., "Implementation of the Peer Review Organization Program," *Quality Review Bulletin* 12:340-346, 1984.
- 268. Haines, G. H., "Process Models of Consumer Decision Making," *Buyer/Consumer Information Processing*, G.D. Hughes and M.L. Ray (eds.) (Chapel Hill, NC: University of North Carolina Press, 1974).

- 269. Haley, R. W., Culver, D. H., White, J. W., et al., "The Nationwide Noscomial Infection Rate: A New Need for Vital Statistics," *American Journal of Epidemiology* 121:159-167, 1985.
- 270. Haley, R. W., Culver, D. H., Morgan, W. M., et al., "Increased Recognition of Infectious Diseases in U.S. Hospitals Through Increased Use of Diagnostic Tests, 1970-1976," American Journal of Epidemiology 121(2):168-181, 1985.
- 271. Haley, R. W., Culver, D. H., Morgan, W. M., et al., "Identifying Patients at High Risk of Surgical Wound Infection: A Simple Multivariate Index of Patient Susceptibility and Wound Conlamination," American Journal of Epidemiology 121(2):206-215, 1985.
- 272. Haley, R.W., Culver, D. H., White, J. W., et al., "The Efficacy of Infection Surveillance and Control Programs in Preventing Nosocomial Infections in U.S. Hospitals," *American Journal of Epidemiology* 121(2):182-205, 1985.
- 273. Haley, R. W., Hooton, T. M., Culver, D. H., et al., "Nosocomial Infections in U.S. Hospitals, 1976-1976: Estimated Frequency by Selected Characteristics of Patients," American Journal of Medicine 70:947-959, 1981.
- 274. Haley, R. W., Quade, D., Freeman, H. E., et al., "The SENIC Project: Summary of Study Design," *American Journal of Epidemiology* 111:472-485, 1980.
- 275. Haley, R. W., Schaberg, D. R., McClish, D. K., et al., "The Accuracy of Retrospective Chart Review in Measuring Nosocomial Infection Rates," *American Journal of Epidemiology* 111(5):516-533, 1980.
- 276. Hall v. Bowen, No. 86-2380 (8th Cir. 1987).
- 277. Hamilton, J., "The Best Hospitals for Every Ailmerit," *Family Circle, pp.36-40, 133-152,* Oct. **20.** 1987.
- 278. Hannan, E. L., Director, Bureau of Health Care Research and Information Services, State of New York Department of Health, Albany, NY, personal communications, October-December 1987.
- 279. Hannan, E. L., and Yazici, A., "A Critique of the 1987 HCFA Mortality Study Based on New York Data," Office of Health Systems Management, New York State Department of Health, Albany, NY, January 1988.
- 280. Hansen, H. R., General Counsel, Group Health Association of America, Inc., "Medical Licensure and Consumer Protection: An Analysis and Evaluation of State Licensure," Washington, DC, November 1962.
- 281. Hanson, F., "Hemispheral Lateralization: Implications for Understanding Consumer Behavior,"

- Journal of Consumer Research 8:23-26, June 1981.
- 282. Hare, R. L., "Let Me Count The Ways, "7'he Internist 3:11-13, 1981.
- 283. Harvard Medical Practice Study Group, "Medical Care and Medical Injuries in the State of New York: A Pilot Study, " Cambridge, MA, April 1987.
- 284. Hastings, G. E., Sonneborn, R., Lee, G. H., et al., "Peer Review Checklist: Reproducibilit, and Validity of a Method for Evaluating the Quality of Ambulatory Care," American Journal of Public Health 70(3):22-28, 1980.
- 285. Haug, M., and Lavin, B., Consumerism in **Medicine: Challenging Physician Authority** (Beverly Hills, CA: Sage Publishin, Co., 1983).
- 286. Haynes, R. B., Gibson, E. S., Taylor, D. W., et al., "Process Versus Outcome in Hypertension: A Positive Result, " Circulation 65(1):28-33, 1980.
- 287. Hays, R. D., and Ware, J. E., Jr., "My Medical Care Is Better Than Yours: Social Desirability and Patient Satisfaction Ratings, "Medical Care 24(6):519-525, 1986.
- 288. Headen, K., Program Analyst, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, personal communication, Oct. 16, 1987.
- 289. Health Technology, "Credentialing for Technology Use," *Health Technology* 1(1):3-10, 1987.
- 290. Health Technology, "Quality of Care and Technology: How Technology Use Can Have an Important Place in Quality Assurance Programs," Health Technology 1(5):191-197, 1987.
- Hedges, L. V., and Olkin, I., Statistical Methods for Meta-Analysis (Orlando, FL: Academic Press, 1985).
- 292. Heineken, P. A., Charles, G., Stimson, D. H., et al., "The Use of Negative Indexes of Health To Evaluate Quality of Care in a Primary-care Group Practice," *Medical Care* 23(3):198-207, 1985.
- 293. Heller, T. A., Larson, E. B., and LoGerfo, J. P., "Quality of Ambulatory Care in the Elderly: An Analysis of Five Conditions," Journal of the American Geriatric Society 32(11):782-788, 1984.
- 294. Helmstadter, G. C., Principles of Psychological Measurement (New York, NY: Appleton-Century-Crofts, 1964).
- 295. Hertzer, N. R., Avellone, J. C., Farrell, C. J., et al., "The Risk of Vascular Surgery in a Metropolitan Community," *Journal of Vascular Surgery* 1(1):13-21, 1984.

- Hibbard, J. H., and Weeks, E. C., "Consumerism in Health Care: Prevalence and Predictors," Medical Care 25(11):1019-1032, 1987.
- Hickson, G. B., Stewart, D. W., Altemeier,
 W. A., et al., "First Step in Obtaining Child Health Care: Selecting a Physician," *Pediatrics* 81(3):333-338, 1988.
- Hinshaw, A. S., and Atwood, J. R., "A Patient Satisfaction Instrument: Precision by Replication," Nursing Research 31:170-191, 1982.
- 299. Hinshaw, A. S., Gerber, R. M., Atwood, J. R., et al., "The Use of Predictive Modeling To Test Nursing Practice Outcomes," Nursing Research 32:35-42, 1983.
- 300. Hinz, C. A., "Recredentialing Could Become a Reality for New York Physicians," American Medical News, p. 1, July 31, 1987.
- 301. Hofflander, A. E., and B.F. Nye, Medical Malpractice Insurance in Pennsylvania (Menlo Park, CA: Management Analysis Center, Inc., 1985).
- 302. Holzman, D., "Hospital Death Rates Made Public," *Washington Times*, p. B5, Dec. 22, 1987.
- 303. Hopkins, K. D., and Stanley, J. C., Educational and Psychological Measurement and Evaluation 6th edition (Englewood Cliffs, NJ: Prentice-Hall, 1981).
- 304. Hsia, D. C., Krushat, W. M., Fagan, A. B., et al., "Accuracy of Diagnostic Coding for Medicare Patients Under the Prospective-Payment System," New *England Journal of Medicine* 318(6):352-355, 1988.
- 305. Hughes, J. M., Director, Hospital Infections Program, Center for Infectious Diseases, Centers for Disease Control, Public Health Services, U.S. Department of Health and Human Service, Atlanta, GA, personal communication, Nov. 18, 1987.
- 306. Hughes, R. G., Garnick, D. W., Luft, H. S., et al., "Hospital Volume and Patient Outcomes: The Case of Hip Fracture Patients," *Medical Care*, in press.
- 307. Hughes, R. G., Hunt, S. S., and Luft, H. S., "Effects of Surgeon Volume and Hospital Volume on Quality of Care in Hospitals," *Medical Care* 25(6):489-503, 1987.
- 308. Hulka, B. S., Kupper, L. L., and Cassel, J. C., "Physician Management in Primary Care," American Journal of Public Health 66(12):1173-1179. 1976.
- 309. Hulka, B. S., Romm, F. J., Parkerson, G. R., et al., "Peer Review in Ambulatory Care: Use of Explicit Criteria and Implicit Judgments," Medical Care 17(3 Suppl.):1-73, 1979.

- 310. Hulka, B. S., Zyzanski, S. H., Cassel, J. C., et al., "Scale for the Measurement of Attitudes Toward Physicians and Primary Medical Care," *Medical Care* 8:429-436, 1970.
- Hunter, J. E., Schmidt, F. L., and Jackson, G. B., *Meta-Analysis: Cumulating Research Findings Across Studies* (Beverly Hills, CA: Sage Publishing Co., 1982).
- 312. Hyman, H. H., "Are Public Hospitals in New York City Inferior to Voluntary, Nonprofit Hospitals? A Study of JCAH Hospital Surveys," *American Journal of Public Health* 76:18-22, 1986.
- 313. Hypertension Detection and Follow-Up Program Cooperative Group, "Five-Year Findings of the Hypertension Detection and Follow-Up Program," *Journal of the American Medical Association* 242(23):2562-2577, 1979.
- 314. Inguanzo, J. M., and Harju, M., "What Makes Consumers Select a Hospital?" *Hospitals* 59(4):90-94, 1985.
- 315. Inguanzo, J. M., and Harju, M., "Affluent Consumers Most Discriminating: Survey," *Hospitals* 59(19):84-86, *1985*.
- 316. Inui, T. S., and Carter, W. B., "Problems and Prospects for Health Services Research on Provider-Patient Communication," *Medical Care* 23:521-538, 1985.
- 317. Jacobson, P. D., "Medical Malpractice and the Tort System," Rand Corp., Santa Monica, CA, Aug. 18, 1987.
- 318. Jahnigen, D., Hannon, C., Laxson, L., et al., "Iatrogenic Disease in Hospitalized Elderly Veterans," *Journal of the American Geriatrics Society* 30:387, 1982.
- 319. Jencks, S. F., and Dobson, A., "Refining Case-Mix Adjustment: The Research Evidence," New *England Journal of Medicine* 317(11):679-686, 1987.
- 320. Jensen, J., "Choosing a Hospital," *American Demographics* 9(6):45-47, 1987.
- 321. Jessor, R., "Predicting Time of Onset of Marijuana Use: A Developmental Study of High School Youth," *Predicting Adolescent Drug Abuse: A Review of Issues, Methods and Correlates*, D.J. Lettieri (cd.), National Institute of Drug Abuse, Alcohol and Drug Abuse and Mental Health Administration, Public Health Service, U.S. Department of Health and Human Services (Rockville, MD: 1975).
- 322. Johns, L., Health Care Planning and Policy, San Francisco, CA, "Quality Counts: Use of a Quality of Care Measure in Development of a PRO," Business and Health, in press, July 1988.

- 323. Joint Commission on the Accreditation of Healthcare Organizations, "Hospital Accreditation Program: Accreditation Decision/Contingency Criteria," Chicago, IL, 1987.
- **323a.** Joint Commission on the Accreditation of Healthcare Organizations, "State Project Status Report," Chicago, IL, Sept. 21, 1987.
- Joint Commission on the Accreditation of Healthcare Organizations, National Invitational Forum on Clinical Indicators (Chicago, IL: November 1987).
- Joint Commission on the Accreditation of Healthcare Organizations, AMH/88: Accreditation Manual for Hospitals (Chicago, IL: 1988).
- 326. Joint Commission on the Accreditation of Healthcare Organizations, "Monitoring and Evaluating the Quality and Appropriateness of Care," Chicago, IL, Jan. 21, 1988.
- Joint Commission on the Accreditation of Hospitals, AMH/86: Accreditation Manual for Hospitals (Chicago, IL: 1986).
- 328, Joint Commission on Accreditation of Hospitals, Hospital Accreditation Program Scoring Guidelines: Medical Staff Standards (Chicago, IL: 1986).
- 329. Joint Commission on the Accreditation of Hospitals, "The Joint Commission's 'Agenda for Change,' "Chicago, IL, November 1986.
- 330. Joint Commission on the Accreditation of Hospitals, *AMA/87:* Accreditation Manual for Hospitals 1987 (Chicago, IL: 1987).
- 331. Joint Commission on the Accreditation of Hospitals, "Hospital Accreditation Program: Accreditation Decision/Contingency Criteria," Chicago, IL, 1987.
- 332. Joint National Committee on Detection, Evaluation, and Treatment of High Blood Pressure, "Hypertension Prevalence and the Status of Awareness, Treatment, and Control in the United States, " *Hypertension* 7(3):457-468, 1985.
- 333. Jest, T. S., "The Joint Commission on Accreditation of Hospitals: Private Regulation of Health Care and the Public Interest," Boston College Law Review 24(4):853-857, July 1983.
- 334, Journal of the American Medical Association, "National Institutes of Health Consensus Development Conference: Critical Care Medicine," Journal of the American Medical Association 250:798, 1983.
- 335. Journal of the American Medical Association, "AMA Initiative on Quality of Medical Care and Professional Self-Regulation," Journal of the

- American Medical Association 256(8):1036-1037. 1986.
- 336. Journal of the American Medical Association, "Certification: Another Step for Geriatric Medicine," Journal of the American Medical Association 258(11):1518, 1987.
- 337. Kahneman, D., and Tversky, A., "The Psychology of Preferences," *Scientific American* 246(1):160-173, 1982.
- 338. Kalven, H., and Zeisel, H., *The American Jury* (Boston, MA: Little Brown, 1966).
- 338a. Kandel, D., "Some Comments on the Relationship of Selected Criterion Variables to Adolescent Drug Use," *Predicting Adolescent Drug Abuse: A Review of Issues, Methods and Correlates,* D.J. Lettieri (cd.), National Institute of Drug Abuse, Alcohol and Drug Abuse and Mental Health Administration, Public Health Service, U.S. Department of Health and Human Services (Rockville, MD: 1975).
- **339.** Kane, R. L., Gardner, J., Wright, D. D., et al., "Relationship Between Process and Outcome in Ambulatory Care," *Medical Care* 15(11):961-965, 1977.
- 340. Kane, R. L., Klein, S. J., Bernstein, L., et al., "Hospice Role in Alleviating the Emotional Stress of Terminal Patients and their Families," Medical Care 23:189-197, 1985.
- **341.** Kasteler, J., Kane, R. L., Olsen, D. M., et al., "Issues Underlying Prevalence of 'Doctor-Shopping' Behavior, ''Journal *of Health and Social Behavior* 17(4):329-339, **1976**.
- 342. Katz, D., "What the State Revokes, the Courts Can Restore," *The Detroit Free Press,* p.13A, Apr. 1, 1984.
- 343. Keeler, E. B., Brook, R. H., Goldberg, G. A., et al., How Free Care Reduced Hypertension of Participants in the Rand Health Insurance Experiment (Santa Monica, CA: Rand Publication Series, 1985).
- 344. Keeswater, B., Chief of Acute Care Unit, Acute Care Hospital Regulation, State of California Department of Health Services, Sacramento, CA, personal communication, Jan. 19, 1988.
- 345, Keller, P., Chief of Field Operations Branch, Licensing and Certification, State Department of Health Services, Sacramento, CA, personal communication, Jan. 8, 1988.
- **346.** Kelly, J. V., "Deaths in Teaching and Nonteaching Hospitals: Quality of Care and Severity of Illness Differences," forthcoming.
- **347.** Kelly, J. V., and Hellinger, F. J., "Physician and Hospital Factors Associated With Mortality of

- Surgical Patients, "Medical *Care* 24(9):785-800, 1986.
- 348. Kelly, J. V., and Hellinger, F. J., "Heart Disease and Hospital Deaths: An Empirical Study," *Health Services Research* 22(3):369-395, 1987.
- 349. Kempczinski, R. F., Brett, T. G., and Labutta, R. J., "The Influence of Surgical Specialty and Caseload on the Results of Carotid Endarterectomy," *Journal of Vascular Surgery 3(6):911-916. 1986.*
- **350.** Kempthorne, G., Medical Director, HMO of Wisconsin, Spring Green, WI, personal communication, February 1988.
- 351. Kessner, D. M., Kalk, C. E., and Singer, J., "Assessing Health Quality—The Case for Tracers," New *England Journal of Medicine 288(4):189-194*, 1973.
- Knaus, W. A., Draper, E. Q., Wagner, D. P., et al., "APACHE II—A Severity of Disease Classification System," *Critical Care Medicine* 13:818-829, 1985.
- **353.** Knaus, W. A., Draper, E. Q., Wagner, D. P., et al., "An Evaluation of Outcome From Intensive Care in Major Medical Centers," *Annals of Internal Medicine* 104:410-418, *1986*.
- **354.** Knudson, M., "Death Rate Found to Vary for Digestive Operations," *Baltimore Sun*, p. 1A, Nov. 22, 1987.
- **355.** Komaroff, A. L., "Quality Assurance in **1984**," *Medical Care* **23**(5):723-734, **1985**.
- **356.** Kowalski, G., Cancer Department, American College of Surgeons, Chicago, IL, personal communication, Mar. 25, 1988.
- 357. Krakauer, H., Office of Medical Review, Health Standards and Quality Bureau, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, personal communication, Feb. 1, 1988, Feb. 19, 1988, and Mar. 7, 1988.
- 358. Krames Communications, "Asking Questions: For Only the *Best* Health Care," Daly City, CA, 1986.
- 359. Krieger, L. M., and Rosenfeld, S., "Study Compares Death Rates at Hospitals," San Francisco Examiner, p. 1, Apr. 24, 1987.
- 360. Kusserow, R. P., Inspector General, U.S. Department of Health and Human Services, testimony at hearing on the Medicare Quality Assurance Process before the Subcommittee on Intergovernmental Relations and Human Resources, Committee on Government Operations, House of Representatives, U.S. Congress, Washington, DC, Oct. 20, 1987.
- Kusserow, R. P., Handley, E. A., and Yessian, M. R., "An Overview of State Medical Dis-

- cipline," Journal of the American Medical Association 257(6):821-824, 1987.
- Lambert, B., "New York Panel Urges Re-Testing of All Physicians, "New York Times, p. A1 (col. 1), Feb. 26, 1988.
- 363. LaMonica, E. L., Oberst, M. T., Madea, A. R., et al., "Development of a Patient Satisfaction Scale," *Research in Nursing and Health 9(1):43-50, 1986.*
- 364. Langsley, D. G., "Prior ABMS Conferences on Recertification," *Recertification for Medical Specialists*, J.S. Lloyd and D.G. Langsley (eds.) (Evanston, IL: American Board of Medical Specialties, 1987).
- Langsley, D. G., Executive Vice President, American Board of Medical Specialties, Evanston, IL, Feb. 5, 1988.
- 366. Larks, M., "Access to Health Data by State Health Data Organizations and Quality Assessors," contractor document prepared for the Office of Technology Assessment, U.S. Congress, Washington, DC, December 1987.
- LaTour, S. A., Marketing Department, J.L. Kellogg Graduate School of Management, Northwestern University, Evanston, IL, personal communication, May 14, 1987.
- Lebow, J., "Consumer Assessments of the Quality of Medical Care," *Medical Care* 12:328-337, 1974.
- 369. Lefebre, M., Zweig, S., and Druse, J., "Selection of a Physician for Prenatal Care," *Journal of Family Practice* 24(3):275-279, 1987.
- **370.** LeMaitre, G. D., *How To Choose a Good Doctor* (Andover, MA: Andover Publishing Group, 1979).
- Lembcke, P. A., Evaluation of Medical Audit, "
 Journal of the American Medical Association 199:543-550, Feb. 20, 1967.
- 372. Lenfant, C., "Advancements in Meeting the 1990 Hypertension Objectives," *Morbidity and Mortality Weekly Report* 36(10):144-151, 1987.
- 373. Levitt, T., "Marketing Intangible Products and Product intangibles," *Harvard Business Review* 59(3):94-102, 1981.
- 374. Ley, P., Kinsey, J., and Atherton, S. T., "Increasing Patients' Satisfaction With Communication," *British Journal of Social and Clinical Psychology* 15:403-413, 1976.
- 375. Libercci, W., Deputy Director of Health Care Administrative Sanctions Staff, Office of the Inspector General, Office of Investigations, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, personal communication, Oct. 28, 1987.

- 376. Light, R., and Pillemer, D., Summing Up: The Science of Reviewing Research (Cambridge, MA: Harvard University Press, 1984).
- 377, Linn, L. S., "Factors Associated With Patient Evaluation of Health Care," *Milbank Memorial Fund Quarterly* 53:531-548, 1975.
- **378.** Linn, L. S., "Burn Patients' Evaluation of Emergency Department Care," *Annals of Emergency Medicine* 11:255-259, *1982*.
- 379. Linn, L. S., and Greenfield, S., "Patient Suffering and Patient Satisfaction Among the Chronically 111," *Medical Care* 20:425-431, 1982.
- **380.** Linton, O., Executive Director, American College of Radiology, Bethesda, MD, Dec. 8,1987.
- 381. Loft, J. D., and Ryan, G. A., "The American Medical Association's Physician Masterfile," The 1985 Public Health Conference on Records and Statistics, Aug. 13-15, 1985 (Hyattsville, MD: U.S. Department of Health and Human Services, Public Health Service, National Center for Health Statistics, 1985).
- 382. Lohr, K. N., "Peer Review Organizations (PROS): Quality Assurance in Medicare, " prepared for the Office of Technology Assessment, U.S. Congress, Washington, DC, November 1984.
- 383. Lohr, K. N., "Commentary: Professional Peer Review in a 'Competitive' Medical Market," *Case Western Review Law Review 36(4):1175-1189, 1985-1986.*
- 384. Lohr, K. N., and Brook, R. H., "Quality Assurance in Medicine," *American Behavioral Scientist* 27(5):583-607, 1984.
- 385. Lohr, K. N., Brook, R. H., and Kaufman, M. A., "Quality of Care in the New Mexico Medicaid Program (1971-1975)," *Medical Care* 18(1):1-103. 1980.
- 386. Lohr, K. N., Brook, R. H., Kamberg, C. J., et al. "Use of Medical Care in the Rand Health Insurance Experiment: Diagnosis- and Service-Specific Analyses in a Randomized Controlled Trial," Medical Care 24(9 Suppl.): S1-87, 1986.
- 387. Longo, D. R., Roberts, J. S., and Wilt, J. E., "Compliance With JCAH Standards: A Comparison of 1982 and 1983 Surveys," *Quality Review Bulletin* 11(12):385-388, 1985.
- 388. Longo, D. R., Wilt, J. E., and Laubenthals, R. M., "Hospital Compliance With Joint Commission Standards: Findings From 1984 Surveys," *Quality Review Bulletin* 12(11):388-393, 1986.
- **389.** Louie, S., Legal Counsel, Board of Medical Quality Assurance, Sacramento, CA, personal communication, Sept. **21**, **1987**.

- 390. Louis Harris and Associates, *Hospital Care in America (New* York, NY: April 1978).
- 391, Louis Harris and Associates, "What New Yorkers Say About Their Health Care," New York, NY, 1985.
- 392. Louis Harris and Associates, Americans and Their Doctors (New York, NY: January 1985).
- Luft, H. S., "The Relation Between Surgical Volume and Mortality: An Exploration of Causal Factors and Alternative Models," *Medical Care* 18(9):940-959, 1980.
- 394, Luft, H. S., Bunker, J. P., and Enthoven, A. C., "Should Operations Be Regionalized: The Empirical Relation Between Surgical Volume and Mortality," *New England Journal of Medicine* 301(25):1364-1369, Dec. 20, 1979.
- 395. Luft, H. S., Garnick, D. W., Mark, D., et al., "Evaluating Research on the Use of Volume of Services Performed in Hospitals as an Indicator of Quality," contractor document prepared for the Office of Technology Assessment, U.S. Congress, Washington, DC, December 1987.
- 396. Luft, H. S., and Hunt, S. S., "Evaluating Individual Hospital Quality Through Outcome Statistics, "journal of the American Medical Association 255(20):2780-2784, 1986.
- 397. Luft, H. S., Hunt, S. S., and Maerki, S. C., "The Volume-Outcome Relationship: Practice Makes Perfect or Selective Referral Patterns?" *Health Services Research* 22(2):157-182, 1987.
- 398. Lurie, N., Ward, N. B., Shapiro, M. F., et al., "Termination From Medi-Cal: Does it Affect Health?" New *England Journal of Medicine* 311:480-484, 1984.
- 399. Luten, E., Surveyor Training Branch, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, "Improve Surveyor Training," Sept. 11, 1987
- 400. Lyons, T. F., and Payne, B. C., "The Relationship of Physicians' Medical Recording Performance to their Medical Care Performance," Medical Care 12(5):463-469, 1974.
- 401. Madnick, M. E., *Consumer Health Education: A Guide to Hospital-Based Programs* (Wakefield, MA: Nursing Resources, 1980).
- 402. Maerki, S. C., Luft, H. S., and Hunt, S. S., "Selecting Categories of Patients for Regionalization: Implications of the Relationship Between Volume and Outcome," *Medical Care* 24(2):148-158, 1986.
- 403. Mankin, H. J., Leffert, R. D., Schachar, N. S., et al., "The Use of the Orthopedic Educational

- Computer Databank (OECD) To Analyze the Content of the Orthopedic In-Training Examinations, " *Evaluating the Skills of Medical Specialists* (Chicago, IL: American Board of Medical Specialities, 1983).
- 404. Marketing News, "Psychographics Help Health Marketers Find and Serve New Market Segmerits," Marketing News, p. 4, Apr. 24, 1987.
- 405. Maroc, J., M. D., Director of Medical Affairs, Iowa Foundation for Medical Care, Peer Review Organization, West Des Moines, IA, personal communication, Oct. 16, 1987.
- 406. Marquis, M. S., Davies, A. R., and Ware, J. E., Jr., "Patient Satisfaction and Change in Medical Care Provider: A Longitudinal Study," *Medical Care* 21:821-829, 1983.
- 407. Marquis, M. S., Kanouse, D. E., and Brodsley, L., Informing Consumers About Health Care Costs: A Review and Research Agenda, prepared for the Health Care Financing Administration, U.S. Department of Health and Human Services (Santa Monica, CA: Rand Corp., September 1985).
- **408.** Maryland Hospital Association, "Hospital Mortality Data Analysis," Luterville, MD, 1987.
- 409. Massanari, R. M., Wilkerson, K., Streed, S. A., et al., "Reliability of Reporting Nosocomial Infections in the Discharge Abstract and Implications for Receipt of Revenues Under Prospective Reimbursement," American Journal of Public Health 77(5):561-564, 1987.
- 410. McAuley, R. G., and Henderson, H. W., "Results of the Peer Assessment Program of the College of Physicians and Surgeons of Ontario," Canadian Medical Association Journal 131:557-561, 1984.
- McAuliffe, W., "Studies of Process-Outcome Correlations in Medical Care Evaluations," Medical Care 16(11):907-930, 1978.
- 412. McAuliffe, W., "A Validation Theory for Quality Assessment," in J.J. Pena et al., *Risk Management and Program Evaluation: Tools for Clinicians and Administrators* (Aspen, CO: Aspen Press, 1983).
- **413. McAuliffe**, W., Department of Psychiatry, Cambridge Hospital, Cambridge, MA, personal communication, Apr. 15, 1987.
- 414. McBarnette, L., Deputy Director, New York State Department of Health, Albany, NY, personal communication, 1987.
- 415. McClellan, M., "Hypertension Screening and Management as an Indicator of Quality: An Evaluation of the Literature," working paper,

- Office of Technology Assessment, U.S. Congress, Washington, DC, March 1988.
- McCosker, M., Private HealthCare Systems, Lexington, MA, personal communication, Oct. 9, 1987.
- 417. McCoy, C. E., Kind, E. A., Fowles, J., et al., "Measuring Quality in an HMO: The Primary Care Practice Profile," Park Nicollet Medical Foundation, Minneapolis, MN, February 1988.
- McCoy, M., School of Medicine, University of California at Los Angeles, Los Angeles, CA, personal communication, July 1987.
- 419. McCoy, M., School of Medicine, University of California at Los Angeles, presentation at the American Public Health Association Meeting, New Orleans, LA, Oct. 18, 1987.
- 420. McDonough, W. J., Commonwealth of Massachusetts Board of Registration in Medicine, Boston, MA, personal communication, Dec. 3, 1987.
- 421. McGhan, W. F., Stimmel, G. L., Hall T. G., et al., "A Comparison of Pharmacists and Physicians on the Quality of Prescribing for Ambulatory Hypertensive Patients," Medical Care 21(4):435-444, 1983.
- 422. McGuire, W. J., "The Current Status of Cognitive Consistency Theories," *Behavioral Science Foundations of Consumer Behavior*, J.B. Cohen (cd.) (New York, NY: The Free Press, 1972).
- 423. Medical World News, "AMA To Weed Out Its Bad Apples," *Medical World News* 27(14):30, 1986.
- Medical World News, "Hospitals Not in Step on Infection Control," Medical World News 27(22):7, 1986.
- 425. Medical World News, "Hypertension Experts See More Stepped-Care Treatment Choices," Medical World News 28(11):14-15, 1987.
- Medical World News, "Hospitals Brace for Death Rate Releases," Medical World News 28(15):10-19, 1987.
- 427. Medical World News, "Pennsylvania Plans To Release Doctor and Hospital Outcome Data," Medical World News 28(23):8-9, 1987.
- 428. Medicine and Health, "Peer Review of Ambulatory Care," *Medicine and Health* 41(35):insert, 1987.
- 429. Mendelssohn, P., Branch Chief, Project Assessment Branch, Office of Medical Review, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, Apr. 7, 1988.

- **430,** Meyers, A. R., "'Lumping It': The Hidden Denominator of the Medical Malpractice Crisis," *American Journal of Public Health* 77(12):1544-1548, **1987**.
- 431. Miller, G. A., "The Magical Number Seven, Plus or Minus Two: Some Limits on Our Capacity for Processing Information," *Psychological Review* 63:81-97, March 1956.
- **432.** Mills, D.H. (cd.), *Report on the Medical Insurance Feasibility Study* (San Francisco, CA: California Medical Association, 1977).
- 433. Mills, D. H., and Lindgren, O., "Physician Malpractice Profiles as Indicators of Quality: Reliability, Validity, and Feasibility Issues," contractor document prepared for the Office of Technology Assessment, U.S. Congress, Washington, DC, November 1987.
- 434. Mitchner, B., "Physician Specialization as an Indicator of Quality: An Evaluation of the Literature," working paper, Office of Technology Assessment, U.S. Congress, Washington, DC, 1988.
- Moncrief, W. H., President, California Medical Review, Inc., San Francisco, CA, personal communication, Feb. 19, 1987, and Apr. 18, 1988.
- 436. Moncrief, W. H., California Medical Review, Inc., testimony at hearing on Medicare's Peer Review Organizations before the Subcommittee on Intergovernmental Relations and Human Resources, Committee on Government Operations, House of Representatives, U.S. Congress, Oct. 20, 1987.
- 437. Monroe, K. B., and Krishnan, R., "The Effect of Price on Subjective Product Evaluation," *Consumers of Merchandise and Store Quality*, J. Jacoby and J. Olson (eds.) (Lexington, MA: D.C. Heath, 1984).
- 438, Moran, M., Director, Division of Data and Program Analysis, Health Standards and Quality Bureau, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, personal communication, Sept. 24, 1987, and Jan. 20, 1988.
- 439. Morbidity and Mortality Weekly Report, "Premature Mortality in the United States," *Morbidity and Mortality Weekly Report* 35(2 S):1S-11S, Dec. 19, 1986.
- 440. Morbidity and Mortality Weekly Report, "Premature Mortality Due to Unintentional Injuries—United States, 1984," Morbidity and Mortality Weekly Report 36(49):814-815, 1987.
- **441.** Moses, L., and Mosteller, F., "Institutional Differences in Postoperative Death Rates: Com-

- mentary on Some of the Findings of the National Halothane Study, " *Journal of the American Medical Association* 203:492, 1968.
- 442. Mosteller, F., "Assessing Quality of Institutional Care," *American Journal of Public Health* 77(9):1155-1156, 1987.
- 443. Mosteller, F., Chairman, Department of Health Policy and Management, Harvard School of Public Health, Boston, MA, personal communication, December 1987.
- 444. Moynihan, C., and Barnes, C., "Accuracy of HCFA Generic Screens in Identifying Quality Problems: Analysis of False Positive and False Negative Occurrences," paper presented at the American Medical Review Research Center Second Annual Research Symposium, Washington, DC, Sept. 10, 1987.
- 445. Mullen, P. E., Director, Government Relations, Joint Commission on Accreditation of Healthcare Organizations, Chicago, IL, personal communication, 1988.
- 446. Munier, W., Quality Standards in Medicine, Inc., Wellesley, MA, presentation at the American Public Health Association Meeting, New Orleans, LA, Oct. 18, 1987.
- Munier, W., Quality Standards in Medicine, inc., Wellesley, MA, personal communication, Dec. 3, 1987.
- 448. National Academy of Sciences, Health Care for Amen"can Veterans, Committee on Veterans' Affairs Print No. 36, prepared for House of Representatives, U.S. Congress, 95th Congress, 1st Session (Washington, DC: U.S. Government Printing Office, 1977).
- 449. National Academy of Sciences, Institute of Medicine, Beyond Malpractice: Compensation for Medical Injuries (Washington, DC: March 1978).
- 450. National Academy of Sciences, Institute of Medicine, "Reliability of National Hospital Discharge Survey Data," Washington, DC, 1980.
- 451. National Academy of Sciences, Institute of Medicine, Access to Medical Review Data (Washington, DC: National Academy Press, October 1981).
- 452. National Academy of Sciences, Institute of Medicine, Planning Study Report: A Consortium for Assessing Medical Technology (Washington, DC: National Academy Press, 1983).
- 453. National Academy of Sciences, Institute of Medicine, Assessing Medical Technologies (Washington, DC: National Academy Press, 1985).

- 454. National Academy of Sciences, National Research Council, Accidental Death and Disability: The Neglected Disease of Modern Society (Washington, DC: Government Printing Office, 1966).
- 455. National Academy of Sciences, National Research Council and Institute of Medicine, *Injury in America* (Washington, DC: National Academy Press, 1985).
- 456. National Board of Medical Examiners, Annual Report (Philadelphia, PA: 1987).
- 457. National Emergency Medical System Clearinghouse, State Trauma Center Programs: the Current Status (Lexington, KY: July 1986).
- 458. National Women's Health Network, "Plaintext Doctor-Patient Checklist," Washington, DC, circa 1985.
- 459. Neuhaus, E., Lyons, T. F., and Payne, 13. C., "Problems of Case Finding and Data Collection in Ambulatory Care Settings," *American Journal of Public Health* 70(3):282-283, 1980.
- 460. New York State Department of Health, Monitoring Health Care Quality, Malpractice Misconduct Quality Assurance (Albany, NY: March 1988).
- 461. New York State Department of Health, Office of Health Systems Management, "Investigation of Quality of Care Problems Associated With In-Hospital Mortality in New York State: An Identification of Critical Case Characteristics for Targeting Purposes," Albany, NY, December 1987.
- 462. New York State Department of Health, Office of Health Systems Management, "Investigation of Quality of Care in Hospitals," Albany, NY, 1987.
- 463. Newhouse, J. P., Manning, W. G., Morris, C. N., et al., "Some interim Results From a Controlled Trial of Cost Sharing in Health Insurance," New England Journal of Medicine 305(25):1501-1507, 1981.
- 464. Newhouse, J. P., Ware, J. E., Jr., and Donald, C. A., "How Sophisticated are Consumers About the Medical Care Delivery System?" Medical Care 19(3):316-328,1981.
- 465. Nobrega, F. T., Morrow, G. W., Smoldt, R. K., et al., "Quality Assessment in Hypertension: Analysis of Process and Outcome Methods," New England Journal of Medicine 296(3):145-148, 1977.
- 466. Norcini, J. J., Swanson, D. B., and Webster, G. D., "Reliability, Validity and Efficiency of Various Item Formats in Assessment of Physician Competence," The Annual Conference on

- **Research in Medical Education**, 1983 (Washington, DC: 1983).
- 467. Nunnally, J. C., *Psychometric Theory*, 2nd edition (New York, NY: McGraw Hill Book Co., 1978).
- Nutting, P. A., Burkhalter, B. R., Dietrick, D. L., et al., "Relationship of Size and Payment Mechanism to System Performance in 11 Medical Care Systems," *Medical Care* 20(7):676-690, 1982.
- 469. Nye, B.F. (President of Stanford Consulting Group, Inc.), and Hofflander, A.E. (Professor of Finance and Insurance at the Graduate School of Management, University of California, Los Angeles), "Experience Rating in Medical Professional Liability Insurance," 1986.
- **469a.** Opaluch, G. M., Approvals Program Administrator, American College of Surgeons, Commission on Cancer, Chicago, IL, personal communication, Mar. *30*, *1988*.
- 470. Osteen, A., "Medical Licensing Requirements,"

 Journal of the American Medical Association
 258(8):1053-1054, 1987.
- 471. Osteen, A., American Medical Association, Chicago, IL, personal communication, Feb. 19, 1987.
- 472. Osten, W. M., Director, Bureau of Hospital Services, Office of Health Systems Management, State of New York Department of Health, Albany, NY, personal communication, December 1987.
- 473. Page, L., "Specialists Debate: Who Should Do Liposuction," American Medical News, p. 1, Aug. 21, 1987.
- 474. Palmer, D. B., "Some Cons of PROS," Archives of Ophthalmology 103:343-345, 1985.
- **475.** Palmer, R. H., *Ambulatory Health Care Evaluation: Principles and Practice* (Chicago, IL: American Hospital Publishing, Inc., *1983*).
- **476.** Palmer, R. H., Lecturer in Health Services, Harvard School of Public Health and Institute for Health Research, Boston, MA, personal communication, September **1987**.
- 477. Palmer, R. H., and Reilly, M. C., "Individual and Institutional Variables Which May Serve as Indicators of Quality of Medical Care," *Medical Care* 17(7):693-717, 1979.
- 478. Patten, B., "Open Market, Open Heart: Special Report," *Phoenix [Arizona] Gazette*, p. Al, Aug. 26, 1987.
- **479.** Payne, B. C., "The Medical Record as a Basis for Assessing Physician Competence," *Annals of Internal Medicine* 91(4):623-629,1979.

- 480. Payne, B. C., and Lyons, T. F., *Office Care Study* (Ann Arbor, MI: University of Michigan School of Medicine, 1972).
- 481. Payne, B. C., Lyons, T. F., and Neuhaus, E., "Relationships of Physician Characteristics to Performance Quality and Improvement, " Health Services Research 19(3):307-332, 1984.
- 482. Pekannen, J., "Good Family Doctors," Washingtonian 23(1):115-120, 1987.
- 483. Pekannen, J., "How To Choose a Doctor: Advice From the Experts on Making the Right Choice," Washingtonian 23(1):122, October 1987.
- 484. Pennsylvania Health Care Cost Containment Council, "Data Elements as Approved by the Pennsylvania Health Care Cost Containment Council," Harrisburg, PA, May 7, 1987.
- 485. Pennsylvania Health Care Cost Containment Council, Harrisburg, PA, proposals for "Data Reporting Requirements" and "Quality Data Reporting Requirements" submitted to Pennsylvania's Independent Regulatory Review Commission, Sept. 7, 1987, revised Nov. 8, 1987.
- 486. Peterson, M. A., Civil Juries in the 1980's: Trends in Jury Trials and Verdicts in California and Cook County, Illinois, R03466-ICJ (Santa Monica, CA: Rand Corp., 1987).
- 487. Philipsen, M. A., Office of Medical Review, Health Standards and Quality Bureau, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, personal communication, Nov. 30, 1987.
- 488. Pilcher, D. B., Davis, J. H., Ashikaga, T., et al., "Treatment of Abdominal Aortic Aneurysm in an Entire State Over 71/2 Years," American Journal of Surgery 139(4):487-494, 1980.
- 489. Pillemer, D. and Light, R., "Synthesizing Outcomes: How To Use Research Evidence From Many Studies," *Harvard Educational Review* 50:176-195, 1980.
- 490. Pisacano, N. J., Executive Director and Secretary, American Board of Family Practice, Lexington, KY, personal communication, May 8, 1987.
- 491. Pitman, L. W., Chief Executive Officer, Kansas Foundation for Medical Care, testimony at hearing on Medical Peer Review Organization Program before the Subcommittee on Health and the Environment, Committee on Energy and Commerce, House of Representatives, U.S. Congress, Washington, DC, Oct. 26, 1987.
- 492. Platt, K. A., Medical Director, Colorado Foun-

- dation for Medical Care, "Peer Review Organizations and Quality Assurance," presentation at National Academy of Sciences, Institute of Medicine, Council on Health Care Technology Forum Program: Quality of Care and Technology Assessment, Washington, DC, May 14-16, 1987.
- 493, Platt, R., Polk, B. F., Murdock, B., et al., "Mortality Associated With Nosocomial Urinary-Tract Infection," New England Journal of Medicine 307(11):637-642, 1982.
- 494. Pocincki, L. S., Dogger S. J., Schwartz, B. P., "The Incidence of latrogenic In juries," Appendix to *Report of the* Secretary's Commission on *Medical Malpractice*, DHEW Pub. No. (OS]:73-89 (Washington, DC: U.S. Department of Health, Education, and Welfare, 1973).
- 495. Pollner, F., "The Angioplasty Debate Grows With Its Use," Medical World News 28(1):52-72. 1987.
- **496.** Powills, S., "Who's Making Health Care Decisions?" *Hospitals* 61(15):40, 1987.
- 497. Prevost, J. A., Director for Research and Development, Joint Commission on the Accreditation of Healthcare Organizations, remarks made at National Invitational Forum on Clinical Indicators, Chicago, IL, November 1987.
- 498. Project HOPE, Center for Health Affairs, "Buying Qualit, Health Care: What to Ask When Purchasin, Health Insurance and Medical Services," Chevy Chase, MD, The People-to-People Health Foundation, Inc., 1987.
- 499. Public Citizen Health Research Group, "State Medical Licensing Board Disciplinar, Actions in 1985: Better, But Not Good Enough," Washington, DC, Nov. 10, 1986.
- 500. Public Citizen Health Research Group as cited in Medicine and Health, "Consumer Group Urges HCFA To Improve Hospital Mortality Ratings," Sept. 14, 1987.
- Public Citizen Health Research Group, "Medicare Update," Public Citizen Health Research Group Health Letter, Washington, DC, October 1987.
- 502. Public Citizen Health Research Group, "Press Guide to HCFA Mortality Data Release," Washington, DC, Dec. 10, 1987.
- 503. Public Citizen Health Research Group, "Hospital Mortality Rates," Public Citizen Health Research Group Health Letter 4(2):1-8, Washington, DC, 1988.

- 504. Purcell v. Zimbelman, 500 P.2d 335 (Ct. App. Ariz., 1972)
- 505. Quebec, Report of the Commission of Inquiry on Health and Social Welfare, Tome III, Vol. IV, Part 2, Second Title: The Health Plan (Quebec City: Government of Quebec, 1970).
- **506.** Quinn, S., Staff Specialist, Resource Center, American Hospital Association, Chicago, IL, personal communication, March 1988.
- 507. Rakel, R. E., "Defining Competence in Specialty Practice: The Need for Relevance," *Evaluating* the Skills of Medical Specialists (Chicago, IL: American Board of Medical Specialties, 1983).
- **508.** Ramenofsky, M. L., and Morse, T. S., "Standards of Care for the Critically Injured Pediatric Patient," *Journal of Trauma* 22:921, 1982.
- 509. Ramsay, J. A., McKenzie, J. K., and Fish, D. G., "Physicians and Nurse Practitioners: Do They Provide Equivalent Health Care?" American Journal of Public Health 72(1):55-57, 1982.
- 510. Ramsey, P. G., Carline, J. D., Inui, T. S., et al., "Assessment of the Clinical Competence of Practicing Internists," final report to the American Board of Internal Medicine, Philadelphia, PA, 1986.
- Reade, J. M., and Ratzan, R. M., "Yellow Professionalism," New England Journal of Medicine 316(21):1315-1319, 1987.
- 512. Rees, A. M., and Young, B. A., The Consumer Health Information Source Book (New York, NY: R.R. Bowker Co., 1981).
- 513. Resident & Staff Physician, "How To Get Your License: A State-by-State Guide," Resident & Staff Physician 32(5):89-124, 1986.
- 514. Rhee, S., "Factors Determining the Quality of Physician Performance in Patient Care," *Medical Care* 14(9):733-749, 1976.
- 515. Rhee, S., "Relative Importance of Physicians' Personal and Situational Characteristics for the Quality of Patient Care," *Journal of Health and Social Behavior* 18(3):10-15, 1977.
- 516. Rhee, S., Roice, D. L., Lyons, T. F., et al., "Domain of Practice and the Quality of Physician Performance," *Medical Care* 19(1):14-23, 1981.
- Rice, C. E., Berger, D. G., Klett, S. L., et al., "The Ward Evaluation Scale," *Journal of Clininical Psychology* 19:251-258, 1963.
- 518. Richardson, F. M., "Methodological Development of a System of Medical Audit," *Medical Care* 10:451-462, 1972.
- 519. Riley, G., and Eggers, P., "Evaluation of the Impact of Prospective Payment on Quality of Care," paper presented at the American Public Health Association Meeting, Las Vegas, NV, Sept. 29, 1986.

- 520. Riley, G., and Lubitz, J., "Outcomes of Surgery Among the Medicare Aged: Surgical Volume and Mortality," *Health Care Financing Review* 7(1):37-47, 1985,
- Rivers, S., Director, Division of State Legislation, American Medical Association, Chicago, IL, personal communication, Sept. 22, 1987.
- **522.** Robert Wood Johnson Foundation, "First Round of Grants Announced Under Medical Malpractice Program," news release, Princeton, NJ, June 29, 1987.
- **523**, Roberts, J. S., "Research Questions," prepared for the Steering Committee on the Survey and Accreditation Project, Joint Commission on the Accreditation of Hospitals, Chicago, IL, December 1986.
- 524. Roberts, J. S., Senior Vice President for Research and Planning, Joint Commission on the Accreditation of Healthcare Organizations, Chicago, IL, personal communication, 1987, Feb. 19, 1987, and Feb. 16, 1988.
- **525.** Roemer, M. R., and Friedman, J. W., **Doctors in Hospitals: Medical Staff Organization and Hospital Performance** (Baltimore, MD: Johns Hopkins University Press, 1971).
- **526.** Roemer, M. R., Moustafa, A. T., and Hopkins, C. E., "A Proposed Hospital Quality Index: Hospital Death Rates Adjusted for Case Severity," *Health Services Research* 3:96, 1968.
- **527.** Rogers, J. L., Haring, O. M., Wortman, P. M., et al., "Medical Information Systems: Assessing Impact in the Areas of Hypertension, Obesity, and Renal Disease, " *Medical Care* 20(1):63-74, 1982.
- 528. Rojek, D. G., Clemente, F., and Summers, C. F., "Community Satisfaction: A Study of Contentment With Local Services," *Rural Sociology* 40:177-192, 1975.
- 529. Rolph, J. E., "Some Statistical Evidence On Merit Rating in Medical Malpractice Insurance," *Journal of Risk and Insurance* 68(2):247-260, 1981.
- 530. Romm, F. J., and Hulka, B. S., "Peer Review in Diabetes and Hypertension: The Relationship Between Care Process and Patient Outcome," *Southern Medical Journal* 73(5):564-568, 1980.
- 531. Roos, L. L., Cageorge, S. M., Roos, N. P., et al., "Centralization, Certification, and Monitoring Readmission and Complications After Surgery," *Medical Care* 24(11):1044-1066, 1986.
- 532. Roos, L. L., Roos, N. P., Cageorge, S. M., et al., "How Good Are the Data? Reliability of One Health Care Data Bank," *Medical Care* 20(3):266-276, 1982.
- **533.** Roos, L. L., Roos, N. P., and Sharp, S. M., "Monitoring Adverse Outcomes of Surgery

- Using Administrative Data, " *Health Care Financing Review*, Annual Supplement, pp. 5-16, December 1987.
- 534. Roper, W. L., "Legislative Update: Quality Mechanisms," *Health Care Financing Review* 8(1):87-91, Fall 1986.
- 535. Roper, W. L., Administrator, Health Care Financing Administration, testimony at hearing on Medicare's Peer Review Organizations before the Subcommittee on Health and the Environment, Committee on Energy and Commerce, House of Representatives, U.S. Congress, Oct. 26, 1987.
- 536. Rose, R., Hunting, K. J., Townsend, T. R., et al., "Morbidity/Mortality and Economics of Hospital-Acquired Blood Stream Infections: A Controlled Study," Southern Medical Journal 70:1267-1269, 1977.
- 537. Rosen, H., and Green, B. A., "The HCFA Excess Mortality Lists: A Methodological Critique," *Hospital & Health* Services *Administration* 32(1):119-127, February 1987.
- 538. Rosenblatt, R. A., Reinken, J., and Shoemack, P., "Is Obstetrics Safe in Small Hospitals? Evidence From New Zealand's Regionalised Perinatal System," *Lancet* 2(8452):429-432, 1985.
- 539. Rosenthal, R., Meta-Analytic Procedures for Social Research (Beverly Hills, CA: Sage Publishing Co., 1984).
- 540. Roter, D. L., "Patient Participation in the Patient-Provider Interaction: The Effects of Patient Question Asking on the Quality of Interaction, Satisfaction, and Compliance," *Health Education Monographs* 5(4):281-315, 1977.
- 541, Rothschild, M. L., "Advertising Strategies for High and Low Involvement Situations," Attitude Research Plays for High Stakes, J.C. Maloney and B. Silverman (eds.) (Chicago, IL: American Marketing Association, 1979).
- Rovner, S., "The Elderly, Flexing their Medical Muscle," Washington Post, Health Section, p. 8, Mar. 12, 1986.
- 543. Roy, P. D., "The Value of Trauma Centres: A Methodologic Review," *Canadian Journal of Surgery* 30:17, 1987.
- 544. Rubin, H. R., Clinical Scholar, University of California at Los Angeles, "Using Information From Patients in Evaluating the Quality of Hospital Care: A Literature Review," forthcoming.
- 545. Rust, F. P., Rust, K. J., and Williams, R. L., Health Data Research Facility, Community and Organization Research Institute, University of California, 1980-1984 Maternal and Child Health Data Base: Descriptive Narrative, Con-

- tract No. MCH *86-89089*, report for the Maternal and Child Health Branch, Department of Health Services, State of California (Santa Barbara, CA: Regents of the University of California. 1987).
- 546. Rutstein, D. D., Berenberg, W., Chalmers, T. C., et al., "Measuring the Quality of Medical Care: A Clinical Method," New England Journal of Medicine 294(11):582-588, 1976.
- 547. Safran, C., Center for Clinical Computing, Beth Israel Hospital, Boston, MA, presentation at the American Public Health Association Meeting, New Orleans, LA, Oct. 18, 1987.
- 548. Saks, M. J., "In Search of the 'Lawsuit Crisis'," Law, Medicine and Health Care 14(2):77-82, 1987.
- 549. Samet, J., Hunt, W. C., Key, C., et al., "Choice of Cancer Therapy Varies With Age of Patient,"

 Journal of the American Medical Association 255:3385, 1986.
- 550. Sanazaro, P. J., "Measurement of Physicians' Performance Using Existing Techniques," Western Journal of Medicine 133(7):81-88, 1980.
- 551. Sanazaro, P. J., "Predictive Validity and Measurement of Clinical Performance," Evaluating the Skills of Medical Specialists (Chicago, IL: American Board of Medical Specialties, 1983).
- 552. Sanazaro, P. J., and Worth, R. M., "Measuring Clinical Performance of Individual Internists in Office and Clinical Practice, " *Medical Care* 23(9):1097-1114, 1985.
- 553. Saxe, L., The Efficacy and Cost Effectiveness of Psychotherapy (Health Technology Case Study #18), prepared for the Office of Technology Assessment, U.S. Congress, OTA-BP-H-9(18) (Washington, DC: U.S. Government Printing Office, October 1980).
- 554. Saxe, L., and Fine, M., **Social Experiments** (Beverly Hills, CA: Sage Publishing Co., 1981).
- 555. Schimmel, E. M., "The Hazards of Hospitalization," *Annals of Internal Medicine* 60:100, 1964.
- Schoen, C., Research Director, Service Employees International Union, Washington, DC, personal communication, February 1988.
- 557. Schroeder, S. A., and Donaldson, M. S., "The Feasibility of an Outcome Approach to Quality Assurance—A Report From One HMO," Medical Care 14(1):49-56, 1976.
- 558. Schulman, B. A., "Active Patient Orientation and Outcomes in Hypertensive Treatment," *Medical Care* 17(3):267-280, 1979.
- 559. Schyve, P. M., "Standards Development Model," prepared for the Joint Commission on

- Accreditation of Healthcare Organizations, Chicago, IL, 1987.
- 560. Schyve, P. M., Director, Department of Standards, Joint Commission on Accreditation of Healthcare Organizations, Chicago, IL, personal communication, Feb. 19, 1987.
- 561. Scott, W. R., and Flood, A. B., "Costs and Quality of Hospital Care: A Review of the Literature," Hospital Privileges and Specialty Medicine (Chicago, IL: American Board of Medical Specialties, 1986).
- 562. Scott, W. R., Flood, A. B., and Ewy, W., "Organizational Determinants of Services, Quality and the Cost of Care in Hospitals," Hospital Structure and Performance, A.B. Flood and W.R. Scott (eds.) (Baltimore, MD: Johns Hopkins University Press, 1987).
- 563. Sehnert, K. W., and Eisenberg, H., How To Be Your Own Doctor (Sometimes) (New York, NY: Grossett & Dunlap, 1975).
- 564. Shackford, S., Ĥollingsworth-Fridlund, P., McArdle, M., et al., "Assuring Quality in a Trauma System—The Medical Audit Committee: Composition, Cost, and Results," *Journal of Trauma* 27(8):866-875, 1987.
- 565. Shank, R., and Abelson, R., *Scripts, Plans, Goals, and Understanding* (Hillsdale, NJ: Lawrence Erlbaum Association, 1977).
- 566. Shapiro, M. F., Ware, J. E., Jr., and Sherbourne, C. D., "Effects of Cost Sharing on Seeking Care for Serious and Minor Symptoms: Results of a Randomized Controlled Trial," Annals of Internal Medicine 104:246-251, 1986.
- 567. Sheps, S., and Robertson, A., "Evaluation of Primary Care in a Community Clinic by Means of Explicit Process Criteria," *Canadian Medical Association Journal* 131:881-886, 1984.
- 568. Shimberg, B., "The Relationship Among Accreditation, Certification and Licensure," *Federation Bulletin* 71(4):99-116, 1984.
- 569. Shorr, G. I., and Nutting, P. A., "A Population-Based Assessment of the Continuity of Ambulatory Care," *Medical Care* 15(6):455-464, 1977.
- 570. Shorten, S. M., Becker, S, W., and Neuhauser, D., "The Effects of Management Practices on Hospital Efficiency and Quality of Care," Organizational Research in Hospitals, S.M. Shorten and M. Brown(eds.) (Chicago, IL: Blue Cross Association, 1976).
- 571. Shorten, S. M., and LoGerfo, J. P., "Hospital Medical Staff Organization and Quality of Care: Results for Myocardial Infarction and Appendectomy," *Medical Care* 19(10):1041-1053, 1981.

- 572. Shorten, S. M., Longo, D. R., Hughes, E. F. X., et al., "Assessing the Reliability of Selected Joint Commission Standards," prepared for the Joint Commission on the Accreditation of Hospitals, Chicago, IL, September 1986.
- 573. Showstack, J.A, Rosenfeld, K. E., Garnick, D. W., et al., "Association of Volume With Outcome of Coronary Artery Bypass Graft Surgery," Journal of the American Medical Association 257(6):785-789, 1987.
- 574. Showstack, J.A, Rosenfeld, K. E., Garnick, D. W., et al., Institute for Health Policy Studies, University of California, unpublished data, San Francisco, CA, 1987.
- 575. Shugan, S. M., "Price-Quality Relationships," Advances in Consumer Research, Vol. 11, T. Kinnear (cd.) (Ann Arbor, MI: Association for Consumer Research, 1984).
- 576. Sibley, J. C., Spitzer, W. O., Rudnick, A. V., et al., "Quality-of-Care Appraisal in Primary Care: A Quantitative Method," *Annals of Internal Medicine* 83:46-52, 1974.
- *577.* Simon, H. A., "How Big Is a Chunk," *Science* 183(4124):482-488, *1974*.
- 578. Simpson, J, B., "PRO Release of Outcome Data: Legal Issues," Western Consortium for the Health Professions, Inc., San Francisco, CA, 1987.
- 579. Simpson, J. B., "Release of Physician-Specific Quality of Care Information: Legal Issues," contractor document prepared for the Office of Technology Assessment, U.S. Congress, Washington, DC, January 1988.
- 580. Sinks, L. F., Chief, Cancer Centers Branch, Division of Cancer Prevention and Control, National Cancer Institute, National Institutes of Health, Public Health Service, U.S. Department of Health and Human Services, Bethesda, MD, personal communication, January 1988.
 581. Slater, C., School of Public Health, University
- **581.** Slater, C., School of Public Health, University of Texas Health Science Center, Houston, TX, personal communication, August 1987.
- 582. Sloan, F. A., Perrin, J. M., and Valvona, F., "In-Hospital Mortality of Surgical Patients: Is There an Empiric Basis for Standard Setting?" Surgery 99(4):446-453, 1986.
- 583. Smith, C. K., Polis, E., and Hadac, R. R., "Characteristics of the Initial Medical Interview Associated With Patient Satisfaction and Understanding," Journal of Family Practice 12:283-288, 1981.
- 584. Smith, M. L., Glass, G. V., and Miller, T. I., The Benefits of Psychotherapy (Baltimore, MD: Johns Hopkins University Press, 1980).

- Souelem, O., "Mental Patients' Attitudes Toward Mental Hospitals," Journal of Clinical Psychology 7:329-337, 1955.
- 586. Sex, H. C., Jr., Margulies, I., and Sex, C. H., "Psychologically Mediated Effects of Diagnostic Tests," Annals of Internal Medicine 95:680-685, 1981.
- Spengler, R. F., and Greenough, W. B., "Hospital Costs and Mortality Attributed to Nosocomial Bacteremias," *Journal of the American Medical Association* 240(22):2455-2458, 1978.
- 588. Stanford Center for Health Care Research, Study of Institutional Differences in Postoperative Mortality: A Report to the National Academy of Sciences, National Research Council, NTIS Pub. No. PB 250940 (Springfield, VA: National Technical Information Service, 1974).
- 589. Stanford Center for Health Care Research, "Comparison of Hospitals With Regard to Outcomes of Surgery," Health Services Research 11(2):112-127, 1976.
- 590. Stanford Center for Health Care Research, Impact of Hospital Characteristics on Surgical Outcomes and Length of Stay, NTIS Pub. No. PB81-233165 (Springfield, VA: National Technical Information Service, 1978),
- 591. State of New York, Department of Health, "Incident Reporting for Hospitals," Health Facilities Series H-61, Albany, NY, Sept. 30, 1985.
- 592. State of New York, Department of Health, "Incident Reporting for Hospitals," Health Facilities Series H-85, Albany, NY, Dec. 29, 1986.
- 593. State of New York, Department of Health, "Hospital Incident Reporting Program, 1986 Annual Report," Albany, NY, Mar. 17, 1987.
- 594. State of New York, Department of Health, Investigation of Quality of Care Problems Associated With In-Hospital Mortality in New York State: An Identification of Critical Case Characteristics for Targeting Purposes (Albany, NY: December 1987).
- 595. Steel, K. Gertman, P. M., Crescenzi, C., et al., "Iatrogenic Illness on a General Medical Service at a University Hospital," New England Journal of Medicine 304(11):638-642, 1981.
- 596. Stein, R. E. K., Gortmaker, S. L., Perrin, E. C., et al., "Severity of Illness: Concepts and Measurements," *Lancet* 2(8574):1506-1509, 1987.
- 597. Steinbrook, R., "Hospital Death Rates: A Wide Variance, " *Los Angeles Times*, p. 1, June 15, 1987.
- 598. Steinbrook, R., "Care for Newborns Varies, Studies of Hospitals Show," *Los Angeles Times*, p.1, Nov. 9, 1987.

- 599. Stewart, D. W., Hickson, G. B., Ratneshwar, S., et al., "Information Search and Decision Strategies Among Health-Care Consumers," Advances in Consumer Research 12:252-257, 1985.
- 600. Stewart, M. A., "What Is a Successful Doctor-Patient Interview? A Study of Interactions," Social Science and Medicine 19:167-175, 1984.
- 601. Stewart, M. A., McWhinney, I. R., and Buck, C. W., 'The Doctor/Patient Relationship and its Effect Upon Outcome," Journal of the Royal College of General Practitioners 29(199):77-81, 1979.
- 602. Stiles, W. B., Putnam, S. M., James, S. A., et al., "Dimensions of Patient and Physician Roles in Medical Screening Interviews," Social Science and Medicine 13A:335-341,1979.
- Stratmann, W. C., "A Study of Consumer Attitudes About Health Care: The Delivery of Ambulatory Services," *Medical Care* 13(7):537-548, 1975.
- 604. Strauss, M. J., Conrad, D., LoGerfo, J. P., et al., "Cost and Outcome of Care for Patients With Chronic Obstructive Lung Disease," *Medical* Care 24(10):915-924, 1986.
- 605. Sullivan, R., "Cuomo Plan for Physician Reviews Gains Support," *The New York Times*, p. 29, June 28, 1987.
- 606. Sulvetta, M. B., and Swartz, K, "The Uninsured and Uncompensated Care: A Chartbook," prepared for the National Health Policy Forum, George Washington University, Washington, DC, June 1986.
- 607. Summer, S. J., "Maryland's Experiment With Quality Measures, "Business and Health 5(1):14-16, 1987.
- 608. Sunshine, L., and Wright, J. W., The Best Hospitals in America (New York, NY: H. Holt & Co., 1987).
- 609. Swartz, T. A., and Stephens, N, "Information Search for Services: The Maturity Segment, " Advances in Consumer Research, VOJ. 11, T.C. Kinnear (cd.) (Provo, UT: Association for Consumer Research, 1984).
- 610. SysteMetrics, "Report on Available State-Specific Databases," contractor document prepared for the Office of Technology Assessment, U.S. Congress, Washington, DC, September 1987.
- 611. Tancredi, L. R., "Compensating for Medical Injuries: Is There an Effective Alternative to the Tort System of Medical Malpractice," New York State Journal of Medicine 86(7):370-376, 1986.
- 612. Templeton, B., Vivian, E. F., Bunce, J. V., et al., "Use of a Medical Record Audit in Assessing Pediatric Resident Performance: A Preliminary

- Report," *Evaluating the Skills of Medical Specialists* (Chicago, IL: American Board of Medical Specialties, 1983).
- 613. Terry, M. K., Director, Division of Review Programs, U.S. Department of Health and Human Services, Bethesda, MD, personal communication, June 10, 1987.
- 614. Thomas, J. W., Ashcraft, M. L. F., and Zimmerman, J., An Evaluation of Alternative Severity of Illness Measures for Use by University Hospitals (Ann Arbor, MI: University of Michigan Department of Health Services Management and Policy, Dec. 29, 1986).
- 615. Thompson, H. C., and Osborne, C. E., "Office Records in the Evaluation of Quality of Care," Medical Care 14:294-314, 1976.
- 616. Thompson, R. L., "Surveillance and Reporting of Nosocomial Infections," *Prevention and Con*trol of Nosocomial Infections, R.P. Wenzel (cd.) (Baltimore, MD: Williams & Wilkins, 1987).
- Thorelli, H. B., and Engledow, J. L., "Information Seekers and Information Systems: A Policy Perspective," *Journal of Marketing* 44(2):9-24, 1980.
- 618. Thorndike, R. L., Applied Psychometrics (Boston, MA: Houghton Mifflin, 1982).
- 619. Tversky, A., and Kahneman, D., "Choices, Values and Frames," American Psychologist 39(4):341-350, 1984.
- 620. U.S. Congress, General Accounting Office, Medicare Past Overuse of Intensive Care Services Inflates Hospital Payments (Washington, DC: U.S. Government Printing Office, March 1986).
- 621. U.S. Congress, General Accounting Office, States Assume Leadership Role in Providing Emergency Medical Services, HRD-86-132 (Washington, DC: September 1986).
- 622. U.S. Congress, General Accounting Office, Medicare: Preliminary Strategies for Assessing Quality of Care, GAO/ PEMD-87-15BR (Washington, DC: U.S. Government Printing Office, 1987).
- 623. U.S. Congress, General Accounting Office, Medical Malpractice: Characteristics of Claims Closed in 1984, GAO/HRD-87-55 (Washington, DC: U.S. Government Printing Office, Apr. 22, 1987).
- 624. U.S. Congress, General Accounting Office, VA's Patient Injury Control Program Not Effective, GAO/HRD-87-49 (Washington, DC: U.S. Government Printing Office, May 1987).
- 625. U.S. Congress, General Accounting Office, *Medical Malpractice: A Framework for Action,*

- GAO/HRD-87-73 (Washington, DC: U.S. Government Printing Office, May 1987).
- 626. U.S. Congress, General Accounting Office, "Medicare: improved Patient Outcome Analyses Could Enhance Quality Assessment," draft report, Washington, DC, forthcoming.
- 627. U.S. Congress, Library of Congress, Congressional Research Service, *The Peer Review Organization (PRO) Program*, report to the Senate Committee on Finance, U.S. Congress, 87-258 EPW (Washington, DC: U.S. Government Printing Office, 1987).
- 628. U.S. Congress, Office of Technology Assessment, Assessing the Efficacy and Safety of Medical Technologies, OTA-H-75 (Washington, DC: U.S. Government Printing Office, September 1978).
- 629. U.S. Congress, Office of Technology Assessment, *Diagnosis-Related Groups* (*DRGs*) and the *Medicare Program: Implications for Medical* Technology, OTA-TM-H-17 (Washington, DC: U.S. Government Printing Office, July 1983).
- 630. U.S. Congress, Office of Technology Assessment, Medicare's Prospective Payment System: Strategies for Evaluating Cost, Quality, and Medical Technology, OTA-H-262 (Washington, DC: U.S. Government Printing Office, October 1985).
- 631, U.S. Congress, Office of Technology Assessment, Payment for Physician Services: Strategies for Medicare, OTA-I-i-294 (Washington, DC: U.S. Government Printing Office, February 1986).
- 632. U.S. Congress, Office of Technology Assessment, *Life-Sustaining Technologies and the Elderly*, OTA-BA-306 (Washington, DC: U.S. Government Printing Office, July *1987*).
- 633, U.S. Department of Agriculture and U.S. Department of Health and Human Services, "Design and Evaluation of Nutrition Label Formats: Information Kit, "Washington, DC, Dec. 2, 1982.
- 634. U.S. Department of Commerce, Bureau of the Census, "Detailed Population Characteristics, United States Summary Section A," Washington, DC, March 1984.
- 635. U.S. Department of Commerce, Bureau of the Census, "Current Population Survey," unpublished data, Washington, DC, March 1986.
- 636. U.S. Department of Health and Human Services, "Report of the Task Force on Medical Liability and Malpractice," Washington, DC, August 1987.

- 637. U.S. Department of Health and Human Services, Health Care Financing Administration, SuperPRO Request for Proposal (Baltimore, MD: 1985).
- 638. U.S. Department of Health and Human Services, Health Care Financing Administration, "Peer Review Organization Manual," HCFA Pub. No. 19, Transmittal No. 3, Baltimore, MD, August 1985.
- 639. U.S. Department of Health and Human Services, Health Care Financing Administration, Medicare Annual Report Fiscal Year 1983 (Washington, DC: U.S. Government Printing Office, 1986).
- 640. U.S. Department of Health and Human Services, Health Care Financing Administration, "Medicare Hospital Mortality Information 1984," Washington, DC, Mar. 10, 1986.
- 641. U.S. Department of Health and Human Services, Health Care Financing Administration, Medicare/Medicaid Hospital Survey Report, Form HCFA-1537 (Baltimore, MD: April 1986).
- 642. U.S. Department of Health and Human Services, Health Care Financing Administration, "Appendix A: Interpretive Guidelines and Survey Procedures—Hospitals," **State Operations Manual, Provider Certification, HCFA** Pub. 7 (Baltimore, MD: September 1986).
- 643. U.S. Department of Health and Human Services, Health Care Financing Administration, "Medicare Program: Selective Performance Information on Hospitals Providing Care to Medicare Beneficiaries," Federal Register 32(158):30741-30745, 1987.
- 644. U.S. Department of Health and Human Services, Health Care Financing Administration, Scope of Work for Contract To Perform HMO/CMP Review (Baltimore, MD: 1987).
- 645. U.S. Department of Health and Human Services, Health Care Financing Administration, "Peer Review Organization Manual," HCFA Pub. No. 19, Transmittal No, 15, Baltimore, MD, May 1987.
- 646. U.S. Department of Health and Human Services, Health Care Financing Administration, "National Surveyor Characteristics Training Questionnaire Report: Highest Educational Attainment," Baltimore, MD, June 16, 1987.
- 647. U.S. Department of Health and Human Services, Health Care Financing Administration, Medicare Hospital Mortality Information, 1986 (Washington, DC: U.S. Government Printing Office, Dec. 17, 1987).
- 648. U.S. Department of Health and Human Services, Health Care Financing Administration,

- HHS News, press release and untitled questions and answers accompanying *Medicare Hospital Mortality Information 1986*, Washington, DC, Dec. 17, 1987.
- 649. U.S. Department of Health and Human Services, Health Care Financing Administration, "Individual Hospital Facilities Profiles," Baltimore, MD, 1988.
- 650. U.S. Department of Health and Human Services, Health Care Financing Administration, "Quarterly Comparison of State, Regional, and National Deficiency Patterns in Prefix Number Sequence," Baltimore, MD, Jan. 2, 1988.
- 651. U.S. Department of Health and Human Services, Health Care Financing Administration, Health Standards and Quality Bureau, Z986-1988 PRO Scope of Work (Baltimore, MD: Nov. 4, 1985).
- 652. U.S. Department of Health and Human Services, Health Care Financing Administration, Health Standards and Quality Bureau, 1988-1990 PRO Scope of Work (Baltimore, MD: Apr. 1, 1988).
- 653. U.S. Department of Health and Human Services, Health Care Financing Administration, Health Standards and Quality Bureau, Office of Medical Review, "Efficiency and Effectiveness of the Generic Quality Screens," Baltimore, MD, May 1, 1987.
- 654. U.S. Department of Health and Human Services, Health Care Financing Administration, Health Standards and Quality Bureau, Office of Medical Review, "Comparison of PRO Versus SuperPRO Change Rates," Baltimore, MD, Oct. 30, 1987.
- 655. U.S. Department of Health and Human Services, Health Care Financing Administration, Health Standards and Quality Bureau, Office of Medical Review, "HCFA's Generic Quality Screens," Baltimore, MD, undated.
- 656. U.S. Department of Health and Human Services, Health Care Financing Administration, Health Standards and Quality Bureau, Office of Medical Review, Division of Program Operations, "Corrective Action Plan Status Report," Baltimore, MD, November 1987.
- 657. U.S. Department of Health and Human Services, Health Information Policy Council, "1984 Revision of the Uniform Hospital Discharge Data Set," *Coding Clinic* 2(4):3-8, 1985.
- 658. U.S. Department of Health and Human Services, Office of the Inspector General, Office of Analysis and Inspections, "Medical Licensure and Discipline: An Overview, " Control No. P-01-86-0064, Washington, DC, June 1986.

- 659. U.S. Department of Health and Human Services, Office of the Inspector General, Office of Analysis and Inspections, *Peer Review Organization (PRO) Program Performance* (Washington, DC: April 1987).
- 660. U.S. Department of Health and Human Services, Office of the Inspector General, Office of Analysis and Inspections, *National DRG Validation Study: Special Report on Coding Accuracy* (Washington, DC: February 1988).
- 660a. U.S. Department of Health and Human Services, Office of the Inspector General, Office of Analysis and Inspections, *National DRG Validation Study: Special Report on Premature Discharges* (Washington, DC: February 1988).
- 661. U.S. Department of Health and Human Services, Office of the Inspector General, Office of Analysis and Inspections, "The Utilization and Quality Control Peer Review Organization (PRO) Program," draft report, Control No. OAI-01-88-00570, Washington, DC, February 1988.
- 662. U.S. Department of Health and Human Services, Public Health Service, Promoting Health/Preventing Disease: Objectives for the Nation (Washington, DC: 1980).
- 663. U.S. Department of Health and Human Services, Public Health Service, National Center for Health Statistics, "Annual Summary of Births, Deaths, Marriages, and Divorces," *Monthly Vital Statistics Report* 34:13 (DHHS Pub. No. [PHS] 86-1120) (Hyattsville, MD: 1986).
- 664. U.S. Department of Health and Human Services, Public Health Service, National Center for Health Statistics, "1985 Summary: National Hospital Discharge Survey," NCHS Advance Data, No. 127, Hyattsville, MD, Sept. 25,1986.
- 665. U.S. Department of Health and Human Services, Public Health Service, National Center for Health Statistics, unpublished data from the National Health Interview Survey, Hyattsville, MD, Nov. 7, 1986.
- 666. U.S. Department of Health and Human Services, Public Health Service, National Center for Health Statistics, unpublished data from the National Ambulatory Medical Care Survey, Hyattsville, MD, Nov. 17, 1986 and Jan. 16, 1987.
- 667. U.S. Department of Health and Human Services, Public Health Service, National Center for Health Statistics, *Utilization of Short-Stay Hospitals, United States*, 1985, Annual Summary, DHHS Pub. No. [PHS] 87-1752, Series 13, No. 91 (Hyattsville, MD: 1987).

- 668. U.S. Department of Health and Human Services, Public Health Service, National Institutes of Health, National Cancer Institute, "Guidelines for Recognition of a Cancer Center as Comprehensive," Bethesda, MD, June 14, 1985.
- 669. U.S. Executive Office of the President, Office of Management and Budget, Budget of the United States Government (Washington, DC: U.S. Government Printing Office, 1988).
- 670. U.S. Government Printing Office, Superintendent of Documents, unpublished data, Washington, DC, May 1988.
- 671. VanDoren, D. C., and Smith, L. W., "Physician Marketing in the Restructured Medical Services Field, "Journal of Health Care Marketing 7(3):7-14, 1987.
- 672. Van Veen Daigle, A., "The AMA Physician Masterfile: A Credentialing Resource," *Resident & Staff Physician* 32(5):183-187, 1986.
- 673. Van Veen Daigle, A., Director, Data Planning and Evaluation, American Medical Association, Chicago, IL, personal communication, Feb. 19, 1987.
- 674. Varandani v. Bowen, 824 F.2d 307 (4th Cir. 1987).
- 675. Venezian, E.C. (Rutgers University), Nye, B.F. (the MAC Group), and Hofflander, A.E. (University of California at Los Angeles), "The Distribution of Claims for Professional Malpractice–Some Statistical and Public Policy Aspects," 1986.
- 676. Veterans Administration Cooperative Study Group on Antihypertensive Agents, "Effects of Treatment on Morbidity in Hypertension, Part I: Results in Patients With Diastolic Blood Pressure Averaging 115 Through 129 mmHg," Journal of the American Medical Association 202:1028-1034, 1967.
- 677. Veterans Administration Cooperative Study Group on Antihypertensive Agents, "Effects of Treatment on Morbidity in Hypertension, Part 11: Results in Patients With Diastolic Blood Pressure Averaging 90 to 114 mmHg," *Journal of the American Medical Association* 213:1143-1152, 1970.
- 678. Vickory, M. D., and Fries, J. F., *Take Care of Yourself: A Consumer's Guide to Medical Care* (Reading, MA: Addison-Wesley, **1976**).
- 679. Wales, J., Kane, R., Robbins, S., et al., "UCLA Hospice Evaluation Study: Methodology and Instrumentation," *Medical Care* 21:734-744, 1983.
- 680. Walker, A. H., and Restuccia, J. D., "Obtaining Information on Patient Satisfaction With Hos-

- pital Care: Mail vs. Telephone, " *Health* Services *Research* 19:291-306, 1984.
- 681. Ward, T. F., "Credentialling and Privilege Reviews Need Objective Criteria," Medical *Staff Affairs* 2:34-37, *1987*.
- **682.** Ware, J. E., Jr., "Effects of Acquiescent Response Set on Patient Satisfaction Ratings," *Medical Care* 16(4):327-336, 1978.
- **683.** Ware, J. E., Jr., Senior Research Psychologist, the RAND Corp., unpublished data, Santa Monica, CA, March 1988.
- 684. Ware, J. E., Jr., Curbow, B., Davies, A. R., et al., Medicaid Satisfaction Surveys, 1977-1980: A Report of the Prepaid Health Research, Evaluation, and Demonstration Project (Sacramento, CA: California State Department of Health Services, 1981).
- **685.** Ware, J. E., Jr., and Davies, A. R., "Behavioral Consequences of Consumer Dissatisfaction With Medical Care," *Evaluation and Program Plan*ning 6:291-297, 1983.
- 686. Ware, J. E., Jr., Davies, A. R., and Rubin, H. R., "The Suitability of Consumers' Assessments of Physician and Hospital Performance as Indicators of the Quality of Care, " contractor document prepared for the Office of Technology Assessment, U.S. Congress, Washington, DC, 1987.
- 687. Ware, J. E., Jr., Davies-Avery, A., and Stewart, A. L., "The Measurement and Meaning of Patient Satisfaction," *Health & Medical Care Services Review* 1(1):3-15, 1978.
- 688. Ware, J. E., Jr., and Hays, R., "Methods for Measuring Patient Satisfaction With Specific Medical Encounters," *Medical Care 26(4):393-402*, 1988.
- **689.** Ware, J. E., Jr., Kane, R. L., Davies, A. R., et al., "The Patient's Role in Assessing the Quality of the Medical Care Process," in progress.
- 690, Ware, J. E., Jr., and Snyder, M. K., "Dimensions of Patient Attitudes Regarding Doctors and Medical Care Services," *Medical Care 13:669-682, 1975.*
- 691. Ware, J. E., Jr., Snyder, M. K., and Wright, W. R., Development and Validation of Scales To Measure Patient Satisfaction With Health Care Services, Final Report, Vol. I, Part B: Results Regarding Scales Constructed From the Patient Satisfaction Questionnaire and Measures of Other Health Care Perceptions, NTIS Pub. No. PB 288-330 (Springfield, VA: National Technical Information Service, 1976).
- **692.** Ware, J. E., Jr., Wright, W. R., Snyder, M. K., et al., "Consumer Perceptions of Health Care

- Services: Implications for Academic Medicine," *Journal of Medical Education* 50:839-848, 1975.
- 693. Washington Consumers' Checkbook, "Hospitals," *Washington Consumers' Checkbook* 6(3):13-27, 1987.
- 694. Watry, A., Executive Director, Georgia Composite State Board of Medical Examiners, Atlanta, GA, personal communication, Oct. 1, 1987.
- 695. Weinberger, M., Greene, J. Y., and Mamlin, J. J., "The Impact of Clinical Encounter Events on Patient and Physician Satisfaction," Social Science and Medicine 15 E:239-244, 1981.
- 696. Wennberg, J. E., "The Paradox of Appropriate Care," *Journal of the American Medical Association* 258(18):2568-2569, 1987.
- 697. Wennberg, J. E., Roos, N., Sola, L., et al., "Use of Claims Data Systems To Evaluate Health Care Outcomes: Mortality and Reoperation Following Prostatectomy," *Journal of the Amen"can Medical Association* 257(7):933-936, 1987.
- 698. Wenzel, R. P., "Nosocomial Infections, Diagnosis-Related Groups, and Study on the Efficacy of Nosocomial Infection Control/Economic Implications for Hospitals Under the Prospective Payment System," American Journal of Medicine 78 (Suppl. 6B):3-7, 1985.
- 699. Wenzel, R. P., Osterman, C. A., Donowitz, L. G., et al., "Identification of Procedure-Related Nosocomial Infections in High-Risk Patients," Review of Infectious Diseases 3(4):701-707, 1981.
- 700. West, J. G., Cales, R. H., Gazzaniga, A.G.(eds.), Trauma Care Systems: Clinical, Financial, and Political Considerations (New York, NY: Praeger, 1983).
- **700a** Wetle, T., "Age as a Risk Factor for Inadequate Treatment," *Journal of the American Medical Association* 258(4):516, 1987.
- 701. Whiting-O' Keefe, Q. E., Henke, C., and Simborg, D. W., "Choosing the Correct Unit of Analysis in Medical Care Experiments," *Medical Care* 22(12):1101-1114, 1984.
- Williams, R. L., "Measuring the Effectiveness of Perinatal Medical Care," *Medical Care 17(2):95*-109, 1979.
- **703.** Williamson, J. W., "Validation By Performance Measures," *Conference on Extending the Validity of Certification, 1976* (Chicago, IL: American Board of Medical Specialties, 1976).
- 704. Williamson, J. W., Assessing and Improving Health Care Outcomes: The Health Accounting Approach to Quality Assurance (Cambridge, MA: Ballinger Publishing Co., 1978).

- 705. Williamson, J. W., "Improving Content Validity of Certification Procedures by Defining Competence in Specialty Practice: Directions, Resources, and Getting Started," *Evaluating the Skills of Medical Specialists* (Chicago, IL: American Board of Medical Specialties, 1983).
- 706. Wilson, M., Health Manpower Education Specialist, Division of Medicine, Health Resources and Services Administration, Rockville, MD, personal communication, Sept. 22, 1987.
- 707. Wimsatt, W. D., "Robustness, Reliability and Overdetermination," *Scientific Inquiry and the Social Sciences*, M.B. Brewer and B.E. Collins (eds.)(San Francisco, CA: Jossey-Bass, 1981).
- 708. Winickoff, R. N., Wilner, S., Neisuler, R., et al., "Limitations of Provider Interventions in Hypertension Quality Assurance," *American Journal* of Public Health 75(1):43-46, 1985.
- 709. Wiseman, M., Director, Practice Management Department, American College of Emergency Physicians, Dallas, TX, personal communication, Mar. 15, 1988.
- 710. Wolf, F. M., *Meta-Analysis: Quantitative Methods for Research Synthesis* (Beverly Hills, CA: Sage Publishing Co., 1986).
- 711. Wolf, R. N., "Validity-Basic Ideas and Their Use," Conference on Extending the Validity of Certification, 1976 (Chicago, IL: American Board of Medical Specialties, 1976).
- 712. Wolfe, S. M., Director, Public Citizen Health Research Group, testimony presented before the New York City Council, New York, NY, Jan. 21, 1986.
- 713. Wolfe, S. M., Director, Public Citizen Health Research Group, testimony at hearing on Medical Peer Review Organization Program before the Subcommittee on Health and the Environment, Committee on Energy and Commerce, House of Representatives, U.S. Congress, Oct. 26, 1987.

- 714. Wolinsky, F. D., and Steiber, S. A., "Salient Issues in Choosing a New Doctor," Social Science and Medicine 16(7):759-767, 1982.
- 715. Wood, D., Division of Information Analysis, Bureau of Data Management and Strategy, Health Care Financing Administration, U.S. Department of Health and Human Services, Baltimore, MD, personal communication, Jan. 19, 1988.
- Woodward, C. A., McConvey, G. A., Neufeld, V., et al., "Measurement of Physician Performance by Standardized Patients," *Medical Care* 23(8):1019-1027, 1985.
- 717. Working Group on Hypertension in the Elderly, "Statement on Hypertension in the Elderly," Journal of the American Medical Association 256(1):70-74, 1986.
- 718. World Health Organization, Constitution,1948, as cited in J.S. Mausner and A.K. Bahn, Epidemiology: An Introductory Text (Philadelphia, PA: W.B. Saunders Co., 1974).
- 719. Wotruba, T. R., Haas, R. W., and Oulhen, H., "Marketing Factors Affecting Physician Choice as Related to Consumers' Extent of Use and Predisposition Toward Use of Physician Services, "Journal of Health Care Marketing 5(4):7-17, 1985.
- 720. Yessian, M. R., Ph.D, Regional Inspector General, Office of Analysis and Inspections, Office of the Inspector General, Department of Health and Human Services, Boston, MA, personal communication, July 13, 1987.
- 721. York, M., and Moore, T. J., "Bypass Surgery: Is it Regulated Enough," *Lexington Herald-Leader*, p, A1, Sept. 22, 1986.
- 722. Zyzanski, S. J., Hulka, B. S., and Cassel, J. C., "Scale for the Measurement of 'Satisfaction' With Medical Care," *Medical Care* 12:611-620, 1974.