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in Service Delivery Experimentation"; "Growing Concerns About Quality"; "SUMMARY"; "3 Current Quality Assurance and Improvement Strategies"; "QUALITY MEASURES"; "TYPES OF QUALITY ASSURANCE AND IMPROVEMENT PROGRAMS"; "External Quality Assurance Programs"; "Federal and State Regulation"; "Voluntary Accreditation"; "Other Quality-Related Mechanisms"; "Internal Quality Assurance Programs"

"ASSESSMENT OF QUALITY ASSURANCE AND IMPROVEMENT STRATEGIES""Are Quality Assurance and Improvement Strategies Appropriate?"; "Are Quality Assurance and Improvement Strategies Effective?"; "Are Quality Assurance and Improvement Strategies Adequate?"; "Concluding Thoughts"; "SUMMARY"; "4 Future Study Plan"; "STUDY CONCEPT AND KEY QUESTIONS"; "Key Study Questions"; "STUDY ACTIVITIES"; "Study Committee"; "Data Collection"; "Development of Recommendations and Products"; "CONCLUSION"; "5 Conclusions"; "References"; "APPENDIX A Legislative Mandate for IOM Studies"

"TITLE IIa€?ADMINISTRATION""APPENDIX B Committee Biographies"; "APPENDIX C Workshop Agenda and Participants"; "AGENDA"; "PARTICIPANTS"
