

Appendix 2

**This appendix was part of the submitted manuscript and has been peer reviewed.
It is posted as supplied by the authors.**

Appendix to: Janamian T, Upham SJ, Crossland L, Jackson CL. Quality tools and resources to support organisational improvement integral to high-quality primary care: a systematic review of published and grey literature. *Med J Aust* 2016; 204 (7 Suppl): S22-S28. doi: 10.5694/mja16.00113.

Appendix 2

List of organisations/websites searched (by country)

| Organisation | URL |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Australia | |
| Aboriginal Medical Services Alliance Northern Territory (AMSANT) | http://www.amsant.org.au/ |
| Aged and Community Services Australia | http://www.agedcare.org.au/ |
| Australian Centre for the Medical Home | http://medicalhome.org.au/faqs/ |
| Australian Commission on safety and quality in health care (ACSQHC) | http://www.safetyandquality.gov.au/ |
| Australian Association of Practice Managers | http://www.aapm.org.au/ |
| Australian College of Rural and Remote Medicine | https://www.acrrm.org.au/guidelines |
| Australian General Practice | http://www.agpn.com.au/ |
| Australian General Practice Accreditation Limited (AGPAL) | http://www.agpal.com.au/resources/ |
| Australian Government Department of Health | http://www.health.gov.au/internet/main/publishing.nsf/content/national+Ehealth+strategy http://www.medicareaustralia.gov.au/provider/business/payments/billing-assurance-toolkit.jsp |
| Australian Medical Association (AMA) | https://ama.com.au/gpnetworknews |
| Australian Medicare Locals Alliance (AMLA) | http://amlalliance.com.au/ |
| Australian Practice Nurses Association (APNA) | http://www.apna.asn.au/scripts/cgiip.exe/WService=APNA/ccms.r?PageId=11043 |
| Australian Primary Care Collaboratives (APCC) | http://www.apcc.org.au/sharing_ideas/change_ideas/#CP1 |
| Barwon Medicare Local | http://www.barwonml.com.au/ |
| Bayside Medicare local | http://www.bml.org.au/how-we-help/helping-health-providers/resources/chronic-disease-resources |
| Bentley Armadale Medicare Local | http://canningtool.com.au |
| Clinical Excellence Commission | http://www.cec.health.nsw.gov.au/resources http://www.cec.health.nsw.gov.au/documents/resources/tools_and_toolkits/spread-and-sustainability.pdf |
| Consumer Health Forum of Australia | https://www.chf.org.au/ |
| Department of Human Services Medicare | https://www.acrrm.org.au/files/uploads/pdf/resources/Chronic-Disease-and-Mental-Health.PDF |
| Department of Veterans Affairs (DVA) Australia | http://www.dva.gov.au/Pages/home.aspx |
| Diabetes initiative | http://diabetesinitiative.org/build/PCRS.htm |
| Doctors' Control Panel (DCP) | https://www.pracsoftutilities.com/ |
| General Practice Australia (GPA) | www.gpa.net.au |
| General Practice Queensland (GP Qld) | http://www.gpqld.com.au/page/Links/ |
| General Practice New South Wales (GP NSW) | http://www.gpnsw.com.au/programs/chronic-disease-mgmt/resources.html |
| General Practice Victoria (GP V) | http://www.gpv.org.au/Resources.asp |
| Government of Western Australia, Department of Health | http://www.safetyandquality.health.wa.gov.au/squire/resources.cfm |
| GP Partners Australia (based in SA) | http://www.gppaustralia.org.au/resource-list/templates |
| Healthy Interactions | http://www.healthyinteractions.com/about |
| Health Insurance Commission (HIC) | www.hic.gov.au |
| Health Issues Centre | http://www.healthissuescentre.org.au/documents/detail.chtml?filename_num=226531 |

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| Improvement Foundation | http://improve.org.au/ |
| Improving Chronic Illness Care | http://www.improvingchroniccare.org/index.php?p=Toolkit&s=244 |
| Infiniti Health Solutions | http://ihs.org.au/index.php/general-practice-primary-care-services |
| Inner East Melbourne Medicare Local | http://www.nmml.org.au/page/About/ |
| Medicare, Australia | http://www.medicareaustralia.gov.au/provider/business/education/index.jsp |
| Medicare Greater Metro South Brisbane | http://www.gmsbml.org.au/Health-Professionals-Services-eHealth-PenCAT.php |
| Medicare Local Metro North Brisbane | http://www.mnbml.com.au/page/support/tools/ |
| Medicare Locals ACT | http://www.actml.com.au/resources/practice-resources/team-care-arrangement-tca-forms |
| Menzies School of Health Research | http://www.menzies.edu.au/page/Research/Centres_initiatives_and_projects/ABCD_National_Research_Partnership_Project/ |
| National Centre for Quality Improvement in Indigenous Primary Health Care | http://www.healthinonet.ecu.edu.au/about/news/52 |
| National Health and Medical Research Council (NHMRC) | https://www.nhmrc.gov.au/ |
| National Prescribing Service | http://www.nps.org.au/health-professionals/resources-and-tools |
| New South Wales Agency for Clinical Innovation | http://www.aci.health.nsw.gov.au/_data/assets/pdf_file/0016/201832/ACI13-011-CDMP-services-web.pdf#zoom=100 http://www.aci.health.nsw.gov.au/_data/assets/pdf_file/0013/205501/self-assessment-cdmp.pdf#zoom=100 http://www.aci.health.nsw.gov.au/_data/assets/pdf_file/0012/205500/cdmp-self-assessment-process.pdf#zoom=100 http://www.aci.health.nsw.gov.au/resources/clinician-resources#chronic |
| New South Wales Ministry of Health | http://www.health.nsw.gov.au/Pages/default.aspx |
| Northern Melbourne Medicare Local | http://www.nmml.org.au/page/About/ |
| PEN Clinical Audit Tool (PEN CAT) | http://www.clinicalaudit.com.au |
| Quality Improvement Council Limited (QIC) | www.qic.org.au |
| Quality Innovation Performance (QIP) | www.qip.com.au |
| Queensland Government, Department of Health | http://www.health.qld.gov.au/rccsu/html/phccqi.asp AND http://www.health.qld.gov.au/cdg/docs/cdg_section_8.pdf |
| South Australia Health | http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+topics/older+people/care+of+older+people+toolkit/care+of+older+people+toolkit |
| South Eastern Health Providers Association (SEPHA) | http://sehpa.com.au/ |
| The Royal Australian College of General Practitioners (RACGP) | http://www.racgp.org.au/your-practice/mh/resources/ |
| The Australian College of Rural and Remote Medicine | https://www.acrrm.org.au/ |
| UNSW The Kirby Institute | http://www.kirby.unsw.edu.au/projects/strive-sti-remote-communities-improved-enhanced-primary-health-care |
| Victoria Department of Health | http://www.health.vic.gov.au/ |
| Victoria Quality Council | http://www.health.vic.gov.au/qualitycouncil/ |
| United States | |
| Accountable Care Organisations | http://www.rwjf.org/en/topics/search-topics/A/accountable-care-organizations-acos.html |
| Agency for Healthcare Research and Quality | http://www.ahrq.gov/ |
| American Academy of Family Physicians 1996 | http://www.aafp.org/fpm/1999/0100/fpm19990100p40-rt1.pdf |

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| American College of Physicians | https://www.acponline.org/ |
| American Medical Association Physician Consortium for Performance Improvement | http://www.ama-assn.org/ama/pub/physician-resources/physician-consortium-performance-improvement.page?utm_campaign=Wildfire+Message+-+%40PeakHealthMgmt+Quality+initiatives+benefit...&utm_content=po_870227&utm_medium=Social&utm_source=Twitter |
| American Public Health Association | http://www.apha.org/programs/standards/ |
| American Society of Quality (ASQ) | http://asq.org/index.aspx |
| Association of State and Territorial Health Officials (ASTHO) | http://www.astho.org/Programs/Accreditation-and-Performance/ |
| California Healthcare Foundation | http://www.chcf.org/ |
| Centre for Disease Control and Prevention | http://www.cdc.gov/ |
| Centre for Health Leadership and Practice | http://www.healthleadership.org/ |
| Clinical microsystem.com | http://www.clinicalmicrosystems.com/ |
| Commons Health Network | http://www.commonshhealth.org/home/communitydrivenhealthcare.html |
| Dartmouth Institute | http://tdi.dartmouth.edu/ |
| Improving Chronic Illness Care | http://www.improvingchroniccare.org/index.php?p=Care_Coordination&s=326 |
| Institute for Clinical Systems Improvement (ICSI) | https://www.icsi.org/ |
| Institute for Healthcare Communication | http://healthcarecomm.org/ |
| Institute for Healthcare Improvement | http://www.ihl.org/Pages/default.aspx |
| Institute for Patient and Family-Centred Care | http://www.ipfcc.org/ |
| International Society for Quality in Healthcare (ISQua) | http://www.isqua.org/ |
| Journal of Public Health Management & Practice, Accreditation and Quality Improvement Special Editions | http://journals.lww.com/jphmp/pages/toc.aspx?year=2007&issue=07000 |
| Lean Enterprise Institute | http://www.lean.org/WhatsLean/ |
| Baldrige Resource Library | http://baldrigeresourcelibrary.wordpress.com/ |
| MacColl Institute for Healthcare Innovation, Group Health Cooperative | http://www.grouphealthresearch.org/maccoll/maccoll.html |
| Medical Group Management Association (MGMA) | http://www.mgma.com/ |
| Merck Institute of Aging and Health | www.miahonline.org |
| Minnesota Shared Decision Making Collaborative | http://msdmc.org/ |
| National Committee for Quality Assurance (NCQA) | https://www.ncqa.org/ |
| National Association of County and City Health Officials (NACCHO) | http://www.naccho.org/topics/infrastructure/ |
| National Network of Public Health Institutes (NNPHI) | http://www.nnphi.org/ |
| National Patient Safety Foundation (NPSF) | http://www.npsf.org/ |
| National Quality Forum | http://www.qualityforum.org/Projects/c-d/Care_Coordination_Endorsement_Maintenance/Care_Coordination_Endorsement_Maintenance.aspx |
| Patient Centred Medical Home (PCMH) Resource Centre | http://www.pcmh.ahrq.gov/ |
| Patient Centred Primary Care Collaborative | http://www.pcpcc.org/about/medical-home |
| Patient safety and Quality Healthcare (PSQH) | www.psqh.com |
| Primary Care Development Corporation | http://www.pcdc.org/ |
| Primary Care Resources and Support (PCRS) for Chronic Disease Self-Management | http://www.improveselfmanagement.org/ |
| Primary Health Care - A framework that fits | http://www.eicp.ca/en/ |

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| Public Health Accreditation Board (PHAB) | http://www.phaboard.org/ |
| Public Health Foundation | http://www.phf.org/resourcestools/Pages/default.aspx?showResources=false&subcategory=Performance%20Management%20and%20Quality%20Improvement%20%28PMQI%29 |
| Public Health Informatics Institute (PHII) | http://www.phii.org/subjectareas/performanceimprovement.asp |
| Qualis Health | http://www.qhmedicalhome.org/publications.cfm |
| RAND Corporation | http://www.rand.org/ |
| Robert Graham Centre | http://www.graham-center.org/online/graham/home.html |
| Robert Wood Johnson Foundation Diabetes Initiative | http://improveselfmanagement.org/index.aspx |
| Safety Net Medical Home Initiative | http://www.safetynetmedicalhome.org/resources-tools/all-resources |
| The Commonwealth Fund | http://www.commonwealthfund.org/Innovations/Tools/2012/Apr/Becoming-a-Medical-Home-Implementation-Guides.aspx |
| The Healthcare Improvement Skills Centre | www.improvementskills.org |
| The Johns Hopkins Primary Care Policy Center | http://www.jhsph.edu/research/centers-and-institutes/johns-hopkins-primary-care-policy-center/ |
| The Joint Commission | http://www.jointcommission.org/assets/1/18/AHC_PCMH_SA_T.pdf |
| The National Institute of Standards and Technology | http://www.nist.gov/baldrige/ |
| The Safety Net Medical Home: Implementations Guide | http://www.safetynetmedicalhome.org/sites/default/files/CHA-Teams-Guide.pdf |
| Turning Point (Collaborating for a new Centre in Public Health) | http://www.turningpointprogram.org/ |
| US Department of Veterans Affairs | http://www.va.gov/ |
| US Department of Health and Human Services | http://www.hhs.gov/ |
| United Kingdom | |
| Academy of Medical Royal Colleges | http://www.aomrc.org.uk/ |
| British Medical Association | www.bma.org.uk |
| Cardiff University | http://www.maturitymatrix.co.uk/ |
| Care Quality Commission | http://www.cqc.org.uk/ |
| Committee of General Practice Education Directors (CGPED) | http://www.cogped.org.uk/ |
| Faculty of Medical Leadership and Management (FMLM) | https://www.fmlm.ac.uk/ |
| First Practice Management | http://www.firstpracticemanagement.co.uk/index.php |
| General Medical Council (GMC) | http://www.gmc-uk.org/ |
| General Practice Foundation | http://www.rcgp.org.uk/membership/practice-teams-nurses-and-managers/~/_media/Files/Membership/GPF/RCGP-GPF-Nurse-Competencies.ashx |
| Health Foundation | http://www.health.org.uk/publications/involving-primary-care-clinicians-in-quality-improvement/ |
| Health and Social Care Information Centre | http://www.hscic.gov.uk/services.qof |
| Healthcare Education England | http://hee.nhs.uk/ |
| Institute for Innovation and Improvement | http://www.institute.nhs.uk/safer_care/primary_care/improving_safety_in_primary_care.html |
| Lothian Primary Care Trust, The University of Edinburgh, Edinburgh | http://www.ncbi.nlm.nih.gov/pubmed/15317512 |
| National Institute of Clinical Excellence (NICE) | http://www.nice.org.uk/ |
| NHS | http://www.optiongrid.org/optiongrids.php - published e.g. Seal RP, et al. Pract Neurol 2014;14:54–56. doi:10.1136/practneurol-2013-000666 |
| | http://www.nrls.npsa.nhs.uk/resources/?entryid45=65673&q=0%20acsignificant+event%20ac |
| NHS England and clinical networks | http://www.england.nhs.uk/2012/07/26/strat-clin-networks/ |

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| NHS clinical commissioners | http://www.nhscc.org/ |
| NHS Confederation | http://www.nhsconfed.org/Pages/home.aspx |
| NHS Development Agency | http://www.hqontario.ca/quality-improvement/primary-care/tools-resources |
| NHS Institute for Innovation and Improvement | http://www.institute.nhs.uk/ |
| NHS Leadership Academy | http://www.leadershipacademy.nhs.uk/ |
| NHS National Patient Safety Agency (NPSA) | http://www.npsa.nhs.uk/ |
| NHS Scotland Quality Improvement Hub | http://www.qihub.scot.nhs.uk/home.aspx |
| NHS Wales | http://www.wales.nhs.uk/sitesplus/888/page/59533 |
| National Association for Patient Participation groups | http://www.napp.org.uk/ |
| National Institute of Clinical Excellence (NICE) | http://www.nice.org.uk/ |
| National Primary Care R&D Centre | http://www.population-health.manchester.ac.uk/primarycare/ |
| Nuffield Trust | http://www.nuffieldtrust.org.uk/ |
| Practice Managers' Network | http://www.practicemanagement.org.uk/ |
| Public Health England | https://www.gov.uk/government/organisations/public-health-england |
| Public Health Wales | http://www.publichealthwales.wales.nhs.uk/ |
| Royal College of General Practitioners RCGP | http://www.rcgp.org.uk/revalidation-and-cpd/practice-accreditation-and-quality-practice-award.aspx |
| Royal College of General Practitioners RCGP UK | http://www.rcgp.org.uk/policy/rcgp-policy-areas/~media/Files/Policy/A-Z-policy/RCGP-Patient-Participation-Groups-Getting%20Started-booklet.ashx |
| Tayside Centre for Organisational Effectiveness | http://www.t-coe.org.uk/ |
| The Health Foundation | http://personcentredcare.health.org.uk/person-centred-care/shared-decision-making |
| The Health Foundation | http://www.health.org.uk/publications/helping-measure-person-centred-care |
| The Joint Commission | http://www.jointcommission.org/topics/quality_improvement_tools.aspx |
| The Kings Fund | http://www.kingsfund.org.uk/ |
| University of Leicester, Clinical Governance Research and Development Unit, Department of General Practice and Primary Health Care | http://www.ncbi.nlm.nih.gov/pubmed/11145623 |
| Canada | |
| Accreditation Canada | http://www.accreditation.ca/accreditation-primer |
| Association of Canadian Academic Healthcare Organisations | http://acaho.org/ |
| Association of Family Health Teams of Ontario | http://www.afhto.ca/resources/quality-improvement/ |
| Association of Ontario Health Centres | http://aohc.org/ |
| Canadian College of Health Leaders and LEADS Collaborative | http://www.leadersforlife.ca/site/resources?nav=02 |
| Canadian Foundation for Health Care Improvement | http://www.cfhi-fcass.ca/home.aspx |
| Canadian Health Care Association | http://www.cha.ca/ |
| Canadian Institute for Health Information | http://www.cihi.ca/CIHI-external/internet/EN/TabbedContent/types+of+care/primary+health/cihi006583 |
| Canadian Institutes for Health Research | http://www.cihr-irsc.gc.ca/e/193.html |
| Canadian Medical Association | http://viewer.zmags.com/publication/a071b42b#/a071b42b/1 |
| Canadian Patient Safety Institute | http://www.patientsafetyinstitute.ca/English/toolsResources/ImprovementFramework/Pages/default.aspx |

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| College of family physicians | http://www.cfpc.ca/Home/ |
| College of Physicians and Surgeons of Ontario | http://www.cpso.on.ca/Policies-Publications/Publications |
| Divisions of Family Practice British Columbia | https://www.divisionsbc.ca/provincial/resourcetopics |
| Health Canada | http://www.hc-sc.gc.ca/index-eng.php |
| Health Council of Canada | http://www.healthcouncilcanada.ca/accord.php?mnu=1&mnu1=15 |
| Health Quality Ontario | http://qualitycompass.hqontario.ca/ |
| Horizon Health | http://en.horizonnb.ca/home/about-us.aspx |
| Longwoods – transforming healthcare organisations | http://www.longwoods.com/content/19604 |
| Machealth | http://machealth.ca/programs/advanced-access-efficiency-primary-care/default.aspx |
| Machealth McMaster University | http://machealth.ca/programs/quality/b/blog/archive/2011/07/15/quality-in-family-practice-book-of-tools-available.aspx |
| Ontario Medical Association | https://www.oma.org/Pages/default.aspx |
| Ontario Ministry of Health and Long Term Care | http://health.gov.on.ca/en/pro/programs/ecfa/legislation/quality_improve.aspx |
| Ontario Practice Nurses Association | http://rnao.ca/connect/interest-groups/ofpn |
| Quality Health Network | http://www.qhn.ca/about/ |
| The College of Family Physicians of Canada | http://www.cfpc.ca/ProjectAssets/Templates/Resource.aspx?id=1598 |
| University of Calgary Department of Family Medicine | http://www.ucalgary.ca/familymedicine/ |
| University of Toronto Family & Community Medicine Program | http://www.dfcm.utoronto.ca/programs/quality/qi-getting-started.htm |
| New Zealand | |
| Centre for Clinical Excellence | http://www.healthnavigator.org.nz/centre-for-clinical-excellence/ |
| Cornerstone RNZCGP | http://www.rnzcgp.org.nz/cornerstone-resources/ |
| Department of General Practice and Primary Health Care, University of Auckland School of Population Health, | http://www.jabfm.org/content/26/2/177.full |
| General Practice New Zealand | http://gpnz.org.nz/news/submissions-papers/ |
| National Health Committee | http://nhc.health.govt.nz/ |
| Health Improvement and Innovation Resource Centre | http://www.hiirc.org.nz/page/31212/electronic-patient-file-transfer-nz-gp2gp/?contentType=139&section=8959 |
| Health Literacy New Zealand | http://www.healthliteracy.org.nz/resources/landing/ |
| Health Navigator New Zealand | http://www.healthnavigator.org.nz/centre-for-clinical-excellence/healthcare-improvement/improvement-programmes-in-nz/ |
| Health Quality and Safety Commission New Zealand | http://www.hqsc.govt.nz/publications-and-resources/publication/1428/ |
| | http://www.hqsc.govt.nz/our-programmes/consumer-engagement/news-and-events/news/1417/ |
| | http://www.hqsc.govt.nz/our-programmes/medication-safety/publications-and-resources/publication/94/ |
| Health Quality Measures New Zealand | http://www.hqmnz.org.nz/measures/endorsed-measures |
| | https://www.hqmnz.org.nz/toolkit |
| Health Services Consumer Research | http://www.conference.co.nz/files/docs/gp12/1300%20gerard%20zwier_introtonzgpq.pdf |
| | http://www.hscr.co.nz/research-and-resources/ |
| | http://www.hscr.co.nz/wp-content/uploads/2011/02/Handbook_on_Improving_your_practice_with_patient_surveys.pdf |

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| Immunisation Advisory Centre, University of Auckland | http://www.immune.org.nz/health-professionals/cold-chain |
| Medical Council of New Zealand | https://www.mcnz.org.nz/support-for-doctors/resources/#Content-h2-6 https://www.mcnz.org.nz/assets/News-and-Publications/Statements/Good-prescribing-practice.pdf |
| Mind Tools website | http://www.mindtools.com/pages/article/newTMM_84.htm#Explanation http://www.mindtools.com/pages/main/newMN_LDR.htm http://www.mindtools.com/page8.html http://www.mindtools.com/pages/article/newTMC_05.htm |
| Ministry of Health | http://www.health.govt.nz/publication/primary-care-ethnicity-data-audit-toolkit |
| National Institute for Health Innovation | http://nihi.auckland.ac.nz/ |
| New Zealand Now | http://www.newzealandnow.govt.nz/living-in-nz/family-friendly/excellent-healthcare |
| New Zealand Nurses Organisation | http://www.nzno.org.nz/ |
| Patients First | http://www.patientsfirst.org.nz/wp-content/uploads/2013/02/GP2GP-overview-brochure.pdf http://www.patientsfirst.org.nz/our-resources/nz-eprescription-service |
| Practice Managers and Administrators Association of NZ | http://www.pmaan.org.nz/ |
| Privacy Commissioner | http://www.privacy.org.nz/how-to-comply/health-privacy-toolkit/ |
| RNZCGP | http://www.rnzcgp.org.nz/assets/documents/Standards--Policy/A4E2012revision4web.pdf |
| Standards New Zealand | http://shop.standards.co.nz/catalog/266%3A2010%28HB%29/view?client=html5 http://shop.standards.co.nz/catalog/228%3A2001%28SAA%7CSNZ+HB%29/view |
| The University of Auckland School of Population Health | http://www.fmhs.auckland.ac.nz/en/soph/about/our-departments/epidemiology-and-biostatistics/research/view-study/research/predict-in-primary-care.html |
| University of Christchurch | http://www.otago.ac.nz/christchurch/research/generalpractice/ |
| University of Otago Wellington, Dept of Medicine | http://www.otago.ac.nz/wellington/departments/primaryhealthcaregeneralpractice/index.html |
| Waitemata District Health Board | http://www.healthcodesign.org.nz/index.html |
| Europe | |
| Audit Project Odense (APO) national centre for quality development in general practice | http://www.sdu.dk/en/Om_SDU/Institutter_centre/Ist_sundhedstjenesteforsk/Forskning/Forskningsenheder/AlmenPraksis/Forskningsprojekter/APO |
| Austrian Medical Association | http://www.uemo.eu/organisations/27-austria.html |
| TOPAS Europe | http://topaseurope.eu/files/EPA-Information-Paper-English-vs11_0.pdf |
| Centre for quality of care research (WOK) | - |
| Clinical Quality Program of the regions | http://www.hpm.org/de/Surveys/University_of_Southern_Denmark_-_Daenemark/14/The_Danish_Health_Care_Quality_Programme.html |
| College of Family Physicians in Poland (Project Promoter) | http://ingpinqi.eu/guidebook_EN/index.html |
| http://ingpinqi.eu/guidebook_EN/index.html | |

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| DAK-E Danish Quality Unit of General Practice | http://www.dak-e.dk/flx/en/about-dak-e/ DAK-E has several focus areas - one of them is the development of IT tools to be implemented in general practice. For that, DAK-E has developed the programme Sentinel Data Capture which can collect general practices' structured data - and afterwards deliver back the collected data to the GP in a systematic way in the form of various quality reports. These reports may form a basis for voluntary quality development work initiated by the general practice itself. See also example powerpoint at http://www.equip.ch/files/55/5_henrik_schroll_janus_laust_t_homsen_can_structured_data_about_own_quality_improve_the_quality_in_general_practice.pdf AND http://www.changingdiabetesbarometer.com/docs/Denmark_Good_Practice.pdf |
| Danish Health and Medicines Authority DHMA | http://sundhedsstyrelsen.dk/en |
| Danish Institute for Quality and Accreditation in Health Care | http://www.ikas.dk/IKAS/English.aspx |
| Danish Medical Association | http://www.laeger.dk/portal/page/portal/LAEGERDK/Laegerdk/ServiceMenu/ENGLISH |
| Danish Society for Patient Safety | http://patientsikkerhed.dk/media/609923/dsp_haendelsanel_uk_web.pdf http://patientsikkerhed.dk/media/609926/dsp_laeringssaet_uk_web.pdf http://patientsikkerhed.dk/in-english/tools.aspx |
| EQuIP -European Society for Quality and Safety in Family Practice | http://equip.ch/flx/projects/tools_and_methods/ |
| European Academy of Teachers in General practice Family Medicine (EURACT) | http://www.euract.eu/resources/educational-research-presentations/viewcategory/5 |
| European Forum for Primary Care | http://www.euprimarycare.org/column/primary-care-sweden |
| European General Practice Research Network | http://www.egprn.org/ |
| European Society for Quality and Safety in Family Practice | http://equip.ch/flx/projects/tools_and_methods/ |
| European Union of General Practitioners/Family Physicians | http://www.uemo.eu/national-sections/13-sweden.html |
| Healthcare in Sweden | http://sweden.se/society/healthcare-in-sweden/ |
| Ministry of Health and Prevention Copenhagen | http://www.norden.org/en/the-nordic-region/the-ministries-in-the-nordic-countries/ministries-in-denmark/ministry-of-health-and-prevention-dk |
| National Agency for Patient Rights | https://www.patientombuddet.dk/?sc_lang=en |
| National Research School in General Practice | http://www.forskarskolanallmanmedicin.se/en/presentation |
| Netherlands Institute for Accreditation in Healthcare | http://en.niaz.nl/ |
| Netherlands Institute for Health Services Research | http://www.nivel.nl/en/publications http://www.nivel.nl/en/dossier/country-information-primary-care |
| Norwegian Council for Quality Improvement and Priority setting in health Care | http://www.kvalitetogprioritering.no/r%C3%A5det/mandat?language=english |
| Norwegian Ministry of Health and Care Services | http://www.regjeringen.no/upload/HOD/Samhandling%20engelsk_PDFS.pdf |
| The Danish Health Care Quality Program | http://www.hpm.org/en/Surveys/University_of_Southern_Denmark_-_Denmark/14/The_Danish_Health_Care_Quality_Programme.html |
| TOPAS Europe | http://topaseurope.eu/files/EPA-Information-Paper-English-vs11_0.pdf |
| University of Southern Denmark Research Unit for General Practice | http://www.sdu.dk/en/om_sdu/institutter_centre/ist_sundheds_tjenesteforsk/forskning/forskningsenheder/almenpraksis |

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| World Organisation of Family Doctors (WONCA) | http://www.globalfamilydoctor.com/ |
| Other | |
| The International Society for Quality Health Care (ISQua) | http://www.isqua.org/who-we-are/who-we-are |
| WHO Patient Safety | http://who.int/patientsafety/patients_for_patient/resources/en/ |
| World Alliance for Patient Safety | http://www.who.int/patientsafety/worldalliance/en/ |
| The Organisation for Economic Co-operation and Development (OECD) | http://www.oecd.org/about/ |