The Commission for Case Manager Certification
Reference List for the CCM® Exam

*DISCLAIMER (as noted on www.ccmcertification.org)
The Suggested Reference List has been compiled by Subject Matter Experts in the field of case management and based on published literature directly or indirectly related to case management practice. Specific criteria used in the selection of these references include current references with wide circulation and availability, credibility in the field of case management, peer review, evidence-based, and use for exam item writing. Please note that the items used in the certification exam may not always reflect this specific list of references. CCMC suggests that candidates for the CCM exam be familiar with these references and others relevant to case management practice. The list is not meant to be exhaustive; rather, it may be a helpful guide in preparing for the exam. Reading the references alone does not substitute for the knowledge, skills, and abilities. One must demonstrate as a minimally competent professional through passing the CCM exam.

*Listed by Author
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CCMC Code of Professional Conduct, Adopted 2015 (also available online)

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**Patient Safety: Achieving a New Standard for Care**  
2004  
Publisher: The National Academies Press
Committee on Identifying and Preventing Medication Errors
Preventing Medication Errors: Quality Chasm Series
2007
Publisher: The National Academies Press

Committee on Quality of Health Care in America, Institute of Medicine
Crossing the Quality Chasm: A New Health System for the 21st Century
2001
Publisher: National Academy Press

Committee on Quality of Health Care in America, Institute of Medicine
To Err Is Human: Building a Safer Health System
2000
Publisher: National Academy Press

Committee on the Work Environment for Nurses and Patient Safety
Keeping Patients Safe: Transforming the Work Environment of Nurses
Publisher: The National Academies Press

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Publisher: Kevin Sullivan – Jones Bartlett Learning

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**Interviewing for Solutions**  
2012 (4th Edition)  
Publisher: Brooks/Cole Cengage Learning

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Publisher: Jossey Bass a Wiley Imprint

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**Measuring Health Care: Using Quality Data for Operational, Financial, and Clinical Improvement**  
2006  
Publisher: Jossey – Bass A Wiley Imprint

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**Managing and Evaluating Healthcare Intervention Programs**  
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Gallo, J. J., Bogner, H.R., Fulmer, T., and Paveza, G.
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Publisher: Charles C. Thomas Publisher LTD

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Publisher: Guildford Press, Inc. – A division of Guildford Publications

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2006
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ONLINE RESOURCES:

Case Management Body of Knowledge
http://www.cmbodyofknowledge.com/home

CCMC Code of Professional Conduct, Adopted 2015
http://ccmcertification.org/center-stage/ccmc-currents-revised-code-professional-conduct

U.S. National Library of Medicine

MedLinePlus
http://www.nlm.nih.gov/medlineplus