



Commission for Case Manager Certification

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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2005 (2nd Edition)
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2005 (4th Edition)
Publisher: Catherine Albright Jackson – Elsevier Mosby

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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
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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
2004, May (2nd Edition)
Publisher: The National Academies Press

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Interviewing for Solutions
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Publisher: Brooks/Cole Cengage Learning

Dell Orto A., and Power, P.
The Psychological and Social Impact of Illness and Disability
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The Quality Handbook for Health Care Organizations: A Manager's Guide to Tools and Programs
2004
Publisher: Jossey Bass a Wiley Imprint

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Measuring Health Care: Using Quality Data for Operational, Financial, and Clinical Improvement
2006
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Duncan, I. G.
Managing and Evaluating Healthcare Intervention Programs
2014 (2nd Edition)
Publisher: ACTEX Publications, Inc.

Eack, S., Anderson, C., and Greeno, C.
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Falvo, D. R.
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Gallo, J. J., Bogner, H.R., Fulmer, T., and Paveza, G.
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Publisher: Kevin Sullivan – Jones & Bartlett Learning

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Coaching Psychology Manual
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Publisher: Wolters Kluwer Health – Lippincott Williams & Wilkins

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2015 (6th Edition)
Publisher: Deborah L. Vogel – Elsevier Sanders

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Professional Nursing: Concepts and Challenges

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Publisher: Jeffrey Patterson – Elsevier Sanders

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Legal Nurse Consulting: Principles

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2011 (2nd Edition)
Publisher: CRC Press – Taylor & Francis Group

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Quality Toolbox
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Publisher: William A. Tony

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Life Care Planning and Case Management Handbook
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Advancing Health Literacy: A Framework for Understanding and Action
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
<http://www.nlm.nih.gov>

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