

For More Information

Journal Articles:

The End of The Beginning: Patient Safety Five Years After “To Err Is Human,” Robert M. Wachter, *Health Affairs*, Nov. 30, 2004.

A Preliminary Taxonomy of Medical Errors in Family Practice, S.M. Dovey, D.S. Meyers, R.L. Phillips, L.A. Green, G.E. Fryer, J.M. Galliher, J. Kappus, P. Grob, *Quality & Safety in Health Care*, September 2002.

A String of Mistakes: The Importance of Cascade Analysis in Describing, Counting and Preventing Medical Errors, S.H. Woolf, A.J. Kuzel, S.M. Dovey, R.L. Phillips, *Annals of Family Medicine*, July/August 2004.

“I Wish I Had Seen This Test Result Earlier!” Dissatisfaction With Test Result Management Systems in Primary Care, Eric G. Poon; Tejal K. Gandhi; Thomas D. Sequist; Harvey J. Murff; Andrew S. Karson; David W. Bates, *Archives of Internal Medicine*, Nov. 8, 2004.

Adverse Drug Events in Ambulatory Care, T.K. Gandhi, S.N. Weingart, J. Borus, A.C. Seger, J. Peterson, E. Burdick, D.L. Seger, K. Shu, F. Federico, L.L. Leape, D.W. Bates, *The New England Journal of Medicine*, April 17, 2003.

Can Health Care Teams Improve Primary Care Practice? Kevin Grumbach, Thomas Bodenheimer, *Journal of the American Medical Association*, March 10, 2004.

Information Technologies: When Will They Make It Into Physicians’ Black Bags? Anne-Marie Audet, Michelle Doty, Jordon Peugh, Jamil Shamasdin, Kinga Zapert and Stephen Schoenbaum, *Medscape General Medicine*, Dec. 7, 2004.

Patient Safety: Improving Safety with Information Technology, D.W. Bates, A.A. Gawande, *The New England Journal of Medicine*, June 19, 2003.

Health Plan Members' Views about Disclosure of Medical Errors, Kathleen M. Mazor, Steven R. Simon, Robert A. Yood, Brian C. Martinson, Margaret J. Gunter, George W. Reed and Jerry H. Gurwitz, *Annals of Internal Medicine*, March 16, 2004.

Views of Practicing Physicians and the Public on Medical Errors, Robert J. Blendon, Catherine M. DesRoches, Mollyann Brodie, John M. Benson, Allison B. Rosen, Eric Schneider, Drew E. Altman, Kinga Zapert, Melissa J. Herrmann and Annie E. Steffenson, *The New England Journal of Medicine*, Dec. 12, 2002.

Communicating With Patients About Medical Errors: A Review of the Literature, Kathleen M. Mazor, Steven R. Simon, Jerry H. Gurwitz, *Archives of Internal Medicine*, August 9/23, 2004.

Handling Hospital Errors: Is Disclosure the Best Defense? Albert W. Wu, *Annals of Internal Medicine*, Dec. 21, 1999.

Patients' and Physicians' Attitudes Regarding the Disclosure of Medical Errors, Thomas H. Gallagher, Amy D. Waterman, Alison G. Ebers, Victoria J. Fraser, Wendy Levinson, *Journal of the American Medical Association*, Feb. 26, 2003.

Health Plan Members' Views on Forgiving Medical Errors, Kathleen M. Mazor, Steven R. Simon, Robert A. Yood, Brian C. Martinson, Margaret J. Gunter, George W. Reed and Jerry H. Gurwitz, *The American Journal of Managed Care*, January 2005.

Toward Candor after Medical Error: The First Apology Law, Jonathan R. Cohen, *Harvard Health Policy Review*, Spring 2004.

Books:

The Quality Advantage: A Strategic Guide for Health Care Leaders, by Julianne M. Morath, R.N., M.S., Joanne E. Turnbull, Ph.D., Jossey-Bass, 1998.

Internal Bleeding: The Truth Behind America's Terrifying Epidemic of Medical Mistakes by Robert Wachter, M.D. and Kaveh Shojania, M.D., Rugged Land, 2004.

Reports:

To Err Is Human: Building a Safer Health System, Linda T. Kohn, Janet M. Corrigan and Molla S. Donaldson, editors, Committee on Quality of Health Care in America, Institute of Medicine, Na-

tional Academy Press, Washington, D.C., Nov. 29, 1999.

National Healthcare Quality Report, U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality, December 2003.

National Survey on Consumers' Experiences with Patient Safety and Quality Information, Kaiser Family Foundation, Agency for Healthcare Research and Quality, Harvard School of Public Health, November 2004.

The Seven Crucial Conversations for Healthcare, American Association of Critical Care Nurses and VitalSmarts, January 2005.

Standards for Establishing and Sustaining Healthy Work Environments: A Journey to Excellence, American Association of Critical Care Nurses, January 2005.

Electronic Medical Records: A Buyer's Guide for Small Physician Practices, prepared by Forrester Research for the California Healthcare Foundation, October 2003.

Electronic Prescribing: Toward Maximum Value and Rapid Adoption, eHealth Initiative, April 2004.

The Value of Computerized Provider Order Entry in Ambulatory Settings, Center for Information Technology Leadership, May 2003.

Web Resources:

The American College of Physicians offers a seven-module patient-safety educational program that can be accessed at www.acponline.org/ptsafety/.

The federal Agency for Healthcare Research and Quality has published a number of reports on patient safety and medical errors. These can be accessed at www.ahrq.gov/qual/errorsix.htm. In addition, AHRQ's Quality Tools, a clearinghouse for practical tools for measuring and improving the quality of healthcare, can be found at www.qualitytools.ahrq.gov.

For information on medication errors, log on to the U.S Food and Drug Information's Center for Drug Evaluation and Research (www.fda.gov/cder/drug/MedErrors/). Another source of infor-

mation on medication safety is the United States Pharmacopeia (USP), accessible at www.usp.org/patientSafety.

The American Academy of Family Physicians offers a number of useful resources through its Website (www.aafp.org). The AAFP's Center for Health Information Technology can be accessed directly (www.centerforhit.org), as can the Robert Graham Center, an arm of the AAFP that conducts policy research and analysis from the family medicine perspective (www.graham-center.org).

The California Academy of Family Physicians (www.family-docs.org) offers visitors to its Website a monograph "Diagnosing and Treating Medical Errors in Family Practice," which addresses medical errors in the outpatient setting.

The Practice Partner Research Network links physicians who use electronic medical records. This joint effort between the Department of Family Medicine at the Medical University of South Carolina and Physician Micro Systems can be accessed at www.musc.edu/PPRNet.

California Healthcare Foundation (www.chcf.org) offers a wealth of information on information technology in healthcare, including a free e-newsletter iHealth Beat. You can also access its report "Electronic Medical Records: A Buyer's Guide for Small Physician Practices."

The eHealth Initiative is an independent, non-profit organization whose mission is to drive improvement in the quality, safety and efficiency of healthcare through information technology. For more information, log on to www.ehealthinitiative.org. Another organization devoted to research and promotion of information technology in healthcare is the Center for Information Technology Leadership (www.citl.org/).

Sorry Works! is a coalition representing patients, physicians, hospitals and attorneys that promotes the adoption of the practice of full disclosure after medical errors, followed by an apology and a quick financial settlement. Find out more about Sorry Works! on its Website (www.sorryworks.net).