

## APPENDIX O: CONSUMER INTRODUCTION TO PATIENT SAFETY READING LIST



Adapted from: Partnering for Patient Empowerment through Community Awareness (PPECA)  
<http://www.galter.northwestern.edu/ppeca/> . September 2006.

### Books

Berntsen KJ. *The Patient's Guide to Preventing Medical Error*. Westport, Conn; Praeger Publishing: 2004. ISBN: 0275982300.

The author, a former nurse and paramedic, provides an in-depth review on the issue of patient safety for the consumer. Her text provides personal stories, vignettes and practical "how to" advice for readers who seek to understand the issue and take on a more proactive role in their health care.

Bogner MS, ed. *Human Error in Medicine*. Hillsdale, NJ: Lawrence Erlbaum; 1994. ISBN: 0805813853.

This book is an excellent source for understanding the value of system analysis and human factors in relation to medical errors. Somewhat academic in nature, it provides an intelligent overview of the reasons why error happens and how the healthcare industry might think about it differently to improve the situation.

Boss P. *Ambiguous Loss*. Boston; Harvard University Press: 2000. ISBN: 0674017382.

Boss' text is not about medical error itself but about living with a loss that may never be resolved. This book can help survivors cope with the possibility of never having an answer. Recommended for individuals whose family members may have been involved in a medical error.

Gawande A. *Complications: A Surgeon's Notes on an Imperfect Science*. New York; Picador: 2002. ISBN: 0312421702.

Gawande is a gifted writer and presents the complex and uncertain world of the surgical trainee in a view sympathetic to both patients and practitioners. Many of these chapters were originally written for consumer publications.

Gibson R, Singh JP. *Wall of Silence: The Untold Story of the Medical Mistakes That Kill and Injure Millions of Americans*. Washington DC; LifeLine Press: 2003. ISBN: 089526112X.

Stories help underscore and translate the need for an increased attention to patient safety. Gibson and Singh show the effects of medical mistakes on patients and their families. The book is unique in that the view presented is that of the patient. Tips on how to improve the situation are included.

Gilbert SM. *Wrongful Death*. W. W. Norton & Company; Reprint edition: 1997. ISBN:

0393315169. The author helps to identify feelings and experiences surrounding accidental medical death. She presents it not as a single person's mistake, but as the result of a series of small things that add up to tragedy. Readers who have experienced medical error will find solace in that their experience isn't unique. The title is recommended for individuals who have been involved in a medical error.

Giller, Cole A. *Port in the Storm: How to Make a Medical Decision and Live to Tell About It*. Washington DC; LifeLine Press. 2003. ISBN: 0895261324.

The author provides specific examples of how patients should be incorporated into the decision-making process. Practical information gathering tips and patient stories bring the pearls he outlines to life.

Groopman J. *How Doctors Think*. Boston, MA: Houghton Mifflin; 2007. ISBN: 0618610030.

In this book, the author presents several stories that illustrate how first impressions and drawing too strongly from experience alone can lead to diagnostic mistakes. He also discusses the role patients can play to minimize these mistakes.

Groopman J. *Second Opinions*. Penguin Books: 2001. ISBN: 0140298622.

The process physicians go through in making medical decisions and how patients can evaluate medical advice is outlined effectively for the lay reader. Groopman's use of real life situations makes it very readable.

Norman DA. *The Psychology of Everyday Things*. New York; Basic Books: 1988. ISBN: 0465067093.

An enjoyable discussion of how poor design can affect how well tasks are completed. It shines light on the ideas of people being set up to fail due to ineffective design.

Schneiderman LJ, Jecker NS. *Wrong Medicine: Doctors, Patients, and Futile Treatment*. Baltimore; Johns Hopkins University Press: 2000. ISBN: 0801863724.

This book deals with a very difficult subject for people to discuss in the age of great medical advancements. How much do we expend to keep individuals alive and at what point do we accept death? This book considers the patient and family within the context of medical ethics.

Segen JC, Stauffer J, Wade J. *The Patient's Guide to Medical Tests. Everything You Need to Know About the Tests your Doctor Prescribes*. 2002, Checkmark Books; 2nd edition: 2002. ISBN: 0816046522.

A reference guide providing the following information for the most commonly ordered medical tests: the test itself, the reference range, patient preparation, what abnormal values may signify, test procedures, and the approximate cost of each test.

Spath PL, ed. *Partnering with Patients to Reduce Medical Errors*. Chicago: Health Forum: 2004. ISBN: 1556483147.

This book discusses the questions of involving consumers in healthcare safety improvement. The chapters include such topics as the patient's role in safety, creating opportunities for patient involvement in error prevention, and the leader's role in patient safety.

Wachter RM, Shojiana KG. *Internal Bleeding: The Truth Behind America's Terrifying Epidemic of Medical Mistakes*. New York; Ruggedland Press: 2004. ISBN: 1590710169.

Internal Bleeding's strength is that it presents system errors in health care in a language that is engaging for the nonclinician. The narrative relies on the experiences of the two physician-authors who build stories into their account of the problems health care faces that affect safety. Readers should be aware, however, that it does not take into account the patient/family role in helping prevent errors, but it is an engaging read nonetheless.

Weinberg DB, Gordon S. *Code Green: Money-Driven Hospitals and the Dismantling of Nursing*. New York, Cornell University Press; 2004. ISBN: 0801489199.

Code Green examines the restructuring of the patient care process following the merger of two medical centers and the effects this had on nursing care. It reveals two different styles of nursing practice, one patient-centered and the other not so much so. It illustrates how the public's "safety net" (the nurses) has been reduced and how that loss has added to the less than ideal situation the US healthcare system currently finds itself in.

Youngberg BJ. & Hatlie MJ. *The Patient Safety Handbook*. Sudbury, Mass; Jones and Bartlett: 2003. ISBN: 00763731471.

This book provides an encyclopedic review of the development of the current thinking in patient safety. Chapters deal with both historical subjects and provide future direction for practitioners who aim to improve the safety of the care they provide.

## Articles

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