

## Emergency Trolley Checklist General Practice Nsw Bing

In 1996 the Institute of Medicine launched the Quality Chasm Series, a series of reports focused on assessing and improving the nation's quality of health care. Preventing Medication Errors is the newest volume in the series. Responding to the key messages in earlier volumes of the series—"To Err Is Human (2000), Crossing the Quality Chasm (2001), and Patient Safety (2004)"—this book sets forth an agenda for improving the safety of medication use. It begins by providing an overview of the system for drug development, regulation, distribution, and use. Preventing Medication Errors also examines the peer-reviewed literature on the incidence and the cost of medication errors and the effectiveness of error prevention strategies. Presenting data that will foster the reduction of medication errors, the book provides action agendas detailing the measures needed to improve the safety of medication use in both the short- and long-term. Patients, primary health care providers, health care organizations, purchasers of group health care, legislators, and those affiliated with providing medications and medication-related products and services will benefit from this guide to reducing medication errors.

Now in its second edition, this highly successful guide to safe prescribing of the most common classes of drugs is your starting point for safe and effective practice. The first edition was a direct response to requests from students for a compendium of the 100 most important drugs in the NHS. Research led by Professor Emma Baker identified the 'top 100 drugs' by their importance and prescribing frequency. The top 100 drugs and the five most important intravenous fluids are presented using a clear, consistent layout across double-page spreads. Drugs are arranged alphabetically and also listed by organ system and clinical indication, providing multiple pathways into the information. Clinical pharmacology is discussed under the headings: common indications; mechanisms of action; important adverse effects; warnings; and important interactions. Practical prescribing is discussed under the headings: prescription; administration; communication; monitoring; and cost. A clinical tip is presented for every drug. Single-best-answer questions are provided for self-assessment and to show how information from several drugs may be integrated.

Market: emergency medicine residents and recertifying physicians  
Uses 750+ board-formatted questions to familiarize students with the actual test  
Enables students to quickly self-evaluate their knowledge of the subject  
Design has been updated to make reading easier and quicker

Emergency medicine textbook on identifying and treating cardiac emergencies, includes interpretation of ECGs, use of ultrasound in diagnosis, identification of arrhythmias, shock, syncope, post-arrest syndrome and much more.

The subject of tropical cyclones in Southern Africa, also known as hurricanes or typhoons in other regions of the world, has been growing over the past few decades. However, there is still limited literature on foundational and fundamental topics on the matter. To this end, this book addresses this gap, citing some examples from both historic and recent tropical cyclones. The book presents meteorological and climatic aspects of tropical cyclones, including reviews on forecasting, warning message dissemination and public response aspects of early warning systems with a focus on the Tropical Cyclones Idai and Kenneth.

Fundamentals in disaster risk reduction (DRR) are also discussed moving from the provisions of the Hyogo Framework for Action (2005–2015), to the Sendai Framework for Disaster Risk Reduction (2015–2030). Climate change issues are central to the publication, as well as the role of information and communication technologies in DRR and management. The book also tackles some challenges and opportunities associated with the implementation of regional legal and institutional frameworks on DRR. The book comes as part of a series with three volumes. The other volumes include “Cyclones in Southern Africa Vol. 1: Interfacing the Catastrophic Impact of Cyclone Idai with SDGs in Zimbabwe” and “Cyclones in Southern Africa Vol 3: Implications for the Sustainable Development Goals”. To this end, this book is suitable as a read for several professionals and disciplines such as tourism and hospitality studies, economics, sustainable development, development studies, environmental sciences, arts, geography, life sciences, politics, planning and public health.

A reference on mental health and disasters, focused on the full spectrum of psychopathologies associated with many different types of disasters.

The Manual focuses on the fieldside diagnosis and treatment of severe injuries and illnesses that can present at a sports event. It concentrates on basic diagnostic skills and treatment modalities as the sports physician has often limited diagnostic and treatment facilities available. Each chapter concentrates on an illness or anatomical injury and offers a structured diagnostic and therapeutic approach in this difficult pre-hospital environment. The chapters explain what problems are to be expected with specific conditions as well as which treatment plan should be implemented and how to evaluate and reassess those plans.

Phlebotomy uses large, hollow needles to remove blood specimens for lab testing or blood donation. Each step in the process carries risks - both for patients and health workers. Patients may be bruised. Health workers may receive needle-stick injuries. Both can become infected with bloodborne organisms such as hepatitis B, HIV, syphilis or malaria. Moreover, each step affects the quality of the specimen and the diagnosis. A contaminated specimen will produce a misdiagnosis. Clerical errors can prove fatal. The new WHO guidelines provide recommended steps for safe phlebotomy and reiterate accepted principles for drawing, collecting blood and transporting blood to laboratories/blood banks.

With 418 contributors representing over 120 medical centers from around the world, this book comprehensively covers the entire field of emergency medicine -- from prehospital care, disaster preparedness, and basic resuscitative techniques -- to all the major diseases and disorders encountered in the emergency department. Unquestionably the leading text in the field, this is a true must-have reference for everyone in emergency medicine from residents to practicing physicians. The Seventh Edition is highlighted by a new full-color presentation, a companion DVD with 17 additional chapters, a greater international focus, and innovative new features and content.

"This brand new title in the ABC series provides a comprehensive overview of pre-hospital medicine, including transport, patient assessment, emergency care systems, and pre-hospital interventions. With pre-hospital care being the start of the "trauma chain", the treatment patients receive on-scene as well as en-route can be life-saving, and this new title is invaluable for all staff involved in

emergency and pre-hospital medicine"--Provided by publisher.

In order to promote greater implementation of effective, affordable and sustainable trauma systems globally, the World Health Organization and the International Association for Trauma Surgery and Intensive Care have worked collaboratively to produce these guidelines on trauma quality improvement. The response to the growing problem of injury needs to include the improvement of care of the injured. Quality improvement (QI) programs offer an affordable and sustainable means to implement such improvements. These programs enable health care institutions to better monitor trauma care services, better detect problems in care, and more effectively enact and evaluate corrective measures targeted at these problems. The goal of this publication is to give guidance on ways in which health care institutions globally can implement QI programs oriented to strengthening care of the injured. This guidance is intended to be universally applicable to all countries, no matter what their economic level. These guidelines provide basic definitions and an overview of the field of QI, so that those not familiar with this field will have a working knowledge of it. Evidence of the benefit of QI in general and trauma QI in particular is then laid out. The main part of the publication reviews the most common methods of trauma QI, written in a how-do-to fashion. This covers a wide range of techniques. The first two of these are especially emphasized as ways in which to strengthen trauma QI in the setting of low-income and middle-income countries.

The WHO Guidelines on Hand Hygiene in Health Care provide health-care workers (HCWs), hospital administrators and health authorities with a thorough review of evidence on hand hygiene in health care and specific recommendations to improve practices and reduce transmission of pathogenic microorganisms to patients and HCWs. The present Guidelines are intended to be implemented in any situation in which health care is delivered either to a patient or to a specific group in a population. Therefore, this concept applies to all settings where health care is permanently or occasionally performed, such as home care by birth attendants. Definitions of health-care settings are proposed in Appendix 1. These Guidelines and the associated WHO Multimodal Hand Hygiene Improvement Strategy and an Implementation Toolkit (<http://www.who.int/gpsc/en/>) are designed to offer health-care facilities in Member States a conceptual framework and practical tools for the application of recommendations in practice at the bedside. While ensuring consistency with the Guidelines recommendations, individual adaptation according to local regulations, settings, needs, and resources is desirable. This extensive review includes in one document sufficient technical information to support training materials and help plan implementation strategies. The document comprises six parts.

Providing the inside track on how the experts approach and deal with real-world clinical scenarios, Challenging Concepts in Emergency Medicine selects specific challenging cases that are encountered in everyday clinical practice but do not have simple answers. A case-based guide to challenging areas in emergency medicine, this book covers the core and sub-specialty areas, in particular the often grey areas of intensive care and paediatric emergency medicine. Complex cases are comprehensively examined from a multidisciplinary perspective with detailed consideration given to management options and the contemporary evidence base behind these decisions. An effective revision aid for MCEM and FCEM and a reference during workplace-based

assessments, Challenging Concepts in Emergency Medicine highlights critical information through the use of boxed features: 'Learning points', 'Clinical tips', 'Evidence base', and 'Future advances'. Each chapter has been reviewed by a national or international expert in the field and they have provided an 'Expert commentary', giving a unique insight into how today's opinion leaders confront and deal with the very same management challenges that all clinicians can potentially face on a daily basis. Containing summaries of current national and international guidelines, this book is ideal for continuing medical education and revalidation as well as for trainees preparing for examinations.

Emergency Surgery provides both a practical guide and an understanding of the issues that need to be considered in the management of emergency surgery patients. It presents a clear account of the key issues involved in the assessment, investigation, resuscitation and surgical management of patients who present to the on-call emergency team. It considers the full breadth of issues encountered in these patients including anaesthesia, pre-op resuscitation/optimization, and initial post-operative care including preliminary high dependency/critical care, as well as the complications and acute issues found in acute surgical patients on the ward. It is ideal for surgical trainees as well as trainees from other specialties involved in the care of these complex and challenging patients. This title is also available as a mobile App from MedHand Mobile Libraries. Buy it now from Google Play or the MedHand Store.

Practice Essentials - General Practice: The Integrative Approach Series this chapter provides a checklist of the important factors to consider in establishing and operating an integrative health clinic. It is not a definitive practice management manual. Most of the principles described here are the same as for other medical clinics, but there are some distinctive features. When considering establishing or changing your practice to an integrative model, you will have a range of options to consider.

This field manual is an updated edition of the publication 'Protocol for assessment of health facilities responding to emergencies' (1999). It provides a management tool for health professionals evaluating the preparedness of their health facilities for dealing with disasters, and it contains three main sections: a questionnaire presented in a checklist format for capacity assessment; aspects of preparedness relating to structural and non-structural vulnerability, functions and human resources; and preparedness for specific emergencies relating to industrial sectors and contamination, infectious disease outbreaks and biological, chemical and radiological emergencies.

These guidelines provide recommendations that outline the critical aspects of infection prevention and control. The recommendations were developed using the best available evidence and consensus methods by the Infection Control Steering Committee. They have been prioritised as key areas to prevent and control infection in a healthcare facility. It is recognised that the level of risk may differ according to the different types of facility and therefore some recommendations should be justified by risk assessment. When implementing these recommendations all healthcare facilities need to consider the risk of transmission of infection and implement according to their specific setting and

circumstances.

Today our emergency care system faces an epidemic of crowded emergency departments, patients boarding in hallways waiting to be admitted, and daily ambulance diversions. Hospital-Based Emergency Care addresses the difficulty of balancing the roles of hospital-based emergency and trauma care, not simply urgent and lifesaving care, but also safety net care for uninsured patients, public health surveillance, disaster preparation, and adjunct care in the face of increasing patient volume and limited resources. This new book considers the multiple aspects to the emergency care system in the United States by exploring its strengths, limitations, and future challenges. The wide range of issues covered includes: • The role and impact of the emergency department within the larger hospital and health care system. • Patient flow and information technology. • Workforce issues across multiple disciplines. • Patient safety and the quality and efficiency of emergency care services. • Basic, clinical, and health services research relevant to emergency care. • Special challenges of emergency care in rural settings. Hospital-Based Emergency Care is one of three books in the Future of Emergency Care series. This book will be of particular interest to emergency care providers, professional organizations, and policy makers looking to address the deficiencies in emergency care systems.

Winner of the Paediatrics category at the BMA Book Awards 2015 About to start a paediatrics rotation? Working with children for the first time? Thinking about a career in paediatrics? The Hands-on Guide to Practical Paediatrics is the ultimate practical guide for medical students encountering paediatrics for the first time, junior doctors thinking about working with children, and new paediatric trainees. It's full of vital information on practical procedures, prescribing for young patients, and communicating with children and young people, as well as guidance on the paediatric training programme and paediatrics as a career. Full of clinical tips, and covering key information on developmental stages, common paediatric emergencies and ethical dilemmas, and child protection, The Hands-on Guide to Practical Paediatrics is also supported by online resources including practice prescribing scenarios and video content at [www.wileyhandsonguides.com/paediatrics](http://www.wileyhandsonguides.com/paediatrics) Take the stress out of paediatrics with The Hands-on Guide!

This extremely popular title has become the definitive pocket guide to the management of medical emergencies for front-line hospital doctors. It provides detailed guidance on the diagnosis and treatment of all common conditions and includes a step-by-step guide to the nine most important practical procedures in acute medicine.

Confronted with worldwide evidence of substantial public health harm due to inadequate patient safety, the World Health Assembly (WHA) in 2002 adopted a resolution (WHA55.18) urging countries to strengthen the safety of health care and monitoring systems. The resolution also requested that WHO take a lead in setting global norms and standards and supporting country efforts in preparing patient safety policies and practices. In May 2004, the WHA approved the creation

of an international alliance to improve patient safety globally; WHO Patient Safety was launched the following October. For the first time, heads of agencies, policy-makers and patient groups from around the world came together to advance attainment of the goal of "First, do no harm" and to reduce the adverse consequences of unsafe health care. The purpose of WHO Patient Safety is to facilitate patient safety policy and practice. It is concentrating its actions on focused safety campaigns called Global Patient Safety Challenges, coordinating Patients for Patient Safety, developing a standard taxonomy, designing tools for research policy and assessment, identifying solutions for patient safety, and developing reporting and learning initiatives aimed at producing 'best practice' guidelines. Together these efforts could save millions of lives by improving basic health care and halting the diversion of resources from other productive uses. The Global Patient Safety Challenge, brings together the expertise of specialists to improve the safety of care. The area chosen for the first Challenge in 2005-2006, was infection associated with health care. This campaign established simple, clear standards for hand hygiene, an educational campaign and WHO's first Guidelines on Hand Hygiene in Health Care. The problem area selected for the second Global Patient Safety Challenge, in 2007-2008, was the safety of surgical care. Preparation of these Guidelines for Safe Surgery followed the steps recommended by WHO. The groundwork for the project began in autumn 2006 and included an international consultation meeting held in January 2007 attended by experts from around the world. Following this meeting, expert working groups were created to systematically review the available scientific evidence, to write the guidelines document and to facilitate discussion among the working group members in order to formulate the recommendations. A steering group consisting of the Programme Lead, project team members and the chairs of the four working groups, signed off on the content and recommendations in the guidelines document. Nearly 100 international experts contributed to the document (see end). The guidelines were pilot tested in each of the six WHO regions--an essential part of the Challenge--to obtain local information on the resources required to comply with the recommendations and information on the feasibility, validity, reliability and cost-effectiveness of the interventions.

Be prepared to handle life-threatening dental emergencies! Medical Emergencies in the Dental Office, 7th Edition helps you learn the skills needed to manage medical emergencies in the dental office or clinic. It describes how to recognize and manage medical emergencies promptly and proactively, and details the resources that must be on hand to deal effectively with these situations. This edition includes new guidelines for drug-related emergencies, cardiac arrest, and more. Written by respected educator Dr. Stanley Malamed, this expert resource provides dental professionals with the tools for implementing a basic action plan for managing medical emergencies. "It successfully fulfils its aim of stimulating all members of the dental team to improve and maintain their skills in the effective prevention, recognition and

management of medical emergencies." Reviewed by European Journal of Orthodontics, March 2015 "...very easy to read and provides a very comprehensive reference for a variety of medical emergencies." Reviewed by S.McKernon on behalf of British Dental Journal, July 2015 A logical format reflects the way emergencies are encountered in a dental practice, with chapters organized by commonly seen clinical signs and symptoms, such as unconsciousness or altered consciousness, respiratory distress, seizures, drug-related emergencies, chest pain, and cardiac arrest. Step-by-step procedures include detailed, numbered instructions for stabilizing and treating victims (PCABD) in common medical emergencies. Full-color illustrations demonstrate emergency techniques in realistic clarity. Summary tables and boxes make it easy to find essential concepts and information. Quick-reference algorithms in the appendix include step-by-step diagrams showing the decision-making process in common emergency situations. A differential diagnosis chapter ends each of the book's parts on common emergencies. UPDATED content includes the most current guidelines for drug-related emergencies, unconsciousness, altered consciousness, and cardiac arrest as well as protocols for obstructed airway management. UPDATED PCABD boxes reflect the American Heart Association's new sequence of steps for stabilizing and treating victims with an easy-to-remember acronym: Positioning, Circulation, Airway, Breathing, and Definitive Management. UPDATED! Emergency drug and equipment kit instructions help you assemble emergency kits and ensure that your dental office has safe, current materials on hand.

This manual is aimed at helping medical record workers in the development and management of medical records services of health care facilities in developing countries in an effective and efficient manner. It has not been designed as an introductory text to medical record management, but rather as an aid to medical record officers (MROs) and medical record clerks by describing appropriate systems for Medical Records Departments in developing countries. It covers manual procedures and may be used as an adjunct to computerized systems. It does not provide all of the options for medical record management, but it does provide one option in each area for the management of medical records in developing countries. A list the textbooks that provide detailed information on medical record management is also provided.

Written by experts from around the globe (USA, Europe, Australia and Asia) this book explains technical issues, digital information processing and collective experiences from practitioners in different parts of the world practicing a wide range of telenursing applications including telenursing research by professionals in the field. This book lays the foundations for the globalisation of telenursing procedures, making it possible to know that a nursing service could perform on a patient anywhere in the world.

Emergency Medicine Lecture Notes provides all the necessary information, within one short volume, for a sound

introduction to this core specialty area. Presented in a user-friendly format, combining readability with flowcharts and high-quality illustrations, this fourth edition has been thoroughly revised to reflect recent advances in the field of emergency medicine. For this new edition, Emergency Medicine Lecture Notes features:

- Illustrations and flow charts in a two colour presentation throughout
- More detail on imaging, diagnosis and management of a wide range of acute conditions
- A brand new companion website at [www.lecturenoteseries.com/emergencymed](http://www.lecturenoteseries.com/emergencymed) featuring a selection of MCQs to test readers on common pitfalls in emergency medicine

Not only is this book a great starting point to support initial teaching on the topic, but it is easy to dip in and out of for reference or revision at the end of a module, rotation or final exams. Whether you need to develop or refresh your knowledge of emergency medicine, Emergency Medicine Lecture Notes presents 'need to know' information for all those involved in treating those in an emergency setting.

Fully revised and updated, the Oxford Handbook of Emergency Medicine is the definitive, best-selling guide for all of the common conditions that present to the emergency department. Whether you work in emergency medicine, or just want to be prepared, this book will be your essential guide. Following the latest clinical guidelines and evidence, written and reviewed by experts, this handbook will ensure you are up to date and have the confidence to deal with all emergency presentations, practices, and procedures. In line with the latest developments in the field, such as infection control, DNR orders, advanced directives and learning disability, the book also includes new sections specifically outlining patient advice and information, as well as new and revised vital information on paediatrics and psychiatry. For all junior doctors, specialist nurses, paramedics, clinical students, GPs and other allied health professionals, this rapid-reference handbook will become a vital companion for both study and practice.

Many patients who present to district (first-referral) level hospitals require surgical treatment for trauma obstetric abdominal or orthopaedic emergencies. Often surgery cannot be safely postponed to allow their transfer to a secondary or tertiary-level hospital but many district hospitals in developing countries have no specialist surgical teams and are staffed by medical nursing and paramedical personnel who perform a wide range of surgical procedures often with inadequate training. the quality of surgical and acute care is often further constrained by poor facilities inadequate low-technology apparatus and limited supplies of drugs materials and other essentials. the mission of the team responsible for Clinical Procedures in the World Health Organization Department of Essential Health Technologies (EHT) is to promote the quality of clinical care through the identification promotion and standardization of appropriate procedures equipment and materials particularly at district hospital level. WHO/BCT has identified education and training as a particular priority especially for non-specialist practitioners who practise surgery and anaesthesia. It has therefore developed Surgical Care at the District Hospital as a practical resource for individual practitioners and for use in

undergraduate and postgraduate programmes in-service training and continuing medical education programmes. the manual is a successor of three earlier publications that are widely used throughout the world and that remain important reference texts: General Surgery at the District Hospital (WHO 1988) Surgery at the District Hospital: Obstetrics Gynaecology Orthopaedics and Traumatology (WHO 1991) Anaesthesia at the District Hospital (WHO 1988; second edition 2000). This new manual draws together material from these three publications into a single volume which includes new and updated material as well as material from Managing Complications in Pregnancy and Childbirth: a Guide for Midwives and Doctors (WHO 2000). Link to the full training tool kit CD-ROM: WHO Integrated Management for Emergency and Essential Surgical Care (IMEESC) Toolkit CD-ROM Surgical Care at the District Hospital is a compact but comprehensive outline of modern surgical care focusing on fundamental precepts and practical techniques. the illustrations are clear instructive and appropriate. the authors are to be commended on a much improved new edition. Barry J. Gainor MD Chairman Health Volunteers Overseas Professor of Orthopedic Surgery University of Missouri-Columbia ...Indispensable manual for outlying health centres. - International Federation of Surgical Colleges This handbook is a guide to best practice in interventions commonly encountered in the ICU. It is clinically orientated providing :step-by-step explanations and illustrations of most invasive procedures, check lists to make sure the indication is right, check lists to ensure appropriate assessment once the procedure has been carried out. The information is easily accessible providing practical advice and essential background for every member of the multi-disciplinary team caring for critically ill patients. It will serve the senior consultant who has not performed a procedure for some time as well as the junior doctor in need of an aide memoire.

A comprehensive textbook of paediatric emergency medicine for trainee doctors - covers all the problems likely to present to a trainee in the emergency department. Short concise chapters, with key point boxes at the beginning - easy to use for the hard-pressed trainee. Aims to give a consensus approach to assessment and treatment, based on the latest evidence. Highlights areas of controversy.

This third edition continues that tradition and has new topics drawn from advice we received from Aboriginal Community Controlled Health Services and users of the National Guide. Our user survey resulted in 554 responses from general practitioners (GPs) and other healthcare providers across Australia. With this feedback, we were able to commission authors with expertise on topics such as child health and wellbeing and fetal alcohol spectrum disorder, as well as on other topics important to Aboriginal and Torres Strait Islander peoples. All the revised chapters were sent to external experts and relevant peak bodies across Australia. The support we have received in developing this National Guide has been phenomenal.

This pocketbook serves as a concise and practical manual for the management of the difficult airway in clinical practice. Organized by signs and symptoms, this text addresses specific types of emergencies while emphasizing prevention through accurate assessment and preparation. Includes American Heart Association recommendations for prophylactic antibiotics and emergency cardiac procedures.

This book provides a practical, accessible guide to all emergencies encountered in primary care from the immediately life threatening to the small but urgent problems that can arise.

Practice Essentials General Practice: The Integrative Approach Series Elsevier Health Sciences

Neurosurgical interventions have the potential to change a person's concept of self, as well as affect their neurological and cognitive function to an unacceptable level for both patient and family. In an increasingly complex and evolving field, the ethical implications of treatments and their eventual outcomes must be carefully balanced. Ethics in Neurosurgical Practice is a comprehensive and practical guide for managing the treatment of patients with debilitating neurosurgical conditions. Chapters address specific conditions, such as traumatic brain injuries, ischemic stroke and spinal surgery, and the ethical challenges that each of these pose. Detailed case studies present potential scenarios that readers might encounter, and their outcomes. Future developments of this fast-paced field are expanded upon, including televised live surgery and the ethical aspects of innovation in neurosurgery. A broad variety of contributors in different fields, including neurosurgeons, intensivists and bioethicists, ensures comprehensive coverage from a range of views and experiences.

This book focuses on the principles of PHC and Retrieval medicine and the continuum of care of the critically injured trauma patient in the field. It is case based and uses real pre-hospital and retrieval situations, presented in question format followed by an extensive discussion highlighting key areas of the specialty. The questions and answers are each 3-4 pages in length and most are accompanied by a photo from author archives/real events. The questions have been divided into those with a predominantly pre-hospital theme and those based around retrieval medicine. A third section covers ser

A state-of-the-art reference on the training, techniques, and diagnostic skills needed to perform successful ultrasound exams in the Emergency Department. Includes detailed guidelines on performing ultrasound exams, case studies, and side-by-side comparisons of normal and abnormal scans.

Second in a series of publications from the Institute of Medicine's Quality of Health Care in America project Today's health care providers have more research findings and more technology available to them than ever before. Yet recent reports have raised serious doubts about the quality of health care in America. Crossing the Quality Chasm makes an urgent call for fundamental change to close the quality gap. This book recommends a sweeping redesign of the American health care system and provides overarching principles for specific direction for policymakers, health care leaders, clinicians, regulators, purchasers, and others. In this comprehensive volume the committee offers: A set of performance expectations for the 21st century health care system. A set of 10 new rules to guide patient-clinician relationships. A suggested organizing framework to better align the incentives inherent in

payment and accountability with improvements in quality. Key steps to promote evidence-based practice and strengthen clinical information systems. Analyzing health care organizations as complex systems, Crossing the Quality Chasm also documents the causes of the quality gap, identifies current practices that impede quality care, and explores how systems approaches can be used to implement change.

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