## Contents

	Foreword	vii
	Don Berwick and Lucian Leape	
	PART I: A FRAMEWORK FOR SAFE AND RELIABLE HEALTHCARE	1
1	Introduction Michael Leonard, Allan Frankel, and Terri Simmonds	3
2	Focusing on High Reliability  Michael Leonard and Allan Frankel	15
	PART II: COMPONENTS OF A SAFETY ENVIRONMENT	35
3	The Human Factor: Effective Teamwork and Communication in Patient Strategy Michael Leonard, Suzanne Graham, and Bill Taggart	37
4	Effective Clinical Systems  Michael Leonard and Frank Federico	65
5	Involving the Patient in Safety Efforts  Susan Edgman-Levitan	81
6	Communicating About Episodes of Harm to Patients Doug Bonacum, Carole Houk, Barbara I. Moidel, and Doni Haas	93
	PART III: ESTABLISHING A CULTURE OF SAFETY	113
7	Measurement: Assessing a Safety Culture  Bryan Sexton and Eric Thomas	115

8	Accountability: Defining the Rules  Allan Frankel	129
9	Adverse-Event and Potential-Event Reporting Systems Allan Frankel	139
10	Patient Safety Leadership WalkRounds  Allan Frankel	153
11	Analytical Tools  Terri Simmonds and John Whittington	163
	PART IV: PUTTING THEORY INTO PRACTICE	187
12	Conducting a Patient Safety Project Terri Simmonds and Michael Leonard	189
	About the Authors	203