



Crew Resource Management: From Patient Safety to High Reliability

By David Marshall

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This book is a comprehensive guide to the history, development and implementation of Crew Resource Management (CRM) in healthcare settings. It assembles the growing body of research, best practices, success stories and other information in order to explain, in one volume, the what, why, and how of CRM and its documented contribution to patient safety and high reliability performance. To that end, this book: traces CRM's origins and development; explains CRM's academic and scientific foundation; presents the case for using CRM in healthcare settings; introduces and explains CRM educational and training concepts; offers specific suggestions, tools, and protocols necessary to implement, promote and sustain the cultural and behavioral changes needed within healthcare organizations to assure continuous high reliability performance and make patient care safer.

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- Sales Rank: #2426705 in Books
- Published on: 2010-01-01
- Original language: English
- Number of items: 1
- Dimensions: 9.90" h x .90" w x 7.00" l, .0 pounds
- Binding: Paperback
- 378 pages

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Editorial Review

Review

David Marshall's CRM book should be mandatory reading for every hospital administrator. It effectively presents the case for using CRM as a comprehensive strategy in hospitals. It is on the shelf of every administrator in our hospital. I would suggest that anyone looking to implement a team training approach or anyone exploring high reliability should read this book. --**Nancy Schneider, MD, CMO** Finally, health care organizations have a business case for implementing CRM. This book is very powerful and well written. Any one, from frontline staff to the CEO can understand the message and importance of using CRM. I highly recommend this book for anyone involved in the delivery of care. --**Deborah Miller, RN, CNO** This book should be on the desk of every healthcare professional that works in a team environment. In today's world of medicine, that is just about everybody. --**Bill Schuler, MD**

Excellent treatment of Crew Resource Management (CRM) in the healthcare setting. This is the first book that approaches the subject to help build both the business case and the safety case for using CRM in hospitals. The chapters are well organized and the resources in the back of the book are excellent. --**Jerry Calahan**

Finally, healthcare organizations have a business case for implementing Crew Resource Management. This book is very powerful and well written. Anyone, from frontline staff to the CEO can understand the message and importance of using CRM. I highly recommend this book for anyone involved in the delivery of care. --**Deborah Miller, RN, CNO**

About the Author

David Marshall is the founder and principal of Safer Healthcare, a leading culture, process and innovation healthcare company based in Denver, Colorado. David delivers talks and keynote addresses worldwide on Crew Resource Management and the creation of high reliability systems in healthcare through the development of safety, quality and cost savings programs using Lean strategies. He advises boards, executives and organizations in a variety of industries on high reliability concepts, including CRM, High Reliability and Lean programming. David has written numerous articles and books, including: *Using Human Factors to Enhance Patient Safety*, *The Human Factors in Healthcare Learning Series* and *CRM and High Reliability Concepts in Healthcare*.

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