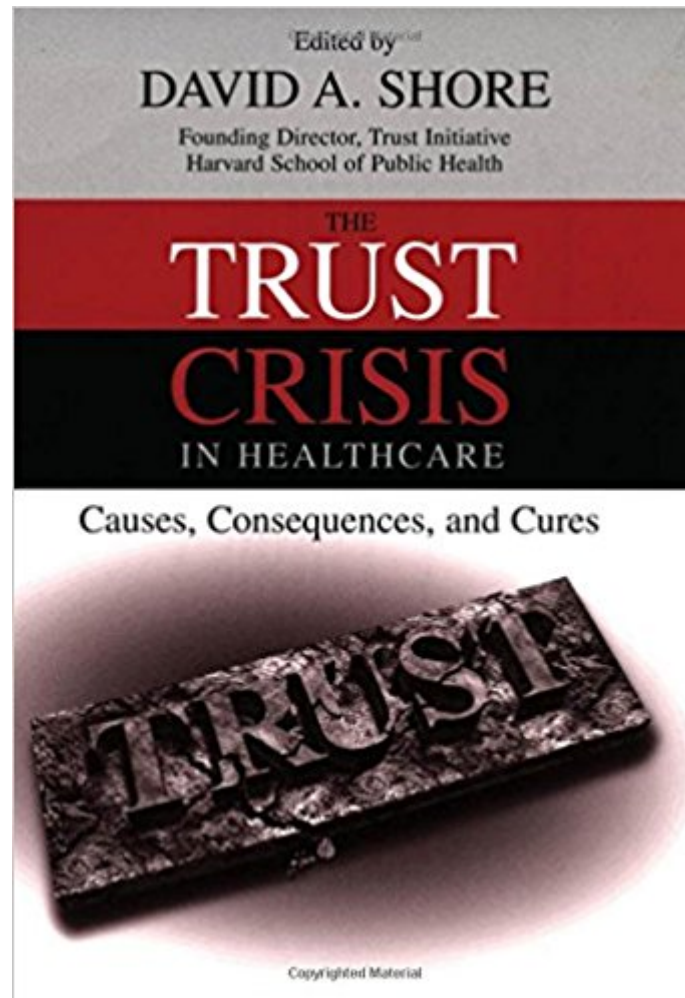


The book was found

# The Trust Crisis In Healthcare



## Synopsis

The lack of trust in our healthcare system brings ominous results, from decreasing health outcomes to increasing costs, from organization inefficiencies to a pervasive pattern of litigation. This will only worsen as healthcare becomes subject to greater market mechanisms, and as patients, providers, and payers view each other with increasing suspicion. Healthcare professionals are just now coming to realize what other professionals have known for years: trust is earned, not assumed. The Trust Crisis represents the first comprehensive survey of the causes and consequences of declining trust in healthcare, and more importantly, it provides suggestions for restoring that trust. Editor David A. Shore, founder of the Harvard School of Public Health's Trust Initiative, brings together an unparalleled collection of healthcare leaders for this volume. Chapter authors include Donald Berwick, Robert Blendon, Lucian Leape, and George Lundberg. The book also features an introduction by Cokie and Steve Roberts. Causes, consequences, and cures for the crisis in trust are specifically addressed. Critical areas treated by the authors include:- systemic conditions that lead to medical errors, and remedies for promoting quality of care.- outdated modes of doctor-patient communication that hinder compliance.- novel modes of interaction to improve satisfaction. - patient-centered care and metrics to evaluate its presence or absence.- media communication and miscommunication, and new standards for medical reporting.- clinical insights applied to the use of human subjects in biomedical research.- recommendations for revising medical school curricula and strengthening the peer-review process in medical journals.- practical strategies for decreasing the lingering discord between patients, providers, and health plans. While presenting a diversity of topics and opinions, the authors of this volume agree upon a few principles. The trust famine will have dire consequences if it continues unchecked. Healthcare leaders can take measures to improve trust. Regaining trust requires that entire organizations pay closer attention to the "human factors" of healthcare. And perhaps most critical for change, trust-building is not only good medicine, but good business as well.

## Book Information

Hardcover: 240 pages

Publisher: Oxford University Press; 1 edition (September 14, 2006)

Language: English

ISBN-10: 0195176367

ISBN-13: 978-0195176360

Product Dimensions: 9.3 x 0.8 x 6.3 inches

Shipping Weight: 1.2 pounds (View shipping rates and policies)

Average Customer Review: 3.0 out of 5 stars Â Â See all reviews Â (2 customer reviews)

Best Sellers Rank: #1,266,350 in Books (See Top 100 in Books) #870 in Â Books > Medical Books > Administration & Medicine Economics > Hospital Administration #1196 in Â Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Public Health #1414 in Â Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Health Care Delivery

## Customer Reviews

"There is no profit in curing the body, if in the process, we destroy the soul." Compare to: The Trust Prescription for Healthcare: Building Your Reputation with Consumers (Ache Management Series), Ed.: David Shore, Ph. D.; Health Administration Press, March 2005 Emphasis: 1) Codependency and addiction are intrinsically not trustworthy and dishonest, so it's hard to fit the concept of trustworthiness into the current form of healthcare which is intrinsically addictive and codependent/enabling. 2) I read "ruse" and "ploy" into the teachings in this book. Both what they recommend and the way they recommend it --- and how it is to be done. 3) When one wants to teach trust, one must establish trustworthiness - that isn't done here, despite a listing of credentials and a celebrity endorsement. --One, one might note, based on fear-- that hasn't been accomplished. 4) I detect SOCIALISM and I they deliberately left out the tacit RATIONING ISSUE! 5) "AS for me and my house, we shall serve the Lord": Where is FAITH - as you understand it - in this incomplete treatise on TRUST? >>>> Let me be frank: from the beginning: most practicing physicians already know most of what's in this barely-edited assemblage of lectures (possibly even transcripts) and should be just as well served by a listing of its bullet points and some discussion thereof. What is really fascinating is what this book represents: shot full of bald discrepancies and inconsistencies, another round of somebody trying to get famous (claiming) trying to tell us what's wrong with us. Yet, this time we must listen. It's very important to our survival and success. In fact, essential.

[Download to continue reading...](#)

The Trust Crisis in Healthcare Elements of Crisis Intervention: Crisis and How to Respond to Them (HSE 225 Crisis Intervention) Idaho Living Trust Handbook: How to Create a Living Trust in Idaho and Save \$30k in Probate Fees Build Your Own Living Revocable Trust: A Guide to Creating a Living Revocable Trust CHALLENGES OF BIG DATA ANALYTICS APPLICATIONS IN HEALTHCARE: The Future of Healthcare The Book on Healthcare IT: What You Need to Know About HIPAA, Hospital IT, and Healthcare Information Technology Participatory Healthcare: A Person-Centered Approach to Healthcare Transformation (HIMSS Book Series) Why Washington

Won't Work: Polarization, Political Trust, and the Governing Crisis (Chicago Studies in American Politics) I Have Been Talking with Your Doctor: Fifty Doctors Talk about the Healthcare Crisis and the Doctor-Patient Relationship A Guide to Crisis Intervention (HSE 225 Crisis Intervention) Crisis Intervention Strategies (HSE 225 Crisis Intervention) INVISIBLE PREPPER - DISAPPEAR FROM BIG BROTHER'S RADAR & PROTECT ASSETS IN THE COMING CRISIS - 2016 EDITION (Prepping, Survival, Crisis, Privacy & Security) (HOW TO BOOK & GUIDE TO AVOID DISASTER) Crisis and Trauma: Developmental-ecological Intervention (Crisis Intervention) The Financial Crisis Inquiry Report: Final Report of the National Commission on the Causes of the Financial and Economic Crisis in the United States Worthy of Her Trust: What You Need to Do to Rebuild Sexual Integrity and Win Her Back Beyond Boundaries: Learning to Trust Again in Relationships Emotional Story Selling: How to Create Meaningful Stories Through Video to Inspire Engagement, Build Trust and Command a Loyal Audience So That You Can Accelerate Your Sales. Daring Adventures in Paint: Find Your Flow, Trust Your Path, and Discover Your Authentic Voice-Techniques for Painting, Sketching, and Mixed Media Gardens of the National Trust The Restoration of Engravings, Drawings, Books, and Other Works on Paper (Getty Trust Publications: Getty Conservation Institute)

[Dmca](#)