

# Contents

**Foreword — V**

**List of Abbreviations — VII**

**Preface — XIII**

## **Part I: Principles and challenges of healthcare quality, patient safety, and interpersonal communication**

### **1 Principles of healthcare quality and patient safety — 3**

Albert W. Wu, M.D. and Robert S. Juhasz, D.O.

- 1.1 A global quest for improved healthcare quality and safety — 3
- 1.2 Common misconceptions about healthcare quality and safety — 4
- 1.3 What constitutes “healthcare quality” and “patient safety”? — 5
- 1.4 Principles of healthcare quality — 7
- 1.5 Principles in conflict — 9
- 1.6 Principles of patient safety — 9
- 1.7 Conclusion — 10

### **2 Myths and truths of human communication — 11**

Annegret F. Hannawa, Ph.D.

- 2.1 Common myths about communication — 11
- 2.2 Principles of human communication — 14
- 2.3 Principles in sequence and combination — 20

### **3 Communication topics in healthcare quality and patient safety — 24**

Annegret F. Hannawa, Ph.D.

- 3.1 Topic 1: “Time” — 24
- 3.2 Topic 2: “Patient-centered care” — 25
- 3.3 Topic 3: “Sound-alikes” — 26
- 3.4 Topic 4: “Safety culture” — 27
- 3.5 Topic 5: “Digitization of care” — 28
- 3.6 Topic 6: “Patient/Family engagement” — 29
- 3.7 Topic 7: “Handoffs” — 30
- 3.8 Summary — 30

<b>4</b>	<b>Interpersonal communication: Challenges, processes, and issues — 31</b> Annegret F. Hannawa, Ph.D.
4.1	Two core challenges of interpersonal communication — 32
4.2	The processes of interpersonal communication — 34
4.3	Error-prone aspects of human communication — 37
4.4	Summary — 43
<b>5</b>	<b>The Hannawa SACCIA Typology of Communication Errors in Healthcare — 45</b> Annegret F. Hannawa, Ph.D.
5.1	Communication errors across the cases — 47
5.2	Errors within principles of human communication — 50
5.3	Summary — 50
<b>6</b>	<b>Lessons from communication science — 55</b> Annegret F. Hannawa, Ph.D.
6.1	On the challenge of being communicative — 55
6.2	On the challenge of initiating communication — 55
6.3	On the challenge of achieving a shared understanding — 55
6.4	On the challenge of being accurate — 56
6.5	On the challenge of being digital — 56
6.6	On the challenge of being contextual — 56
6.7	On the challenge of being patient-centered — 57
6.8	On the challenge of being efficient — 57

## **Part II: Case studies across six stages of care**

<b>Stage 1: Medical history taking — 61</b>
Case 1: Penicillin allergy — 62 <i>Provider-patient interaction</i>
Case 2: Reconciling records — 66 <i>Provider-family interaction</i>
Case 3: Not a miscarriage — 70 <i>Team interaction</i>
Case 4: Sick and pregnant — 74 <i>Inter-professional interaction</i>
Case 5: Medication reconciliation pitfalls — 78 <i>Cross-professional interaction</i>
Case 6: Omitted history of cerebral edema — 83 <i>Inter-institutional interaction</i>

**Stage 2: Diagnosis — 89**

Case 7: Delayed treatment of rectal cancer — 90

*Provider-patient interaction*

Case 8: The “customer” is always right — 94

*Provider-family interaction*

Case 9: A seasonal care transition failure — 99

*Team interaction*

Case 10: Lost in transition — 103

*Inter-professional interaction*

Case 11: Communication with consultants — 107

*Cross-professional interaction*

Case 12: Techno trip — 112

*Inter-institutional interaction*

**Stage 3: Treatment planning — 117**

Case 13: Code status confusion — 118

*Provider-patient interaction*

Case 14: Poorly advanced directives — 123

*Provider-family interaction*

Case 15: Discharge against medical advice — 127

*Team interaction*

Case 16: Eptifibatide epilogue — 131

*Inter-professional interaction*

Case 17: Code blue – Where to? — 135

*Cross-professional interaction*

Case 18: Right? Left? Neither! — 139

*Inter-institutional interaction*

**Stage 4: Storage — 143**

Case 19: Bad writing, wrong medication — 144

*Provider-patient interaction*

Case 20: Nothing-per-oral (NPO) for possible fracture — 148

*Provider-family interaction*

Case 21: A room without orders — 153

*Team interaction*

Case 22: Tacit handover, overt mishap — 157

*Team interaction*

Case 23: Empty handoff — 161

*Inter-professional interaction*

Case 24: A triple handoff — 165

*Cross-professional interaction*

Case 25: Transfer troubles — 170

*Inter-institutional interaction*

**Stage 5: Treatment execution — 175**

Case 26: Totally wrong knee replacement — 176

*Provider-patient interaction*

Case 27: Mismanagement of delirium — 180

*Provider-family interaction*

Case 28: Raise the bar — 186

*Team interaction*

Case 29: Acute care admission of the behavioral health patient — 190

*Inter-professional interaction*

Case 30: The results stopped here — 194

*Inter-professional interaction*

Case 31: Medication overdose — 198

*Cross-professional interaction*

Case 32: The case of mistaken intubation — 202

*Inter-institutional interaction*

**Stage 6: Post-treatment care — 207**

Case 33: Discharging our responsibility — 208

*Provider-patient interaction*

Case 34: Discharged blindly — 212

*Provider-patient interaction*

Case 35: Discharge instructions in the post-anesthesia care unit (PACU):

Who remembers? — 216

*Provider-family interaction*

Case 36: Communication failure – Who’s in charge? — 222

*Team interaction*

Case 37: Treatment challenges after discharge — 227

*Inter-professional interaction*

Case 38: July syndrome — 231

*Cross-professional interaction*

Case 39: Discontinued medications: Are they really discontinued? — 236

*Inter-institutional interaction*

**Concluding thoughts — 241**

**Bibliography — 247**

**Answer Key — 252**

**Index — 253**