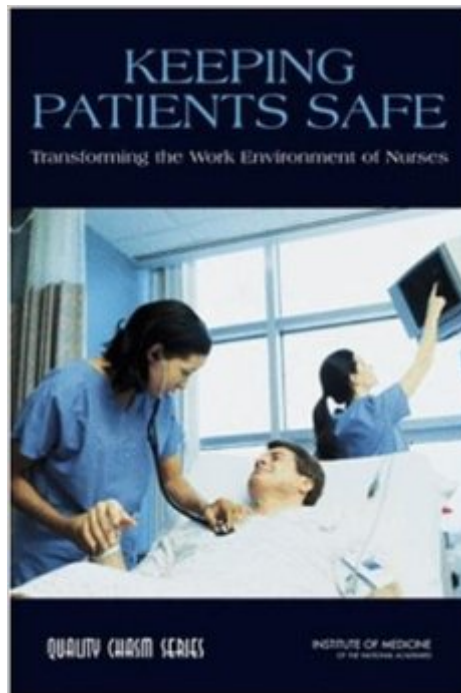


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# Keeping Patients Safe: Transforming The Work Environment Of Nurses



## Synopsis

Building on the revolutionary Institute of Medicine reports *To Err is Human* and *Crossing the Quality Chasm, Keeping Patients Safe* lays out guidelines for improving patient safety by changing nurses' working conditions and demands. Licensed nurses and unlicensed nursing assistants are critical participants in our national effort to protect patients from health care errors. The nature of the activities nurses typically perform—"monitoring patients, educating home caretakers, performing treatments, and rescuing patients who are in crisis"—provides an indispensable resource in detecting and remedying error-producing defects in the U.S. health care system. During the past two decades, substantial changes have been made in the organization and delivery of health care—and consequently in the job description and work environment of nurses. As patients are increasingly cared for as outpatients, nurses in hospitals and nursing homes deal with greater severity of illness. Problems in management practices, employee deployment, work and workspace design, and the basic safety culture of health care organizations place patients at further risk. This newest edition in the groundbreaking Institute of Medicine Quality Chasm series discusses the key aspects of the work environment for nurses and reviews the potential improvements in working conditions that are likely to have an impact on patient safety.

## Book Information

Hardcover: 488 pages

Publisher: National Academies Press; 1 edition (February 27, 2004)

Language: English

ISBN-10: 0309090679

ISBN-13: 978-0309090674

Product Dimensions: 9.3 x 6.4 x 1.4 inches

Shipping Weight: 2 pounds

Average Customer Review: 3.3 out of 5 stars [See all reviews](#) (3 customer reviews)

Best Sellers Rank: #1,193,328 in Books (See Top 100 in Books) #235 in [Books > Textbooks > Medicine & Health Sciences > Nursing > Clinical > Nurse & Patient](#) #344 in [Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Health Policy](#) #347 in [Books > Medical Books > Nursing > Nurse-Patient Relations](#)

## Customer Reviews

I read this IOM book back when it first came out, lost my copy and bought another, just to keep having it. At one point, the book goes into "the Toyota system" (Deming's Total Quality Control

applied to an actual working system) as a good model, but it begins with a situation (that I don't specifically recall, and I don't have it with me) that was very familiar from a real-world perspective on how things in the nursing world are often tweaked by managers and administrators to appear other than they are. When it comes to taking care of patients, nurses are really the ones in charge. I worked in the ICU 12-hour nights for 20 years and we were the ones who decided when to call the doctor, who stopped the bleeding and started he codes. It would be good to have a place called The Nurses' Hospital (instead of "The Doctors...") where nurses are the ones that set policies to benefit patients, because we are the ones who know. I recommend this book highly for those who care about patients, about nurses, and about health care. Myself, I'm getting my third copy, because I respect it and want to have it handy to refer to.

Lots of good information. Keep in mind that this book can be read for free at [...]

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