

Book Reviews

Grand Rounds on Medical Malpractice

Francis X. Campion, MD

American Medical Association, Milwaukee, 1990, 372 pp. \$40 (AMA members), \$55 (nonmembers)

CONCERNS ABOUT MEDICAL PROFESSIONAL liability have often created an opening for a dialogue on risk management between physicians and administrators. Francis X. Campion's *Grand Rounds on Medical Malpractice* promotes this dialogue by providing an orientation to medical professional liability for the practicing physician.

The book focuses on seven major subjects: the physician-patient relationship, negligence, informed consent, adverse outcomes, the impaired physician, professional liability insurance, and peer review. Each chapter opens with a case study highlighting significant issues. Questions raised by the case study are then outlined. Following that is a discussion of the chapter subject matter, containing practical advice on how to use risk management principles to deal with the issues presented. Selected articles from the medical literature and an annotated bibliography accompany each case study. The discussions are well referenced, providing additional resources for the reader. Although the discussion questions posed after each case study are never directly answered and many of the articles from the medical literature are somewhat dated, each chapter offers a sufficient perspective on issues to provide the reader a more than rudimentary base of knowledge.

Grand Rounds also includes four appendixes that list physician-owned insurance companies, medical malpractice joint underwriting associations, state patient compensation funds, and the 10 largest commercial medical malpractice insurance carriers. A "Glossary of Medical-Legal and Insurance Terms" and an index to the text and reprinted articles assist in the orientation process.

In addition, readers may order a continuing medical education (CME) packet containing seven tests corresponding to the book's seven chapters. Two Category 1 CME credits are granted for satisfactory completion of each test.

Grand Rounds was designed to be used in a variety of ways—as a primer and resource for medical training programs, as a source of CME credits in risk management for practicing physicians, or as a teaching guide for a lecture series on professional liability. Its reprinted articles, extensive bibliographies, and glossary also make it an excellent reference tool.

Although its intended audience is physicians, *Grand Rounds* has much to offer healthcare administrators. It will help them understand the basics of medical professional liability and learn practical strategies for developing or enhancing a proactive, "patient-oriented" risk management program.

As the publisher's introduction notes, *Grand Rounds* offers physicians an opportunity to educate themselves to "dispel the shadow of liability that currently casts itself over the day-to-day practice of medicine." One can only hope that physicians will seize this opportunity.

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Measuring Patient Satisfaction for Improved Patient Services

Stephen Strasser and Rose Marie Davis

American College of Healthcare Executives, Melrose Park, IL, 1991, 210 pp., \$34

IF YOU ARE LOOKING FOR A DRY, BORING tome on patient satisfaction, do not read

this book. Do read it, however, if you are looking for a lively and well-written publication by authors with practical experience in conducting patient satisfaction surveys.

Measuring Patient Satisfaction for Improved Patient Services is a testimonial to the dramatic effect patient satisfaction surveys can have on improving patient care. It includes information on why patient satisfaction surveys can be more beneficial than managers initially realize, what the costs and benefits are of surveying patients, what patient satisfaction surveys measure, how to analyze survey results, and how to put patient satisfaction results to work. The book also provides tools to determine the financial benefit of conducting patient satisfaction surveys.

The intended audience is all healthcare managers—from department managers to chief executive officers. Stephen Strasser and Rose Marie Davis write for readers who have years of experience with patient satisfaction surveys; they also write for those who are seriously considering conducting them. The book, replete with case examples and humor, should keep the interest of a diverse audience.

For those currently conducting patient satisfaction surveys, Strasser and Davis point out many easy-to-make mistakes—for example, unintentionally sending surveys to patients who died during their stay or to obstetric patients who did not have healthy babies. The authors also stress the importance of a good system of triage of the surveys for both risk management and public relations purposes.

Strasser and Davis also offer helpful cost estimates for implementing a patient satisfaction process, ranging from a deluxe to an economy approach. *Measuring Patient Satisfaction for Improved Patient Services* includes examples of survey instruments and explains the advantages and disadvantages of different survey distribution methods. For those planning to use consultants or in-

house resources, it provides a good idea of the financial and human resources necessary to measure patient satisfaction.

Strasser and Davis ask the readers to provide input for the second edition. If the response is positive, the second edition will be even more valuable to those

institutions which use patient satisfaction surveys as an important tool for improving quality.

With the many exciting advances in survey technology, such as scanning devices and decision support systems, patient satisfaction surveys will be able to provide

managers with even more timely and comprehensive feedback.

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BOOK BRIEFS

The Clinician's Guide to Managed Mental Health Care

Norman Winegar, Haworth Press, Binghamton, NY, 1992, 331 pp., \$37.95 (hardback), \$9.95 (paperback)

Billed as a "survival kit for practitioners," this guidebook provides a basic overview of managed mental healthcare systems and strategies, including their implications for counselors and other professionals. Topics addressed include employee assistance programs, utilization management, and marketing. Appendixes provide resource directories and sample forms for provider agreements and treatment plans.

Health Care for the Poor and Uninsured: Strategies That Work

Nellie P. Tate and Kevin Kavanagh, eds., Haworth Press, Binghamton, NY, 1992, 101 pp., \$24.95

This book focuses on the promotion, coordination, and financing of healthcare services for poor and uninsured persons. It describes techniques to promote access to healthcare services, innovative approaches to public-private collaboration in service delivery, financial strategies for health maintenance organizations, and formation of foundations to fund healthcare delivery. Among the topics addressed are how to make effective use of nurse practitioners and midwives to provide prenatal care, how to develop referral

systems to promote public-private collaboration, and how to create outreach programs.

The Human Act of Caring: A Blueprint for Health Professions, rev. ed.

Sr. M. Simone Roach, Canadian Hospital Association Press, Ottawa, 1992, 148 pp. (paperback)

The foreword introduces this text as a scholarly work that "situates an ontology of caring within the philosophical and theological contexts that shape contemporary caring practices." Sr. Roach examines evidence of noncaring in society, perceptions of caring, the professionalization of human caring, and the implications of caring for education and practice.

Renewal in Late Life through Pastoral Counseling

James N. Lapsley, Paulist Press, Mahwah, NJ, 1992, 118 pp., \$9.95 (paperback)

This work offers both a theology and a practical psychology of aging, beginning by dispelling the primary myths about ageism. Lapsley argues for an "age-inclusive" model of ministering to the elderly in a more holistic fashion, considering the relationship between spirit and self. Then he provides practical techniques and examples of how to apply this model to pastoral care and counseling of the elderly.

BOOKS RECEIVED

Collaborative Management in Health Care: Implementing the Integrative Organization, Martin P. Charns and Laura J. Smith Tewksbury, Jossey-Bass, San Francisco, 1993

Conversations with a Dying Friend, John Carmody, Paulist Press, Mahwah, NJ, 1992

Economics and Mental Health, Richard G. Frank and Willard G. Manning, Jr., eds., Johns Hopkins University Press, Baltimore, 1992

The Health Care Manager's Guide to Performance Appraisal, Charles R. McConnell, Aspen, Gaithersburg, MD, 1993

Health Issues in the Black Community, Ronald L. Braithwaite and Sandra E. Taylor, eds., Jossey-Bass, San Francisco, 1992

Measuring Outcomes in Ambulatory Care, Dale S. Benson, American Hospital Publishing, Chicago, 1992

Pay for Performance: History, Controversy, and Evidence, Bill L. Hopkins and Thomas C. Mawhinney, eds., Haworth Press, Binghamton, NY, 1992

Why Do We Suffer? New Ways of Understanding, Daniel Liderbach, Paulist Press, Mahwah, NJ, 1992