

 ACT Academy. "SBAR Communication Tool - Situation, Background, Assessment, Recommendation." Retrieved from <u>https://improvement.nhs.uk/documents/2162/sbar-communication-tool.pdf</u>

CHILDREN'S

- Agency for Healthcare Research and Quality, (AHRQ). "Communication and Optimal Resolution (CANDOR) Toolkit". (n.d.). Retrieved from <a href="https://www.ahrq.gov/patient-safety/capacity/candor/modules.html">https://www.ahrq.gov/patient-safety/capacity/candor/modules.html</a>
- Agency for Healthcare Research and Quality, (AHRQ). "Guide to Patient and Family Engagement in Hospital Quality and Safety". (n.d.) Retrieved from <a href="https://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/index.html">https://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/index.html</a>
- Agency for Healthcare Research and Quality, (AHRQ). "Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS)". (n.d.) Retrieved from <a href="https://www.ahrq.gov/teamstepps/index.html">https://www.ahrq.gov/teamstepps/index.html</a>
- Children's Hospitals' Solutions for Patient Safety (SPS), in collaboration with Healthcare Performance Improvement, LLC (HPI Press Ganey). "SPS Error Prevention Training Program for SPS Network Hospitals." <u>https://www.solutionsforpatientsafety.org/</u>
- Croskerry, P. "From Mindless to Mindful Practice Cognitive Bias and Clinical Decision Making". (June 27, 2013). New England Journal of Medicine, N Engl J Med 2013; 368:2445-2448, DOI: 10.1056/NEJMp1303712. https://www.nejm.org/doi/full/10.1056/NEJMp1303712
- Croskerry, P., Cosby, K. S., Graber, M. L., & Singh, H. "Diagnosis: Interpreting the Shadows". (2017). Boca Raton: CRC Press, Taylor & Francis Group.
- Dekker, S. "The Field Guide to Understanding Human Error." (December 28, 2014). Place of publication not identified: Ashgate Publishing Company.
- "Diagnosis and Error Checklist." (April 2013). Retrieved October 30, 2019, from <a href="https://www.improvediagnosis.org/wp-content/uploads/2018/10/krohe\_checklist.pdf">https://www.improvediagnosis.org/wp-content/uploads/2018/10/krohe\_checklist.pdf</a>.
- ECRI Institute Partnership for Health IT Patient Safety. "Implementation Approaches for Closing the Loop). (n.d.) Retrieved from: <u>https://www.ecri.org/hit/implementation-approaches-closing-the-loop</u>
- Health Research & Educational Trust. (September 2018). "Improving Diagnosis in Medicine Change Package." Chicago, IL: Health Research & Educational Trust. Accessed at <a href="http://www.hret-hiin.org/">http://www.hret-hiin.org/</a>
- Healthcare Performance Improvement, HPI. "The HPI SEC & SSER Patient Safety Measurement System for Healthcare." (May 2011). Retrieved from <u>https://www.pressganey.com/docs/default-source/default-document-library/hpi-white-paper---sec-amp-sser-measurement-system-rev-2-may-2011.pdf?sfvrsn=0</u>
- Institute for Healthcare Improvement (IHI). "Ask Me 3: Good Questions for Your Good Health." Retrieved from <u>http://www.ihi.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx</u>
- I-PASS Study Group. "I-PASS Better Handoffs. Safer Care." (2014). Retrieved from <u>http://www.ipasshandoffstudy.com/home</u>
- Mazer, Laura M et al. "A Pilot Study of the Chronology of Present Illness: Restructuring the HPI to Improve Physician Cognition and Communication." *Journal of general internal medicine* vol. 32,2 (2017): 182-188. doi:10.1007/s11606-016-3928-3. Retrieved from <u>http://med.stanford.edu/academy/programs/grants/2015-2016-innovation-grantsrecipients/ jcr content/main/panel\_builder/panel\_0/accordion/accordion\_content15/download/file.res/Mazer\_GrantApp Skeff FINAL.pdf
  </u>
- Society to Improve Diagnosis in Medicine, (SIDM). "The Patient's Toolkit for Diagnosis" (n.d.) Retrieved from <u>https://www.improvediagnosis.org/wp-content/uploads/2018/10/Patient\_Toolkit\_-\_Fillable.pdf</u>
- The Joint Commission. "Speak Up Campaigns" Retrieved from https://www.jointcommission.org/speakup.aspx
- The National Academies of Sciences Engineering Medicine. "Improving Diagnosis in Healthcare". (September 2015). Retrieved from <u>http://www.nationalacademies.org/hmd/Reports/2015/Improving-Diagnosis-in-Healthcare</u>
- Toronto General Hospital Department of Anesthesia Perioperative Interactive Education. "Diagnostic Checklist". (January 2017) <u>http://pie.med.utoronto.ca/DC/index.htm</u>