

New book examines how negative behavior affects patient safety and outcomes

No one in health care is immune to the negative consequences brought about by bad behaviors and the absence of civility. Inevitably, the quality of care that surgeons provide, and that their patients receive, can suffer. In his latest book for Joint Commission Resources (JCR)—the not-for-profit education, publishing, and consulting arm of The Joint Commission—practicing surgeon and best-selling author Michael S. Woods, MD, FACS, tackles the issues of disruptive and

intimidating behavior among physicians, nurses, and other health care providers, and how such behavior negatively affects patient safety and outcomes. *Civil Leadership: The Final Step to Achieving Safety, Quality, Innovation, and Profitability in Health Care* offers a common sense approach and business-savvy leadership advice for health care providers, but the lessons offered are also valuable for nonclinical staff, as well as patients.

In the book, Dr. Woods contends that “We can never

achieve the kind of quality and safety we should have without commitment to civility,” and ties the concept of civility to better employee and customer retention, higher patient satisfaction, and lower liability risks. The book covers topics such as the following:

- Relationship-based civil leadership
 - The self-inflicted injuries of disruptive and uncivil behavior
 - Relationship-based civil leadership as a health care business strategy
 - Community, motivation, and the patient
 - Why civility-driven, relationship-based care is important now
 - Self-Inflicted Wounds: The Seven Common Leadership Mistakes® of physicians
 - Standards for civility-driven behavior and professionalism
- Civil Leadership: The Final Step to Achieving Safety, Quality, Innovation, and Profitability in Health Care* includes a foreword from *The New York Times* best-selling author Marshall Goldsmith, who calls the book “wonderful” and its focus “critical” to “today’s changing workplace.”

Trauma meetings calendar

The following continuing medical education courses in trauma are cosponsored by the American College of Surgeons Committee on Trauma and Regional Committees:

- **Advances in Trauma**, December 10–11, 2011, Kansas City, MO
- **Medical Disaster Response**, April 10, 2011, Las Vegas, NV

- **Trauma, Critical Care, and Acute Care Surgery 2011**, April 11–13, 2011, Las Vegas, NV

Complete course information can be viewed online (as it becomes available) through the American College of Surgeons’ website at <http://www.facs.org/trauma/cme/traumtgs.html>, or contact the Trauma Office at 312-202-5342.