

Chapter 11. Quality Improvement: Controlling the Risk of Adverse Events 193
R. Michael Massanari, M.D., M.S.

Chapter 12. Ethical Issues in Measuring Quality Care 209
Robert F. Weir, Ph.D.

Chapter 13. Small Area Variations, Practice Style, and Quality of Care 223
Noralou P. Roos, Ph.D.
Leslie L. Roos, Ph.D.

Section IV. Approaches and Examples for Specific Departments

Chapter 14. Anesthesia 241
Franklin L. Scamman, M.D.

Chapter 15. Critical Care Units 267
John W. Hoyt, M.D.
Deborah J. Leisifer, R.N., C.C.R.N.
Harry S. Rafkin, M.D.

Chapter 16. Emergency Department 297
Beverly J. Ringenberg, M.D.

Chapter 17. Hospital Dentistry 319
James J. Crall, D.D.S., M.S., S.M.
Raymond P. White, Jr., D.D.S., Ph.D.

Chapter 18. Obstetrics and Gynecology 333
Willie A. Andersen, M.D.

Chapter 19. Ophthalmology 345
Ronald V. Keech, M.D.
Thomas A. Weingeist, M.D., Ph.D.

Chapter 20. Otolaryngology, Head and Neck Surgery 361
Sidney T. Dana, M.D.
Martha J. Ryan, R.N., M.H.A.

Chapter 21. Pediatrics 371
Timothy R. Townsend, M.D.

Chapter 22. Psychiatry 383
Michael A. Fauman, Ph.D., M.D.

Chapter 23. Radiology 405
Donald L. Renfrew, M.D.
Frank H. Weigelt, F.A.C.H.E.
Robert C. Brown, M.D.

Chapter 24. Surgery 419
Dennis M. Domsic, M.B.A.
Edward E. Mason, M.D., Ph.D.
Robert J. Corry, M.D.

Chapter 25. Urology 441
Bernard Fallon, M.D.

Chapter 26.	The Clinical Laboratory	465
	Peter J. Howanitz, M.D. Joan H. Howanitz, M.D.	
Chapter 27.	The Microbiology Laboratory	493
	Michael A. Pfaller, M.D.	
Chapter 28.	The Pharmacy and Drug Usage	509
	John P. Burke, M.D. Stanley L. Pestotnik, R.Ph.	
Index		521