



# Crew Resource Management: From Patient Safety to High Reliability

*David Marshall*

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# Crew Resource Management: From Patient Safety to High Reliability

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## **Crew Resource Management: From Patient Safety to High Reliability** David Marshall

This book is a comprehensive guide to the history, development and implementation of Crew Resource Management (CRM) in healthcare settings. It assembles the growing body of research, best practices, success stories and other information in order to explain, in one volume, the what, why, and how of CRM and its documented contribution to patient safety and high reliability performance. To that end, this book: traces CRM's origins and development; explains CRM's academic and scientific foundation; presents the case for using CRM in healthcare settings; introduces and explains CRM educational and training concepts; offers specific suggestions, tools, and protocols necessary to implement, promote and sustain the cultural and behavioral changes needed within healthcare organizations to assure continuous high reliability performance and make patient care safer.

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