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Health system

- **Guarding Canada's Health System: The History of the Canadian Healthcare Association, 1931 to 2006**
by Eleanor Sawyer with the Members of the Working Group on the History of CHA.
CHA Press, Ottawa, ON

This book describes the formation of CHA in 1931 and follows its evolution over the next 75 years. CHA's history parallels in many ways the development of Canada's health care system. The book details the events that influenced the association's development and outlines its historical relationships with both its provincial members and other national health organizations. Other chapters highlight CHA's entry into intensive advocacy efforts and policy development, which form its core activity today. There are also chapters on publishing, distance education, conferences, governance, and brief biographies of key leaders in the organization. The book includes photos, an extensive bibliography and an index. Sponsorship for this book was provided by the Canadian Medical Association, Canadian Institute for Health Information, Sun Life Financial and Merck Frosst Canada.

477 pages, 2006 (Softcover) ISBN 1-896151-23-X \$34.95
(No discounts for bulk orders on this title)

- **Change and Continuity in Canada's Health Care System**
by Aleck Ostry
CHA Press, Ottawa, ON

Canada's health care system has seen considerable change over the past century. Yet it has also maintained much continuity in its organizational framework, policy focus and professional development and regulation. These two themes—change and continuity—

provide the context for the author's historical discussion of the funding, delivery and evolution of the system from the late 19th to the early 21st century. The first five chapters describe how financing of the system has evolved, while other chapters look at the growth of the various health professions and the institutional development of health delivery. The author supports his themes with extensive and up-to-date tables and figures based on the latest available statistics.

304 pages, 2006 (Softcover) ISBN 1-896151-17-5 \$59.95

- **Secrets of Becoming a Priority Patient: Keys to Becoming an 'Insider' in the Health Care System**

by Dr. Ronald S. Baigrie and Colleen McKinnon
The Medical School for Patients, Sudbury, ON

As a practising physician in the health system for over 20 years, Dr. Baigrie draws from his experience to provide tips for interacting with the health system. His book is directed toward all potential and current patients. He offers practical advice to help individuals become better health care consumers, to use the system more effectively, and to become more educated and informed as priority patients. He explains how to deal with doctors and the hospital, how to use medications wisely and safely, secrets about the health record and the individual's responsibility to ensure their record is complete.

232 pages, 2003 (Softcover) ISBN 0-9732226-0-3 \$29.95

- **Prescription for Excellence: How Innovation Is Saving Canada's Health Care System**

by Michael Rachlis, MD
HarperCollinsPublishersLtd. Toronto, ON

In his latest book, Michael Rachlis argues that the cure for Canada's health delivery system is not more money and not privatization; he says the answer can be found in the system itself. He describes various innovations and best practices across the system that have improved health delivery and enhanced quality for the patients and health professionals. Using an evidence-based storytelling approach, Rachlis argues that innovation will be the key to success, along with maintaining publicly funded support for our hospitals and doctors.

418 pages, 2004 (Hardcover) ISBN 0-00-200661-8

On sale \$30.95; reg. \$34.95

- **Canada's Health Care System: Its Funding and Organization, Revised Edition**

by Anne Crichton, David Hsu and Stella Tsang
CHA Press, Ottawa, ON

This introductory textbook provides an informative overview of the Canadian health care system. With an emphasis on what makes Canada's system unique from other countries—how it pays for health services and how it organizes them—this is an ideal primer, offering charts, graphs, tables and lists to facilitate an understanding of the health care system.

375 pages, 1994 (Softcover) ISBN 0-919100-91-0
On sale \$25.95; reg. \$89.95

- **The Ambulatory Care Imperative: A Case Study of The Toronto Hospital**
by Michele T. Lahey
CHA Press, Ottawa, ON

The author identifies the challenges facing the delivery of ambulatory care in a large, urban teaching facility and provides recommendations for improvement. Health facilities will gain insight from the case study of this hospital where ambulatory services were highly fragmented, decentralized and poorly coordinated.

53 pages, 1995 (EB #17) ISSN 0838-1348 \$32.95

- **The Evolution of the Vancouver/Richmond Regional Health Board, 1992-98: A Case Study**
by Anne Crichton, PhD
CHA Press, Ottawa, ON

This book describes in detail the evolution of one of the largest regional boards in Canada. Crichton examines the main issues dealt with by the governors and managers charged with organizing and integrating service delivery for this region.

264 pages, 2000 (Softcover) ISBN 1-896151-40-X
On sale \$21.95; reg. \$50.95

- **Medicare Myths**
by Dennis J. Furlong, MD
DreamCatcher Publishing, Saint John, NB

Dr. Dennis Furlong, a former provincial minister of health, argues that for too long solutions have been presented about Canada's health crisis based on myths. His first myth: there is no health crisis because a crisis does not last for 15 years. Myth two: there is no shortage of doctors and nurses. The problem is Canadians who needlessly tie up the health system for minor and inconsequential ailments, and overuse and abuse it. Dr. Furlong argues persuasively about many other myths that have developed about Canada's

universal health care system. To learn more about these myths, you'll need to buy a copy of this book.

156 pages, 2004 (Hardcover) ISBN 1-894372-39-5

On sale \$22.95; reg. \$24.95

- **Can the Principles of the Canada Health Act Be Enforced?**
by Michelle Levesque, Eric Hall, Renee Penney and Sandy Schmidt
22 pages, 1998 (EB #27) ISSN 0838-1348
On sale \$28.95; reg. \$32.95
- **The Challenges Facing a National Health Information System**
by Trevor Lee, Terry Mouland and Lynda Secord
44 pages, 1998 (EB #24) ISSN 0838-348
On sale \$26.95; reg. \$32.95
- **The Norquay Health Centre Conversion: From Acute to Community Care**
by Cheryl McClelland
19 pages, 1999 (EB #28) ISSN 0838-1348
On sale \$26.95; reg. \$32.95

Health Policy

- **What “Good” Is Health Care? Reflections on the Canadian Experience**
by Dr. Nuala P. Kenny
CHA Press, Ottawa, ON

Dr. Kenny, recipient of CHA's **2008 Award for Distinguished Service**, asks Canadians to reflect on what value they place on health care and to look at health care from the market-value perspective. She discusses the medicalization of modern life, doctors' dilemmas today in delivering care and the myth of the market in health care. This book is highly recommended reading for everyone who's concerned about the future of our health system.

237 pages, 2002 (Softcover) ISBN 1-896151-46-9 \$49.95

- **Funding Canada's Healthcare System**
by the Canadian Healthcare Association
CHA Press, Ottawa, ON

First in the Policy Brief series, Funding Canada's Healthcare System is the foundation for CHA's position on funding issues, beginning with hospital and medical services, and home and community care. This brief includes a detailed history of federal funding mechanisms and private-sector spending. It also examines current funding mechanisms in practice today. If you're looking for a key background document on the funding of health care in Canada, this is your best choice. (Look for an update coming in 2008!)

63 pages, 1999 (PB #1) ISSN 1481-3165
On sale \$14.95; reg.\$23.95

- **CHA's Framework for a Sustainable Healthcare System in Canada: Discussion Paper**

by the Canadian Healthcare Association
CHA Press, Ottawa, ON

This brief identifies seven key elements needed for building a sustainable, publicly funded health system in Canada. To assist providers, facilities, NGOs and government in reaching these targets, the Canadian Healthcare Association has outlined far-reaching suggestions for effective change to the status quo.

42 pages, 2000 (PB #2) ISSN 1481-3165
On sale \$13.95; reg. \$20.95

- **Towards Improved Accountability in the Health System: Getting from Here to There**

by the Canadian Healthcare Association
CHA Press, Ottawa, ON

Accountability means accepting responsibility for assigned tasks, duties or mandates. The Canadian health system faces considerable pressure from government, the public and the media for all players in the system to be accountable for the considerable dollars spent and the quality of care delivered. CHA looks at some of the common issues and suggests where "pan-Canadian" solutions could be developed.

44 pages, 2001 (PB #4) ISSN 1481-3165
On sale \$18.95; reg. \$20.95

- **The Private-Public Mix in the Funding and Delivery of Health Services in Canada: Challenges and Opportunities**

by the Canadian Healthcare Association
CHA Press, Ottawa, ON

This brief provides an in-depth look into the major issues involved in the best private-public mix for Canada's health system. This comprehensive resource provides a critical analysis of the funding and delivery of health services and the current levels of public- and private-sector spending on health. It also examines the dangers associated with increased private funding and delivery, and the role of the private sector in a public-private partnership.

94 pages, 2001 (PB #3) ISSN 1481-3165
On sale \$16.95; reg. \$34.95

- **Integrated Delivery Systems: Do They Hold the Answer to Accountability?**
by Heather Richardson, Roberta Duschesne, Victor Einagel and Joan Kennedy
CHA Press, Ottawa, ON

We need to know if integrated systems deliver on their promise of a better balance sheet and a healthier community. The authors say they can but only under the right conditions and, in Canada, only when special funding requirements are met. The authors focus on vertical integration and offer a formula to ensure accountability in the system through a review of approaches used in the United States and Great Britain.

33 pages, 1998 (EB #25) ISSN 0838-1348
On sale \$28.95; reg. \$32.95

- **Joint Statement on Preventing and Resolving Ethical Conflicts Involving Health Care Providers and Persons Receiving Care**
by the Canadian Healthcare Association, the Canadian Medical Association, the Canadian Nurses Association and the Catholic Health Association of Canada

This bilingual joint statement was developed and approved by the boards of directors of four national health associations. It offers guidance for developing policies to prevent and resolve ethical conflicts about the appropriateness of initiating, continuing, withholding or withdrawing care or treatment.

6 pages, 1999 \$10.00

- **The Terrible Gift: The Brave New World of Genetic Medicine**
by Rick J. Carlson and Gary Stimeling
PublicAffairs, New York, NY

This thought-provoking look at the benefits and calamities that could occur, as we manipulate and experiment with genetic medicine, is both awe-inspiring and frightening. Everything from eye color, to height, to detection of potential life-threatening diseases is

in the genes. As we push science farther and farther, are we ready for the possibilities—as well as the dangers—of this new medicine?

05 pages, 2002 (Hardcover) ISBN 1-891620-65-7

On sale \$30.95; reg. \$40.95

Health Promotion

- **Smoking: The Cost to Health and Health Care in Canada**
by Charline Cormier, Gaetan Grondin, Linda Lauzon and Suzanne Payeur-Grenier
CHA Press, Ottawa, ON

The book is a hard-hitting examination of the impact of smoking on the health of individuals and the communities they live in, and includes recommendations to achieve a smoke-free society.

25 pages, 1997 (EB #21) ISSN 0838-1348

On sale \$25.95; reg. \$32.95

- **Asthma Management: Development of a Communitywide Approach**
by Bill Frampton
CHA Press, Ottawa, ON

A compelling call to action for health care facility professionals, community health organizations and primary care physicians to work together to improve the management of this damaging disease, which costs Canada's health system hundreds of millions of dollars annually.

32 pages, 1998 (EB #23) ISSN 0838-1348

On sale \$13.95; reg. \$32.95

- **The Health-Promoting Health Care Facility**
by Ted Mavor
CHA Press, Ottawa, ON

Drawing on the work of governments and leading national and international experts, this brief presents an overview of health promotion in Canada, and at the international level. It illustrates what a health care facility or hospital can do to become involved in health-promoting activities and the ways in which it can work in partnership with the community to improve the health of the populations it serves.

77 pages, 2001 (EB #31) ISSN 0838-1348

On sale \$16.95; reg. \$34.95

- **Health Promotion for Mental Health Consumers: A Community Support Paradox**
by Rosemary Ingraham MacEachern, Sharon Barnes and Pat Lively
CHA Press, Ottawa, ON

The authors look at the health needs of the mental health consumer and offer practical solutions to best serve a population too often forgotten or ignored.

29 pages, 1998 (EB #22) ISSN 0838-1348
On sale \$14.95; reg. 32.95

- **Keeping Men Healthy: What the Health Delivery System Can Do**
by Ted Mavor
CHA Press, Ottawa, ON

This title examines men's health issues specifically, issues that health facilities seldom deal with directly when developing prevention and promotion messages. Looking at men and their health, and how men deal with illness, the author offers suggestions for implementing health promotion messages and programs targeted to men.

71 pages, 2004 (EB #33) ISSN 0838-1348 \$34.95

- **The Canadian Health Care Glossary: Terms and Abbreviations**
by Mark Edmonds
CHA Press, Ottawa, ON

Tailored to health system trustees and newly hired staff, this handy text guides readers through the confusion of terminology, acronyms and phrases in today's health care language.

334 pages, 2000 (Softcover) ISBN 1-896151-42-6
On sale \$25.95; reg. \$49.95

- **A Citizen's Guide to Public Accountability: Changing the Relationship between Citizens and Authorities**

by Henry E. McCandless
407 pages, 2002 (Softcover) ISBN 1-55212-957-8
On sale \$32.95; reg. \$37.95

- **The Policy Governance Fieldbook: Practical Lessons, Tips, and Tools from the Experience of Real-World Boards**

edited by Caroline Oliver
242 pages, 1999 (Softcover) ISBN 0-7879-4366-5 **On sale \$42.95**; reg. \$57.95

Guidelines

- **The ABC of Drug Utilization Review, 2nd Edition**
by Drug Utilization Review Network
(Réseau de revue d'utilisation des médicaments [RRUM])
CHA Press, Ottawa, ON

This helpful reference enables you to plan a review process, interpret the results and apply these to the outcomes. The “how-to” steps in this manual assist inexperienced staff to develop a plan, assign roles and responsibilities, and assess results. Although each facility should look at their specific needs, this resource will help to answer questions about drug utilization review. The guide includes tables, action plans and specification forms.
(Translated from French version.)

90 pages, 2003 (Report) ISBN 1-896151-07-8
On sale \$30.95; reg. \$50.00

- **The War against Treatment-Resistant Microorganisms**
by Audrey Skinner
CHA Press, Ottawa, ON

This comprehensive brief demonstrates how one health facility developed and implemented a prevention and control program to deal with two deadly microorganisms— methicillin-resistant staphylococcus aureus (MRSA) and vancomycin-resistant enterococcus (VRE). The author describes the strategies, processes and outcome measures to deal with both of these and the results of their strategy.

32 pages, 1998 (EB #26) ISSN 0838-1348 \$32.95

- **Integrating Clinical Practice Guidelines into Canadian Healthcare Facilities**
by the Canadian Healthcare Association and Canadian Medical Association
CHA Press, Ottawa, ON

This handbook explains how to develop, implement and evaluate CPGs in health care facilities. It includes a model for establishing a CPG program in the facility, discusses how to integrate CPGs with other existing programs such as quality assurance and risk management and presents detailed case studies.

71 pages, 1996 (Softcover) ISBN 1-896151-28-0
On sale \$18.95; reg. \$39.95

Leadership and Management

- **Leadership for the Future: Core Competencies in Health Care**
by Austin Ross, Frederick J. Wenzel and Joseph W. Mitlyng
Health Administration Press, Chicago, IL

Concentrating on the competencies required for leading in organizations and drawing from both the literature and management theory, the authors offer ideas, concepts and specific suggestions to enhance your performance and leadership within health organizations. This book is written not only to help you survive in today's organizations but also to thrive as a leader tomorrow.

389 pages, 2002 (Hardcover) ISBN 1-56793-160-X

On sale \$57.95; reg. \$88.95

- **Luck Favours the Brave: How the Five Social SuperTrends Can Make You Very, Very Successful**
by Mike Lipkin
Environics/Lipkin, Toronto, ON

Mike Lipkin persuades, encourages and motivates us to seek and use luck, as he defines it, to our advantage. He describes how each of us can prepare to be lucky and what to do when we are or when our luck runs out. In this uniquely designed book, the five supertrends are identified and described on right-hand pages. The left-hand pages include quotable quotes on wisdom, fear, courage, money, tenacity and much more—all intended to motivate you into action. You'll want to keep this book with you all the time, because you never know when you'll need to be recharged.

200 pages, 2003 (Softcover) ISBN 0-9732958-0-5

On sale \$40.95; \$51.95

- **Marketing Health Care in Canada**
by Carol Anne Letheren and Richard Mathieu
CHA Press, Ottawa, ON

Marketing may be even more important today for health facilities than in the past. This easy-to-read book provides insight into marketing for those who need a quick refresher or for those who are just getting started. The book defines the terminology and offers practical and easy-to-follow advice on launching a marketing program for your health facility.

119 pages, 1989 (Softcover) ISBN 0-919100-82-1

On sale \$19.95; reg. \$42.95

- **Marketing Strategies for the Health Care Administrator**
edited by Gurprit S. Kindra, PhD, and Joseph Lloyd-Jones, PhD
CHA Press, Ottawa, ON

The various authors—many experts in their own field—provide a wide-ranging overview for developing marketing strategies. You'll learn about social marketing, strategic marketing and product planning, as well as why developing a strategy is so important. If your health organization is looking to position itself today, this book provides thoughtful insight and practical guidance on marketing strategies.

234 pages, 1990 (Hardcover) ISBN 0-919100-53-8

On sale \$27.95; reg. \$57.95

Long-term/continuing care

- **Anthology of Readings in Long-Term Care, 4th Edition.**
edited by Marion Stephenson and Eleanor Sawyer
CHA Press, Ottawa, ON

This latest edition includes 15 Canadian articles on long-term care published between 2002 and 2005. Although the readings are tied to the textbook *Continuing the Care*, they can be read separately. Some of the best Canadian authors writing in long-term care today offer various perspectives on key issues. There's something for everyone in this anthology!

95 pages, 2005 (Softcover) ISBN 1-896151-15-9

On sale \$26.95; reg. \$39.95

- **The Road to Eden North: How Five Canadian Long-Term Care Facilities Became Eden Alternatives**
edited by Eleanor Sawyer with Cynthia Rurak
CHA Press, Ottawa, ON

This book offers sound advice and guidance for Canadian long-term care facilities that want to change the organizational culture and the lives of their residents. Five facilities share their stories and experiences in implementing the Eden Alternative. They discuss why they chose the Eden philosophy of care and the impact it has had on residents, staff and families.

165 pages, 2004 (Softcover) ISBN 1-896151-13-2

On sale \$29.95; reg. \$45.95

- **Continuing the Care: The Issues and Challenges for Long-Term Care, Revised Edition**

edited by Marion Stephenson and Eleanor Sawyer
CHA Press, Ottawa, ON

This is the only Canadian textbook that specifically addresses all aspects of continuing care services in Canada. As well as updated chapters from several of the original contributors, there are entirely new chapters from other experts, covering such topics as financing, accessibility, empowerment of the elderly, and end-of-life issues. This book is an invaluable resource for understanding the complex issues challenging the long-term care sector today.

476 pages, 2002 (Softcover) ISBN 1-896151-03-5 \$89.95

- **Anthology of Readings in Long-Term Care, 3rd Edition**

edited by Eleanor Sawyer, Marion Stephenson and Cynthia Rurak
CHA Press, Ottawa, ON

This anthology of readings is a companion to the revised edition of the textbook *Continuing the Care*. It includes the best articles published in Canadian journals and magazines up to 2002. You can use this anthology in concert with the textbook or read it on its own for the useful and informative articles about Canadian continuing care.

97 pages, 2002 (Softcover) ISBN 1-896151-05-1 reg. \$39.95

- **Intravenous Therapy in Long-Term Care**

by Margaret Bailey
CHA Press, Ottawa, ON

Long-term care facilities can save health care dollars and maintain the resident's well-being and satisfaction by setting up in-house IV therapy services. Learn from the experience of the Leisureworld Health Care Centre in setting up an IV therapy outreach team with their local hospital. Starting without supplies, equipment or adequately trained staff, they have transformed themselves into a leading voice in the move to improve nursing care in long-term care.

21 pages, 1999 (EB #29) ISSN 0838-1348

On sale \$14.95; reg. \$32.95

- **Setting Up an Ethics Committee in a Long-Term Care Facility**

by Mary-Jane Horsfall Large
CHA Press, Ottawa, ON

This easy-to-follow and practical resource provides the information needed for planning and forming an ethics committee in a long-term care facility. It spells out the meaning of ethics, outlines a brief history of ethics committees in Canada, and explains the purpose and function of ethics committees. Long-term care providers will gain valuable insights into the ethical issues that distinguish long-term care from acute care and learn how to use an ethical decision-making model.

37 pages, 2002 (EB #32) ISSN 0838-1348

On sale \$16.95; reg. \$34.95

- **Implementing the Eden Alternative at Mount Saint Joseph Nursing Home**

by Paula Matthews

CHA Press, Ottawa, ON

This brief provides an overview of one nursing home's efforts to implement the Eden Alternative. The author describes the problems encountered and the process undertaken to determine if this was the right solution for Mount Saint Joseph Nursing Home. She concludes with four recommendations which are well worth reading, especially if your nursing home is thinking about taking the Eden journey.

15 pages, 2000 (EB #30) ISSN 0838-1348

On sale \$13.95; reg. \$32.95

- **Life Worth Living: How Someone You Love Can Still Enjoy Life in a Nursing Home – The Eden Alternative in Action**

by William H. Thomas, MD

VanderWyk & Burnham Acton, MA

The book discusses and outlines the principles of the Eden Alternative, as developed by Dr. William Thomas. It describes the three worst features of life in a nursing home and the Eden Alternative in action as the best solution. Easy to read, with photos and graphs to show how “edenizing” made a difference, this book provides readers with answers to the question of how to convert a rigid, structured environment into a home for residents that will make their life worth living.

Nursing

- **Caring For/Caring About Women, Home Care and Unpaid Caregiving**

edited by Karen R. Grant, Carol Amaratunga, Pat Armstrong, Madeline Boscoe, Ann Pederson and Kay Willson

Garamond Press, Aurora, ON

This book explores the complex nature of caring in Canadian society and the extensive role that women play in both paid and unpaid caregiving. It is estimated that women

provide 80 percent of family caregiving and comprise the majority of paid home care workers. Contributors offer their thoughts on caring in the new millennium, provide an historical look at caring, redefine home care and describe where care really takes place, that is, in the home, usually delivered by women. This book pulls together the research and defines the issues that impact on caregiving—and women as primary caregivers—both in- and outside the home.

200 pages, 2004 (Softcover) ISBN 1-55193-048-X
On sale \$31.95; reg. \$34.95

- **Keep Your Nurses & Healthcare Professionals for Life**
by Brian Lee, CSP
Mastery Publishing, Calgary, AB

For every nurse entering the health sector, four are leaving. Is your organization on this list? Can your health facility afford to lose any of your current staff? Do you have a retention plan? Brian Lee does. And he spells it out in this book full of strategies and guidelines for creating your game plan to retain staff. Part of your plan should be the K.E.E.P. strategy—K for the Key (Culture), E for Empowerment, E for Employment and Engagement and P for Physician Acceptance. If you read only one book this year on staffing, consider this one. It's full of ideas, checklists and questions designed to help you inspire, retain, motivate and empower—and, ultimately—keep your staff.

222 pages, 2001 (Softcover) ISBN 0-921328-07-9
On sale \$22.95; reg. \$24.95

- **Caring, The Human Mode of Being: A Blueprint for the Health Professions, Second Revised Edition**
by Sister M. Simone Roach, CSM
CHA Press, Ottawa, ON

This best-selling book by Sister Roach expands on her theme of caring to encompass the earth itself. She presents her unique perspective on why caring is the human mode of being and offers considerable insight for all the caring professions—from the facility administrator, to the physician, to every health occupation—to understand the concept of caring. This latest edition has been described as "profoundly inspiring," "a rich source of perspectives and insights" and "invit[es] the reader to reflection."

166 pages, 2002 (Softcover) ISBN 1-896151-44-2 \$35.95

Quality Control/Risk Management

- **The Ethical Canary: Science, Society and the Human Spirit**

by Margaret Somerville
Penguin Books, Toronto, ON

Margaret Somerville, a professional ethicist, who has been called on for advice on many life-and-death decisions, takes a very personal look at some tough questions and comes up with some even tougher answers. The Ethical Canary is a major contribution to the debate about the ethical issues in health care from one of Canada's leading authorities.

344 pages, 2000 (Softcover) ISBN 0-14-029516-X
On sale \$22.95; reg. \$25.95

- **Strengthening the Quality of Cancer Services in Ontario**

edited by Terrence Sullivan, William Evans, Helen Angus and Alan Hudson
CHA Press, Ottawa, ON

This book outlines the activities undertaken to monitor, assess and provide ways to improve the performance of the cancer care system. Part 1 details what is currently known about cancer prevention, screening, detection, treatment and care. Part 2 describes various institutions, tools and processes that are in place to improve cancer services. This section also includes an overview of what's happening elsewhere in Canada and the United States, and ongoing efforts to improve quality, patient safety and the future of cancer informatics. This book offers an inside look at efforts to reduce the incidence of cancer and improve outcomes for those diagnosed with the disease.

274 pages, 2003 (Softcover) ISBN 1-896151-09-4
On sale \$20.95; reg. \$49.95

- **Customized Manuals for Changing Times**

by Paula Cryderman
CHA Press, Ottawa, ON

Cryderman has a long track record of delivering excellent information on how to assess, plan, develop and maintain an organization's system of manuals. This latest book draws on her years of experience, working with health care facilities, to deliver another successful addition to the list. This time she also tackles the issues of regional manuals, facility manuals and unit- or program-based manuals to accommodate the changing face of the health delivery system. The book is filled with examples, tables and detailed instructions for preparing and maintaining high-quality, user friendly manuals.

323 pages, 1999 (Softcover) ISBN 1-896151-38-8
On sale \$29.95; reg. 49.95

- **Managing Missing Patient Incidents: Prevention and Response**
by James A. Hanna
CHA Press, Ottawa, ON

This comprehensive and easy-to-use resource provides a wealth of information on preventing missing patient incidents. It also offers practical advice and procedures on what to do if a patient or resident does go missing and a response mechanism that will guarantee the successful recovery of the missing patient.

95 pages, 1999 (Softcover) ISBN 1-896151-32-9 \$22.95

- **Missing Patients: A Review of Twenty-Two Fatal Incidents**
by James A Hanna
CHA Press, Ottawa, ON

Missing patients and residents are a major concern for today's acute and long-term care facilities. It's crucial for health care professionals to know what to do to recover a missing patient quickly in order to prevent death and minimize your facility's risk. There are more than 100 recommendations in this brief to help you manage your risk and prevent a missing patient incident in your facility.

25 pages, 1997 (EB #19) ISSN 0838-1348
On sale \$13.95; reg. \$32.95

- **The Canadian Law of Consent to Treatment, 3d ed.**
by Lorne Elkin Rozovsky
LexisNexis Butterworths, Markham, ON

The entire patient-provider relationship is based on consent, and any breakdown in this relationship may result in both risk management problems and legal consequences. Best-selling author Lorne Rozovsky looks at the process of consent, the issues surrounding the rights of the patient and the duties of health care providers in obtaining it. He offers practical guidance to health professionals to avoid litigation and to manage the risk in improperly obtaining consent. This book is intended for caregivers, administrators, risk managers and legal counsel in ensuring that the process of consent is managed with minimum risk for all parties.

212 pages, 2003 (Softcover) ISBN 0-433-44171-2 \$55.95

- **Powerful Medicines: The Benefits, Risks, and Costs of Prescription Drugs**
by Jerry Avorn, MD
Alfred A. Knopf, New York, NY

How safe are our prescription drugs? Are they worth the risks that patients assume in taking them? In doctors prescribing them? Are they worth the enormous prices that are being charged? Dr. Avorn suggests that there is a wide gap in our knowledge about the benefits and risks of drugs today, and the medical profession lacks good data for comparing various prescription drugs and whether they really do what the drug companies claim. This book is a sobering look at the effectiveness, benefits and risks of our modern drugs from a researcher and professor with over 25 years at Harvard Medical School Medical . His easy writing style, and nonmedical jargon and terminology, makes this uncomplicated reading for everyone interested in the use, abuse and economics of prescription drugs.

448 pages, 2004 (Hardcover) ISBN 0-375-41483-5
On sale \$30.95; reg. \$35.95

- **Medical Staff Appointment/Reappointment Process in Regional Health Authorities: The Issues**
by Mary Marshall of Cook Duke Cox
50 pages, 1996 (EB #18) ISSN 0838-1348
On sale \$10.95; reg. \$32.95

Also available

- **Feeling the Squeeze: The Practice of Middle Management in Canadian Health Care Facilities**
edited by Susan A. Ziebarth
CHA Press, Ottawa, ON

This book is a major resource for students and managers at all levels of the health care facility who are interested in learning about departmental management concepts. Chapters include organizational structure, governance and accountability, leadership for middle management, budgeting, effective committee work, motivation, strategic planning, workload measurement and accreditation.

399 pages, 1991 (Softcover) ISBN 0-919100-63-5
On sale \$29.95; reg. \$86.95

- **Institutional Ethics Committees: Are They Justified?**
by Brenda Myers
36 pages, 1987 (EB #7) ISBN 0-919100-48-1
On sale \$13.95; reg. \$32.95
- **Organ and Tissue Donation for Transplantation: A Primer for Health Care Facilities**
by Patricia J. Houlihan

34 pages, 1989 (EB #10) ISSN 0838-1348
On sale \$12.95; reg. \$32.95

- **A Planning Proposal for Institutional Ethics Committees**
by Heather Sherrard
28 pages, 1986 (EB #1) ISBN 0-919100-48-1
On sale \$13.95; reg. \$32.95