

Silence Kills: The Seven Crucial Conversations for Healthcare.

April 3, 2009

Maxfield D, Grenny J, McMillan R, Patterson K, Switzler A. Provo, UT: VitalSmarts, L.C; 2005.
<https://psnet.ahrq.gov/issue/silence-kills-seven-crucial-conversations-healthcare>

The American Association of Critical-Care Nurses (AACN) commissioned VitalSmarts to conduct a study exploring communication difficulties experienced by health care personnel that may contribute to medical error. Areas of concern include broken rules, mistakes, lack of support, incompetence, poor teamwork, disrespect, and micromanagement.