

## **New Horizons in Patient Safety: Understanding Communication: Case Studies for Physicians.**

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Hannawa AF, Wu AW, Juhasz RS, eds. Berlin, Germany: DeGruyter; 2017. ISBN: 9783110455014.

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Poor communication can [contribute](#) to medical error, but incident analysis often fails to identify particular elements of communication associated with the error. This publication discusses [factors](#) that influence communication in the [medical care process](#) and uses case studies to illustrate how effective communication can help prevent and address [close calls](#) and adverse events.