

Transparency, public reporting, and a culture of change to quality and safety in cardiac surgery.

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Reports of poor care in the [media](#) or [public](#) reporting systems can serve as an impetus to overhauling hospitals or hospital units. After several unexpected deaths and a drop in several [rating](#) systems, this cardiac surgery department launched a comprehensive quality improvement review. This paper describes the major changes made in the department, including role clarity and minimizing variation in 24/7 staffing.