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Customer Service

Toyota Care Customer Service

Frederick S. Southwick, M.D.



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to try harder was not the solution As he started searching for answers Dr Southwick learned that the outdated model of medical care in our country results in fragmented care great inefficiency and 44 000 95 000 annual deaths due to preventable medical errors Despite calls to action by the Institute of Medicine and many patient safety organizations these statistics have persisted for over a decade In Critically Ill Mary s dramatic healthcare nightmare is used as a learning tool to reveal startling dangerous flaws in our current system of medical care and present a detailed five point action plan to cure healthcare delivery and bring about change

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