

## REFERENCES AND RECOMMENDED READINGS

- Cydulka, R., J. Tamayo-Sarver, A. Gage, and D. Bagnoli. 2007. Patient satisfaction and the risk of malpractice suits. *Academic Emergency Medicine* 14 (5):148.
- Garman, A. N., J. Garcia, and M. Hargreaves. 2004. Patient satisfaction as a predictor of return-to-provider behavior: Analysis and assessment of financial implications. *Quality Management in Health Care* 13 (1):75-80.
- Hickson, G. B., C. F. Federspiel, J. W. Pichert, C. S. Miller, J. Gauld-Jaeger, and P. Bost. 2002. Patient complaints and malpractice risk. *JAMA* 287 (22):2951-2957.
- Kaiser Family Foundation. 2007. *Payments on medical malpractice claims, 2006-2007* [cited August 23 2007]. Available from <http://www.statehealthfacts.org/comparetable.jsp?ind=437&cat=8>.
- Phillips, R. L., Jr., L. A. Bartholomew, S. M. Dovey, G. E. Fryer, Jr., T. J. Miyoshi, and L. A. Green. 2004. Learning from malpractice claims about negligent, adverse events in primary care in the United States. *Qual Saf Health Care* 13 (2):121-6.
- Press Ganey. 2006. *Making it right: Healthcare service recovery tools, techniques, and best practices*. Marblehead, MA: HCPro.
- Press, I. 1984. The predisposition to file claims: The patient's perspective. *Law, Medicine, & Health Care* 12 (2):53-62.
- Stelfox, H. T., T. K. Gandhi, E. J. Orav, and M. L. Gustafson. 2005. The relation of patient satisfaction with complaints against physicians and malpractice lawsuits. *The American Journal of Medicine* 118 (10):1126-1133.