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Altri autori (Persone)	ShoreDavid A
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Nota di contenuto	The (sorry) state of trust in the American healthcare enterprise / David A. Shore -- Why Americans don't trust the government and don't trust healthcare / Robert J. Blendon -- Skeptical patients: performance, social capital, and culture / Pippa Norris -- Building quality in the healthcare environment / Donald M. Berwick -- Medical errors and patient safety / Lucian L. Leape -- Assessing quality: today's data and a research agenda / Christine G. Williams -- Patients' trust in their doctors: are we losing ground? / Dana Gelb Safran -- Healthcare research: can patients trust physician scientists? / Greg Koski -- Medical education: teaching doctors to be trustworthy / Jordan J. Cohen -- Trustworthy information: medical journals and the Internet / George D. Lundberg -- Trustworthy information: the role of the media / Trudy Lieberman -- Confusion at the table: can we trust that our food is healthy? / Walter C. Willett -- Trust in vaccines / Marie C. McCormick -- Trust in the trenches: developing the patient-physician dyad in medical genetics / Susan P. Pauker -- Gaining competitive advantage in the healthcare marketplace by building trust / David A. Shore -- The changing relationship between health plans and their members / Charles M. Cutler -- Building trust in a healthcare system / Michael J. Dowling -- Building trust in the clinician's office and at the bedside / Richard Toran and Howard King -- Conclusion: trust in healthcare,

trust in society / Marc J. Roberts.

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**Sommario/riassunto**

This is a comprehensive survey of the causes and consequences of declining trust in healthcare, and provides suggestions for its restoration. The authors identify the elements of trust in the environment of modern healthcare, and analyse the sources of mistrust in key areas of medicine.

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