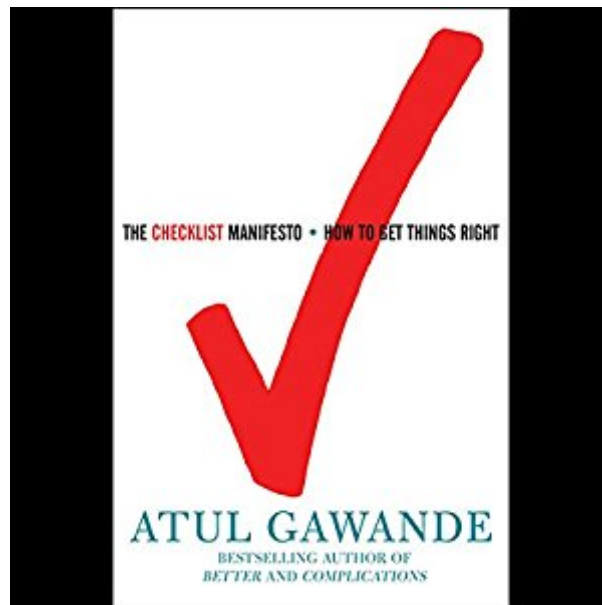


The book was found

# The Checklist Manifesto: How To Get Things Right



## Synopsis

The New York Times bestselling author of *Better* and *Complications* reveals the surprising power of the ordinary checklist. We live in a world of great and increasing complexity, where even the most expert professionals struggle to master the tasks they face. Longer training, ever more advanced technologies—neither seems to prevent grievous errors. But in a hopeful turn, acclaimed surgeon and writer Atul Gawande finds a remedy in the humblest and simplest of techniques: the checklist. First introduced decades ago by the U.S. Air Force, checklists have enabled pilots to fly aircraft of mind-boggling sophistication. Now innovative checklists are being adopted in hospitals around the world, helping doctors and nurses respond to everything from flu epidemics to avalanches. Even in the immensely complex world of surgery, a simple ninety-second variant has cut the rate of fatalities by more than a third. In riveting stories, Gawande takes us from Austria, where an emergency checklist saved a drowning victim who had spent half an hour underwater, to Michigan, where a cleanliness checklist in intensive care units virtually eliminated a type of deadly hospital infection. He explains how checklists actually work to prompt striking and immediate improvements. And he follows the checklist revolution into fields well beyond medicine, from homeland security to investment banking, skyscraper construction, and businesses of all kinds. An intellectual adventure in which lives are lost and saved and one simple idea makes a tremendous difference, *The Checklist Manifesto* is essential reading for anyone working to get things right. --This text refers to the Audio CD edition.

## Book Information

Audible Audio Edition

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## Customer Reviews

's December Book of the Month summary describes the author's mission of revolutionizing the "to-do list...without programmatic steps or tables to help reshuffle daily tasks." One may infer from this recap that this is a how-to-self-improvement book for making one more productive, more efficient and less stressed - this couldn't be farther from the core message of this book. The author's key message is that the volume and complexity of knowledge today has exceeded any single individual's ability to manage it consistently without error despite material advances in technology, boatloads of more training and super-specialization of functions and responsibilities. Yet, despite demonstrating that checklists produce results, there is resistance to their use because of the (1) Master of Universe mentality (Rock Star; Fighter Pilot; Hero), (2) our jobs are too complex to reduce to a checklist, (3) checklists are too rigid and don't force us to look up and see and think ahead of what's in front of us. Yet, in a complex environment, he states that experts are up against 2 difficulties - the fallibility of human memory when it comes to mundane, routine matters that are easily overlooked under the strain of more pressing events and secondly, people can lull themselves into skipping steps even when they remember them - after all certain steps don't always matter...until one day they do. Gawande makes a persuasive case in his book as to why you should develop and implement a process checklist for critical processes/decisions.\* Whether you are from the medical field or not, you will benefit from the inspiring thinking and insights.\* This book is game changing - a call-to-action for generating better results despite the pull to run with intuition or gut instinct.

I looked over the other reviews of this interesting book, and there are many of them that you will find very useful--so I'll just try to list some highlights. As Dr. Gawande points out, a checklist can't be too long (people won't use it), yet it must succinctly cover the most essential considerations of the situation at hand. Although what follows isn't a checklist, I'll try to focus on the most essential characteristics of Dr. Gawande's book: First, this is an easy-to-read, engaging book. I'll bet that you will find it hard to put down. It is interesting enough to make you want to read the book and serious enough to deliver important messages. Second, the value of using checklists springs directly from the complexity of modern life, whether we're talking about surgery (the author is a surgeon), flying an airplane or building a skyscraper. By the way, in reading this book I have developed a newfound appreciation of how complex the construction business can be. Third, checklists are not just for simple, straightforward tasks. Checklists help people communicate and work together better, especially when the unexpected occurs. Fourth, checklists are important regardless of the time

available. Indeed, when the cockpit crew of US Airways flight 1549 lost both engines over New York City, they had only three minutes of airtime remaining. The first thing they did was to get out their checklists. (You can read Captain Sully Sullenberger's excellent book for more details.)Fifth, checklist usage has saved numerous lives, including one of Dr. Gawande's patients. His candor in discussing that episode is laudable.Sixth, humans being human, mistakes will inevitably occur.

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