



CAPITOL CITY SPEAKERS BUREAU

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Suzanne Gordon

Travels from: Massachusetts

Fee Range: \$5,001 - \$7,500

Suzanne Gordon is an award winning journalist and author who writes about healthcare delivery and health care systems. Her 15 books include, *Nursing Against the Odds: How Healthcare Cost-Cutting, Media Stereotypes and Medical Hubris Undermine Nurses and Patient Care* and *Safety in Numbers: Nurse Staffing Ratios and the Future of Healthcare*. In the spring of 2012, Cornell University Press published her book, co-edited with Ross Koppel, entitled *First Do Less Harm: Confronting Inconvenient Problems in Patient Safety*.

Her latest book is *Beyond the Checklist: What Else Healthcare Can Learn from Aviation Safety and Teamwork*. All her books on healthcare have been published by the Culture and Politics of Healthcare Work Series at Cornell University Press, which she co-edits. She has been a radio commentator for CBS Radio and National Public Radio's Marketplace. Her articles have appeared in *Harper's*, *The Atlantic*, *The New York Times Magazine*, *The Boston Globe*, *The New York Times*, the *Los Angeles Times*, the *Toronto Globe and Mail* and many others.

In the course of doing her work on teamwork in healthcare, she developed the concept of Team Intelligence. She is co-author of the play about team relationships in healthcare entitled *Bedside Manners*. The play has been performed at numerous venues included the Institute for Healthcare Improvement, The Hospital of the University of Pennsylvania, Cedars Sinai Medical Center, and is being used in Interprofessional Education programs in the US and Canada. The play and accompanying workbook, will be published by Cornell University.

Ms. Gordon has lectured all over the world on healthcare issues and has appeared frequently on radio and television. She is also a Visiting Professor at the University of Maryland School of Nursing. Ms. Gordon is at work on a new book on how to create and sustain Team Intelligence in Healthcare and is an editorial board member of the Journal of Interprofessional Care.

Most Requested Programs...

- First Do Less Harm: How to Confront the Vexing Issues in Patient Safety
- Team Intelligence in Action: Team Work for Nurse Managers
- Team Intelligence In Action: Why Emotional Intelligence Isn't Enough to Make Healthcare Safer for Patients and More Satisfying for Staff
- Beyond the Checklist: What Healthcare Can Learn from Aviation Safety and Teamwork
- Beyond the Checklist: What Nurses Need to Know About Aviation Safety and Teamwork
- From Silence to Voice: Putting Nursing Center Stage
- Nursing: The Mind at Work
- Bedside Manners: How Nurses Can Transform RN-Physician Relationships to Promote Patient Safety and Nurse Retention
- Teamwork Training for Patient Safety: Why Just Learning Together Is Not Enough
- When Chicken Soup Isn't Enough: How Assertive Nursing Action Saves Patients