

Stanford



Sara Singer

Professor of Medicine (Primary Care & Population Health) and, by courtesy, of Organizational Behavior at the Graduate School of Business

Medicine - Primary Care and Population Health

 Curriculum Vitae available Online

Bio

ACADEMIC APPOINTMENTS

- Professor, Medicine - Primary Care and Population Health
- Professor (By courtesy), Organizational Behavior

PROGRAM AFFILIATIONS

- Center for Latin American Studies

PROFESSIONAL EDUCATION

- Ph.D., Harvard University, Health Policy/Management (2007)
- M.B.A., Stanford University Graduate School of Business, M.B.A. with Certificate in Public Management (1993)
- A.B., Princeton University, English with Certificate in European Cultural Studies (1986)

LINKS

- Health Leadership, Organization, and Innovation Labs: <http://med.stanford.edu/sarasinger.html>

Teaching

COURSES

2020-21

- Systems Design In Health: HUMBIO 128D (Win)
- The American Health Care System and Health Policy: HUMBIO 120B (Spr)

2019-20

- Exploring Israel's Ecosystem in Human and Planetary Health: MED 131 (Spr)
- Global Leaders and Innovators in Human and Planetary Health: HRP 285, MED 285 (Aut, Spr)
- Leading and Managing Health Care Organizations: Innovation and Collaboration in High Stakes Settings: MED 238 (Spr)
- Leading and Managing Health Care Organizations: Innovation and Collaboration in High Stakes Settings: OB 348 (Spr)
- The American Health Care System and Health Policy: HUMBIO 120B (Spr)

2018-19

- Global Leaders and Innovators in Human and Planetary Health: MED 285 (Aut)
- Leading and Managing Health Care Organizations: Innovation and Collaboration: MED 238 (Spr)
- Leading and Managing Health Care Organizations: Innovation and Collaboration in High Stakes Settings: OB 348 (Spr)

2017-18

- Leading and Managing Health Care Organizations: Innovation and Collaboration: MED 238 (Spr)
- Leading and Managing Health Care Organizations: Innovation and Collaboration: OB 348 (Spr)

STANFORD ADVISEES

Med Scholar Project Advisor

Arokoruba Cheetham-West, Samvel Gyurdzhyan, Emilia Ling, Uriel Sanchez Rangel, Nancy Song, Abd Al-Rahman Traboulsi

Postdoctoral Faculty Sponsor

Zhanna Novikov

Postdoctoral Research Mentor

Zhanna Novikov

Publications

PUBLICATIONS

- **Social Features of Integration in Health Systems and Their Relationship to Provider Experience, Care Quality and Clinical Integration.** *Medical care research and review : MCRR*
Kerrissey, M., Tietschert, M., Novikov, Z., Bahadurzada, H., Sinaiko, A. D., Martin, V., Singer, S. J.
2021: 10775587211024796
- **Higher Medicare Expenditures Are Associated With Better Integrated Care as Perceived by Patients.** *Medical care*
Kerrissey, M. J., Frean, M., Traboulsi, A. A., Singer, S. J.
2021
- **Preoperative hematocrit and platelet count are associated with blood loss during spinal fusion for children with neuromuscular scoliosis.** *Journal of perioperative practice*
Lewen, M. O., Berry, J., Johnson, C., Grace, R., Glader, L., Crofton, C., Leahy, I., Pallikonda, N., Litvinova, A., Staffa, S. J., Glotzbecker, M., Emans, J., Hresko, et al
2021: 1750458920962634
- **ASSOCIATION BETWEEN SUBSTANCE USE DISORDER AND HEALTHCARE FRAGMENTATION PATTERNS IN VETERANS AT HIGH RISK FOR HOSPITALIZATION**
Rossi, F., Timko, C., Javier, S., Zulman, D. M., Greene, L., Singer, S., Vanneman, M., Trivedi, R. B.
OXFORD UNIV PRESS INC.2021: S61
- **ASSOCIATION BETWEEN MENTAL HEALTH CONDITIONS AND CARE FRAGMENTATION AMONG A NATIONAL SAMPLE OF VETERANS 65 YEARS AND OLDER**
Trivedi, R. B., Rossi, F., Javier, S., Greene, L., Singer, S., Vanneman, M., Zulman, D. M.
OXFORD UNIV PRESS INC.2021: S60
- **Differences in patient perceptions of integrated care among black, hispanic, and white Medicare beneficiaries.** *Health services research*
Ling, E. J., Frean, M., So, J., Tietschert, M., Song, N., Covington, C., Bahadurzada, H., Khurana, S., Garcia, L., Singer, S. J.
2021
- **Considering Dentists Within the Healthcare Team: a Cross-sectional, Multi-State Analysis of Primary Care Provider and Staff Perspectives.** *Journal of general internal medicine*
Ahern, J., Singer, S., Bhanja, A., Barrow, J., Kerrissey, M.
2021
- **Moving Violations: Pairing an Illegitimate Learning Hierarchy with Trainee Status Mobility for Acquiring New Skills When Traditional Expertise Erodes** *ORGANIZATION SCIENCE*
Kellogg, K. C., Myers, J. E., Gainer, L., Singer, S. J.
2021; 32 (1): 181–209

- **Understanding memorably negative provider care delivery experiences: Why patient experiences matter for providers.** *Healthcare (Amsterdam, Netherlands)*
Ling, E. J., Shanafelt, T. D., Singer, S. J.
2021; 9 (3): 100544
- **"Relationship between substance use disorder (SUD) and healthcare fragmentation patterns in veterans at high-risk for hospitalization" (SW19)**
Rossi, F., Timko, C., Javier, S. J., Zulman, D. M., Greene, L., Singer, S., Vanneman, M. E., Goldstein, M., Trivedi, R.
BMC.2020
- **Care integration within and outside health system boundaries.** *Health services research*
Singer, S. J., Sinaiko, A. D., Tietschert, M. V., Kerrissey, M., Phillips, R. S., Martin, V., Joseph, G., Bahadurzada, H., Agniel, D.
2020; 55 Suppl 3: 1033–48
- **Impact of Teamwork and Communication Training Interventions on Safety Culture and Patient Safety in Emergency Departments: A Systematic Review.** *Journal of patient safety*
Alsabri, M., Boudi, Z., Lauque, D., Roger, D. D., Whelan, J. S., Ostlundh, L., Allinier, G., Onyeji, C., Michel, P., Liu, S. W., Jr Camargo, C. A., Lindner, T., Slagman, et al
2020
- **Employers' Role in Employee Health: Why They Do What They Do.** *Journal of occupational and environmental medicine*
Singer, S. J., Vilendrer, S., Joseph, G., Kim, J., Pfeffer, J.
2020
- **A Mixed Methods Study of the Association of Non-Veterans Affairs Care With Veterans' and Clinicians' Experiences of Care Coordination.** *Medical care*
Benzer, J. K., Gurewich, D., Singer, S. J., McIntosh, N. M., Mohr, D. C., Vimalananda, V. G., Charns, M. P.
2020; 58 (8): 696–702
- **OUTPATIENT CARE FRAGMENTATION PATTERNS AND ASSOCIATION WITH HOSPITALIZATION IN HIGH-RISK VA PATIENTS**
Zulman, D. M., Greene, A. L., Wagner, T. H., Maciejewski, M., Singer, S., Slightam, C., Trivedi, R., Vanneman, M., Asch, S., Yoon, J., Goldstein, M. K., Boothroyd, D.
SPRINGER.2020: S216
- **Working around hierarchy: Resident and medical assistant teaming** *HEALTH CARE MANAGEMENT REVIEW*
Brooks, J., Sheridan, B., Peters, A. S., Chien, A. T., Singer, S. J.
2020; 45 (3): 232–44
- **GENDER DIFFERENCES IN MEDICARE BENEFICIARIES' PERCEPTIONS OF INTEGRATED CARE**
So, J., Singer, S.
SPRINGER.2020: S138
- **CONTRASTING MENTAL AND BEHAVIORAL HEALTH WORKFLOWS TO IMPROVE PROCESSES ACROSS PRIMARY CARE CLINICS IN A LARGE ACADEMIC HEALTH SYSTEM**
Gyurdzhyan, S., Rudin, R., Singer, S.
SPRINGER.2020: S74
- **A Comprehensive Theory of Integration** *MEDICAL CARE RESEARCH AND REVIEW*
Singer, S. J., Kerrissey, M., Friedberg, M., Phillips, R.
2020; 77 (2): 196–207
- **World Health Organization Surgical Safety Checklist Modification: Do Changes Emphasize Communication and Teamwork?** *JOURNAL OF SURGICAL RESEARCH*
Solsky, I., Berry, W., Edmondson, L., Lagoo, J., Baugh, J., Blair, A., Singer, S., Haynes, A. B.
2020; 246: 614–22
- **Parent Perspectives on Short-Term Recovery After Spinal Fusion Surgery in Children With Neuromuscular Scoliosis.** *Journal of patient experience*
Garrity, B. M., Singer, S. J., Ward, E. n., Bastianelli, L. n., Berry, J. G., Crofton, C. n., Glader, L. n., Casto, E. L., Cox, J. E.
2020; 7 (6): 1369–77
- **Team-Based Primary Care Practice Transformation Initiative and Changes in Patient Experience and Recommended Cancer Screening Rates.** *Inquiry : a journal of medical care organization, provision and financing*
Nguyen, K. H., Chien, A. T., Meyers, D. J., Li, Z., Singer, S. J., Rosenthal, M. B.

2020; 57: 46958020952911

- **Managing Organizational Constraints in Innovation Teams: A Qualitative Study Across Four Health Systems.** *Medical care research and review : MCRR*
Atkinson, M. K., Singer, S. J.
2020: 1077558720925993
- **Patient Experiences of Integrated Care in Medicare Accountable Care Organizations and Medicare Advantage Versus Traditional Fee-For-Service.** *Medical care*
Freaan, M. n., Covington, C. n., Tietschert, M. n., Bahadurzada, H. n., So, J. n., Singer, S. J.
2020
- **Can Organisational Culture of Teams Be a Lever for Integrating Care? An Exploratory Study.** *International journal of integrated care*
Tietschert, M. V., Angeli, F., van Raak, A. J., Clark, J., Singer, S. J., Ruwaard, D.
2019; 19 (4): 10
- **A Mixed Methods Study of Change Processes Enabling Effective Transition to Team-Based Care.** *Medical care research and review : MCRR*
Kyle, M. A., Aveling, E., Singer, S.
2019: 1077558719881854
- **Toward a Corporate Culture of Health: Results of a National Survey.** *The Milbank quarterly*
Kyle, M. A., Seegars, L., Benson, J. M., Blendon, R. J., Huckman, R. S., Singer, S. J.
2019
- **Pediatric complex care and surgery comanagement: Preparation for spinal fusion.** *Journal of child health care : for professionals working with children in the hospital and community*
Berry, J. G., Glaspy, T., Eagan, B., Singer, S., Glader, L., Emara, N., Cox, J., Glotzbecker, M., Crofton, C., Ward, E., Leahy, I., Salem, J., Troy, et al
2019: 1367493519864741
- **Comparing Diagnostic Evaluations for Rectal Bleeding and Breast Lumps in Primary Care: a Retrospective Cohort Study** *JOURNAL OF GENERAL INTERNAL MEDICINE*
Pace, L. E., Percac-Lima, S., Nguyen, K. H., Crofton, C. N., Normandin, K. A., Singer, S. J., Rosenthal, M. B., Chien, A. T.
2019; 34 (7): 1146-53
- **Optimizing patient partnership in primary care improvement: A qualitative study.** *Health care management review*
Alidina, S., Martelli, P. F., Singer, S. J., Aveling, E.
2019
- **Organizational Coordination and Patient Experiences of Specialty Care Integration.** *Journal of general internal medicine*
Mohr, D. C., Benzer, J. K., Vimalananda, V. G., Singer, S. J., Meterko, M., McIntosh, N., Harvey, K. L., Seibert, M. N., Charns, M. P.
2019
- **Comparing Diagnostic Evaluations for Rectal Bleeding and Breast Lumps in Primary Care: a Retrospective Cohort Study.** *Journal of general internal medicine*
Pace, L. E., Percac-Lima, S., Nguyen, K. H., Crofton, C. N., Normandin, K. A., Singer, S. J., Rosenthal, M. B., Chien, A. T.
2019
- **Predicting Postoperative Physiologic Decline After Surgery.** *Pediatrics*
Berry, J. G., Johnson, C., Crofton, C., Staffa, S. J., DiTillio, M., Leahy, I., Salem, J., Rangel, S. J., Singer, S. J., Ferrari, L.
2019
- **Parent-to-Parent Advice on Considering Spinal Fusion in Children with Neuromuscular Scoliosis.** *The Journal of pediatrics*
Garrity, B. n., Berry, J. n., Crofton, C. n., Ward, E. n., Cox, J. n., Glader, L. n., Bastianelli, L. n., Emans, J. n., Glotzbecker, M. n., Emara, N. n., Salem, J. n., Jabur, T. n., Higgins, et al
2019
- **Incorporating Theory into Practice: Reconceptualizing Exemplary Care Coordination Initiatives from the US Veterans Health Delivery System.** *Journal of general internal medicine*
McDonald, K. M., Singer, S. J., Gorin, S. S., Haggstrom, D. A., Hynes, D. M., Charns, M. P., Yano, E. M., Lucatorto, M. A., Zulman, D. M., Ong, M. K., Axon, R. N., Vogel, D. n., Upton, et al
2019

- **Health Care Coordination Theoretical Frameworks: a Systematic Scoping Review to Increase Their Understanding and Use in Practice.** *Journal of general internal medicine*
Peterson, K. n., Anderson, J. n., Bourne, D. n., Charns, M. P., Gorin, S. S., Hynes, D. M., McDonald, K. M., Singer, S. J., Yano, E. M.
2019
- **Business Strategies to Promote Health-Reply.** *JAMA*
Koh, H. K., Singer, S. J., Edmondson, A. C.
2019; 321 (21): 2134
- **Understanding Maternity Care Coordination for Women Veterans Using an Integrated Care Model Approach.** *Journal of general internal medicine*
Mattocks, K. M., Kroll-Desrosiers, A. n., Kinney, R. n., Singer, S. n.
2019
- **Survey of Patient-Centered Coordination of Care for Diabetes with Cardiovascular and Mental Health Comorbidities in the Department of Veterans Affairs.** *Journal of general internal medicine*
Benzer, J. K., Singer, S. J., Mohr, D. C., McIntosh, N. n., Meterko, M. n., Vimalananda, V. G., Harvey, K. L., Seibert, M. N., Charns, M. P.
2019
- **Consumers' Suggestions for Improving the Mental Healthcare System: Options, Autonomy, and Respect.** *Community mental health journal*
Shields, M. n., Scully, S. n., Sulman, H. n., Borba, C. n., Trinh, N. H., Singer, S. n.
2019
- **Health as a Way of Doing Business.** *JAMA*
Koh, H. K., Singer, S. J., Edmondson, A. C.
2018
- **Relationship among team dynamics, care coordination and perception of safety culture in primary care** *FAMILY PRACTICE*
Blumenthal, K. J., Chien, A. T., Singer, S. J.
2018; 35 (6): 718–23
- **Association of Team-Based Primary Care With Health Care Utilization and Costs Among Chronically Ill Patients.** *JAMA internal medicine*
Meyers, D. J., Chien, A. T., Nguyen, K. H., Li, Z., Singer, S. J., Rosenthal, M. B.
2018
- **Scaling Safety: The South Carolina Surgical Safety Checklist Experience.** *Health affairs (Project Hope)*
Berry, W. R., Edmondson, L., Gibbons, L. R., Childers, A. K., Haynes, A. B., Foster, R., Singer, S. J., Gawande, A. A.
2018; 37 (11): 1779–86
- **WHO Surgical Safety Checklist Modification: DoChanges Emphasize Communication andTeamwork?** *The Journal of surgical research*
Solsky, I., Berry, W., Edmondson, L., Lagoo, J., Baugh, J., Blair, A., Singer, S., Haynes, A. B.
2018
- **Working around hierarchy: Resident and medical assistant teaming.** *Health care management review*
Brooks, J. V., Sheridan, B., Peters, A. S., Chien, A. T., Singer, S. J.
2018
- **Successfully implementing Safety WalkRounds: secret sauce more than a magic bullet** *BMJ QUALITY & SAFETY*
Singer, S. J.
2018; 27 (4): 251–53
- **Establishing Teams: How Does It Change Practice Configuration, Size, and Composition?** *The Journal of ambulatory care management*
Chien, A. T., Kyle, M. A., Peters, A. S., Nguyen, K. H., Tendulkar, S. A., Ryan, M., Hacker, K., Singer, S. J.
2018; 41 (2): 146–55
- **A Comprehensive Theory of Integration.** *Medical care research and review : MCRR*
Singer, S. J., Kerrissey, M., Friedberg, M., Phillips, R.
2018: 1077558718767000
- **Factors associated with the use of cognitive aids in operating room crises: a cross-sectional study of US hospitals and ambulatory surgical centers.** *Implementation science : IS*

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- Alidina, S. n., Goldhaber-Fiebert, S. N., Hannenberg, A. A., Hepner, D. L., Singer, S. J., Neville, B. A., Sachetta, J. R., Lipsitz, S. R., Berry, W. R.
2018; 13 (1): 50
- **Engineering safer care coordination from hospital to home: lessons from the USA.** *Future healthcare journal*
Das, P. n., Benneyan, J. n., Powers, L. n., Carmody, M. n., Kerwin, J. n., Singer, S. n.
2018; 5 (3): 164–70
 - **Surgical Team Member Assessment of the Safety of Surgery Practice in 38 South Carolina Hospitals** *MEDICAL CARE RESEARCH AND REVIEW*
Singer, S. J., Jiang, W., Huang, L. C., Gibbons, L., Kiang, M. V., Edmondson, L., Gawande, A. A., Berry, W. R.
2015; 72 (3): 298-323
 - **The Surgical Safety Checklist and Teamwork Coaching Tools: a study of inter-rater reliability** *BMJ QUALITY & SAFETY*
Huang, L. C., Conley, D., Lipsitz, S., Wright, C. C., Diller, T. W., Edmondson, L., Berry, W. R., Singer, S. J.
2014; 23 (8): 639-650
 - **Safety in Numbers: The Development of Leapfrog's Composite Patient Safety Score for U.S. Hospitals.** *Journal of patient safety*
Austin, J. M., D'Andrea, G., Birkmeyer, J. D., Leape, L. L., Milstein, A., Pronovost, P. J., Romano, P. S., Singer, S. J., Vogus, T. J., Wachter, R. M.
2014; 10 (1): 64-71
 - **Comparing safety climate in naval aviation and hospitals: Implications for improving patient safety** *HEALTH CARE MANAGEMENT REVIEW*
Singer, S. J., Rosen, A., Zhao, S., Ciavarelli, A. P., Gaba, D. M.
2010; 35 (2): 134-146
 - **Identifying organizational cultures that promote patient safety** *HEALTH CARE MANAGEMENT REVIEW*
Singer, S. J., Falwell, A., Gaba, D. M., Meterko, M., Rosen, A., Hartmann, C. W., Baker, L.
2009; 34 (4): 300-311
 - **Comparing Safety Climate between Two Populations of Hospitals in the United States** *HEALTH SERVICES RESEARCH*
Singer, S. J., Hartmann, C. W., Hanchate, A., Zhao, S., Meterko, M., Shokeen, P., Lin, S., Gaba, D. M., Rosen, A. K.
2009; 44 (5): 1563-1584
 - **Relationship of Hospital Organizational Culture to Patient Safety Climate in the Veterans Health Administration** *MEDICAL CARE RESEARCH AND REVIEW*
Hartmann, C. W., Meterko, M., Rosen, A. K., Zhao, S., Shokeen, P., Singer, S., Gaba, D. M.
2009; 66 (3): 320-338
 - **Relationship of Safety Climate and Safety Performance in Hospitals** *HEALTH SERVICES RESEARCH*
Singer, S., Lin, S., Falwell, A., Gaba, D., Baker, L.
2009; 44 (2): 399-421
 - **Patient Safety Climate in 92 US Hospitals Differences by Work Area and Discipline** *MEDICAL CARE*
Singer, S. J., Gaba, D. M., Falwell, A., Lin, S., Hayes, J., Baker, L.
2009; 47 (1): 23-31
 - **Patient Safety Climate in US Hospitals Variation by Management Level** *MEDICAL CARE*
Singer, S. J., Falwell, A., Gaba, D. M., Baker, L. C.
2008; 46 (11): 1149-1156
 - **Front-line staff perspectives on opportunities for improving the safety and efficiency of hospital work systems** *HEALTH SERVICES RESEARCH*
Tucker, A. L., Singer, S. J., Hayes, J. E., Falwell, A.
2008; 43 (5): 1807-1829
 - **An overview of patient safety climate in the VA** *HEALTH SERVICES RESEARCH*
Hartmann, C. W., Rosen, A. K., Meterko, M., Shokeen, P., Zhao, S., Singer, S., Falwell, A., Gaba, D. M.
2008; 43 (4): 1263-1284
 - **Workforce perceptions of hospital safety culture: Development and validation of the patient safety climate in healthcare organizations survey** *HEALTH SERVICES RESEARCH*
Singer, S., Meterko, M., Baker, L., Gaba, D., Falwell, A., Rosen, A.
2007; 42 (5): 1999-2021
-

- **Who searches the internet for health information?** *4th World Conference of the International-Health-Economics-Association (iHEA)*
Bundorf, M. K., Wagner, T. H., Singer, S. J., Baker, L. C.
WILEY-BLACKWELL PUBLISHING, INC.2006: 819-36
- **Health plans' coverage determinations for technology-based interventions: The case of electrical bone growth stimulation** *AMERICAN JOURNAL OF MANAGED CARE*
Huang, A. J., Gemperli, M. P., Bergthold, L., Singer, S. S., Garber, A.
2004; 10 (12): 957-962
- **Consumers' use of the Internet for health insurance** *AMERICAN JOURNAL OF MANAGED CARE*
Bundorf, M. K., Singer, S. J., Wagner, T. H., Baker, L.
2004; 10 (9): 609-616
- **Use of the Internet and e-mail for health care information - Results from a national survey** *JAMA-JOURNAL OF THE AMERICAN MEDICAL ASSOCIATION*
Baker, L., Wagner, T. H., Singer, S., Bundorf, M. K.
2003; 289 (18): 2400-2406
- **Prospects for improved decision making about medical necessity** *HEALTH AFFAIRS*
Singer, S. J., Bergthold, L. A.
2001; 20 (1): 200-206
- **In loco parentis? The purchaser role in managed care** *CALIFORNIA MANAGEMENT REVIEW*
Bergthold, L., Koebler, S. O., Singer, S.
2000; 43 (1): 34-?
- **Structural problems of managed care in California and some options for ameliorating them** *CALIFORNIA MANAGEMENT REVIEW*
Singer, S. J., Enthoven, A. C.
2000; 43 (1): 50-?
- **What's not to like about HMOs** *HEALTH AFFAIRS*
Singer, S. J.
2000; 19 (4): 206-209
- **Unrealistic expectations born of defective institutions** *JOURNAL OF HEALTH POLITICS POLICY AND LAW*
Enthoven, A. C., Singer, S. J.
1999; 24 (5): 931-939
- **The managed care backlash and the task force in California** *HEALTH AFFAIRS*
Enthoven, A. C., Singer, S. J.
1998; 17 (4): 95-110
- **Economists' perspectives on health care delivery in California as of 1995** *WESTERN JOURNAL OF MEDICINE*
Singer, S. J.
1998; 168 (5): 360-370
- **Paying more twice: When employers subsidize higher-cost health plans** *HEALTH AFFAIRS*
Hunt, K. A., Singer, S. J., Gabel, J., Liston, D., Enthoven, A. C.
1997; 16 (6): 150-156
- **Markets and collective action in regulating managed care** *HEALTH AFFAIRS*
Enthoven, A. C., Singer, S. J.
1997; 16 (6): 26-32
- **Managed competition and California's health care economy** *HEALTH AFFAIRS*
Enthoven, A. C., Singer, S. J.
1996; 15 (1): 39-57
- **Market-based reform: What to regulate and by whom?** *Conference on the Problem that Will Not Go Away - Reforming US Health Care Financing*
Enthoven, A. C., Singer, S. J.

BROOKINGS INST.1996: 185-206

- **Increasing cost-consciousness for managed care: reforming the tax treatment of health insurance expenditures.** *Health care management (Philadelphia, Pa.)*
Enthoven, A. C., Singer, S. J.
1995; 2 (1): 109-114
- **Incentives for a better health care system.** *Journal of health care benefits*
Enthoven, A. C., Singer, S. J.
1994; 3 (6): 4-7
- **A SINGLE-PAYER SYSTEM IN JACKSON HOLE CLOTHING HEALTH AFFAIRS**
Enthoven, A. C., Singer, S. J.
1994; 13 (1): 81-95
- **PROBLEMS IN GAINING ACCESS TO HOSPITAL INFORMATION HEALTH AFFAIRS**
Singer, S. J.
1991; 10 (2): 148-151