Suggested Readings and Resources


Boston University Program for the Management of Variability in Health Care Delivery. Root cause analysis of emergency department crowding and ambulance diversion in Massachusetts. Massachusetts Department of Public Health.


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Gifford CJ. Health team literature: a review and application with implications for communication. Paper presented at: The Eastern Communication Association, 1983; Ocean City, MD.


Hemingway E. “A Clean, Well-Lighted Place.”


Larimer ME, Malone DK, Garner MD, et al. Health care and public service use and costs before and after provision of housing for chronically homeless persons with severe alcohol problems. *JAMA*. 2009;301(13);1349-1357.


Larkin GL. The cardinal virtues of emergency medicine. Paper presented at: The Society of Ancient Greek Philosophy; October 1997; Binghampton, NY.


Massachusetts Department of Health and Human Services. Information for emergency departments.


Massachusetts Department of Public Health Ambulance Diversion Task Force. Best practice guidelines for hospitals regarding ambulance diversions.


