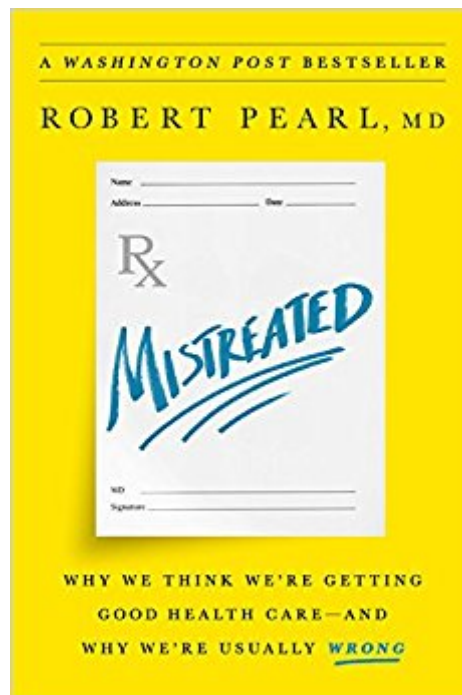




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# Mistreated: Why We Think We're Getting Good Health Care—and Why We're Usually Wrong



## Synopsis

**A WASHINGTON POST BESTSELLER** The biggest problem in American health care is us. Do you know how to tell good health care from bad health care? Guess again. As patients, we wrongly assume the "best" care is dependent mainly on the newest medications, the most complex treatments, and the smartest doctors. But Americans look for health-care solutions in the wrong places. For example, hundreds of thousands of lives could be saved each year if doctors reduced common errors and maximized preventive medicine. For Dr. Robert Pearl, these kinds of mistakes are a matter of professional importance, but also personal significance: he lost his own father due in part to poor communication and treatment planning by doctors. And consumers make costly mistakes too: we demand modern information technology from our banks, airlines, and retailers, but we passively accept last century's technology in our health care. Solving the challenges of health care starts with understanding these problems. *Mistreated* explains why subconscious misperceptions are so common in medicine, and shows how modifying the structure, technology, financing, and leadership of American health care could radically improve quality outcomes. This important book proves we can overcome our fears and faulty assumptions, and provides a roadmap for a better, healthier future.

## Customer Reviews

"*Mistreated* is a powerful read, an incredible insight into American health care, a mix of poignant personal memoir by a son, the clinical perspective of an experienced surgeon, and the vision and understanding that comes from being the CEO of one of the largest and best health care organizations in the country. Robert Pearl is all those things, and with *Mistreated* he proves he is also a wonderful writer." — Abraham Verghese, MD, professor of medicine, Stanford University, and author of *Cutting for Stone* "Robert Pearl argues that the troubles of the American health care system begin with a problem of perception: conceptual misunderstandings that warp priorities and distort choices. *Mistreated* is a brilliant and original analysis from one of medicine's most insightful leaders. The doctor is in." — Malcolm Gladwell, bestselling author of *David and Goliath*

Robert Pearl, MD, is executive director and CEO of The Permanente Medical Group, responsible for the health care of 3.8 million Kaiser Permanente members, and he is the president and CEO of the Mid-Atlantic Permanente Medical Group. Selected by Modern Healthcare as one of the most powerful physician-leaders in the nation, Dr. Pearl keynotes around 15 events per year for

audiences of up to 10K, hosted by organizations such as at the New England Journal of Medicine. He is on faculty at Stanford and has taught at Duke, UC Berkeley, and Harvard. His column on Forbes.com on the business and culture of health care includes articles, such as a conversation with Malcolm Gladwell, which received up to 500K views. Dr. Pearl has been featured in media outlets including Time, ABC News, USA Today, and NPR.

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