

Bookmark File PDF Deadly Spin An Insurance Company Insider Speaks Out On How Corporate Pr Is Killing Health Care And Deceiving Americans

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In June 2009, Wendell Potter made national headlines with his scorching testimony before the Senate panel on health care reform. This former senior VP of CIG NA explained how health insurers make promises they have no intention of keeping, how they flout regulations designed to protect consumers, and how they skew political debate with multibillion-dollar PR campaigns to mislead the press and public. Potter had walked away from a six-figure salary and two decades as an insurance executive because he could no longer abide the routine practices of an industry where the needs of sick and suffering Americans take a backseat to the bottom line-leading Michael Moore to call him "the Daniel Ellsberg of corporate America." In *Deadly Spin*, Potter takes readers behind the scenes to show how a huge chunk of our absurd health care spending actually bankrolls a propaganda campaign and lobbying effort focused on protecting one thing: profits. Potter shows how relentless PR assaults play an insidious role in our political process anywhere that corporate profits are at stake-from climate change to defense policy. *Deadly Spin* tells us why- and how-we must fight back. Praise for *Deadly Spin*: "The health insurance industry's worst nightmare."-Portfolio.com "A gripping indictment."-Kate Pickert, Time "Wendell Potter is a straight shooter-and he hits the bulls-eye here with an exposé of corporate power that reveals why real health care reform didn't happen, can't happen, and

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won't happen until that power is contained."-Bill Moyers

NEW YORK TIMES BEST SELLER • A grand, devastating portrait of three generations of the Sackler family, famed for their philanthropy, whose fortune was built by Valium and whose reputation was destroyed by OxyContin. From the prize-winning and bestselling author of *Say Nothing*, as featured in the HBO documentary *Crime of the Century*. The Sackler name adorns the walls of many storied institutions—Harvard, the Metropolitan Museum of Art, Oxford, the Louvre. They are one of the richest families in the world, known for their lavish donations to the arts and the sciences. The source of the family fortune was vague, however, until it emerged that the Sacklers were responsible for making and marketing a blockbuster painkiller that was the catalyst for the opioid crisis. *Empire of Pain* begins with the story of three doctor brothers, Raymond, Mortimer and the incalculably energetic Arthur, who weathered the poverty of the Great Depression and appalling anti-Semitism. Working at a barbaric mental institution, Arthur saw a better way and conducted groundbreaking research into drug treatments. He also had a genius for marketing, especially for pharmaceuticals, and bought a small ad firm. Arthur devised the marketing for Valium, and built the first great Sackler fortune. He purchased a drug manufacturer, Purdue Frederick, which would be run by Raymond and Mortimer. The brothers began collecting art, and wives, and grand residences in exotic locales. Their children and grandchildren grew up in luxury. Forty years later, Raymond's son Richard ran the family-owned Purdue. The template Arthur Sackler created to sell Valium—co-opting doctors, influencing the FDA, downplaying the drug's addictiveness—was employed to launch a far more potent product: OxyContin. The drug went on to generate some thirty-five billion dollars in revenue, and to launch a public health crisis in which hundreds of thousands would die. This is

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the saga of three generations of a single family and the mark they would leave on the world, a tale that moves from the bustling streets of early twentieth-century Brooklyn to the seaside palaces of Greenwich, Connecticut, and Cap d'Antibes to the corridors of power in Washington, D.C. *Empire of Pain* chronicles the multiple investigations of the Sacklers and their company, and the scorched-earth legal tactics that the family has used to evade accountability. The history of the Sackler dynasty is rife with drama—baroque personal lives; bitter disputes over estates; fistfights in boardrooms; glittering art collections; Machiavellian courtroom maneuvers; and the calculated use of money to burnish reputations and crush the less powerful. *Empire of Pain* is a masterpiece of narrative reporting and writing, exhaustively documented and ferociously compelling. It is a portrait of the excesses of America's second Gilded Age, a study of impunity among the super elite and a relentless investigation of the naked greed and indifference to human suffering that built one of the world's great fortunes. PUBLISHERS WEEKLY BEST BOOK OF THE YEAR In "one of the most sensitive, nuanced examinations of father and son relationships" (*The Boston Globe*), award-winning writer Chris Offutt struggles to understand his recently deceased father, based on his reading of the 400-plus novels his father—a well-known writer of pornography in the 1970s and 80s—left him in his will. Andrew Offutt was considered the "king of twentieth-century smut," with a writing career that began as a strategy to pay for his son's orthodontic needs and soon took on a life of its own, peaking during the 1970s when the commercial popularity of the erotic novel reached its height. With his dutiful wife serving as typist, Andrew wrote from their home in the Kentucky hills, locked away in an office no one dared intrude upon. In this fashion he wrote more than four hundred novels, including pirate porn, ghost porn, zombie porn, and secret

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agent porn. The more he wrote, the more intense his ambition became and the more difficult it was for his children to be part of his world. Over the long summer of 2013, his son, Chris, returned to his hometown to help his now widowed mother move out of his childhood home. As he began to examine his father's manuscripts and memorabilia, journals, and letters, he realized he finally had an opportunity to gain insight into the difficult, mercurial, sometimes cruel man he'd loved and feared in equal measure. Only in his father's absence could he truly make sense of the man and his legacy. In *My Father, the Pornographer*, Offutt takes us on the journey with him, reading his father's prodigious literary output as both a critic and as a son seeking answers. He "enters the darkest and most mysterious of places—the cave of a monstrous enigma named Andrew J. Offutt—armed with nothing but his own restless curiosity. Spoiler alert: He makes it out alive, walking into the daylight to bring us a deeper, funnier, more tender and more heartbroken truth—and his masterpiece" (Michael Chabon).

Sunshine State trivia buff Serge A. Storms loves eliminating jerks and pests. His drug-addled partner Coleman loves cartoons. Hot stripper Sharon Rhodes loves cocaine, especially when purchased with rich dead men's money. On the other hand, there's Sean and David, who love fishing and are kind to animals -- and who are about to cross paths with a suitcase filled with \$5 million in stolen insurance money. Serge wants the suitcase. Sharon wants the suitcase. Coleman wants more drugs . . . and the suitcase. In the meantime, there's murder by gun, Space Shuttle, Barbie doll, and Levi's 501s. In other words, welcome to Tim Dorsey's Florida -- where nobody gets out unscathed and untanned!

The Patient Protection and Affordable Care Act signed by President Obama in March 2010 is a landmark in U.S. social legislation. The new law extends health insurance to nearly all

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Americans, fulfilling a century-long quest and bringing the United States to parity with other industrial nations. Affordable Care aims to control rapidly rising health care costs and promises to make the United States more equal, reversing four decades of rising disparities between the very rich and everyone else. Millions of people of modest means will gain new benefits and protections from insurance company abuses - and the tab will be paid by privileged corporations and the very rich. How did such a bold reform effort pass in a polity wracked by partisan divisions and intense lobbying by special interests? What does Affordable Care mean - and what comes next? In *Health Care Reform and American Politics: What Everyone Needs to Know*, Lawrence R. Jacobs and Theda Skocpol--two of the nation's leading experts on politics and health care policy--provide a concise and accessible overview. They explain the political battles of 2009 and 2010, highlighting White House strategies, the deals Democrats cut with interest groups, and the impact of agitation by Tea Partiers and progressives. Jacobs and Skocpol spell out what the new law can do for everyday Americans, what it will cost, and who will pay. Above all, they explain what comes next, as critical yet often behind-the-scenes battles rage over implementing reform nationally and in the fifty states. Affordable Care might end up being weakened. But, like Social Security and Medicare, it could also gain strength and popularity as the majority of Americans learn what it can do for them.

In *Unmanageable Care*, anthropologist Jessica M. Mulligan goes to work at an HMO and records what it's really like to manage care. Set at a health insurance company dubbed Acme, this book chronicles how the privatization of the health care system in Puerto Rico transformed the experience of accessing and providing care on the island. Through interviews and participant observation, the book explores the everyday contexts in which market reforms were

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enacted. It follows privatization into the compliance department of a managed care organization, through the visits of federal auditors to a health plan, and into the homes of health plan members who recount their experiences navigating the new managed care system. In the 1990s and early 2000s, policymakers in Puerto Rico sold off most of the island's public health facilities and enrolled the poor, elderly and disabled into for-profit managed care plans. These reforms were supposed to promote efficiency, cost-effectiveness, and high quality care. Despite the optimistic promises of market-based reforms, the system became more expensive, not more efficient; patients rarely behaved as the expected health-maximizing information processing consumers; and care became more chaotic and difficult to access. Citizens continued to look to the state to provide health services for the poor, disabled, and elderly. This book argues that pro-market reforms failed to deliver on many of their promises. The health care system in Puerto Rico was dramatically transformed, just not according to plan.

Longlisted for the National Book Award New York Times Bestseller A former Wall Street quant sounds an alarm on the mathematical models that pervade modern life -- and threaten to rip apart our social fabric We live in the age of the algorithm. Increasingly, the decisions that affect our lives--where we go to school, whether we get a car loan, how much we pay for health insurance--are being made not by humans, but by mathematical models. In theory, this should lead to greater fairness: Everyone is judged according to the same rules, and bias is eliminated. But as Cathy O'Neil reveals in this urgent and necessary book, the opposite is true. The models being used today are opaque, unregulated, and uncontestable, even when they're wrong. Most troubling, they reinforce discrimination: If a poor student can't get a loan because a lending model deems him too risky (by virtue of his zip code), he's then cut off from the kind

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of education that could pull him out of poverty, and a vicious spiral ensues. Models are propping up the lucky and punishing the downtrodden, creating a "toxic cocktail for democracy." Welcome to the dark side of Big Data. Tracing the arc of a person's life, O'Neil exposes the black box models that shape our future, both as individuals and as a society. These "weapons of math destruction" score teachers and students, sort r sum s, grant (or deny) loans, evaluate workers, target voters, set parole, and monitor our health. O'Neil calls on modelers to take more responsibility for their algorithms and on policy makers to regulate their use. But in the end, it's up to us to become more savvy about the models that govern our lives. This important book empowers us to ask the tough questions, uncover the truth, and demand change. -- Longlist for National Book Award (Non-Fiction) -- Goodreads, semi-finalist for the 2016 Goodreads Choice Awards (Science and Technology) -- Kirkus, Best Books of 2016 -- New York Times, 100 Notable Books of 2016 (Non-Fiction) -- The Guardian, Best Books of 2016 -- WBUR's "On Point," Best Books of 2016: Staff Picks -- Boston Globe, Best Books of 2016, Non-Fiction

From Erin Brockovich to Enron, whistleblowers who “challenge abuses of power that betray the public trust” have proven to be an unfortunate necessity in modern business culture. Their efforts to report crimes, fraud, and dangers to public health and safety have saved millions of lives and billions of dollars of shareholder value – and had we heeded the warnings of whistleblowers, perhaps disasters such as the Bernie Madoff scandal and the Lehman Brothers meltdown could have been averted. Recent federal legislation in finance and health reform have cemented legal protections and mechanisms for whistleblowing. This book provides a thorough guide and history to the whistleblower's legal rights. The ultimate survival

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guide, it provides advice on getting help and finding allies, warns that retaliation is often the reward for "committing the truth" and shows how to weather the storm. With extensive legal texts, sample letters, resources, and information on upcoming whistleblower reforms, this is the ultimate source on the subject.

Top 10 Modern Westerns for 2016 by True West Magazine Top Books for 2015 by Strand Magazine "Reavis Z. Wortham is the real thing: a literary voice that's gut-bucket Americana delivered with a warm and knowing Texas twang." —CJ Box, #1 New York Times bestselling author At the tail end of 1967, the Parker family once again finds it impossible to hide from a world spinning out of control. Fourteen-year-old Top still can't fit in with their Center Springs, Texas, community or forget recent, vicious crimes. His near-twin cousin Pepper, desperate to escape her own demons, joins the Flower Children flocking to California—just as two businessmen are kidnapped and murdered in the Red River bottoms on the same night a deadly hit and run kills a farmer. Constable Ned Parker wonders if these crimes are connected, but he goes after Pepper, leaving the investigation with Sheriff Cody Parker. Parker hires Deputy Anna Sloan, an investigator with an eye toward detail as everyone is eyeing her. Yet it is instinct that propels her after killers through a world nearly forgotten, the hunt's backdrop one of continuous rain, gloomy skies, and floods. When she's ambushed, the investigation accelerates into gunfire, chases, and hair-raising suspense. What of Pepper? Out on Route 66, the Mother Road to California, a man named Crow isn't what he seems. Lies, deceptions, and a band of outlaw motorcyclists proves to the Parkers that no matter where you turn, no matter what you do, the world is full of such darkness that even grandmothers are capable of unspeakable deeds. Best Small Fictions of 2015 by The Dallas Morning News Will Rogers

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Medallion Award 2016 Honorable Mention, Western Fiction

Analyzes the growing divide between the incomes of the wealthy class and those of middle-income Americans, exonerating popular suspects to argue that the nation's political system promotes greed and under-representation.

New York Times bestseller Business Book of the Year--Association of Business Journalists
From the New York Times bestselling author comes an eye-opening, urgent look at America's broken health care system--and the people who are saving it--now with a new Afterword by the author. "A must-read for every American." --Steve Forbes, editor-in-chief, FORBES One in five Americans now has medical debt in collections and rising health care costs today threaten every small business in America. Dr. Makary, one of the nation's leading health care experts, travels across America and details why health care has become a bubble. Drawing from on-the-ground stories, his research, and his own experience, *The Price We Pay* paints a vivid picture of the business of medicine and its elusive money games in need of a serious shake-up. Dr. Makary shows how so much of health care spending goes to things that have nothing to do with health and what you can do about it. Dr. Makary challenges the medical establishment to remember medicine's noble heritage of caring for people when they are vulnerable. *The Price We Pay* offers a road map for everyday Americans and business leaders to get a better deal on their health care, and profiles the disruptors who are innovating medical care. The movement to restore medicine to its mission, Makary argues, is alive and well--a mission that can rebuild the public trust and save our country from the crushing cost of health care. The preeminent doctor and bioethicist Ezekiel Emanuel is repeatedly asked one question: Which country has the best healthcare? He set off to find an answer. The US spends more

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than any other nation, nearly \$4 trillion, on healthcare. Yet, for all that expense, the US is not ranked #1 -- not even close. In Which Country Has the World's Best Healthcare? Ezekiel Emanuel profiles eleven of the world's healthcare systems in pursuit of the best or at least where excellence can be found. Using a unique comparative structure, the book allows healthcare professionals, patients, and policymakers alike to know which systems perform well, and why, and which face endemic problems. From Taiwan to Germany, Australia to Switzerland, the most inventive healthcare providers tackle a global set of challenges -- in pursuit of the best healthcare in the world.

A doctor's life gets turned upside by a dangerous new technology in this thought-provoking medical thriller from #1 New York Times bestselling author Robin Cook. George Wilson, M.D., a radiology resident in Los Angeles, is about to enter a profession on the brink of an enormous paradigm shift, foreshadowing a vastly different role for doctors everywhere. The smartphone is poised to take on a new role in medicine, no longer as a mere medical app but rather as a fully customizable personal physician capable of diagnosing and treating even better than the real thing. It is called iDoc. George's initial collision with this incredible innovation is devastating. He awakens one morning to find his fiancée dead in bed alongside him, not long after she participated in an iDoc beta test. Then several of his patients die after undergoing imaging procedures. All of them had been part of the same beta test. Is it possible that iDoc is being subverted by hackers—and that the U.S. government is involved in a cover-up? Despite threats to both his career and his freedom, George relentlessly seeks the truth, knowing that if he's right, the consequences could be lethal.

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Care and Deceiving Americans Bloomsbury Publishing USA

Basics of the U.S. Health Care System, Third Edition provides students with a broad, fundamental introduction to the workings of the healthcare industry. Engaging and activities-oriented, the text offers an especially accessible overview of the major concepts of healthcare operations, the role of government, public and private financing, as well as ethical and legal issues. Each chapter features review exercises and Web resources that make studying this complex industry both enjoyable and easy. Students of various disciplines--including healthcare administration, business, nursing, public health, and others--will discover a practical guide that prepares them for professional opportunities in this rapidly growing sector. While modern Americans strive to control nearly every aspect of their lives, many of us abandon control of life's final passage. But the realities of twenty-first-century medicine will allow most of us to have a say in how, when, and where we die, so we need to make decisions here, too. Through compelling real-life stories and practical guidance, this book helps readers navigate end-of-life care for themselves and their loved ones. The Better End is about hope, empowerment, and inspiration. What we choose for our end-of-life care depends on accurate information and on our personal values. We need not only to understand new medical advances but also to appreciate the wisdom of humanity's past and present. Dan Morhaim, a practicing physician and Maryland state legislator, guides readers through the medical and legal maze of end-of-life care. He details the care choices available to patients and explains why living wills and advance directives are a necessity for every American. He tells readers where to find free and readily available living wills and advance directives and why it is so important for everyone—young and old—to complete them. Dr. Morhaim helps readers keep

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decisions in their own hands and spare their families the uncertainty and trauma of guessing about their end-of-life wishes. With this book, he breaks down the barriers to a difficult but essential topic, helping readers to open this often avoided discussion with their loved ones and providing the information and guidance needed to ensure that deeply held values are reflected and honored. -- Montel Williams

Offers research on the development, organization, and operation of the child's brain. This volume outlines for educators the essence of the burgeoning fields of brain research specifically focusing on the child's brain. Exploring the ageless questions of how do we learn, acquire knowledge, process information and what is memory, and additionally what are the organisational, curricular and instructional implications for educators. This issue discusses the breakthroughs of computer science in understanding brain functions, research into the hemispheric processes of the brain and the emerging area of cognitive science, in relation to educators and the translation of recent brain research into practice.

A framework for formalizing risk management thinking intoday's complex business environment Security Risk Management Body of Knowledge details thesecurity risk management process in a format that can easily beapplied by executive managers and security risk managementpractitioners. Integrating knowledge, competencies, methodologies,and applications, it demonstrates how to document and incorporatebest-practice concepts from a range of complementarydisciplines. Developed to align with International Standards for RiskManagement such as ISO 31000 it enables professionals to applysecurity risk management (SRM) principles to specific areas ofpractice. Guidelines are provided for: Access Management; BusinessContinuity and Resilience; Command, Control,

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and Communications; Consequence Management and Business Continuity Management; Counter-Terrorism; Crime Prevention through Environmental Design; Crisis Management; Environmental Security; Events and Mass Gatherings; Executive Protection; Explosives and Bomb Threats; Home-Based Work; Human Rights and Security; Implementing Security Risk Management; Intellectual Property Protection; Intelligence Approach to SRM; Investigations and Root Cause Analysis; Maritime Security and Piracy; Mass Transport Security; Organizational Structure; Pandemics; Personal Protective Practices; Psychology of Security; Red Teaming and Scenario Modeling; Resilience and Critical Infrastructure Protection; Asset-, Function-, Project-, and Enterprise-Based Security Risk Assessment; Security Specifications and Postures; Security Training; Supply Chain Security; Transnational Security; and Travel Security. Security Risk Management Body of Knowledge is supported by a series of training courses, DVD seminars, tools, and templates. This is an indispensable resource for risk and security professional, students, executive management, and line managers with security responsibilities.

The story of a "squawman," as whites married to Indian women were called. In 1840, in Colorado, Joseph Janis tries to create a settlement of such families, but is turned down by the U.S. government and given a choice: remain on his homestead without his wife, or join her on a reservation. He chooses the latter. By the author of Duhamel: Ideas of Order in Little Canada.

"The little girl I was would have been thrilled to encounter Meilan... having found a character who embraces the complexity of being both Chinese and American, I would

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have been able to echo her words: 'I am not alone.'" —New York Times Book Review by Jean Kwok

A family feud before the start of seventh grade propels Meilan from Boston's Chinatown to rural Ohio, where she must tap into her inner strength and sense of justice to make a new place for herself in this resonant debut. Meilan Hua's world is made up of a few key ingredients: her family's beloved matriarch, Nai Nai; the bakery her parents, aunts, and uncles own and run in Boston's Chinatown; and her favorite Chinese fairy tales. After Nai Nai passes, the family has a falling-out that sends Meilan, her parents, and her grieving grandfather on the road in search of a new home. They take a winding path across the country before landing in Redbud, Ohio. Everything in Redbud is the opposite of Chinatown, and Meilan's not quite sure who she is--being renamed at school only makes it worse. She decides she is many Meilans, each inspired by a different Chinese character with the same pronunciation as her name. Sometimes she is Mist, cooling and invisible; other times, she's Basket, carrying her parents' hopes and dreams and her guilt of not living up to them; and occasionally she is bright Blue, the way she feels around her new friend Logan. Meilan keeps her facets separate until an injustice at school shows her the power of bringing her many selves together. *The Many Meanings of Meilan*, written in stunning prose by Andrea Wang, is an exploration of all the things it's possible to grieve, the injustices large and small that make us rage, and the peace that's unlocked when we learn to find home within ourselves.

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How We Do Harm exposes the underbelly of healthcare today—the overtreatment of the rich, the under treatment of the poor, the financial conflicts of interest that determine the care that physicians' provide, insurance companies that don't demand the best (or even the least expensive) care, and pharmaceutical companies concerned with selling drugs, regardless of whether they improve health or do harm. Dr. Otis Brawley is the chief medical and scientific officer of The American Cancer Society, an oncologist with a dazzling clinical, research, and policy career. How We Do Harm pulls back the curtain on how medicine is really practiced in America. Brawley tells of doctors who select treatment based on payment they will receive, rather than on demonstrated scientific results; hospitals and pharmaceutical companies that seek out patients to treat even if they are not actually ill (but as long as their insurance will pay); a public primed to swallow the latest pill, no matter the cost; and rising healthcare costs for unnecessary—and often unproven—treatments that we all pay for. Brawley calls for rational healthcare, healthcare drawn from results-based, scientifically justifiable treatments, and not just the peddling of hot new drugs. Brawley's personal history – from a childhood in the gang-ridden streets of black Detroit, to the green hallways of Grady Memorial Hospital, the largest public hospital in the U.S., to the boardrooms of The American Cancer Society—results in a passionate view of medicine and the politics of illness in America - and a deep understanding of healthcare today. How We Do Harm is his well-reasoned manifesto for change.

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Basic Concepts of Health Care Human Resource Management is a comprehensive overview of the role of Human Resource Management (HRM) in all aspects of healthcare management. Beginning with a survey of HRM, from its beginnings to present-day trends, the text moves on to cover state and federal healthcare laws, codes of ethics, staffing organizations, training and development, employee relations, and long-term planning.

In the epic fifth installment in this “compulsively readable” (People) series, Galbraith’s “irresistible hero and heroine” (USA Today) take on the decades-old cold case of a missing doctor, one which may be their grisliest yet. Private Detective Cormoran Strike is visiting his family in Cornwall when he is approached by a woman asking for help finding her mother, Margot Bamborough—who went missing in mysterious circumstances in 1974. Strike has never tackled a cold case before, let alone one forty years old. But despite the slim chance of success, he is intrigued and takes it on; adding to the long list of cases that he and his partner in the agency, Robin Ellacott, are currently working on. And Robin herself is also juggling a messy divorce and unwanted male attention, as well as battling her own feelings about Strike. As Strike and Robin investigate Margot’s disappearance, they come up against a fiendishly complex case with leads that include tarot cards, a psychopathic serial killer and witnesses who cannot all be trusted. And they learn that even cases decades old can prove to be deadly . . .

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A blistering narrative account of the negligence and greed that pushed all of Wall Street into chaos and the country into a financial crisis. At the beginning of March 2008, the monetary fabric of Bear Stearns, one of the world's oldest and largest investment banks, began unraveling. After ten days, the bank no longer existed, its assets sold under duress to rival JPMorgan Chase. The effects would be felt nationwide, as the country suddenly found itself in the grip of the worst financial mess since the Great Depression. William Cohan exposes the corporate arrogance, power struggles, and deadly combination of greed and inattention, which led to the collapse of not only Bear Stearns but the very foundations of Wall Street.

Tra-la-laaa! Dav Pilkey -- ahem -- we mean, George and Harold, the authors of SUPER DIAPER BABY, are back with their second epic novel!

A family doctor reveals with startling evidence how commercial interests have eroded the excellence of American medicine.

In his acclaimed memoir *Intern*, Sandeep Jauhar chronicled the formative years of his residency at a prestigious New York City hospital. *Doctored*, his harrowing follow-up, observes the crisis of American medicine through the eyes of an attending cardiologist. Hoping for the stability he needs to start a family, Jauhar accepts a position at a massive teaching hospital on the outskirts of Queens. With a decade's worth of elite medical training behind him, he is eager to settle down and reap the rewards of countless sleepless nights. Instead, he is confronted with sobering truths. Doctors'

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morale is low and getting lower. Blatant cronyism determines patient referrals, corporate ties distort medical decisions, and unnecessary tests are routinely performed in order to generate income. Meanwhile, a single patient in Jauhar's hospital might see fifteen specialists in one stay and still fail to receive a full picture of his actual condition. Provoked by his unsettling experiences, Jauhar has written an introspective memoir that is also an impassioned plea for reform. With American medicine at a crossroads, *Doctored* is the important work of a writer unafraid to challenge the establishment and incite controversy.

An Introduction to e-Business provides the contemporary knowledge of the key issues affecting the modern e-business environment and links theory and practice of management strategies relating to e-business. This book brings together the most cogent themes for an introduction to e-business and constitutes a valuable contribution to formalising common themes for teaching the subject in higher education. It brings together theoretical perspectives based on academic research and the application of e-business strategies. These concepts are further explored in the six case studies that follow the set chapters. This new textbook integrates the main themes to provide a complete picture of the key elements relevant to an introductory text in e-business. To fully appreciate the e-business environment it is necessary to understand the links between the different disciplines that come together to form

Lawrence Sanders concludes his bestselling Commandment series with a sizzling tale of hot-blooded lust and stone-cold murder *Nothing gets by Dora Conti*. Her latest case brings the tough-as-nails claims adjuster to the mean streets of New York, where Lewis Starrett, a

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wealthy society jeweler, has been fatally stabbed. Though the killer was apparently an amateur, there was a lot of power behind the knife's thrust. The victim lived in an eighteen-room duplex on Fifth Avenue with his wife, daughter, son, and daughter-in-law. Conti must look into the lives of this privileged clan before deciding whether to pay out Lewis Starrett's life insurance policy. As it turns out, their family affairs are a seething viper's nest of lust, adultery, and escalating violence. The body count rises—along with Conti's growing desire for burnt-out cop John Wenden.

Our consumer society needs a reality check. The landfills are overflowing, the oceans are full of plastic, North American money is now used by China to buy more weapons, and still we think a product that lasts only 4 years is a good one. This book contains over 170 tips, tricks and hacks to help you repair, reuse, lead a simpler life and save money. We have entered a Grand Solar Minimum and it will get colder. This is your Darwin Moment. Survival will no longer be simple, but if you are prepared it will be easier. Inside is a guide inspired by the wisdom of the do-it-yourselfers of 100 years ago. Find out how to use tools, make things last longer, repair them when they break and live a simpler life. Make something at adult education night. Find out which tools are actually useful. How to remove a car engine in your back yard. Get through snow drifts using snow The uses of a come-along winch. Strengthen weak and wobbly furniture. Bend metal with a metal bender. Repair broken windows and dripping taps. Reset the oven temperature on your electric stove. What to do about a "bang" in the fridge. Fix your electric stove elements. Repair a screen and frustrate the mosquitos. The basics of lumber and what is not lumber. Using a table saw, countersink and hand plane. How to get rid of pests: rats, bugs, ants and wasps. Finding the hydraulic oil filter on your tractor. How

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growing trees in your yard affect your wood stove. Why you should get your wood stove very hot in the morning. The challenges of life in the country and how to meet them. Staying warm with wood heat. Knowing what questions to ask. Getting good stuff for FREE. The ideas and information presented in this book will inspire you and give you great confidence that taking charge of your possessions and your life is not only easy, it is fun, and more rewarding than just buying something new. IT IS EASY AND YOU CAN DO IT!!

James M. Cain, virtuoso of the roman noir, gives us a tautly narrated and excruciatingly suspenseful story in *Double Indemnity*, an X-ray view of guilt, of duplicity, and of the kind of obsessive, loveless love that devastates everything it touches. Walter Huff was an insurance salesman with an unfailing instinct for clients who might be in trouble, and his instinct led him to Phyllis Nirdlinger. Phyllis wanted to buy an accident policy on her husband. Then she wanted her husband to have an accident. Walter wanted Phyllis. To get her, he would arrange the perfect murder and betray everything he had ever lived for.

Navigating Austerity addresses a key policy question of our era: what happens to society and the environment when austerity dominates political and economic life? To get to the heart of this issue, Laura Bear tells the stories of boatmen, shipyard workers, hydrographers, port bureaucrats and river pilots on the Hooghly River, a tributary of the Ganges that flows into the Bay of Bengal and Indian Ocean. Through their accounts, Bear traces the hidden currents of state debt crises and their often devastating effects. Taking the reader on a voyage along the river, Bear reveals how bureaucrats, entrepreneurs and workers navigate austerity policies. Their attempts to reverse the decline of ruined public infrastructures, environments and urban spaces lead Bear to argue for a radical rethinking of economics according to a social calculus.

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This is a critical measure derived from the ethical concerns of people affected by national policies. It places issues of redistribution and inequality at the fore of public and environmental plans. Concluding with proposals for restoring more just long term social obligations, Bear suggests new practices of state financing and ways to democratize fiscal policy. Her aim is to transform sovereign debt from a financial problem into a widely debated ethical and political issue. Navigating Austerity contributes to policy studies as well as to the understanding of today's global injustices. It also develops new theories about the significance of state debt, speculation and time for contemporary capitalism. Sited on a single body of water flowing with rhythms of circulation, renewal and transformation, this ambitious and accessible book will be of interest to specialists and general readers.

On January 1, 2014, the most important consumer protections in ObamaCare (the Affordable Care Act) go into effect. With both supporters and opponents of the law debating its merits and its controversial rollout, there is a need for “news-you-can-use” types of resources from credible third parties. Enter Wendell Potter, author of *Deadly Spin* and former health insurance executive. *Obamacare: What's in It for Me?* is the authoritative source for Americans needing to know how the law will affect them and their families: How will it affect the millions of Americans who already have coverage through their employers? People who work for small companies that don't offer coverage? The unemployed? People who are in their 20s, 30s and 40s, some of whom may find that coverage costs them more than before? Older Americans not yet eligible for Medicare, many of whom will be able to get much more affordable coverage? Medicare beneficiaries? Low-to moderate income individuals and families? People with pre-existing conditions? Children? As a former insurance industry insider and now a recognized

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expert on ObamaCare, Wendell Potter is perfectly positioned to explain to a wide audience, hungry for the real story (without the spin), of just what this health care overhaul means for all of us.

This book demonstrates how to successfully manage and lead healthcare institutions by employing the logic of business model innovation to gain competitive advantages. Since clerk-like routines in professional organizations tend to overlook patient and service-centered healthcare solutions, it challenges the view that competition and collaboration in the healthcare sector should not only incorporate single-end services, therapies or diagnosis related groups. Moreover, the authors focus on holistic business models, which place greater emphasis on customer needs and put customers and patients first. The holistic business models approach addresses topics such as business operations, competitiveness, strategic business objectives, opportunities and threats, critical success factors and key performance indicators. The contributions cover various aspects of service business innovation such as reconfiguring the hospital business model in healthcare delivery, essential characteristics of service business model innovation in healthcare, guided business modeling and analysis for business professionals, patient-driven service delivery models in healthcare, and continuous and co-creative business model creation. All of the contributions introduce business models and strategies, process innovations, and toolkits that can be applied at the managerial level, ensuring the book will be of interest to healthcare professionals, hospital managers and consultants, as well as scholars, whose focus is on improving value-generating and competitive business architectures in the healthcare sector.

That's how Wendell Potter introduced himself to a Senate committee in June 2009. He proceed

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to explain how insurance companies make promises they have no intention of keeping, how they flout regulations designed to protect consumers, and how they make it nearly impossible to understand information that the public needs. Potter quit his high-paid job as head of public relations at a major insurance corporation because he could no longer abide the routine practices of the insurance industry, policies that amounted to a death sentence for thousands of Americans every year. In *Deadly Spin*, Potter takes readers behind the scenes of the insurance industry to show how a huge chunk of our absurd healthcare expenditures actually bankrolls a propaganda campaign and lobbying effort focused on protecting one thing: profits. With the unique vantage of both a whistleblower and a high-powered former insider, Potter moves beyond the healthcare crisis to show how public relations works, and how it has come to play a massive, often insidious role in our political process-and our lives. This important and timely book tells Potter's remarkable personal story, but its larger goal is to explain how people like Potter, before his change of heart, can get the public to think and act in ways that benefit big corporations-and the Wall Street money managers who own them.

The highly anticipated, #1 New York Times bestselling sequel to *One of Us Is Lying!* There's a new mystery to solve at Bayview High, and there's a whole new set of rules. Come on, Bayview, you know you've missed this. A ton of copycat gossip apps have popped up since Simon died, but in the year since the Bayview four were cleared of his shocking death, no one's been able to fill the gossip void quite like he could. The problem is no one has the facts. Until now. This time it's not an app, though—it's a game. Truth or Dare. Phoebe's the first target. If you choose not to play, it's a truth. And hers is dark. Then comes Maeve and she should know better—always choose the dare. But by the time Knox is about to be tagged, things have

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gotten dangerous. The dares have become deadly, and if Maeve learned anything from Bronwyn last year, it's that they can't count on the police for help. Or protection. Simon's gone, but someone's determined to keep his legacy at Bayview High alive. And this time, there's a whole new set of rules. "Few craft teen suspense like McManus." --Entertainment Weekly "A thriller from one of the best writers in the YA mystery genre, *One of Us Is Next* delivers more shocking surprises and twists you won't see coming." --PASTE

The necessity of raising huge sums of campaign cash has completely changed the character of politics and policy making, determining what elected representatives stand for and how they spend their time. Potter and Penniman expose legalized corruption and link it to the kitchen-table issues citizens face every day. They introduce us to the army of reformers laying the groundwork for change, ready to be called into action, hoping to lay bare the reach of moneyed interests and chart a way toward the recovery of America's original promise.

Foreword by Harvey V. Fineberg, President of the Institute of Medicine For decades, experts have puzzled over why the US spends more on health care but suffers poorer outcomes than other industrialized nations. Now Elizabeth H. Bradley and Lauren A. Taylor marshal extensive research, including a comparative study of health care data from thirty countries, and get to the root of this paradox: We've left out of our tally the most impactful expenditures countries make to improve the health of their populations--investments in social services. In *The American Health Care Paradox*, Bradley and Taylor illuminate how narrow definitions of "health care," archaic divisions in the

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distribution of health and social services, and our allergy to government programs combine to create needless suffering in individual lives, even as health care spending continues to soar. They show us how and why the US health care "system" developed as it did; examine the constraints on, and possibilities for, reform; and profile inspiring new initiatives from around the world. Offering a unique and clarifying perspective on the problems the Affordable Care Act won't solve, this book also points a new way forward.

Consumer protection advocate Ralph Nader praised *Solved! Curing Your Medical Insurance Problems*: "Who hasn't been bewildered and outraged by lengthy, inscrutable medical bills and the tricky ways of the health insurers?Learn what to watch out for in this volume by authors who know the inside ways of sellers who try to take you to the cleaners." Some say, "You get what you pay for." If only this were true! Too often, consumers find themselves paying much more than they expected, getting much less than they bargained for. Medical care is no exception. In their book, the authors show readers how to spot over-charges by providers, under-reimbursements by insurers, and inappropriate denials by insurers and government employees. Furthermore, they presented steps to take to prevent being victimized by "the system." And what is the system? In America, it is a hybrid of private healthcare providers, massive insurance companies, and governments at the state and national levels. Unlike Britain with its single-payer National Health System, this public-private mixed-breed creates the need

