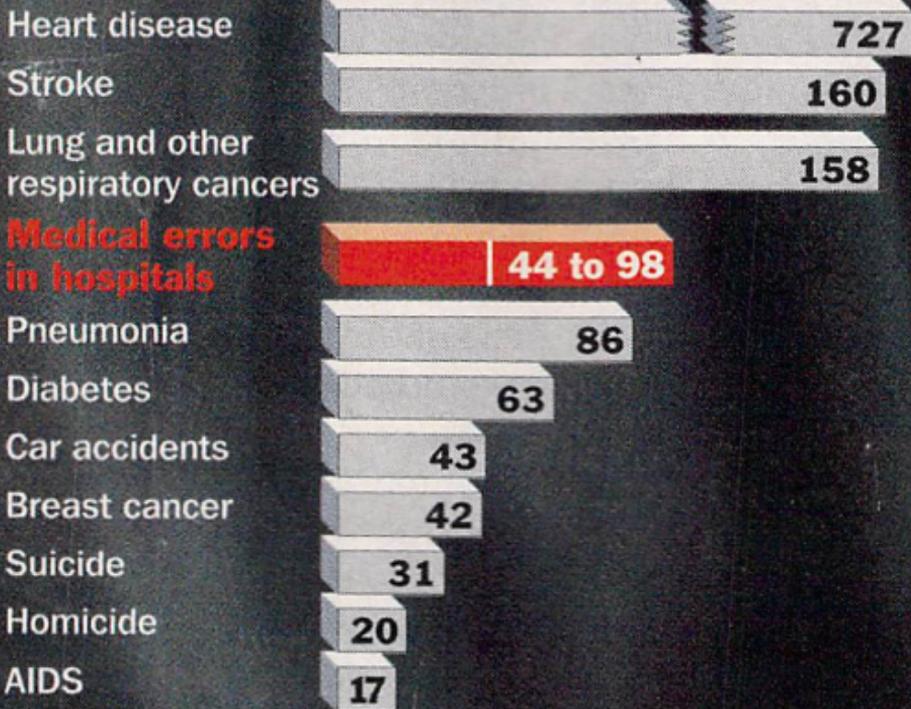


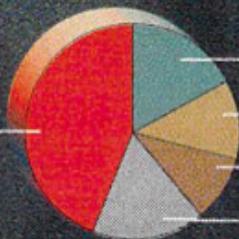
MISTAKES TAKE THEIR TOLL

Number of deaths in the U.S. in thousands, 1997



Types of errors

Technical errors
44%



Diagnosis 17%

Failure to prevent injury 12%

Drug 10%

Other 17%