

Whack-a-Mole Info Sheet

Whack-a-Mole: The Price We Pay For Expecting Perfection

David Marx

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About the Author

Trained as an engineer and lawyer, David Marx is a commentator and activist. His concepts for managing socio-technical systems can be seen in the practices of high-consequence industries around the world, from NASA to railroads, from airlines to healthcare. David has served as an advisor to the Federal Aviation Administration's human factors program and the Federal Agency for Healthcare Research and Quality in its quest for a safer healthcare system. Today, he is CEO of Outcome Engineering, a Dallas-based research and consulting practice that educates regulators, organizations and the public on pathways toward a safer world.

Synopsis

Whack-a-Mole explores the role of human error in society, from aviation and healthcare, to driving and parenting—and where accountability rests for those errors, especially when they take the life of another. David Marx argues that regulatory and human resource prohibitions, along with the criminal prosecution of human error, have been counter-productive to helping society deal with the risks and consequences of human fallibility. Marx advocates a different approach to addressing our shared fallibility.

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