It resonates deeply because it calls attention to the importance of listening to patients and their families,. the need for effective communication among healthcare professionals, and the implementation of checks and balances in healthcare processes.As a result, Cal suffered from cerebral palsy and hearing loss.Sue Sheridan's response to these tragic events was to become a leading advocate for patient safety, emphasizing the importance of communication, transparency, and systems to prevent such errors.She has worked with various organizations, including the World Health Organization, to promote patient safety and improve healthcare systems worldwide.However, due to a series of miscommunications and errors, the severity of his condition was not recognized, and he did not receive the timely treatment he needed.Her story underscores the devastating impact of medical errors and the critical need for systemic changes to prevent them.Sue Sheridan became an advocate for patient safety after her family experienced two significant medical errors.The first involved her husband, Pat, who was diagnosed with a benign brain tumor.However, after surgery, a pathology slide that would have shown cancer was misread, and as a result, the cancer diagnosis was missed.This led to a condition called kernicterus, a .form of brain damage caused by excessive jaundice

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