Read the following two studies. Be sure to read the entire articles, not just the abstracts.

* Abraham, J., Sick, B., Anderson, J., Berg, A., Dehmer, C., &Tufano, A. (2011). [Selecting a provider: What factors influence patients' decision making?](http://www.biomedsearch.com/article/Selecting-provider-what-factors-influence/271594409.html) *Journal of Healthcare Management*, *56* (2), 99–114.

<http://www.biomedsearch.com/article/Selecting-provider-what-factors-influence/271594409.html>

* Chullen, C. L., Dunford, B. B., Angermeier, I., Boss, R. W., & Boss, A. D. (2011). [Minimizing deviant behavior in healthcare organizations: The effects of supportive leadership and job design](http://web.ebscohost.com.southuniversity.libproxy.edmc.edu/ehost/detail?sid=17d2c4b5-20d1-4a4a-9d69-555748989e84%40sessionmgr114&vid=1&hid=128&bdata=JnNpdGU9ZWhvc3QtbGl2ZQ%3d%3d#db=a9h&AN=59397730). *Journal of Healthcare Management*, *55*(6), 381–397.

<http://web.b.ebscohost.com.southuniversity.libproxy.edmc.edu/ehost/detail/detail?sid=79caa493-b1e2-4937-abef-022568d02409%40sessionmgr120&vid=0&hid=102&bdata=JnNpdGU9ZWhvc3QtbGl2ZSZzY29wZT1zaXRl>