Quality & Safety in Health Care



Contents

Editorial

2 Handovers and Debussy



D P Stevens

Commentary



Structuring flexibility: the potential good, bad and ugly in standardisation of handovers

E S Patterson

Education and training



Adequacy of information transferred at resident sign-out (inhospital handover of care): a prospective survey *S M Borowitz, L A Waggoner-Fountain, E J Bass, R M Sledd*



A theoretical framework and competencybased approach to improving handoffs V M Arora, J K Johnson, D O Meltzer,

H J Humphrey

- 15 Integrating the chronic-care model and the ACGME competencies: using shared medical appointments to focus on systems-based practice S R Kirsh, D C Aron
- Patient-actor perception of care: a comparison of obstetric emergency training using manikins and patient-actors J F Crofts, C Bartlett, D Ellis, C Winter, F Donald, L P Hunt, T J Draycott

Organisational matters

- 25 Intensive care unit nurses' perceptions of safety after a highly specific safety intervention N C Elder, S M Brungs, M Nagy, I Kudel, M L Render
- 31 What is quality and how is it achieved? Practitioners' views versus quality models P Hudelson, A Cléopas, V Kolly, P Chopard, T Perneger

February 2008 Vol 17 No 1

Error management

- 37 Effective interventions and implementation strategies to reduce adverse drug events in the Veterans Affairs (VA) system P D Mills, J Neily, L M Kinney, J Bagian, W B Weeks
- **47** Adverse outcomes after discharge: occurrence, treatment and determinants *P J Marang-van de Mheen, N van Duijn-Bakker, J Kievit*
- Patient safety events reported in general practice: a taxonomy M A B Makeham, S Stromer, C Bridges-Webb, M Mira, D C Saltman, C Cooper, M R Kidd
- 58 Comparing measures of patient safety for inpatient care provided to veterans within and outside the VA system in New York W B Weeks, A N West, A K Rosen, I P Bagian

Original articles

- Patient race/ethnicity, age, gender and education are not related to preference for or response to disclosure C Hobgood, J H Tamayo-Sarver, B Weiner
- 71 Communication gaps and readmissions to hospital for patients aged 75 years and older: observational study E M A Witherington,
 O M Pirzada, A J Avery

Heroes and martyrs

76 Homeopathy or regular medicine? Cook County Hospital, Chicago, Illinois, 1882–1887: evidence, politics, customer choice and provider perceptions at work D Neuhauser, M Diaz

PostScript

- **79** Practice guidelines for haemodialysis in Egypt *M F Allam*
- **79** Impact of the European Working Time Directive on specialty training *A R L Medford*

EDITOR'S

This article has been chosen by the Editor to be of special interest or importance and is freely available online.



Articles carrying the Unlocked Logo are freely available online under the BMJ Journals unlocked scheme.

See http://qshc.bmj.com/info/unlocked.dtl



www.publicationethics.org.uk This journal is amember of and subscribes to the principles of the Committee on Publication Ethics