Subject index

accreditation, Accreditation of general practices: challenges and lessons, **129**
adverse drug events, Adverse drug event trigger tool: a practical methodology for measuring medication related harm, **194**
Adverse drug events: what's the truth?, **165**
adverse drug reactions, Multidisciplinary medication review in nursing home residents: what are the most significant drug-related problems? The Bergen District Nursing Home (BEDNURS) study, **176**
adverse events, Case record review of adverse events: a new approach, **411**
Psychological contribution to the understanding of adverse events in health care, **453**
Reviewing case record review, **402**
Tracking adverse events in RCTs: lack of agreement among regulatory institutions, **234**
ambulatory health care, From aviation to medicine: applying concepts of aviation safety to risk management in ambulatory care, **35**
anaesthesia, The value of personal professional monitoring performance data and open disclosure policies in anaesthetic practice: a case report, **295**
automation technology, Less is (sometimes) more in cognitive engineering: the role of automation technology in improving patient safety, **291**

bimonthly publication, QSHC 2003: now bimonthly, **7**
blame culture, A tragic death: a time to blame or a time to learn?, **321**

cancer, Randomised controlled trial of a shared care programme for newly referred cancer patients: bridging the gap between general practice and hospital, **263**
Shared care: step down or step up?, **242**
cardiovascular disease, Intensive support to improve clinical decision making in cardiovascular care: a randomised controlled trial in general practice, **181**
case mix, Analysing differences in clinical outcomes between hospitals, **257**
case record review, Case record review of adverse events: a new approach, **411**
case record review, Reviewing case record review, **402**
cataract surgery, Views of older people on cataract surgery options: an assessment of preferences by conjoint analysis, **13**
change management, A crisis in maternity services: the courage to be wrong, **398**
Evaluating the culture of safety, **401**
Evaluation of the culture of safety: survey of clinicians and managers in an academic medical center, **405**
Healthcare leaders test a proven business strategy, **477**
Understanding and learning from organisational failure, **81**
child protection, Learning from tragedies: clinical lessons from the Climbié report, **82**
children, Effects of interventions for the treatment of nocturnal enuresis in children, **390**
The prevention and treatment of childhood obesity, **65**
classic paper, The hazards of hospitalization, **58**
clinical audit, Are audits wasting resources by measuring the wrong things? A survey of methods used to select audit review criteria, **24**
Directory of clinical databases: improving and promoting their use, **348**
clinical databases, Basing decisions on better quality routine clinical data, **327**
clinical effectiveness, Accessing the online evidence: a guide to key sources of research information on clinical and cost effectiveness, **229**
clinical governance, Are audits wasting resources by measuring the wrong things? A survey of methods used to select audit review criteria, **24**
Directory of clinical databases: improving and promoting their use, **348**
Errors in general practice: development of an error classification and pilot study of a method for detecting errors, **443**
Is it possible and worth keeping track of deaths within general practice? Results of a 15 year observational study, **337**
Monitoring clinical outcomes in primary care, **325**
clinical guidelines, About time: diagnostic guidelines that help clinicians, **205**
clinical practice guidelines, Deriving recommendations in clinical practice guidelines, **328**
Ethnic specific recommendations in clinical practice guidelines: a first exploratory comparison between guidelines from the USA, Canada, the UK, and the Netherlands, **353**
Is the methodological quality of guidelines declining in the US? Comparison of the quality of US Agency for Health Care Policy and Research (AHCPR) guidelines with those published subsequently, **428**
clinical trial design, Research designs for studies evaluating the effectiveness of change and improvement strategies, **47**
cognitive biases, Psychological contribution to the understanding of adverse events in health care, **453**
cognitive engineering, Less is (sometimes) more in cognitive engineering: the role of automation technology in improving patient safety, **291**
cognitive ergonomics, The role of error in organizing behaviour, **377**
communication skills, Learning from tragedies: clinical lessons from the Climbié report, **82**
comparative analysis, Using routine comparative data to assess the quality of health care: understanding and avoiding common pitfalls, **122**
complementary medicines, Surfing, self-medicating and safety: buying non-prescription and complementary medicines via the internet, **88**
conjoint analysis, Views of older people on cataract surgery options: an assessment of preferences by conjoint analysis, **13**
cost effectiveness, Accessing the online evidence: a guide to key sources of research information on clinical and cost effectiveness, **229**
cost effectiveness analysis, Value for money of changing healthcare services? Economic evaluation of quality improvement, **366**
culture of safety, Evaluating the culture of safety, **401**
Evaluation of the culture of safety: survey of clinicians and managers in an academic medical center, **405**
CyberSpace, CyberSpace .., **78**

database quality, Directory of clinical databases: improving and promoting their use, **348**
death certification, Is it possible and worth keeping track of deaths within general practice? Results of a 15 year observational study, **337**
decision making, A call for internet pharmacies to comply with quality standards, **86**
Intensive support to improve clinical decision making in cardiovascular care: a randomised controlled trial in general practice, **181**
Safe treatment or a shorter wait: Hobson's choice?, **5**
Shared decision making: developing the OPTION scale for measuring patient involvement, **93**
Views of older people on cataract surgery options: an assessment of preferences by conjoint analysis, **13**
decision support systems, Less is (sometimes) more in cognitive engineering: the role of automation technology in improving patient safety, **291**
Delphi, Quality indicators for primary care mental health services, **100**
dentistry, Clinical practice guidelines in dentistry: opinions of dental practitioners on their contribution to the quality of dental care, **107**
depression, Improving the detection and management of depression in primary care, **149**
developing countries, Drug use in sub-Saharan Africa: quality in processes—safety in use, **164**
Labelling and patient knowledge of dispensed drugs as quality indicators in primary care in Botswana, **168**
diagnosis, About time: diagnostic guidelines that help clinicians, **205**
drug dispensing, Drug use in sub-Saharan Africa: quality in processes—safety in use, **164**
Labelling and patient knowledge of dispensed drugs as quality indicators in primary care in Botswana, **168**

Qual Saf Health Care: first published as 10.1136/qhc.13.1.e2 on 2 February 2004. Downloaded from http://qualitysafety.bmj.com/ on April 9, 2024 by guest. Protected by copyright.

drug treatment, Investigation into the reasons for preventable drug related admissions to a medical admissions unit: observational study, **280**

error classification, Classifying and identifying errors, **404**
error management, Hindsight ≠ foresight: the effect of outcome knowledge on judgment under uncertainty, **304**
Make no mistake—errors can be controlled, **359**
errors, Classifying and identifying errors, **404**
Errors in general practice: development of an error classification and pilot study of a method for detecting errors, **443**
ethnicity, Ethnic specific recommendations in clinical practice guidelines: a first exploratory comparison between guidelines from the USA, Canada, the UK, and the Netherlands, **353**
Ethnicity, equity and quality: lessons from New Zealand (*Nga mātawaka, nga āhua tika me nga painga: nga ākoranga no Aotearoa),* **237**
ethnography, What can ethnography do for quality and safety in health care?, **326**

feedback, Public opinion on systems for feeding back views to the National Health Service, **435**
financial incentives, Rewarding results: using financial incentives to improve quality, **397**
financing, Quality or financing: what drives design of the health care system?, **136**
foresight, Hindsight ≠ foresight: the effect of outcome knowledge on judgment under uncertainty, **304**

general practice, Accreditation of general practices: challenges and lessons, **129**
Assessing the quality of care of multiple conditions in general practice: practical and methodological problems, **421**
Attitudes and behaviour of general practitioners and their prescribing costs: a national cross sectional survey, **29**
Developing a measure for the appropriateness of prescribing in general practice, **246**
Errors in general practice: development of an error classification and pilot study of a method for detecting errors, **443**
Guidelines and management of mild hypertensive conditions in pregnancy in rural general practices in Scotland: issues of appropriateness and access, **286**
Influence of attitudes and behaviour of GPs on prescribing costs, **6**
Intensive support to improve clinical decision making in cardiovascular care: a randomised controlled trial in general practice, **181**
Is it possible and worth keeping track of deaths within general practice? Results of a 15 year observational study, **337**
Management of hypertension in pregnancy in rural areas, **244**
Monitoring clinical outcomes in primary care, **325**
''Doing prescribing'': high hopes and unexplored beliefs, **243**
Randomised controlled trial of a shared care programme for newly referred cancer patients: bridging the gap between general practice and hospital, **263**
Rewarding results: using financial incentives to improve quality, **397**
Shared care: step down or step up?, **242**
geriatrics, Views of older people on cataract surgery options: an assessment of preferences by conjoint analysis, **13**
glue ear surgery, Glue ear surgery, **159**
guideline recommendations, Deriving recommendations in clinical practice guidelines, **328**
guidelines, Clinical practice guidelines in dentistry: opinions of dental practitioners on their contribution to the quality of dental care, **107**
Development and validation of an international appraisal instrument for assessing the quality of clinical practice guidelines: the AGREE project, **18**
Glue ear surgery, **159**
Guidelines and management of mild hypertensive conditions in pregnancy in rural general practices in Scotland: issues of appropriateness and access, **286**
Management of hypertension in pregnancy in rural areas, **244**

health policy, Value for money of changing healthcare services? Economic evaluation of quality improvement, **366**
high reliability organizations, High reliability organizational change for hospitals: translating tenets for medical professionals, **238**
hindsight, Hindsight ≠ foresight: the effect of outcome knowledge on judgment under uncertainty, **304**

HIV, QUOTE-HIV: an instrument for assessing quality of HIV care from the patients' perspective, **188**
hospital admission, Investigation into the reasons for preventable drug related admissions to a medical admissions unit: observational study, **280**
The hazards of hospitalization, **58**
hospital culture, The culture of safety: results of an organization-wide survey in 15 California hospitals, **112**
human error, Psychological contribution to the understanding of adverse events in health care, **453**
The role of error in organizing behaviour, **377**
human error theory, Causes of intravenous medication errors: an ethnographic study, **343**
human factors engineering, A look into the nature and causes of human errors in the intensive care unit, **143**
Human factors engineering design demonstrations can enlighten your RCA team, **119**
human reliability, The role of error in organizing behaviour, **377**
hypertension in pregnancy, Guidelines and management of mild hypertensive conditions in pregnancy in rural general practices in Scotland: issues of appropriateness and access, **286**
Management of hypertension in pregnancy in rural areas, **244**

improvement, Improvement, trust, and the healthcare workforce, **448**
Institute of Medicine report, Addressing the crisis in US health care: moving beyond denial, **1**
intensive care, A look into the nature and causes of human errors in the intensive care unit, **143**
internet, Quality indicators for mental health in primary care: how far have we got?, **85**
Surfing, self-medicating and safety: buying non-prescription and complementary medicines via the internet, **88**
The future for primary care: increased choice for patients, **83**
international compatibility, Can health care quality indicators be transferred between countries?, **8**
intervention mapping, Designing a quality improvement intervention: a systematic approach, **215**
interventions, Process evaluation on quality improvement interventions, **40**
intravenous treatment, Causes of intravenous medication errors: an ethnographic study, **343**
intraventricular haemorrhage, Analysing differences in clinical outcomes between hospitals, **257**

Journal scan, JournalScan, **156**
JournalScan.., **313**
JournalScan.., **386**
JournalScan.., **75**
judgement, Hindsight ≠ foresight: the effect of outcome knowledge on judgment under uncertainty, **304**

leadership, Evaluating the culture of safety, **401**
Evaluation of the culture of safety: survey of clinicians and managers in an academic medical center, **405**
league tables, Using routine comparative data to assess the quality of health care: understanding and avoiding common pitfalls, **122**
learning from experience, Learning from samples of one or fewer, **465**
likelihood ratios, About time: diagnostic guidelines that help clinicians, **205**

Māri, Ethnicity, equity and quality: lessons from New Zealand (*Nga mātawaka, nga āhua tika me nga painga: nga ākoranga no Aotearoa),* **237**
medical education, Medical school attended as a predictor of medical malpractice claims, **330**
Medical school differences: beneficial diversity or harmful deviations?, **324**
medical error, A pilot study in ophthalmology of inter-rater reliability in classifying diagnostic errors: an underinvestigated area of medical error, **416**
Compensation as a duty of care: the case for ''no fault'', **240**
Do house officers learn from their mistakes?, **221**
From aviation to medicine: applying concepts of aviation safety to risk management in ambulatory care, **35**
High reliability organizational change for hospitals: translating tenets for medical professionals, **238**
Less is (sometimes) more in cognitive engineering: the role of automation technology in improving patient safety, **291**

Qual Saf Health Care: first published as 10.1136/qhc.13.1.e2 on 2 February 2004. Downloaded from http://qualitysafety.bmj.com/ on April 9, 2024 by guest. Protected by copyright.

Preventable in-hospital medical injury under the ''no fault'' system in New Zealand, **251**
medical errors, A look into the nature and causes of human errors in the intensive care unit, **143**
Do house officers learn from their mistakes?, **221**
medical indemnity, The value of personal professional monitoring performance data and open disclosure policies in anaesthetic practice: a case report, **295**
medical injury, Compensation as a duty of care: the case for ''no fault'', **240**
Preventable in-hospital medical injury under the ''no fault'' system in New Zealand, **251**
medical malpractice, Medical school attended as a predictor of medical malpractice claims, **330**
medical school, Medical school attended as a predictor of medical malpractice claims, **330**
Medical school differences: beneficial diversity or harmful deviations?, **324**
medication, Multidisciplinary medication review in nursing home residents: what are the most significant drug-related problems? The Bergen District Nursing Home (BEDNURS) study, **176**
medication errors, Causes of intravenous medication errors: an ethnographic study, **343**
Investigation into the reasons for preventable drug related admissions to a medical admissions unit: observational study, **280**
mental health, Clinicians' and patients' roles in patient involvement, **87**
Quality indicators for primary care mental health services, **100**
methodological quality, Is the methodological quality of guidelines declining in the US? Comparison of the quality of US Agency for Health Care Policy and Research (AHCPR) guidelines with those published subsequently, **428**
misdiagnosis, A pilot study in ophthalmology of inter-rater reliability in classifying diagnostic errors: an underinvestigated area of medical error, **416**
mistake proofing, Make no mistake—errors can be controlled, **359**
Modular Review Form (MRF2), Case record review of adverse events: a new approach, **411**
mortality trends, Is it possible and worth keeping track of deaths within general practice? Results of a 15 year observational study, **337**

National Health Service, Public opinion on systems for feeding back views to the National Health Service, **435**
User responsiveness in health care, **403**
negligence, Medical school attended as a predictor of medical malpractice claims, **330**
nocturnal enuresis, Effects of interventions for the treatment of nocturnal enuresis in children, **390**
''no fault'' system, Compensation as a duty of care: the case for ''no fault'', **240**
Preventable in-hospital medical injury under the ''no fault'' system in New Zealand, **251**
non-prescription medicines, Surfing, self-medicating and safety: buying non-prescription and complementary medicines via the internet, **88**
nursing homes, Multidisciplinary medication review in nursing home residents: what are the most significant drug-related problems? The Bergen District Nursing Home (BEDNURS) study, **176**
''At least Mom will be safe there'': the role of resident safety in nursing home quality, **201**
Rights', risk, and autonomy: a new interpretation of falls in nursing homes, **166**

obesity, The prevention and treatment of childhood obesity, **65**
online drug information, Quality indicators for mental health in primary care: how far have we got?, **85**
Surfing, self-medicating and safety: buying non-prescription and complementary medicines via the internet, **88**
online evidence, Accessing the online evidence: a guide to key sources of research information on clinical and cost effectiveness, **229**
open disclosure, The value of personal professional monitoring performance data and open disclosure policies in anaesthetic practice: a case report, **295**
organisational failure, Understanding and learning from organisational failure, **81**
organizational culture, Evaluation of the culture of safety: survey of clinicians and managers in an academic medical center, **405**
The culture of safety: results of an organization-wide survey in 15 California hospitals, **112**
organizational learning, Learning from samples of one or fewer, **465**

patient choice, Safe treatment or a shorter wait: Hobson's choice?, **5**
The future for primary care: increased choice for patients, **83**
patient involvement, A call for internet pharmacies to comply with quality standards, **86**
Shared decision making: developing the OPTION scale for measuring patient involvement, **93**
patient knowledge, Drug use in sub-Saharan Africa: quality in processes—safety in use, **164**
Labelling and patient knowledge of dispensed drugs as quality indicators in primary care in Botswana, **168**
patient preferences, Views of older people on cataract surgery options: an assessment of preferences by conjoint analysis, **13**
patient risk, Compensation as a duty of care: the case for ''no fault'', **240**
Preventable in-hospital medical injury under the ''no fault'' system in New Zealand, **251**
patient safety, A pilot study in ophthalmology of inter-rater reliability in classifying diagnostic errors: an underinvestigated area of medical error, **416**
A tragic death: a time to blame or a time to learn?, **321**
Adverse drug event trigger tool: a practical methodology for measuring medication related harm, **194**
Adverse drug events: what's the truth?, **165**
Aviation safety: a model for health care?, **162**
Case record review of adverse events: a new approach, **411**
Do house officers learn from their mistakes?, **221**
Evaluating the culture of safety, **401**
Evaluation of the culture of safety: survey of clinicians and managers in an academic medical center, **405**
From aviation to medicine: applying concepts of aviation safety to risk management in ambulatory care, **35**
High reliability organizational change for hospitals: translating tenets for medical professionals, **238**
Hindsight ≠ foresight: the effect of outcome knowledge on judgment under uncertainty, **304**
Human factors engineering design demonstrations can enlighten your RCA team, **119**
Learning from tragedies: clinical lessons from the Climbié report, **82**
Less is (sometimes) more in cognitive engineering: the role of automation technology in improving patient safety, **291**
''At least Mom will be safe there'': the role of resident safety in nursing home quality, **201**
Reviewing case record review, **402**
Rights, risks, and autonomy: a new interpretation of falls in nursing homes, **166**
The culture of safety: results of an organization-wide survey in 15 California hospitals, **112**
The hazards of hospitalization, **58**
Understanding and learning from organisational failure, **81**
What is the role of healthcare managers in delivering safe care?, **161**
patient views, Public opinion on systems for feeding back views to the National Health Service, **435**
User responsiveness in health care, **403**
patient-caregiver communication, Randomised controlled trial of a shared care programme for newly referred cancer patients: bridging the gap between general practice and hospital, **263**
Shared care: step down or step up?, **242**
patient-caregiver relationship, Developing a measure for the appropriateness of prescribing in general practice, **246**
''Doing prescribing'': high hopes and unexplored beliefs, **243**
patients' perspective, QUOTE-HIV: an instrument for assessing quality of HIV care from the patients' perspective, **188**
performance, Quality or financing: what drives design of the health care system?, **136**
performance monitoring, The value of personal professional monitoring performance data and open disclosure policies in anaesthetic practice: a case report, **295**
planning tools, Promoting quality improvement in French healthcare organisations: design and impact of a compendium of models and tools, **372**
prescribing, Developing a measure for the appropriateness of prescribing in general practice, **246**
''Doing prescribing'': high hopes and unexplored beliefs, **243**
prescribing costs, Attitudes and behaviour of general practitioners and their prescribing costs: a national cross sectional survey, **29**

Qual Saf Health Care: first published as 10.1136/qhc.13.1.e2 on 2 February 2004. Downloaded from http://qualitysafety.bmj.com/ on April 9, 2024 by guest. Protected by copyright.

Influence of attitudes and behaviour of GPs on prescribing costs, **6**
primary care, Ethnic specific recommendations in clinical practice guidelines: a first exploratory comparison between guidelines from the USA, Canada, the UK, and the Netherlands, **353**
Improving the detection and management of depression in primary care, **149**
Labelling and patient knowledge of dispensed drugs as quality indicators in primary care in Botswana, **168**
Clinicians' and patients' roles in patient involvement, **87**
Quality indicators for mental health in primary care: how far have we got?, **85**
Quality indicators for primary care mental health services, **100**
Team structure, team climate and the quality of care in primary care: an observational study, **273**
The future for primary care: increased choice for patients, **83**
problem analysis, Designing a quality improvement intervention: a systematic approach, **215**
process evaluation, Process evaluation on quality improvement interventions, **40**
programme development, Designing a quality improvement intervention: a systematic approach, **215**
project models, Promoting quality improvement in French healthcare organisations: design and impact of a compendium of models and tools, **372**
psychology, Psychological contribution to the understanding of adverse events in health care, **453**
public opinion, User responsiveness in health care, **403**

quality, Development and validation of an international appraisal instrument for assessing the quality of clinical practice guidelines: the AGREE project, **18**
quality assessment, Assessing the quality of care of multiple conditions in general practice: practical and methodological problems, **421**
quality control, Make no mistake—errors can be controlled, **359**
quality improvement, A crisis in maternity services: the courage to be wrong, **398**
Analysing differences in clinical outcomes between hospitals, **257**
Basing decisions on better quality routine clinical data, **327**
Designing a quality improvement intervention: a systematic approach, **215**
Healthcare redesign: meaning, origins and application, **53**
Intensive support to improve clinical decision making in cardiovascular care: a randomised controlled trial in general practice, **181**
Process evaluation on quality improvement interventions, **40**
Promoting quality improvement in French healthcare organisations: design and impact of a compendium of models and tools, **372**
Quality or financing: what drives design of the health care system?, **136**
Rewarding results: using financial incentives to improve quality, **397**
Using research knowledge to improve health care, **322**
What is the role of healthcare managers in delivering safe care?, **161**
quality improvement research, Methods for evaluation of small scale quality improvement projects, **210**
Research designs for studies evaluating the effectiveness of change and improvement strategies, **47**
Statistical process control as a tool for research and healthcare improvement, **458**
Systematic reviews of the effectiveness of quality improvement strategies and programmes, **298**
Using routine comparative data to assess the quality of health care: understanding and avoiding common pitfalls, **122**
Value for money of changing healthcare services? Economic evaluation of quality improvement, **366**
quality indicators, Assessing the quality of care of multiple conditions in general practice: practical and methodological problems, **421**
Clinicians' and patients' roles in patient involvement, **87**
International comparisons of the quality of health care: what do they tell us?, **4**
Quality indicators for primary care mental health services, **100**
quality indicators, Can health care quality indicators be transferred between countries?, **8**
Clinicians' and patients' roles in patient involvement, **87**
quality of care, Clinical practice guidelines in dentistry: opinions of dental practitioners on their contribution to the quality of dental care, **107**
Ethnic specific recommendations in clinical practice guidelines: a first exploratory comparison between guidelines from the USA, Canada, the UK, and the Netherlands, **353**
Ethnicity, equity and quality: lessons from New Zealand (*Nga mātawaka, nga āhua tika me nga painga: nga ākoranga no Aotearoa),* **237**
''At least Mom will be safe there'': the role of resident safety in nursing home quality, **201**
QUOTE-HIV: an instrument for assessing quality of HIV care from the patients' perspective, **188**
Rights, risks, and autonomy: a new interpretation of falls in nursing homes, **166**
Team structure, team climate and the quality of care in primary care: an observational study, **273**
questionnaire, Clinical practice guidelines in dentistry: opinions of dental practitioners on their contribution to the quality of dental care, **107**
QUOTE-HIV questionnaire, QUOTE-HIV: an instrument for assessing quality of HIV care from the patients' perspective, **188**

randomised controlled trials, Tracking adverse events in RCTs: lack of agreement among regulatory institutions, **234**
redesign, Healthcare redesign: meaning, origins and application, **53**
re-engineering, Healthcare redesign: meaning, origins and application, **53**
research information, Accessing the online evidence: a guide to key sources of research information on clinical and cost effectiveness, **229**
research knowledge, Using research knowledge to improve health care, **322**
retrospective case record review, Retrospective case record review: a blunt instrument that needs sharpening, **2**
review criteria, Are audits wasting resources by measuring the wrong things? A survey of methods used to select audit review criteria, **24**
risk management, From aviation to medicine: applying concepts of aviation safety to risk management in ambulatory care, **35**
root cause analysis, Human factors engineering design demonstrations can enlighten your RCA team, **119**
rural health services, Guidelines and management of mild hypertensive conditions in pregnancy in rural general practices in Scotland: issues of appropriateness and access, **286**
Management of hypertension in pregnancy in rural areas, **244**

safety culture, Culture of safety, **318**
shared care, Randomised controlled trial of a shared care programme for newly referred cancer patients: bridging the gap between general practice and hospital, **263**
Shared care: step down or step up?, **242**
shrinkage estimators, Analysing differences in clinical outcomes between hospitals, **257**
small samples, Learning from samples of one or fewer, **465**
small scale projects, Methods for evaluation of small scale quality improvement projects, **210**
statistical process control, Statistical process control as a tool for research and healthcare improvement, **458**
surgeon training, Views of older people on cataract surgery options: an assessment of preferences by conjoint analysis, **13**
surgery, Safe treatment or a shorter wait: Hobson's choice?, **5**
systematic reviews, Systematic reviews of the effectiveness of quality improvement strategies and programmes, **298**

task analysis, The role of error in organizing behaviour, **377**
Taylorism, Improvement, trust, and the healthcare workforce, **448**
teamwork, High reliability organizational change for hospitals: translating tenets for medical professionals, **238**
Team structure, team climate and the quality of care in primary care: an observational study, **273**
total quality management, Healthcare redesign: meaning, origins and application, **53**
training, Do house officers learn from their mistakes?, **221**
Human factors engineering design demonstrations can enlighten your RCA team, **119**
The value of personal professional monitoring performance data and open disclosure policies in anaesthetic practice: a case report, **295**
trigger tool, Adverse drug event trigger tool: a practical methodology for measuring medication related harm, **194**
trust, Improvement, trust, and the healthcare workforce, **448**

Qual Saf Health Care: first published as 10.1136/qhc.13.1.e2 on 2 February 2004. Downloaded from http://qualitysafety.bmj.com/ on April 9, 2024 by guest. Protected by copyright.

US health care, Addressing the crisis in US health care: moving beyond denial, **1**

validation, Development and validation of an international appraisal instrument for assessing the quality of clinical practice guidelines: the AGREE project, **18**

workforce, Improvement, trust, and the healthcare workforce, **448**
world wide web, Directory of clinical databases: improving and promoting their use, **348**

Qual Saf Health Care: first published as 10.1136/qhc.13.1.e2 on 2 February 2004. Downloaded from http://qualitysafety.bmj.com/ on April 9, 2024 by guest. Protected by copyright.