Contents

Editorial
242 On acquiring a socially transmitted discovery (STD) in Berlin—and Paris, and Prague
D P Stevens

Commentaries
244 Improving clinical handovers: creating local solutions for a global problem
J K Johnson, V M Arora

246 Improvement education by improving education: a model for integration of teaching, learning and research while practice is improved
B Andersson-Gäre

Education and training
248 What are covering doctors told about their patients? Analysis of sign-out among internal medicine house staff
L I Horwitz, T Moin, H M Krumholz, L Wang, E H Bradley

256 Resilience in healthcare and clinical handover
S A Jeffcott, J J E Ibrahim, P A Cameron

261 Use of strategies from high-reliability organizations to the patient hand-off by resident physicians: practical implications
J Peltier

267 “There is a chain of Chinese whispers . . .”: empirical data support the call to formally teach handover to prequalification doctors
J A Caldeira, S Ross, S C Miller, R Patey

272 Improving measurement in clinical handover
S A Jeffcott, S M Evans, P A Cameron, G S M Chin, J J E Ibrahim

278 An educational improvement project to track patient encounters: toward a more complete understanding of third-year medical students’ experiences
K C Helfman, M D’Gregg, C A Forbes, M Wakefield, S Garnett, C Kroenke, M C Hoskama, L A Headbuck

Error management
282 Survey evaluation of the National Patient Safety Agency’s Root Cause Analysis training programme in England and Wales: knowledge, beliefs and reported practices
L J Wallaas, P A Jurgens, S Adams, L Eehej, J Reeder

285 “There is a chain of Chinese whispers . . .”: empirical data support the call to formally teach handover to prequalification doctors
J A Caldeira, S Ross, S C Miller, R Patey

292 Measuring patient safety culture: an assessment of the clustering of responses at unit level and hospital level
A Slaw, C Wagner, T J Sprawson, G van der Wal, P P Groenewegen

297 Adverse events and potentially preventable deaths in Dutch hospitals: results of a retrospective patient record review study
M Zegers, M C de Bruijne, C Wagner, L H F Hoonhout, R Wijnand, M Slaw, F A C Hoex, L Zwan, C Christiaans-Dingelhoff, D R M Tweneman, P P Groenewegen, G van der Wal

312 Application of NHMRC patient safety indicators to English hospital data
S A Jeffcott, S M Evans, P A Cameron, G S M Chin, J J E Ibrahim

Quality improvement report
309 A decision-tree model to estimate the impact on cost-effectiveness of a venous thromboembolism prophylaxis guideline
A Ferrando, E Pagano, L Scaglione, M Petrinco, D Gregori, G Ciccone

314 Clinical pathways as a healthcare tool: design, implementation and assessment of a clinical pathway for lower-extremity deep venous thrombosis
A Verdú, A Maestre, P López, V Gil, A Martín-Hidalgo, J A Canalejo

Electronic pages
e1 International Forum on Quality and Safety, March 2009, Berlin, Germany

August 2009 Volume 18 Issue 4

283 How an educational improvement project improved the summative evaluation of medical students
K C Helfman, R Margaret A Brown, J W Gay, L A Headrick

292 Measuring patient safety culture: an assessment of the clustering of responses at unit level and hospital level
A Slaw, C Wagner, T J Sprawson, G van der Wal, P P Groenewegen

312 Application of NHMRC patient safety indicators to English hospital data
S A Jeffcott, S M Evans, P A Cameron, G S M Chin, J J E Ibrahim

314 Clinical pathways as a healthcare tool: design, implementation and assessment of a clinical pathway for lower-extremity deep venous thrombosis
A Verdú, A Maestre, P López, V Gil, A Martín-Hidalgo, J A Canalejo