

QUALITY & SAFETY IN HEALTH CARE

April 2004 Vol 13 No 2

Contents



Editorials

- 86 Patient safety: global momentum builds
Sir Liam Donaldson
- 86 Pursuing patient safety *B Malone*

Commentaries

- 88 Trustworthy doctors in confidence building systems
M R Dibben, H T O Davies
- 89 Are we suffering from change fatigue?
P Garside
- 90 Learning from primary care malpractice: past, present and future *B Hurwitz*

Original articles

- 92 Public trust in health care: the system or the doctor? *M W Calnan, E Sanford*
- 98 Physician performance information and consumer choice: a survey of subjects with the freedom to choose between doctors *S-H Cheng, H-Y Song*
- 102 Awareness and analysis of a significant event by general practitioners: a cross sectional survey *P Bowie, J McKay, J Norrie, M Lough*
- 108 Influencing sceptical staff to become supporters of service improvement: a qualitative study of doctors' and managers' views *R Gollop, E Whitby, D Buchanan, D Ketley*
- 115 Improving the quality of mental health services in Personal Medical Services pilots: a longitudinal qualitative study *S M Campbell, J Robison, A Steiner, D Webb, M O Roland*
- 121 Learning from malpractice claims about negligent, adverse events in primary care in the United States *R L Phillips Jr, L A Bartholomew, S M Dovey, G E Fryer Jr, T J Miyoshi, L A Green*

Quality improvement report

- 127 Clinical risk management in obstetrics: eclampsia drills *S Thompson, S Neal, V Clark*

Organisational matters

- 130 Re-thinking accountability: trust versus confidence in medical practice
K Checkland, M Marshall, S Harrison

Developing research and practice

- 136 Video capture of clinical care to enhance patient safety *M B Weinger, D C Gonzales, J Slagle, M Syeed*

Classic paper

- 145 Incidence of adverse events and negligence in hospitalized patients: results of the Harvard Medical Practice Study I
T A Brennan, L L Leape, N M Laird, L Hebert, A R Localio, A G Lawthers, J P Newhouse, P C Weiler, H H Hiatt
- 151 Commentary *G R Baker*

Heroes and martyrs of quality and safety

- 153 Daniel: using the Bible to teach quality improvement methods *D Neuhauser, M Diaz*

JournalScan

- 156 Compiled by Tom Smith

PostScript

- 160 Book reviews
- 160 Notice

NEW
ONLINE
SUBMISSION
GO TO
WEBSITE
TO SUBMIT YOUR
MANUSCRIPT

www.qshc.com