# Quality &Safety



# Contents

#### **Editorial**

322 Diversifying the options for interacting with patients *E H Wagner* 

## Organisational matters

- 324 Analysing low-risk patient populations allows better discrimination between high-performing and low-performing hospitals: a case study using inhospital mortality from acute myocardial infarction *M Coory, I Scott*
- 329 Intensivist physician staffing and the process of care in academic medical centres J M Kahn, H Brake, K P Steinberg
- 334 Using a Malcolm Baldrige framework to understand high-performing clinical microsystems

  T C Foster, J K Johnson, E C Nelson, P B Batalden
- 342 Using a survey of incident reporting and learning practices to improve organisational learning at a cancer care centre D L Cooke, P B Dunscombe, R C Lee

### Original articles

- 349 Shared medical appointments based on the chronic care model: a quality improvement project to address the challenges of patients with diabetes with high cardiovascular risk S Kirsh, S Watts, K Pascuzzi, M E O'Day, D Davidson, G Strauss, E O Kern, D C Aron
- 354 Monitoring quality standards in the provision of non-prescription medicines from Australian Community Pharmacies: results of a national programme S I Benrimoj, J B Werner, C Raffaele, A S Roberts, F A Costa
- 359 Primary healthcare teams' views on using mortality data to review clinical policies E Sullivan, R Baker, D Jones, H Blackledge, A Rashid, A Farooqi, J Allen
- 363 Improving influenza immunisation for high-risk children and adolescents M T Britto, P J Schoettker, G M Pandzik, J Weiland, K E Mandel

#### **Error management**

369 French national survey of inpatient adverse events prospectively assessed with ward staff P Michel, J L Quenon, A Djihoud, S Tricaud-Vialle, A M de Sarasqueta

# **Quality improvement reports**

- 378 Outcomes of a quality improvement project integrating mental health into primary care B V Watts, B Shiner, A Pomerantz, P Stender, W B Weeks
- 382 Using computer simulation to reduce access time for outpatient departments S G Elkhuizen, S F Das, P J M Bakker, J A M Hontelez

### Developing research and practice

387 Application of statistical process control in healthcare improvement: systematic review J Thor, J Lundberg, J Ask, J Olsson, C Carli, K Pukk Härenstam, M Brommels

#### **PostScript**

400 Are we still performing too many blood tests? A Krishnamurthy, D Dutta, J Phillips, N Methal