# BMJ QUALITY & SAFETY

## **Contents**

#### **Editorial**

**389** Social media and healthcare quality improvement: a nascent field *M L Ranney, N Genes* 

#### **Viewpoint**

- **392** Obstacles to research on the effects of interruptions in healthcare *T Grundgeiger, S Dekker, P Sanderson, B Brecknell, D Liu, L M Aitken*
- **396** Fifteen years after *To Err is Human*: a success story to learn from *P J Pronovost, J I Cleeman, D Wright, A Srinivasan*
- **400** Getting the improvement habit *B Lucas*



#### **Original research**

404 Measuring patient-perceived quality of care in US
6 hospitals using Twitter J B Hawkins, J S Brownstein, G Tuli,
7 T Runels, K Broecker, E O Nsoesie, D J McIver, R Rozenblum,
A Wright, F T Bourgeois, F Greaves



**424** Safety culture in long-term care: a cross-sectional analysis of the Safety Attitudes Questionnaire in nursing and residential homes in the Netherlands *M Buljac-Samardzic, J DH van Wijngaarden, C M Dekker–van Doorn* 

### June 2016 Volume 25 Issue 6

- Access to primary care and the route of emergency admission to hospital: retrospective analysis of national hospital administrative data TE Cowling, M Harris, H Watt, M Soljak, E Richards, E Gunning, A Bottle, J Macinko, A Majeed
- 441 Physician and other healthcare personnel responses to hospital stroke quality of care performance feedback: a qualitative study J S Ross, L Williams, T M Damush, M Matthias
- 448 Strengthening the afferent limb of rapid response systems: an educational intervention using web-based learning for early recognition and responding to deteriorating patients SYLiaw, LFWong, SBLAng, JTYHo, CSiau, ENKAng
- The impact of interruptions on the duration of nursing interventions: a direct observation study in an academic emergency department G Cole, D Stefanus, H Gardner, M J Levy, E Y Klein
- **466** Reducing the number and impact of outbreaks of nosocomial viral gastroenteritis: time-series analysis of a multidimensional quality improvement initiative *C Mitchell, P Meredith, M Richardson, P Greengross, G B Smith*

#### Correspondence

- **475** Hand washing is all about respect for patients
- **476** Authors' response: hand washing is about respect for patients *D A Redelmeier, E Shafir*





BMJ Quality & Safety is co-owned by the Health Foundation and is an official journal of the National Patient Safety Foundation



