

Contents

Editorial

- 78 Turn up the heat on health professions education
D P Stevens

Commentary

- 79 Reducing racial and ethnic disparities in health care: an integral part of quality improvement scholarship
M H Chin, A T Chien

Error management

- 81 Development of the Leapfrog methodology for evaluating hospital implemented inpatient computerized physician order entry systems
P M Kilbridge, E M Welebob, D C Classen

Organisational matters

- 85 How can the principles of complexity science be applied to improve the coordination of care for complex pediatric patients?
A G Matlow, J G Wright, B Zimmerman, K Thomson, M Valente

Quality improvement report

- 89 Use of a standardized protocol to decrease medication errors and adverse events related to sliding scale insulin
A C Donihi, M M DiNardo, M A DeVita, M T Korytkowski

Original articles

- 92 Building safer systems by ecological design: using restoration science to develop a medication safety intervention
P B Marck, J A Kwan, B Preville, M Reynes, W Morgan-Eckley, R Versluys, L Chivers, B O'Brien, J Van der Zalm, M Swankhuizen, S R Majumdar
- 98 Participating in a trial in a critical situation: a qualitative study in pregnancy
S Kenyon, M Dixon-Woods, C J Jackson, K Windridge, E Pitchforth
- 102 Unscheduled returns to the emergency department: an outcome of medical errors?
S Nuñez, A Hexdall, A Aguirre-Jaime
- 109 Measuring safety climate in health care
R Flin, C Burns, K Mearns, S Yule, E M Robertson
- 116 Preventing drug related morbidity: a process for facilitating changes in practice
C J Morris, J A Cantrill, A J Avery, R L Howard
- 122 Reconcilable differences: correcting medication errors at hospital admission and discharge
T Vira, M Colquhoun, E Etchells
- 127 Treating the clock and not the patient: ambulance response times and risk
L Price
- 131 Quality of diabetes care and coronary heart disease absolute risk in patients with type 2 diabetes mellitus in Australian general practice
Q Wan, M F Harris, U W Jayasinghe, J Flack, A Georgiou, D L Penn, J R Burns
- 136 Patient assessments of a hypothetical medical error: effects of health outcome, disclosure, and staff responsiveness
A Cleopas, A Villaveces, A Charvet, P A Bovier, V Kolly, T V Perneger

Heroes and martyrs of quality and safety

- 142 Walter A Shewhart, 1924, and the Hawthorne factory
M Best, D Neuhauser

PostScript

- 144 Letters

Miscellanea

- 115 Echo: NICE guidelines for head injury are cost effective

