

Contents

May 2011 Volume 20 Issue 5

Original research

381 Addressing the sociotechnical drivers of quality improvement: a case study of post-operative DVT prophylaxis computerised decision support *B J Lesselroth, J Yang, J McConnachie, T Brenk, L Winterbottom*

390 Telephone triage by nurses in primary care out-of-hours services in Norway: an evaluation study based on written case scenarios *E H Hansen, S Hunskaar*

397 The influence of formulation and medicine delivery system on medication administration errors in care homes for older people *D P Allred, C Standage, O Fletcher, I Savage, J Carpenter, N Barber, D K Raynor*

403 The efficacy of computer-enabled discharge communication interventions: a systematic review *S M Motamedi, J Posadas-Calleja, S Straus, D W Bates, D L Lorenzetti, B Baylis, J Gilmour, S Kimpton, W A Ghali*

416 Description of the development and validation of the Canadian Paediatric Trigger Tool *A G Matlow, C M G Cronin, V Flintoft, C Nijssen-Jordan, M Fleming, B Brady-Fryer, M-A Hiltz, E Orrbine, G R Baker*

424 Improving patient safety: the comparative views of patient-safety specialists, workforce staff and managers *J Braithwaite, M T Westbrook, M Robinson, S Michael, C Pirone, P Robinson*

432 Flu and pneumococcal immunisations in HIV-infected children: methodological quality of current recommendations *A Giannattasio, A Lo Vecchio, F Albano, V Giacomet, A Barbarino, A Guarino*

Error management

440 Risks and suggestions to prevent falls in geriatric rehabilitation: a participatory approach *E R Vieira, C Berean, D Paches, L Costa, N Décombas-Deschamps, P Caveny, D Yuen, L Ballash*

Original viewpoint

449 Complaints, shame and defensive medicine *W Cunningham, H Wilson*

453 The role of theory in research to develop and evaluate the implementation of patient safety practices *R Foy, J Ovretveit, P G Shekelle, P J Pronovost, S L Taylor, S Dy, S Hempel, K M McDonald, L V Rubenstein, R M Wachter*

Quality improvement report

460 Effective quality improvement of thromboprophylaxis in acute medicine *B M Clark, G d'Ancona, M Kinirons, B J Hunt, A Hopper*

Heroes and martyrs

465 Did a cowboy rodeo champion create the best theory of quality improvement? Malcolm Baldrige and his award *M Best, D Neuhauser*

Miscellanea

396 Corrections



This article has been chosen by the Editor to be of special interest or importance and is freely available online.



Articles carrying the Unlocked Logo are freely available online under the BMJ Journals unlocked scheme.

See <http://qualitysafety.bmj.com/info/unlocked.d>

C O P E COMMITTEE ON PUBLICATION ETHICS

This journal is a member of and subscribes to the principles of the Committee on Publication Ethics

www.publicationethics.org.uk



When you have finished with this please recycle it