Contents

Editorials

135 Assessing patient-centred care through direct observation of clinical encounters J N Stojan, M A Clay, M L Lypson

138 Swimming 'upstream' to tackle the social determinants of health T Kiran, A D Pinto

Viewpoint

141 The underappreciated role of habit in highly reliable healthcare T J Vogus, B Hilligoss

The problem with...

147 The problem with Plan-Do-Study-Act cycles J E Reed, A J Card

Innovations in education

153 Patient safety room of horrors: a novel method to assess medical students and entering residents’ ability to identify hazards of hospitalisation J M Farnan, S Gaffney, J T Poston, K Slawinski, M Cappaert, B Kamin, V M Arora

Original research

159 Providers contextualise care more often when they discover patient context by asking: meta-analysis of three primary data sets A Schwartz, S J Weiner, A Binns-Calvey, F M Weaver

164 Addressing basic resource needs to improve primary care quality: a community collaboration programme S A Berkowitz, A C Hulberg, C Hong, B J Stowell, K J Tirozzi, C Y Traore, S J Atlas

173 Reliable implementation of evidence: a qualitative study of antenatal corticosteroid administration in Ohio hospitals H C Kaplan, S N Sherman, C Cleveland, L M Goldenhar, C M Lannon, J L Bailit

182 Patient and family engagement: a survey of US hospital practices J Herrin, K G Harris, K Kenward, S Hines, M S Joshi, D L Frosch

Systematic review

190 What methods are used to apply positive deviance within healthcare organisations? A systematic review R Baxter, N Taylor, I Keilar, R Lawton

Narrative review

202 Value of small sample sizes in rapid-cycle quality improvement projects E Etchells, M Ho, K G Shoania

Correspondence

207 Misinterpretation of meaning and intended use of potentially preventable readmissions N Goldfield, R Averill, R Fuller, J Hughes


209 Measuring and improving patient safety culture: still a long way to go P L Trbovich, M Griffin

March 2016 Volume 25 Issue 3

qualitysafety.bmj.com