

Contents

Editorials

- 941** Remediation and rehabilitation programmes for health professionals: challenges for the future
F Goulet, J Thiffault, R Ladouceur
- 944** Handoffs: what's good for residents is good for nurses...so what's next? *R R Kitzmiller, S B Sitkin, A R Vidyarthi*
- 947** Compassionate care: constitution, culture or coping? *E Maxwell*

Original research

- 949** Effects of the I-PASS Nursing Handoff Bundle on communication quality and workflow *A J Stamer, K O Schnock, A Lyons, R S Hehn, D A Graham, C Keohane, C P Landrigan*
- 958** Patients' and providers' perceptions of the preventability of hospital readmission: a prospective, observational study in four European countries
L S van Galen, M Brabrand, T Cooksley, P M van de Ven, H Merten, R KL So, L van Hooff, H R Haak, R M Kidney, C H Nickel, J TY Soong, I Weichert, M HH Kramer, C P Subbe, P WB Nanayakkara
- 970** Optimising impact and sustainability: a qualitative process evaluation of a complex intervention targeted at compassionate care *J Bridges, C May, A Fuller, P Griffiths, W Wigley, L Gould, H Barker, P Libberton*
- 978** How do hospital boards govern for quality improvement? A mixed methods study of 15 organisations in England *L Jones, L Pomeroy, G Robert, S Burnett, J E Anderson, N J Fulop*
- 987** Controlled trial to improve resident sign-out in a medical intensive care unit *R Nanchal, B Aebly, G Graves, J Truwit, G Kumar, A Taneja, G Dagar, J Graf, E Hubertz, V Ramalingam, K E Fletcher*

December 2017 Volume 26 Issue 12

- 993** A randomised controlled trial assessing the efficacy of an electronic discharge communication tool for preventing death or hospital readmission *M J Santana, J Holroyd-Leduc, D A Southern, W W Flemons, M O'Beirne, M D Hill, A J Forster, D E White, W A. Ghali*

Systematic review

- 1004** Getting back on track: a systematic review of the outcomes of remediation and rehabilitation programmes for healthcare professionals with performance concerns *J-W Weenink, R B Kool, R H Bartels, G P Westert*

Viewpoint

- 1015** Framework for direct observation of performance and safety in healthcare *K Catchpole, D M Neyens, J Abernathy, D Allison, A Joseph, S T Reeves*
- 1023** Compassionate care: not easy, not free, not only nurses *R Bivins, S Tierney, K Seers*



Receive regular table of contents by email.
Register using this QR code.



The
Health
Foundation



NPSF

National Patient Safety Foundation®

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



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



This article has been made freely available online under the BMJ Journals Open Access scheme.
See <http://authors.bmj.com/open-access/>



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