

Contents

Editorials

- 873** Introduction from the new editors-in-chief *B D Franklin, E J Thomas*
- 875** Making communication and resolution programmes mission critical in healthcare organisations *T H Gallagher, R C Boothman, L Schweitzer, E M Benjamin*
- 879** Making MAGIC: how to improve the use of peripherally inserted central catheters *V Chopra*

Original research

- 883** Association of open communication and the emotional and behavioural impact of medical error on patients and families: state-wide cross-sectional survey *J C Prentice, S K Bell, E J Thomas, E C Schneider, S N Weingart, J S Weissman, M J Schlesinger*
- 895** Ensuring successful implementation of communication-and-resolution programmes *M M Mello, S Roche, Y Greenberg, P H Folcarelli, M B Van Niel, A Kachalia*
- 905** Appropriateness of peripherally inserted central catheter use among general medical inpatients: an observational study using routinely collected data *A A Verma, A Kumachev, S Shah, Y Guo, H Y Jung, S Rawal, L Lapointe-Shaw, J L Kwan, A Weinerman, T Tang, F Razak*
- 912** Reduction of paediatric head CT utilisation at a rural general hospital emergency department *J P Louie, J Alfano, T Nguyen-Tran, H Nguyen-Tran, R Shanley, T Holm, R A Furnival*

November 2020 Volume 29 Issue 11

- 921** Cluster randomised controlled trial evaluating the clinical and humanistic impact of a pharmacist-led minor ailment service *S Dineen-Griffin, S I Benrimoj, K Rogers, K A Williams, V Garcia-Cardenas*
- 932** Out of sight, out of mind: a prospective observational study to estimate the duration of the Hawthorne effect on hand hygiene events *A Vaisman, G Bannerman, J Matelski, K Tinkam, S S Hota*

Viewpoints

- 939** CODE: a practical framework for advancing patient-centred code status discussions *A Petersen, J A Tulskey, M Mendu*
- 943** To improve quality, keep your eyes on the road *M P T Pimentel, J M Austin, A Kachalia*

Quality improvement report

- 947** Improving access in a VA primary care clinic using an innovative Panel Retention Tool: a quality improvement report *A T Harris, C Hoover, B Cmolik, M Zaun, C Falck-Ytter, M K Singh*

Quality & safety in the literature

- 956** Quality and safety in the literature: November 2020 *J Uebel, A Gupta, N Houchens*



BMJ Quality & Safety is co-owned by the Health Foundation and is an official journal of the Institute for Healthcare Improvement



EDITOR'S CHOICE

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



OPEN ACCESS

This article has been made freely available online under the BMJ Journals open access scheme.

See <http://authors.bmj.com/open-access/>



Member since 2008
JM00020

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