

Contents

Editorials

- 265** Identifying adverse events: reflections on an imperfect gold standard after 20 years of patient safety research *K G Shojania, P J Marang-van de Mheen*
- 271** Medication non-adherence: an overlooked target for quality improvement interventions *B D Franklin, G Abel, K G Shojania*
- 274** Seeing the wood and the trees: the impact of the healthcare system on variation in primary care referrals *T Round, G Abel*

Original research

- 277** Study of a multisite prospective adverse event surveillance system *A J Forster, A Huang, T C Lee, A Jennings, O Choudhri, C Backman*
- 286** 'New Medicine Service': supporting adherence in people starting a new medication for a long-term condition: 26-week follow-up of a pragmatic randomised controlled trial *R A Elliott, M J Boyd, L Tanajewski, N Barber, G Gkoutouras, A J Avery, R Mehta, J E Davies, N-E Salema, C Craig, A Latif, J Waring, A Chuter*
- 296** Contribution of primary care organisation and specialist care provider to variation in GP referrals for suspected cancer: ecological analysis of national data *C Burton, L O'Neill, P Oliver, P Murchie*

April 2020 Volume 29 Issue 4

- 304** Reflections on implementing a hospital-wide provider-based electronic inpatient mortality review system: lessons learnt *M L Mendu, Y Lu, A Petersen, M G Tellez, J Beloff, K Fiumara, A Kachalia*
- 313** Communicating with patients about breakdowns in care: a national randomised vignette-based survey *K A Fisher, T H Gallagher, K M Smith, Y Zhou, S Crawford, A Amroze, K M Mazor*
- 320** Work systems analysis of sterile processing: decontamination *M Alfred, K Catchpole, E Huffer, L Fredendall, K M Taaffe*
- 329** Application of human factors to improve usability of clinical decision support for diagnostic decision-making: a scenario-based simulation study *P Carayon, P Hoonakker, A S Hundt, M Salwei, D Wiegmann, R L Brown, P Kleinschmidt, C Novak, M Pulia, Y Wang, E Wirkus, B Patterson*

Viewpoints

- 341** Measuring safety of healthcare: an exercise in futility? *K Sauro, W A Ghali, H T Stelfox*
- 345** The illusion of perfection *P Smulowitz*
- 348** Discharge against medical advice: 'deviant' behaviour or a health system quality gap? *A Ambasta, M Santana, W A Ghali, K Tang*



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