

## Contents



### Editorials

- 394 Re-framing continuity of care for this century *I Philibert, D C Leach*
- 397 More necropsies will improve patient care: has the case been made? *H Guly*

### Viewpoint

- 398 Tensions in public health policy: patient engagement, evidence-based public health and health inequalities *R Thomson, M Murtagh, F-M Khaw*

### Education and training

- 401 Communication failures in patient sign-out and suggestions for improvement: a critical incident analysis *V Arora, J Johnson, D Lovinger, H J Humphrey, D O Meltzer*

### Original articles

- 408 Overestimation of clinical diagnostic performance caused by low necropsy rates *K G Shojania, E C Burton, K M McDonald, L Goldman*
- 414 What is the patient really taking? Discrepancies between surgery and anesthesiology preoperative medication histories *S A Burda, D Hobson, P J Pronovost*
- 417 Safety culture assessment in community pharmacy: development, face validity, and feasibility of the Manchester Patient Safety Assessment Framework *D M Ashcraft, C Morecroft, D Parker, P R Noyce*
- 422 Anatomy of a patient safety event: a pediatric patient safety taxonomy *D M Woods, J Johnson, J L Hall, M Mehra, E J Thomas, E S Ogata, C Lannon*
- 428 Hearing the patient's voice? Factors affecting the use of patient survey data in quality improvement *E Davies, P D Cleary*

- 433 The OutPatient Experiences Questionnaire (OPEQ): data quality, reliability, and validity in patients attending 52 Norwegian hospitals *A M Garratt, Ø A Bjærtnes, U Krogstad, P Gulbrandsen*
- 438 Hospital quality improvement in context: a multilevel analysis of staff job evaluations *U Krogstad, D Hofoss, M Veenstra, P Gulbrandsen, P Hjortdahl*

### Developing research and practice

- 443 Narrative methods in quality improvement research *T Greenhalgh, J Russell, D Swinglehurst*
- 450 Control, compare and communicate: designing control charts to summarise efficiently data from multiple quality indicators *B Guthrie, T Love, T Fahey, A Morris, F Sullivan*

### Quality improvement report

- 455 Hearing half the message? A re-audit of the care of patients with acute asthma by emergency ambulance crews in London *H Snooks, M Halter, Y Palmer, H Booth, F Moore*

### JournalScan

- 459 Compiled by Tom Smith

### Heroes and martyrs of quality and safety

- 462 Pierre Charles Alexandre Louis: Master of the spirit of mathematical clinical science *M Best, D Neuhauser*

### PostScript

- 464 Letter

### Miscellanea

- 400 Echo: Standard forms for weekend management increase inpatient safety
- 416 Echo: UK initiative improves outcome for heart disease