## Quality &Safety

Articles carrying the logo are freely available online under the BMJ Journals unlocked scheme, see http://qshc.bmj.com/ info/unlocked.dtl



#### BMJIJournals

# Contents

#### Editorial

242 If you haven't published your work, it's time to start D P Stevens

#### Developing research and practice

244 Effect of crew resource management on diabetes care and patient outcomes in an inner-city primary care clinic

C R Taylor, J T Hepworth, P I Buerhaus, R Dittus, T Speroff

#### Organisational matters

- 248 Estimating costs of quality improvement for outpatient healthcare organisations: a practical methodology
  - S E S Brown, M H Chin, E S Huang

#### Education and training

- 252 Pneumothorax after insertion of central venous catheters in the intensive care unit: association with month of year and week of month *N T Ayas, M Norena, H Wong, D Chittock, P M Dodek*
- 256 Patient safety: helping medical students understand error in healthcare *R Patey, R Flin, B H Cuthbertson, L MacDonald, K Mearns, J Cleland, D Williams*

#### **Quality improvement reports**

260 Mature rapid response system and potentially avoidable cardiopulmonary arrests in hospital

S Galhotra, M A DeVita, R L Simmons, M A Dew; and members of the Medical Emergency Response Improvement Team (MERIT) Committee

266 General practitioners and pharmaceutical sales representatives: quality improvement research

G Spurling, P Mansfield

#### **Error management**

- 271 Qualitative evaluation of an electronic prescribing and administration system
- 💧 N Barber, T Cornford, E Klecun
- 279 The impact of a closed-loop electronic prescribing and administration system on brescribing errors, administration errors and staff time: a before-and-after study
- prescribing errors, administration errors and staff time: a before-and-after study B D Franklin, K O'Grady, P Donyai, A Jacklin, N Barber
- 285 Preventing medication errors in community pharmacy: root-cause analysis of transcription errors

P Knudsen, H Herborg, A R Mortensen, M Knudsen, A Hellebek

- 291 Preventing medication errors in community pharmacy: frequency and seriousness of medication errors
  - P Knudsen, H Herborg, A R Mortensen, M Knudsen, A Hellebek
- 297 Preventing medication errors in long-term care: results and evaluation of a large scale web-based error reporting system

S Pierson, R Hansen, S Greene, C Williams, R Akers, M Jonsson, T Carey

#### **Original articles**

303 Chlamydia testing in community pharmacies: evaluation of a feasibility pilot in south east London

P Baraitser, V Pearce, J Holmes, N Horne, P M Boynton

- 308 Guidelines in context of evidence E Ketola, M Kaila, M Honkanen
- 313 Patient safety culture in primary care: developing a theoretical framework for practical use

S Kirk, D Parker, T Claridge, A Esmail, M Marshall

#### Miscellaneous

270 Echo: What awaits early departers from EDs?

### www.qshc.com