



Contents

August 2008 Vol 17 No 4

Editorial

- 234** Healthcare system error: beyond apology
D P Stevens

Commentaries

- 236** Making a blood transfusion safe: vigilance and audit
T C Gordon-Smith
- 237** Quality of dying—how are we doing?
R D MacLeod

Original research

- 239** Changes in practice and organisation surrounding blood transfusion in NHS trusts in England 1995–2005
C J C Taylor, M F Murphy, D Lowe, M Pearson

- 244** Quality of dying in a New Zealand teaching hospital
J L Glasgow, S R McLennan, K J High, L A G Celi

- 249** Peer support: healthcare professionals supporting each other after adverse medical events
F van Pelt

- 253** Detection of adverse events in surgical patients using the Trigger Tool approach
F A Griffin, D C Classen

- 259** Analysis of 23 364 patient-generated, physician-reviewed malpractice claims from a non-tort, blame-free, national patient insurance system: lessons learned from Sweden
K Puke-Härenstam, J Ask, M Brommels, J Thor, R V Penalzoza, F A Gaffney

- 264** Impact of NICE guidance on rates of haemorrhage after tonsillectomy: an evaluation of guidance issued during an ongoing national tonsillectomy audit
National Prospective Tonsillectomy Audit

- 269** Implementation of proven interventions in general medical inpatients: development and evaluation of a new quality indicator for drug therapy
C Huang, P Loewen, T Pelletier, J Slater, M Chung

- 275** The Team Climate Inventory: application in hospital teams and methodological considerations
M Ouwens, M Hulscher, R Akkermans, R Hermens, R Grol, H Wollersheim

- 281** Accuracy in the recording of pressure ulcers and prevention after implementing an electronic health record in hospital care
L Gunningberg, M Fogelberg Dahm, A Ehrenberg

- 286** Medication errors reported by US family physicians and their office staff
G M Kuo, R L Phillips, D Graham, J M Hickner

- 291** Developing quality indicators for general practice care for vulnerable elders; transfer from US to The Netherlands
E van der Ploeg, M F I A Depla, P Shekelle, H Rigter, J P Mackenbach

Developing research and practice

- 296** Guideline implementation in allied health professions: a systematic review of the literature
S Hakkennes, K Dodd

- 301** Use of statistical process control charts in stroke medicine to determine if clinical evidence and changes in service delivery were associated with improvements in the quality of care
G R Henderson, G E Mead, M L van Dijke, S Ramsay, M A McDowall, M Dennis

Error management

- 307** “Every error counts”: a web-based incident reporting and learning system for general practice
B Hoffmann, M Beyer, J Rohe, J Gensichen, F M Gerlach

International Forum on Quality and Safety, April 2008, Paris, France

- e1** Abstracts



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



Articles carrying the Unlocked Logo are freely available online under the BMJ Journals unlocked scheme.

See <http://qshc.bmj.com/info/unlocked.dtl>



This journal is a member of and subscribes to the principles of the Committee on Publication Ethics

www.publicationethics.org.uk

