



## Contents

### Editorial

- 394** It's time to focus on teaching the teachers for healthcare improvement *D P Stevens, M E Splaine*

### Commentaries

- 396** The egocentric surgeon or the roots of wrong side surgery *J W Senders, R Kanzki*
- 400** The frustrating case of incident-reporting systems *K G Shojania*

### Developing research and practice

- 403** Finding order in heterogeneity: types of quality-improvement intervention publications *L V Rubenstein, S Hempel, M M Farmer, S M Asch, E M Yano, D Dougherty, P W Shekelle*

### Error management

- 409** Assessment of the implementation of a national patient safety alert to reduce wrong site surgery *P Rhodes, S J Giles, G A Cook, A Grange, R Hayton, M J Maxwell, T A Sheldon, J Wright*
- 416** Adverse-event-reporting practices by US hospitals: results of a national survey *D O Farley, A Haviland, S Champagne, A K Jain, J B Battles, W B Munier, J M Loeb*
- 424** Falls in English and Welsh hospitals: a national observational study based on retrospective analysis of 12 months of patient safety incident reports *F Healey, S Scobie, D Oliver, A Pryce, R Thomson, B Glampson*

December 2008 Vol 17 No 6

- 431** Do falls and falls-injuries in hospital indicate negligent care—and how big is the risk? A retrospective analysis of the NHS Litigation Authority Database of clinical negligence claims, resulting from falls in hospitals in England 1995 to 2006 *D Oliver, S Killick, T Even, M Willmott*

### Original articles

- 437** Do patient surveys work? The influence of a national survey programme on local quality-improvement initiatives *R Reeves, I Seccombe*
- 442** The Chronic Care Model: congruency and predictors among primary care patients with osteoarthritis *T Rosemann, G Laux, J Szecsenyi, R Grol*
- 447** A model to evaluate quality and effectiveness of disease management *K M M Lemmens, A P Nieboer, C P van Schayck, J D Asin, R Huijsman*

### Quality improvement reports

- 454** Verifying patient identity and site of surgery: improving compliance with protocol by audit and feedback *P Garnerin, M Arès, A Huchet, F Clergue*
- 459** Implementation of a process-orientated multidisciplinary approach (POMA), a system of cost-effective healthcare delivery within a cardiac surgical unit *D O'Regan, S Shah, S Mirsadraee, S Al-Ruzzeh, S Karthik, M Jarvis*
- 464** Effect of a diabetes order set on glycaemic management and control in the hospital *M Noschese, A C Donihi, G Koerbel, E Karslioglu, M Dinardo, M Curll, M T Korytkowski*
- 469** Safety monitoring of patients on atypical antipsychotics *A L H Peh*



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>

C O P E COMMITTEE ON PUBLICATION ETHICS

This journal is a member of and subscribes to the principles of the Committee on Publication Ethics [www.publicationethics.org.uk](http://www.publicationethics.org.uk)

