



## Contents

### Editorial

- 322** SQUIRE after one year *D P Stevens*

### Commentary

- 323** The role of an ethical culture for the prevention and recovery of "second victims" *W A Nelson, S C Beyea*

### Error management

- 325** The natural history of recovery for the healthcare provider "second victim" after adverse patient events *S D Scott, L E Hirschinger, K R Cox, M McCoig, J Brandt, L W Hall*
- 331** Enhancing medication use safety: benefits of learning from your peers *V A Kazandjian, S Ogunbo, K G Wicker, A J Vaida, F Pipesh*
- 336** Estimates of injury risks for healthcare personnel working night shifts and long hours *A E Dembe, R Delbos, J B Erickson*

### Original research

- 341** Care homes' use of medicines study: prevalence, causes and potential harm of medication errors in care homes for older people *N D Barber, D P Alldred, D K Raynor, R Dickinson, S Garfield, B Jesson, R Lim, I Savage, C Standage, P Buckle, J Carpenter, B Franklin, M Woloshynowych, A G Zermansky*
- 347** Do associations between staff and inpatient feedback have the potential for improving patient experience? An analysis of surveys in NHS acute trusts in England *V S Raleigh, D Hussey, I Seccombe, R Qi*
- 355** Improving colon cancer screening rates in primary care: a pilot study emphasising the role of the medical assistant *A N Baker, M Parsons, S M Donnelly, L Johnson, J Day, A Mervis, B James, R Burt, M K Magill*
- 360** *ProvenCare*: quality improvement model for designing highly reliable care in cardiac surgery *S A Berry, M C Doll, K E McKinley, A S Casale, A Bothe Jr*

## October 2009 Volume 18 Issue 5

- 369** Reduced in-hospital mortality for heart failure with clinical pathways: the results of a cluster randomised controlled trial *M Panella, S Marchisio, M L Demarchi, L Manzoli, F Di Stanislao*
- 374** Assessment of patients' tendency to give a positive or negative rating to healthcare *T Agoritsas, A Lubbeke, L Schiesari, T V Perneger*
- 380** Safety analysis of patient transfers and handling tasks *E R Vieira, S Kumar*
- 385** Effects of evidence-based clinical practice guidelines on quality of care: a systematic review *M Lugtenberg, J S Burgers, G P Westert*
- 393** Development and usability of a behavioural marking system for performance assessment of obstetrical teams *D Tregunno, R Pittini, M Haley, P J Morgan*
- 397** Exploring policy makers' perspectives on a clinical controversy: airway surgery for adult obstructive sleep apnoea *A G Elshaug, J E Hiller, J R Moss*
- 402** Medication reconciliation in ambulatory care: attempts at improvement *C L Nassaralla, J M Naessens, V L Hunt, A Bhagra, R Chaudhry, M A Hansen, S M Tullidge-Scheitel*

### Quality improvement report

- 408** Improving the use of venous thromboembolism prophylaxis in an Australian teaching hospital *M Gallagher, K Oliver, M Hurwitz*

### Heroes and martyrs

- 413** Frank and Lillian Gilbreth: scientific management in the operating room *A Baumgart, D Neuhauser*

### PostScript

- 416** Book review



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.dtd>

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)



When you have finished with this please recycle it