# Quality & Safety in Health Care



# Contents

#### **Editorial**

**82** Put the patient in the room, always *L J Donaldson* 

# **Original articles**

- **85** Medicine information needs of patients: the relationships between information needs, diagnosis and disease *C Duggan*, *I Bates*
- 90 How willing are patients to question healthcare staff on issues related to the quality and safety of their healthcare? An exploratory study *R E Davis, M Koutantji, C A Vincent*
- 97 Preferences of acutely ill patients for participation in medical decision-making C Wilkinson, M Khanji, P E Cotter, O Dunne, S T O'Keeffe
- 101 "The Happy Migrant Effect": perceptions of negative experiences of healthcare by patients with little or no English: a qualitative study across seven language groups P W Garrett, H G Dickson, L Young, A Klinken Whelan

#### **Error management**

- 104 Use of a falls incident reporting system to improve care process documentation in nursing homes L M Wagner, E Capezuti, P C Clark, P A Parmelee, J G Ouslander
- **109** Causes of preventable drug-related hospital admissions: a qualitative study *R Howard*, *A Avery*, *P Bissell*

# April 2008 Vol 17 No 2

**117** Role of registered nurses in error prevention, discovery and correction A E Rogers, G E Dean, W-T Hwang, L D Scott

# **Education and training**

Resident uncertainty in clinical decision making and impact on patient care: a qualitative study *J M Farnan, J K Johnson, D O Meltzer, H J Humphrey, V M Arora* 

# **Organisational matters**

- **127** Benefits and losses: a qualitative study exploring healthcare staff perceptions of teamworking *S K Baxter, S M Brumfitt*
- 131 An analysis of decision letters by research ethics committees: the ethics/scientific quality boundary examined *E L Angell, A Bryman, R E Ashcroft, M Dixon-Woods*

#### **Developing research and practice**

**137** Plotting basic control charts: tutorial notes for healthcare practitioners *M A Mohammed, P Worthington, W H Woodall* 

#### Quality improvement report

146 Decreasing paediatric prescribing errors in a district general hospital A L Davey, A Britland, R J Naylor

### **Heroes and martyrs**

**150** Kaoru Ishikawa: from fishbones to world peace *M Best, D Neuhauser* 



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



www.publicationethics.org.uk
This journal is amember of and
subscribes to the principles of the
Committee on Publication Ethics