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	Nota di contenuto	Patient Safety and Healthcare Improvement at a Glance; Contents; Contributors; Preface; Acknowledgements; How to use your revision guide; Part 1 The essence of patient safety; 1 Basics of patient safety; Introduction; Definitions; Concepts; 2 Understanding systems; Introduction; From individuals to systems; Healthcare as a complex socio-technical system; System reliability; Organisational accidents; 3 Quality and safety; Introduction; What is quality healthcare?; What is safety?; Similarities and differences between quality and safety; The Donabedian framework; Approaches to improvement 4 Human factorsIntroduction; The 'Swiss cheese' model; People; Non-technical skills and situational awareness; Tasks; Technology and tools; Environment; Organisation; Cost and quality management; Learning from incidents; Summary; 5 Teamwork and communication; Introduction; Communication; Teamwork; Tools to improve teamwork and communication; Conclusion; 6 Reporting and learning from errors; Introduction; How to report incidents; Barriers to reporting; What difference has it made?; Problems with reporting; Where do we go from here?; 7 Research in patient safety; Introduction Evaluating progress in patient safetyTranslating evidence into practice (TRIP); Assessing and improving culture; Identifying and mitigating

hazards; Evaluating the association between organisational characteristics and outcomes; Challenges for patient safety research; Future direction; Part 2 Understanding and interpreting risk; 8 Risk-based patient safety metrics; Introduction; Error-based patient safety metrics; Injury-based patient safety metrics; Hazard- or risk-based patient safety metrics; Other applications of metrics; Quality indicators; Types of indicators; Never events; Conclusion
9 Root cause analysisWhat is root cause analysis?; Why investigate?; RCA process; Effective RCA investigation; 10 Measuring safety culture; Introduction; Measuring safety culture; Why measure safety culture?; Does safety culture improve outcomes?; Improving safety culture; Part 3 Risks to patient care ; 11 Medication errors; Introduction; Causes and potential prevention strategies for medication errors; Health information technology; National and international efforts to reduce medication errors; Conclusion; 12 Surgical errors; Introduction; Epidemiology of surgery
Technical versus non-technical skillsRetained surgical materials; Wrong-site surgery; Checklists; The checklist in England and Wales - a national perspective; A lean intervention - reducing surgical errors locally; Conclusion; 13 Diagnostic errors; Introduction; How do we arrive at a diagnosis?; How common are diagnostic errors?; What factors contribute to diagnostic error?; How do we avoid diagnostic errors?; Cognitive-related interventions; System-related interventions; Involving patients; 14 Maternal and child health errors; Introduction; Delay 1: Demand; Delay 2: Linkage; Delay 3: Supply
Conclusion

Sommario/riassunto	Patient Safety and Healthcare Improvement at a Glance is a timely and thorough overview of healthcare quality written specifically for students and junior doctors and healthcare professionals. It bridges the gap between the practical and the theoretical to ensure the safety and wellbeing of patients. Featuring essential step-by-step guides to interpreting and managing risk, quality improvement within clinical specialties, and practice development, this highly visual textbook offers the best preparation for the increased emphasis on patient safety and quality-driven focus in today's healthcare