Papers

495 The importance of place of residence in patient satisfaction
Carey Levinton, Jeremy Veillard, Arthur Slutsky and Adalsteinn Brown

503 Determinants of patient satisfaction: a study among 39 hospitals in an in-patient setting in Germany
Timo Volenzen, Jorg Kuever and Jucun Keyler

510 Promoting patient-centered care: a qualitative study of facilitators and barriers in healthcare organizations with a reputation for improving the patient experience
Karen Luyford, Dino Cola Safon and Ton Dehaene

516 Patient satisfaction with services in outpatient clinics at Mulago hospital, Uganda
Juliet Nabirye-Sekandi, Fredrick E. Mabona, Andrew Kasangya, Irene Betty Kizza, Joshua Tumwine, Eddie Nalumya, Sonny Maina and David H. Peters

524 A simple approach to fairer hospital benchmarking using patient experience data
Barbara M. Holzer and Christoph E. Minder

531 Patient centredness and quality improvement efforts in hospitals: rationale, measurement, implementation
Oliver Groene

538 Impact of the ventilator bundle on ventilator-associated pneumonia in intensive care unit
Monika Pogerzelska, Patricia W. Stone, E. Yoko Furuya, Eil N. Pernarovsky, Elaine L. Larson, Donald Goldmann and Andrea Dik

545 Does spirometry training in general practice improve quality and outcomes of asthma care?
Christine Holte, Alan Crockett, Mark Nelson, Philip Ryan, Richard Wind-Baker, Nigel Stock, Nancy Briggs and Justin Billby

552 Identifying population-level indicators to measure the quality of cancer care for women
Monika K. Krzyzanowska, Lisa Barbera, Laurie Ellis, Anne Razzaggi, Reiji Sakata, Nancy Yeritsyan and Arlene S. Bierman

565 Nationwide quality improvement of cholecystectomy: results from a national database
Kirstine M. Harboe and Linda Bardram

574 Patient and hospital characteristics associated with variation in guideline adherence in intrauterine insemination care

590 Wristbands as aids to reduce misidentification: an ethnographically guided task analysis
Andrew F. Smith, Kate Casey, James Wilson and Denise Fischbacher-Smith

600 How can managers in the hospital in the home units help to balance technology and physician-patient knowledge?
Gabriel Ciprado-Carrion, Jason Gabriel Ciprado-Navares, Lisa Martins-Care and Stephen Ebbledige