On the Radar

Issue 493
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On the Radar is a summary of some of the recent publications in the areas of safety and quality in health care. Inclusion in this document is not an endorsement or recommendation of any publication or provider. Access to particular documents may depend on whether they are Open Access or not, and/or your individual or institutional access to subscription sites/services. Material that may require subscription is included as it is considered relevant.

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On the Radar
Editor: Dr Niall Johnson niall.johnson@safetyandquality.gov.au
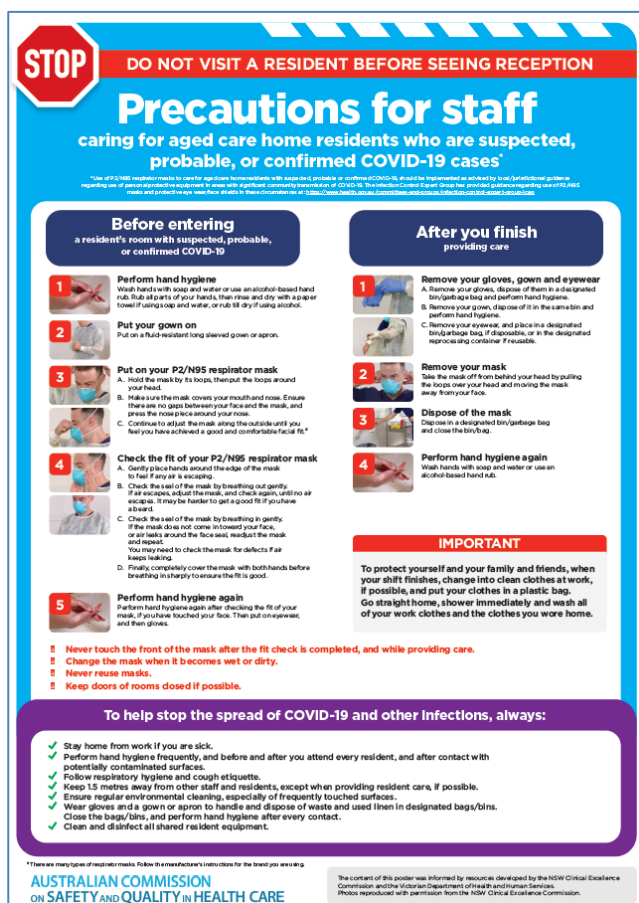Contributors: Niall Johnson, Alice Bhasale, Ben Prest

COVID-19 resources

https://www.safetyandquality.gov.au/covid-19

The Australian Commission on Safety and Quality in Health Care has developed a number of resources to assist healthcare organisations, facilities and clinicians. These and other material on COVID-19 are available at https://www.safetyandquality.gov.au/covid-19
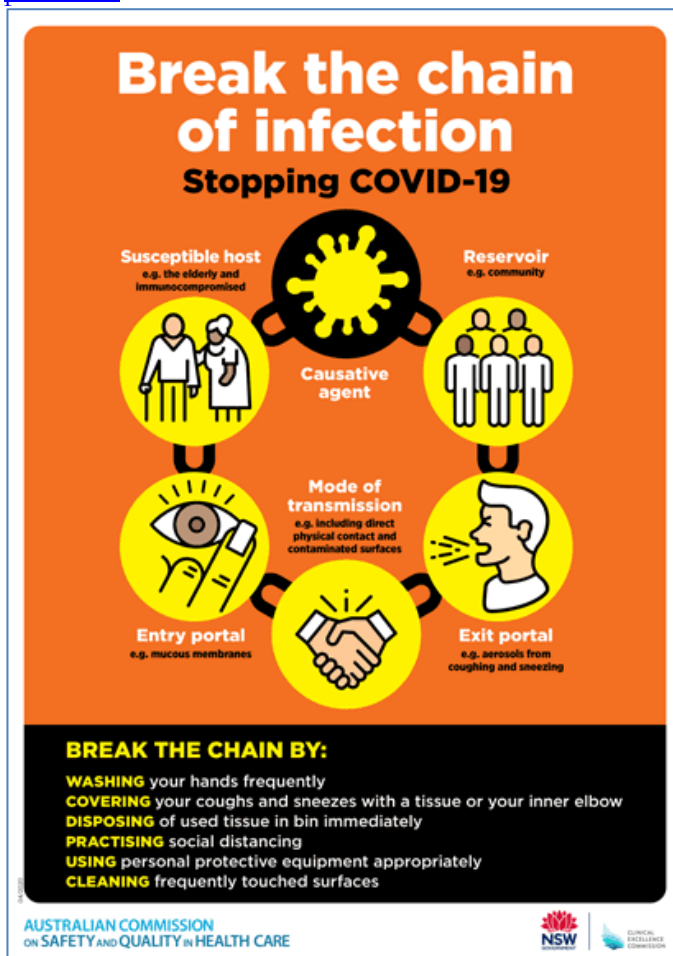
The latest additions include:

- *COVID-19: Aged care staff infection prevention and control precautions* poster
  https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-aged-care-staff-infection-prevention-and-control-precautions-poster

- *Environmental Cleaning and Infection Prevention and Control*
  www.safetyandquality.gov.au/environmental-cleaning
- *Infection prevention and control Covid-19 PPE* poster
  https://www.safetyandquality.gov.au/publications-and-resources/resource-library/infection-prevention-and-control-covid-19-personal-protective-equipment
- *Special precautions for Covid-19 designated zones* poster
  https://www.safetyandquality.gov.au/publications-and-resources/resource-library/special-precautions-covid-19-designated-zones
- *COVID-19 infection prevention and control risk management – Guidance*
  https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-infection-prevention-and-control-risk-management-guidance
- *Safe care for people with cognitive impairment during COVID-19*
  https://www.safetyandquality.gov.au/our-work/cognitive-impairment/cognitive-impairment-and-covid-19

- **Medicines Management COVID-19** https://www.safetyandquality.gov.au/our-work/medication-safety/medicines-management-covid-19, including position statements on medicine-related issues
    - *Managing fever associated with COVID-19*
    - *Managing a sore throat associated with COVID-19*
    - *ACE inhibitors and ARBs in COVID-19*
    - *Clozapine in COVID-19*
    - *Management of patients on oral anticoagulants during COVID-19*
    - *Ascorbic Acid: Intravenous high dose in COVID-19*
    - *Treatment in acute care, including oxygen therapy and medicines to support intubation*
    - *Nebulisation and COVID-19*
    - *Managing intranasal administration of medicines during COVID-19*
    - *Ongoing medicines management in high-risk patients*
    - *Medicines shortages*
    - *Conserving medicines*
    - *Intravenous medicines administration in the event of an infusion pump shortage*
- *Potential medicines to treat COVID-19* https://www.safetyandquality.gov.au/publications-and-resources/resource-library/potential-medicines-treat-covid-19
- *Break the chain of infection: Stopping COVID-19* poster https://www.safetyandquality.gov.au/publications-and-resources/resource-library/break-chain-poster-a3

- *COVID-19: Elective surgery and infection prevention and control precautions*
  https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-elective-surgery-and-infection-prevention-and-control-precautions
- *FAQs for clinicians on elective surgery* https://www.safetyandquality.gov.au/node/5724
- *FAQs for consumers on elective surgery* https://www.safetyandquality.gov.au/node/5725
- *FAQs on community use of face masks*
  https://www.safetyandquality.gov.au/faqs-community-use-face-masks
- *COVID-19 and face masks – Information for consumers*
  https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-and-face-masks-information-consumers
  The Commission's fact sheet on use of face masks in the community to reduce the spread of COVID-19 is now available in Easy English and 10 other community languages from https://www.safetyandquality.gov.au/wearing-face-masks-community.
  The factsheet was developed to help people understand when it is important to wear a mask to reduce the risk of the spread of COVID-19, and to explain how to safely put on and remove face masks. It also reinforces the importance of staying home if you have symptoms, physical distancing, hand hygiene and cough etiquette.

National Safety and Quality Digital Mental Health Standards
Australian Commission on Safety and Quality in Health Care
https://www.safetyandquality.gov.au/dmhs

The Commission launched the *National Safety and Quality Digital Mental Health Standards* (NSQDMH Standards) on 30 November 2020.

The NSQDMH Standards aim to improve the quality of digital mental health service provision, and to protect service users and their support people from harm.

The three NSQDMH Standards include 59 actions related to clinical and technical aspects of digital mental health services. They describe the level of care and the safeguards that a digital mental health service should provide.

The Commission partnered with service users, consumers, carers, families, clinicians, service providers and technical experts to develop the NSQDMH Standards.

Services can use the Commission's self-assessment tool to monitor their progress towards meeting the NSQDMH Standards. The Commission is currently developing an independent assessment scheme for the NSQDMH Standards. It is anticipated that the assessment scheme will be available for implementation from late 2021.

You can download the Standards and related resources from the Commission's website at:
https://www.safetyandquality.gov.au/dmhs

Draft Acute Anaphylaxis Clinical Care Standard consultation
https://www.safetyandquality.gov.au/standards/clinical-care-standards/consultations-clinical-care-standards

The Australian Commission on Safety and Quality in Health Care has released the draft *Acute Anaphylaxis Clinical Care Standard* for public consultation.

The *Acute Anaphylaxis Clinical Care Standard* will support a national approach to the treatment of anaphylaxis, which is the most severe form of allergic reaction, and potentially life-threatening if not treated immediately.

More than four million Australians live with allergies and in the past five years, anaphylaxis hospital admissions in Australia increased 46% to 11,856 in 2018-19.

The draft clinical care standard includes:
- Six quality statements that describe the care that should be offered to people experiencing anaphylaxis, and
- A set of indicators to support health service organisations with local monitoring of quality improvement activities.

There are four documents available for comment
- *Acute Anaphylaxis Clinical Care Standard - Consultation Draft*
- *Acute Anaphylaxis Clinical Care Standard - Consumer Fact Sheet - Consultation draft*
- *Acute Anaphylaxis Clinical Care Standard - Clinician Fact Sheet - Consultation draft*
- *Anaphylaxis discharge checklist and discussion guide - Consultation draft.*

The Commission is keen to receive comments on the draft clinical care standard from healthcare professionals, peak healthcare and consumer organisations, consumers and any other interested parties. If you or your health service organisation provide care to people who may require anaphylaxis treatment — or you are personally affected by anaphylaxis — you are invited to comment on the draft *Acute Anaphylaxis Clinical Care Standard.*

Please share the link with anyone in your network who may like to comment. The public consultation will close at 11:59pm (AEDT) on **Sunday 13 December 2020**.

For more information, contact the Clinical Care Standards team at ccs@safetyandquality.gov.au or visit our website at https://www.safetyandquality.gov.au/standards/clinical-care-standards

Reports

The Global Response to AMR: Momentum, success and critical gaps
Jinks T, Buckland-Merrett G, Sugden R, Chapman C, Knox J, Wilson M, et al
London: Wellcome Trust; 2020. p. 102.

DOI	https://doi.org/10.6084/m9.figshare.13221710
Notes	Antimicrobial resistance (AMR) is recognised as a significant global challenge and the last few years have seen many reports (and much action). This report from the Wellcome Trust provides an update on the AMR issue status, including identifying recent developments and remaining critical gaps in the AMR response globally. The report identifies seven priority areas for action over the next 10 years. These include: • Water, sanitation, and hygiene (WASH) • Infection prevention and control • Therapeutic innovation • Surveillance • Human consumption of antimicrobials • Vaccine development and access • Antimicrobial use in animals.

For information on the Commission's work on antimicrobial resistance, see
https://www.safetyandquality.gov.au/our-work/antimicrobial-resistance

Journal articles

Transformational improvement in quality care and health systems: the next decade
Braithwaite J, Vincent C, Garcia-Elorrio E, Imanaka Y, Nicklin W, Sodzi-Tettey S, et al
BMC Medicine. 2020;18(1):340.

DOI	https://doi.org/10.1186/s12916-020-01739-y
Notes	This paper is a review of and response to 3 recent (2018) major international reports: • *High-quality health systems in the Sustainable Development Goals era: time for a revolution* from The Lancet Global Health Commission (https://doi.org/10.1016/S2214-109X(18)30386-3) • *Crossing the Global Quality Chasm: Improving Health Care Worldwide* from the USA's National Academies of Sciences, Engineering, and Medicine (https://doi.org/10.17226/25152) • *Delivering quality health services: a global imperative for Universal Health Coverage* from the World Health Organization, Organisation for Economic Co-Operation and Development, and The World Bank (https://apps.who.int/iris/handle/10665/272465). Following a textual analysis, the authors note the recurring features of these reports (governance, measurement, information and communications technology, systems approaches, learning health systems, use of evidence, patient-centred care, research and evaluation). The authors observe that 'The reports contain many recommendations, but lack an integrated, implementable, 10-year action plan', and in response they offer three initiatives to move to action (but lack indication as to whom should take what specific actions): 1. Establish a 10-year blueprint for change 2. Buy more equitable, high-quality care for the greatest number 3. Learn from what goes right as well as what goes wrong.

Lifetime Prevalence and Correlates of Patient-Perceived Medical Errors Experienced in the U.S. Ambulatory Setting: A Population-Based Study
Sundwall DN, Munger MA, Tak CR, Walsh M, Feehan M
Health Equity. 2020;4(1):430-437.

DOI	http://doi.org/10.1089/heq.2020.0009
Notes	Paper reporting on a study that surveyed more than 9,000 ambulatory care adults in the USA about their perception of medical errors and harms during care (misdiagnosis, mistakes in care, and wrong or delayed treatment). The data used are purely the survey data; there was no verification of the claims, for example by medical record review. The authors report that that 'The overall **rate of self-perceived medical errors and harms** among adult patients in the ambulatory care setting was **36%.**' Further: - Female patients, independent of age, and those with multiple comorbidities or barriers to care, reported the highest number of medical errors. - Utilization of multiple providers was associated with a greater number of reported medical errors, often resulting in changing health care providers. - Patients who reported having trouble affording health care or navigating the system to receive care also reported higher levels of harm. They were cared for by multiple providers, often switch providers, and their care is associated with greater utilization of health care resources. - Patients reporting the highest rates of harm had greater use of hospital and emergency room care.

Continuity of care interventions for preventing hospital readmission of older people with chronic diseases: A meta-analysis
Facchinetti G, D'Angelo D, Piredda M, Petitti T, Matarese M, Oliveti A, et al
International Journal of Nursing Studies. 2020;101:103396.

DOI	https://doi.org/10.1016/j.ijnurstu.2019.103396
Notes	Paper reporting on a meta-analysis of the literature on the effectiveness of continuity of care interventions in older people with chronic diseases in reducing short and long term hospital readmission after hospital discharge. The authors observe that 'Hospital readmission after discharge is a frequent, burdensome and costly event, particularly frequent in older people with multiple chronic conditions'. The meta analysis covered 30 randomised control trials (RCTs) comprising 8,920 patients. The authors concluded that their analysis found '**Continuity of care interventions prevent short term hospital readmission in older people with chronic diseases**. However, there is inconclusive evidence about the effectiveness of continuity interventions aiming to reduce long term readmission'.

Australian Health Review
Volume 44 Number 6 2020

URL	https://www.publish.csiro.au/ah/issue/9741
Notes	A new issue of *Australian Health Review* has been published. This issue has two areas of special focus: **Improving Aged Care** and **Improving Mental Health Care**. Articles in this issue of *Australian Health Review* include: **An age-old crisis?** Now is the time for action (Anna Dixon) - Combatting Commission fatigue: what does **real reform in mental health** look like? (Sebastian Rosenberg) - New Zealand's Cannabis Legalisation and Control Bill: a viable approach to **drug law reform** (Joseph M. Boden) **New Zealand** votes on **end of life choice and cannabis** legalisation (Andrew Geddis)

- **Who uses residential aged care** now, how has it changed and what does it mean for the future? (Diane Gibson)
- **Staffing policy in aged care** must look beyond the numbers (Sarah Wise)
- **Young people in Australian residential aged care**: evaluating trends from 2008 to 2018 (Mark G. Brown, G M Bishop, D Winkler and J M. Douglas)
- Complex care needs and devolution in Greater Manchester: a pilot study to explore **social care innovation in newly integrated service arrangements for older people** (Baber Malik, Jude Wells, Jane Hughes, Paul Clarkson, John Keady, Alys Young and David Challis)
- Assessment of **advance care planning documentation for residents of residential aged care facilities** presenting to the emergency department (Tzy Harn Chua, Jessica Ru-Jia Foong, R Renxin Tan, P N Rukasha and C Hullick)
- Understanding the work of **case managers in Australian community aged care**: a longitudinal time and motion study (Mirela Prgomet, Scott Walter, Mikaela Jorgensen, Andrew Georgiou and Johanna Westbrook)
- Codesigned framework for organisational culture reform in South Australian **older persons' mental health services** after the Oakden Report (Duncan McKellar and Jackie Hanson)
- Everyone matters; everyone contributes; everyone grows: a pilot project **cultivating psychological safety to promote growth-oriented service culture** after the Oakden Report (Duncan McKellar, Diana Renner, Amelia Gower, Sinead O'Brien, Andrew Stevens and Antonietta DiNiro)
- **Stepped care mental health service in Australian primary care**: codesign and feasibility study (Josephine Anderson, Kathleen O'Moore, Mariam Faraj and Judith Proudfoot)
- Implementing **national mental health carer partnership standards** in South Australia (Sharon Lawn, E Waddell, T Cowain, C Turnbull and J McMahon)
- **eMental health service use among Australian youth**: a cross-sectional survey framed by Andersen's model (Teghan Leech, D S Dorstyn and W Li)
- How much 'lived experience' is enough? Understanding **mental health lived experience work** from a management perspective (Helena Roennfeldt and Louise Byrne)
- Appraisal of **physical health guidelines for severe mental illness** (Nadia Friend, Jade Hughes, Steve Kisely, Ratika Kumar and Dan Siskind)
- The **psychotherapeutic practice and potential of mental health nurses**: an Australian survey (Richard Lakeman, Andrew Cashin, J Hurley and T Ryan)
- Effect of a **24/7 nursing presence in a police watch house** on police presentations to the emergency department (Julia Crilly, Cathy Lincoln, Paul Scuffham, Josh Byrnes, Jo Timms, Ken Becker, Nelle van Buuren, Andrew Fisher, Danny Murphy, Ping Zhang, Stuart Kinner and David Green)
- Introducing a clinically effective **allied health rapid discharge team** within a complex aged subacute in-patient cohort on a cost recovery basis: the Supported Patient centred Early Discharge (SPeED) initiative (Peter Hough, Stephanie Gleeson, Nataliya Shkuratova, Freya Coker and Cylie Williams)
- Evaluation of the nature, severity, likelihood and preventability of **medication-related hospital-acquired complications** (Martin Canning, Chui Han Lee, Richard Bolitho and Erin Dunn)
- Case for **antimicrobial stewardship pharmacy technicians in Australian hospitals** (Ron Cheah, Arjun Rajkhowa, Rodney James, Kym Wangeman, Sonia Koning, Karin Thursky and Kirsty Buising)

	• Effect of mammography screening and sociodemographic factors on **stage of female breast cancer at diagnosis** in New South Wales (Shannon Tong, Matthew Warner-Smith, Sarah McGill, David Roder and David Currow) • **Emergency general surgery models** in Australia: a cross-sectional study (Ned Kinnear, Jennie Han, Minh Tran, Matheesha Herath, Samantha Jolly, Derek Hennessey, Christopher Dobbins, Tarik Sammour and James Moore) • A **health management competency framework** for Australia (Zhanming Liang, Felicity Blackstock, Peter Howard, Geoffrey Leggat, Alison Hughes, Janny Maddern, David Briggs, Godfrey Isouard, N North and S G Leggat) • Perceptions of allied health staff of the implementation of an **integrated electronic medical record** across regional and metropolitan settings (Maria Schwarz, Anne Coccetti, Michael Draheim and Gail Gordon) • Provision of **home medicines reviews** in Australia: linking population need with service provision and available pharmacist workforce (Jean Spinks, Stephen Birch, Amanda J Wheeler, L Nissen, C Freeman, T Thai and J Byrnes)

Journal of Patient Experience
Volume: 7, Number: 5 (October 2020)

URL	https://journals.sagepub.com/toc/jpxa/7/5
Notes	A new issue of the *Journal of Patient Experience* has been published. Articles in this issue of the *Journal of Patient Experience* include: • Editorial: **Harness Technology—Enhance Health Care Experiences** (Laura Cooley) • A **Practical Guide for Frontline Workers During COVID-19**: Kolcaba's Comfort Theory (Timothea Vo) • Future Perspectives of **Nurses With COVID 19** (Abdolghani Abdollahimohammad and Mohammadreza Firouzkouhi) • The **COVID-19 Pandemic and Italian Public Mental Health Services**: Experience and Future Directions (Lorenzo Pelizza and Simona Pupo) • Living With a Trifecta of **Pain and Cancer With Personal Reflections of COVID-19** (Richard B Hovey) • The Use of **Empathic Communication During the COVID-19 Outbreak** (Sheila K Stevens, Rebecca Brustad, Lena Gilbert, Benjamin Houge, Timothy Milbrandt, Karee Munson, Jennifer Packard, Brooke Werneburg, and Mustaqeem A Siddiqui) • Patient Experience of **Obstetric Care During the COVID-19 Pandemic**: Preliminary Results From a Recurring National Survey (Dani Bradley, Arianna Blaine, Neel Shah, Ateev Mehrotra, Rahul Gupta, and Adam Wolfberg) • COVID-19 Pandemic Accelerates Need to Improve **Online Patient Engagement Practices** to Enhance Patient Experience (Melanie A Meyer) • Evaluating the **Telehealth Experience of Patients With COVID-19 Symptoms**: Recommendations on Best Practices (Saif Khairat, Malvika Pillai, Barbara Edson, and Robert Gianforcaro) • Development of a **Communications Program to Support Care of Critically Ill Coronavirus Disease 2019 (COVID-19) Patients** (Pamela K Wendel, Roberta J Stack, Mary F Chisholm, Mary J Kelly, Bella Elogoodin, Gregory A Liguori, Douglas S T Green, Mandip Singh Kalsi, and Ellen M Soffin) • **Patient Perspectives on Telepsychiatry** on the Inpatient Psychiatric Unit During the COVID-19 Pandemic (Reuben Heyman-Kantor, Nathan Hardy, and Amy R Corcoran)

- **Maybe the Heart Remembers…** (Agnieszka Maryniak)
- You Have Come by Way of Sorrow: **Enhancing Empathy in Clinicians** by Using Personal Experiences to Construct Professional Learning Materials (Saskia Keville)
- Why an Algorithmic "Rule-Out MI" Order Set Is Necessary But Not Sufficient **Care for Chest Pain in the Emergency Department** Setting (Jill D Nault Connors, Alex Prittie, and Paul I Musey)
- **Goal-Based Shared Decision-Making**: Developing an Integrated Model (Glyn Elwyn and Neeltje Petronella Catharina Anna Vermunt)
- **Improving Sleep in Intensive Care Unit**: An Overview of Diagnostic and Therapeutic Options (Ravindranath Tiruvoipati, Juan Mulder, and Kavi Haji)
- Patient-Reported Use of the **After Visit Summary in a Primary Care Internal Medicine Practice** (Sarita Pathak, Gregory Summerville, Celia P Kaplan, Sarah S Nouri, and Leah S Karliner)
- Provider Attitudes and Support of Patients' Autonomy for **Phosphate Binder Medication Adherence** in ESRD (Ebele M Umeukeje, Rabia Osman, Arie L Nettles, Kenneth A Wallston, and Kerri L Cavanaugh)
- **Psychological Case Conference Following the Death of a Patient** With Neuromuscular Disease: A Source of Emotional Support for Participating Medical Staff (Haruo Fujino, Tsuyoshi Matsumura, Toshio Saito, Harutoshi Fujimura, and Osamu Imura)
- **Parents Need More Support**: A Qualitative Study of the Experiences of Australian Parents Who Are Waiting for Surgical Intervention for Their Children With Otitis Media (Jacqueline H Stephens, Maree O'Keefe, Mark Schembri, and Peter A Baghurst)
- **Patient Perspectives on Short-Course Pharmacotherapy**: Barriers and Facilitators to Medication Adherence (LeeAnne B Sherwin, Diana Ross, Michelle Matteson-Kome, Matthew Bechtold, C Deroche, and B Wakefield)
- Comparison of **Satisfaction With Comorbid Depression Care Models** Among Low-Income Patients With Diabetes (Olivia Evanson and Shinyi Wu)
- Measuring **Patient-Reported Shared Decision-Making to Promote Performance Transparency and Value-Based Payment**: Assessment of collaboRATE's Group-Level Reliability (Rachel C Forcino, Marcus Thygeson, A James O'Malley, Marjan J Meinders, Gert P Westert, and Glyn Elwyn)
- **The Patient–Provider Continuum of Care**: Narratives of People Living With Comorbid HIV and Diabetes in Northern Thailand (Rhoda K Moise, Kriengkrai Srithanaviboonchai, Ali Alsolami, Mary H Soares, Bilikisu Reni Elewonibi, Marcelo E Tolmasky, and Michele M Wood)
- **Patient Experience Drivers of Overall Satisfaction With Care** in Cancer Patients: Evidence From Responders to the English Cancer Patient Experience Survey (Mayam Gomez-Cano, G Lyratzopoulos, and G A Abel)
- Receiving a Diagnosis of Pernicious Anemia: Exploring **Experiences of Relationships With Health Professionals** (Catherine Heidi Seage, Emily Glover, and Jenny Mercer)
- High Civic-Mindedness Reduces **Compassion Fatigue** in the First 3 Years of Professional Physical Therapist Practice: A Pilot Study (Kerstin M Palombaro, Ellen A Erdman, Kelly D McArdle, J D Black, A R Stewart, and S A Jones)
- Do collaboRATE Scores Reflect Differences in **Perceived Shared Decision-Making** Across Diverse Patient Populations? Evidence From a Large-Scale

Patient Experience Survey in the United States (Rachel C Forcino, Marcus Thygeson, A James O'Malley, Marjan J Meinders, G P Westert, and G Elwyn)

- **Patient Perception of Providers**: Do Patients Understand Who Their Doctor Is? (Alisa Wray, Maja Feldman, Shannon Toohey, Andrew Wong, Wynne Breed, Emily Frisch, Soheil Saadat, and Warren Wiechmann)
- **Caregiver's Recall of Stroke Discharge Education** Exceeds Patients and Is Associated With Greater Satisfaction (Caleb J Heiberger, Clayton Busch, John Chandler, Kevin Rance, B Montieth, J Hanscom, G Sandhu, and D Sandhu)
- **Patient Satisfaction, Quality Attributes, and Organizational Characteristics**: A Hierarchical Linear Model Approach (Koichiro Otani, Yihao Deng, Patrick A Herrmann, and Richard S Kurz)

Health Expectations
Volume 23, Issue 5, October 2020

URL	https://onlinelibrary.wiley.com/toc/13697625/2020/23/5
Notes	A new issue of *Health Expectations* has been published. Articles in this issue of *Health Expectations* include: • Editorial: **Relationships and Communication—the core components of person-centred care** (Kerry Kuluski) • Scoping review of **patients' attitudes about their role and behaviours** to ensure safe care at the direct care level (Lenora Duhn, C Godfrey, J Medves) • **Priorities of patients, caregivers and health-care professionals for health research** – A systematic review (Michael Levelink, Mona Voigt-Barbarowicz, Anna Levke Brütt) • 'It struck at the heart of who I thought I was': A meta-synthesis of the qualitative literature examining the **experiences of people with multiple sclerosis** (Jane Desborough, Crystal Brunoro, Anne Parkinson, Katrina Chisholm, Mark Elisha, Janet Drew, Vanessa Fanning, Christian Lueck, Anne Bruestle, Matthew Cook, Hanna Suominen, A Tricoli, A Henschke, C Phillips) • How to identify, incorporate and report **patient preferences in clinical guidelines**: A scoping review (Claire Kim, Melissa J Armstrong, Whitney B Berta, Anna R Gagliardi) • Covering patient's perspective in case-based critical review articles to improve **shared decision making** in complex cases (Louis-Rachid Salmi, Pierre Côté, Christine Cedraschi) • **Shared decision making in breast cancer treatment guidelines**: Development of a quality assessment tool and a systematic review (Marta Maes-Carballo, Isabel Muñoz-Núñez, Manuel Martín-Díaz, Luciano Mignini, Aurora Bueno-Cavanillas, Khalid Saeed Khan) • Stakeholders' perspectives on **models of care in the emergency department** and the introduction of health and social care professional teams: A qualitative analysis using World Cafés and interviews (Marica Cassarino, Rosie Quinn, Fiona Boland, Marie E Ward, Rosa McNamara, Margaret O'Connor, Gerard McCarthy, Damien Ryan, Rose Galvin, Katie Robinson) • Perspectives on **public involvement in health research** from Singapore: The potential of a supported group model of involvement (Lidia Luna Puerta, Bernadette Bartlam, Hsiao-Li Shirley Sun, Helen E Smith) • A qualitative exploration of **oral health care among stroke survivors** living in the community (Lucy O'Malley, Rachael Powell, Sharon Hulme, Matthew Lievesley, Wendy Westoby, Jess Zadik, A Bowen, P Brocklehurst, C J Smith)

- Interdisciplinary communication and collaboration as key to improved nutritional care of **malnourished older adults across health-care settings** – A qualitative study (Marije H Verwijs, Saskia Puijk-Hekman, Ellen van der Heijden, Emmelyne Vasse, L C P G M de Groot, M A E de van der Schueren)
- **Enabling 'citizen voice' in the English health and social care system**: A national survey of the organizational structures, relationships and impacts of local Healthwatch in England (Giulia Zoccatelli, Amit Desai, Graham Martin, Sally Brearley, Trevor Murrels, Glenn Robert)
- **Living with opioids**: A qualitative study with patients with chronic low back pain (Helena De Sola, Amaia Maquibar, I Failde, A Salazar, I Goicolea)
- **Patient enablement** after a consultation with a general practitioner— Explaining variation between countries, practices and patients (Elina Tolvanen, Peter P Groenewegen, Tuomas H Koskela, Torunn Bjerve Eide, Christine Cohidon, Elise Kosunen)
- The challenges of **caring for children who require complex medical care at home**: 'The go between for everyone is the parent and as the parent that's an awful lot of responsibility' (Bethan F Page, L Hinton, E Harrop, C Vincent)
- An **alternate level of care plan: Co-designing components** of an intervention with patients, caregivers and providers to address delayed hospital discharge challenges (Kerry Kuluski, Julia W Ho, Lauren Cadel, S Shearkhani, C Levy, M Marcinow, A Peckham, J Sandercock, D J Willison, S J T Guilcher)
- **Health literacy experiences of multi-ethnic patients** and their health-care providers in the management of type 2 diabetes in Malaysia: A qualitative study (Adina Abdullah, Su May Liew, Chirk Jenn Ng, Subashini Ambigapathy, P Vengadasalam V Paranthaman)
- Evaluation of a research awareness training programme to support **research involvement of older people with dementia and their care partners** (Jahanara Miah, Piers Dawes, Iracema Leroi, Bella Starling, Karina Lovell, Owen Price, Andrew Grundy, Suzanne Parsons)
- Facilitating personal development for **public involvement in health-care education and research**: A co-produced pilot study in one UK higher education institute (Sue Read, Alison M Aries, Sue M Ashby, Val Bambrick, Steven J Blackburn, Helen Clifford, Carol Rhodes, S Thirlwall, C A Watkins)
- Why don't patients seek help for **chronic post-surgical pain after knee replacement**? A qualitative investigation (A J Moore, R Gooberman-Hill)
- Priority measures for publicly **reporting primary care performance**: Results of public engagement through deliberative dialogues in 3 Canadian provinces (Morgan Slater, Julia Abelson, Sabrina T Wong, Julia M Langton, Fred Burge, William Hogg, Matthew Hogel, Ruth Martin-Misener, Sharon Johnston)
- The impact of **prenatal counselling** on mothers of surviving children with hypoplastic left heart syndrome: A qualitative interview study (Sophie Bertaud, David F A Lloyd, Gurleen Sharland, Reza Razavi, Myra Bluebond-Langner)
- **Reluctant educators and self-advocates**: Older trans adults' experiences of health-care services and practitioners in seeking gender-affirming services (Paul Willis, Christine Dobbs, Elizabeth Evans, Michele Raithby, J-A Bishop)
- **Shared decision making in surgery**: A scoping review of the literature (Kacper Niburski, Elena Guadagno, Sadaf Mohtashami, Dan Poenaru)

	Revisiting patient expectations and experiences of antibiotics in an era of antimicrobial resistance: Qualitative study (Olga Boiko, Martin C Gulliford, Caroline Burgess) 'As soon as you've been there, it makes it personal': The experience of health-care staff shadowing **patients at the end of life** (Joanna Goodrich, Damien Ridge, Tina Cartwright) - Is it worth it?: The experiences of persons with **multiple sclerosis** as they access health care to manage their condition (Julie Pétrin, Catherine Donnelly, Mary-Ann McColl, Marcia Finlayson) **Physician behaviours that optimize patient-centred care**: Focus groups with migrant women (Anna R Gagliardi, Claire Kim, Bismah Jameel BSc) - Evaluation of a community **dental clinic** providing care to people experiencing **homelessness**: A mixed methods approach (Martha Paisi, Rebecca Baines, Christina Worle, Lyndsey Withers, Robert Witton) - Patients' expectations and experiences of stem cell therapy for the treatment of **knee osteoarthritis** (Lucinda Kenihan, Lauren McTier, Nicole M Phillips) - Adaptation and qualitative evaluation of **Ask 3 Questions** — a simple and generic intervention to foster **patient empowerment** (Anja Lindig, Pola Hahlweg, Wiebke Frerichs, Cheyenne Topf, Martin Reemts, Isabelle Scholl) - Policy and practice suggestions to improve performance on the **UNAIDS 90-90-90 targets**: Results from a nominal group technique with HIV experts in Southwest Ethiopia (Hailay Abrha Gesesew, Paul Ward, Kifle Woldemichael, Pamela Lyon, Lillian Mwanri) - Exploring the experiences of having **Guillain-Barré Syndrome**: A qualitative interview study (Joseph N A Akanuwe, Despina Laparidou, Ffion Curtis, PhD Jennifer Jackson, Timothy L Hodgson, Aloysius Niroshan Siriwardena) - Muscle strengthening intervention for boys with **haemophilia**: Developing and evaluating a best-practice exercise programme with boys, families and health-care professionals (Ferhana Hashem, David Stephensen, Wendy I Drechsler, Melanie Bladen, Liz Carroll, Tracy Pellatt-Higgins, E-C Saloniki) - A national research centre for the evaluation and implementation of **person-centred care**: Content from the first interventional studies (Hanna Gyllensten, Ida Björkman, Eva Jakobsson, Inger Ekman, Sofie Jakobsson) - Beneficial self-management support and user involvement in Healthy Life Centres—A qualitative interview study in persons afflicted by **overweight or obesity** (Elin Salemonsen, Georg Førland, Britt Sætre Hansen, Anne L Holm)

BMJ Quality & Safety online first articles

URL	https://qualitysafety.bmj.com/content/early/recent
Notes	*BMJ Quality & Safety* has published a number of 'online first' articles, including: - Barriers and enablers to the implementation of **multidisciplinary team meetings**: a qualitative study using the theoretical domains framework (Ashika D Maharaj, Sue M Evans, John R Zalcberg, Liane J Ioannou, Marnie Graco, Daniel Croagh, Charles H C Pilgrim, Theresa Dodson, David Goldstein, Jennifer Philip, James G Kench, Neil D Merrett, Rachel E Neale, Kate White, Peter Evans, Trevor Leong, Sally E Green) - Publication of **inspection frameworks**: a qualitative study exploring the impact on quality improvement and regulation in three healthcare settings (Jan-Willem Weenink, Iris Wallenburg, Ian Leistikow, Roland A Bal)

International Journal for Quality in Health Care online first articles

URL	https://academic.oup.com/intqhc/advance-articles
Notes	*International Journal for Quality in Health Care* has published a number of 'online first' articles, including: • **Communication on the Intensive Care Unit during COVID-19**: Early Experience with the Nightingale Communication Method (Jonathan Shurlock, James Rudd, Annette Jeanes, Aphrodite Iacovidou, Antonio Creta, Vijayabharathy Kanthasamy, Richard Schilling, Eamonn Sullivan, Joanne Cooke, Colette Laws-Chapman, David Baxter, Malcolm Finlay) • **COVID-19 is Having A Destructive Impact On Healthcare Workers' Mental Wellbeing** (Kris Vanhaecht, Deborah Seys, Luk Bruyneel, Bianca Cox, Gorik Kaesemans, Margot Cloet, Kris Van den Broeck, Olivia Cools, Andy De Witte, Koen Lowet, Johan Hellings, Johan Bilsen, Gilbert Lemmens, S Claes)

Online resources

National COVID-19 Clinical Evidence Taskforce
https://covid19evidence.net.au/
The National COVID-19 Clinical Evidence Taskforce is a collaboration of peak health professional bodies across Australia whose members are providing clinical care to people with COVID-19. The taskforce is undertaking continuous evidence surveillance to identify and rapidly synthesise emerging research in order to provide national, **evidence-based guidelines and clinical flowcharts for the clinical care of people with COVID-19**. The guidelines address questions that are specific to managing COVID-19 and cover the full disease course across mild, moderate, severe and critical illness. These are 'living' guidelines, updated with new research in near real-time in order to give reliable, up-to-the minute advice to clinicians providing frontline care in this unprecedented global health crisis.

COVID-19 Critical Intelligence Unit
https://www.aci.health.nsw.gov.au/covid-19/critical-intelligence-unit
The Agency for Clinical Innovation (ACI) in New South Wales has developed this page summarising rapid, evidence-based advice during the COVID-19 pandemic. Its operations focus on systems intelligence, clinical intelligence and evidence integration. The content includes a daily evidence digest and evidence checks on a discrete topic or question relating to the current COVID-19 pandemic.

[USA] Diagnostic Excellence: Getting the Right Diagnosis at the Right Time
https://kpactionplans.org/dex/
The Kaiser Permanente health system in the USA has produced this educational video series in order to raise awareness on the factors that lead to diagnostic errors and how to achieve Diagnostic Excellence. Topics include understanding bias, the diagnostic process, diagnostic errors, tools and systems, documentation, and partnering with patients to drive diagnostic excellence.

[UK] NIHR Evidence alert
https://evidence.nihr.ac.uk/alerts/
The UK's National Institute for Health Research (NIHR) has posted new evidence alerts on its site. Evidence alerts are short, accessible summaries of health and care research which is funded or supported by NIHR. This is research which could influence practice and each Alert has a message for people commissioning, providing or receiving care. The latest alerts include:
- Testing for **hepatitis** in A&E departments is likely to be cost-effective in many areas of the UK
- **Breast cancer surgery** is safer for older women than has been assumed

- Women with **womb cancer** are to be offered a genetic test for Lynch syndrome
- British-Bangladeshi parents offer better **nutrition to their children** when interventions involve the community
- The **glaucoma patients** most at risk of sight loss were identified in a new study
- National infection control campaigns led to a rapid decline in **superbug infections in UK intensive care units**
- Befriending programmes for people with **psychosis** can be challenging but beneficial to both parties
- Artificial intelligence can predict the development of a leading cause of **blindness**
- INCLUDE Roadmap can help researchers **make trials more inclusive**
- **Womb cancer** could be detected early with an inexpensive new blood test
- Ongoing pain after **knee replacement**: people need support and encouragement to seek help
- **Missed miscarriage** should be treated with mifepristone plus misoprostol rather than misoprostol alone
- First-line chemotherapy for **ovarian cancer** given once every three weeks may preserve quality of life
- **Women with cancer of the stomach or oesophagus** are more likely to survive than men, but they have worse side effects from chemotherapy
- **Teenagers' use of antidepressants** is rising with variations across regions and ethnic groups
- People with **thyroid cancer** who are asked to follow a low iodine diet need clear information
- The Vanguard programme to **integrate health and social care** achieved some of its aims but took time to show an effect
- Managing medication: older people and their families need support to deal with the **hidden burden of medication**
- Missed life opportunities for **young adult carers** cost the UK £1bn every year.

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