AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



On the Radar

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On the Radar

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Reports

Improving the patient experience through the health care physical environment Health Research & Educational Trust

Chicago: Health Research & Educational Trust; 2016. p. 23.

URL	http://www.hpoe.org/resources/hpoehretaha-guides/2823
Notes	The US HPOE (Hospitals in Pursuit Of Excellence) have released this short (23-page) guide that describes how hospital and health system leaders can use the hospital physical environment to improve the patient experience. The guide describes a "people, process, place" model that will help hospital and health system leaders identify people-centred ways to improve the patient experience of care through: • establishing a culture of caring; • implementing process improvements, such as processes that support patients and staff; and • making improvements to the place of care, including the hospital physical environment, technology and furniture. The guide includes case studies; a hospital leader checklist; a template for using the people, process and place model; a detailed table outlining eight domains of care measured by the HCAHPS survey with observed relationships to the physical environment; and additional resources list.

Journal articles

Resistance sans frontières: containing antimicrobial resistance nationally and globally Turnidge J, Baggoley C, Schipp M, Martin R

Medical Journal of Australia.	2016;204(6):207-8.
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DOI	http://dx.doi.org/10.5694/mja15.01304
Notes	This article explains in simple terms the intrinsically evolving problem of antimicrobial resistance, and why a global strategy, (in every sense of the word), is essential. The authors describe the seven elements of <i>Australia's First National Antimicrobial Resistance Strategy</i> , released in 2015, which is described as the first "to fully embrace the idea that resistance has no borders. The authors conclude with the exhortation that "All prescribers and users of antimicrobials have a responsibility to preserve their long term effectiveness and to protect the health of their nation's citizens, animals and ecosystems. With the ever increasing global movements of people, animals and goods, all nations must work together to protect each other. Resistant bugs don't respect borders."

English as a second language and outcomes of patients presenting with acute coronary syndromes: results from the CONCORDANCE registry

Juergens CP, Dabin B, French JK, Kritharides L, Hyun K, Kilian J, et al.

Medical Journal of Australia. 2016;204(6):239. Epub 2016/04/01.

Improving health outcomes for linguistically diverse patients Phillips CB.

Medical Journal of Australia 2016; 204 (6):209-210.

DOI Ju	urgens et al http://dx.doi.org/10.5694/mja15.00812
P	hillips http://dx.doi.org/10.5694/mja16.00009
Notes T C E an A di ha pe cc in X I I I I I I I I I I I I I I I I I I	Coronary Syndromes suggests a discrepancy in mortality for patients reporting singlish as a second language (ESL), which could not be fully explained in the nalysis by differences in baseline characteristics. As the accompanying editorial by Phillips notes, the two major reasons for ifferences in outcomes for linguistically diverse people are social determinants of ealth, and differences relating to their experience of health care. While it is not ossible to draw too many conclusions from this analysis, it does warrant further onsideration of the communication and other cultural issues that may be involved a communication with patients, decision-making regarding invasive therapy, dherence to preventive treatment, rehabilitation and other predictors of outcome. The 1005 ESL patients in CONCORDANCE differed at presentation from patients with English as a first language (EFL), with ESL patients being younger, more kely to smoke and to have diabetes mellitus, a prior myocardial infarction, heart ailure or chronic renal failure. 10-hospital mortality was higher for ESL patients (7.1% v 3.8% for EFL patients; P 10.001) as was 6-month mortality (13.8% v 8.3% for EFL group; P < 0.001). Rates of cardiac catheterisation, percutaneous coronary intervention rates, and referral to ardiac rehabilitation were lower in the ESL group. 21-anguage was a predictor of 6-month mortality in addition to age, in-hospital renal ailure, and recurrent ischaemia, suggesting that differences in outcomes might not only be explained biologically.

Variations in outcomes for patients with ACS contributed to the development of the Commissions' Clinical Care Standard on ACS. The Clinical Care Standard on ACS is available at http://www.safetyandquality.gov.au/our-work/clinical-care-standards/acute-coronary-syndromes-clinical-care-standards/

Transformational change in healthcare: an examination of four case studies Charlesworth K, Jamieson M, Davey R, Butler CD Australian Health Review. 2016;40(2):163-7.

DOI	http://dx.doi.org/10.1071/AH15041
Notes	 In this article, the characteristics of success for transformational change in healthcare are explored through four case studies from the US, UK and Australia. Multiple sources of evidence were used to investigate each case study. Some common observations between case studies are: In most case studies, there was a clear case for change because the preceding health system was very poor A well-communicated narrative existed for each case study with evidence-based rationale for why change was needed In most cases, health professional and patient engagement and consultation was paramount A clear delineation of responsibility and appropriate performance measures and incentives were present System redesign was essential and was facilitated by sophisticated data management Leadership focused on quality of care and the notion of health as a complex adaptive system.

Use of Maternal Early Warning Trigger tool reduces maternal morbidity Shields LE, Wiesner S, Klein C, Pelletreau B, Hedriana HL American Journal of Obstetrics and Gynecology. 2016;214(4):527.e1-.e6.

DOI	http://dx.doi.org/10.1016/j.ajog.2016.01.154
	Paper describing the development and the implementation of a clinical pathway-
	specific Maternal Early Warning Trigger (MEWT) tool pilot study undertaken
	in in 6 of 29 hospitals within a large hospital system in the USA. The study covered
	36,832 deliveries at the pilot sites (24,221 pre- and 12,611 post-MEWT testing) and
	146,359 at the non-pilot sites (95,718 pre- and 50,641 post-MEWT testing) during
	the 2 study time periods.
Notes	The tool targeted the four most common causes of maternal morbidity:
	haemorrhage, preeclampsia, sepsis, and cardiac dysfunction. The authors report that
	"Use of the MEWT tool resulted in significant reductions in severe maternal
	morbidity ($P < 0.01$) and composite morbidity ($P < 0.01$). ICU admissions were
	unchanged. At non-pilot sites CDC severe maternal morbidity, composite
	morbidity, and ICU admissions were unchanged between baseline and the post-
	MEWT testing time period."

Role of parents in the promotion of hand hygiene in the paediatric setting: a systematic literature review

Bellissimo-Rodrigues F, Pires D, Zingg W, Pittet D Journal of Hospital Infection. 2016. [epub].

DOI	http://dx.doi.org/10.1016/j.jhin.2016.02.001
Notes	This systematic review sought to examine the evidence about the participation of parents in the promotion of hand hygiene in paediatric settings. Focussing on 11 studies the researchers found that the parents' "willingness to remind healthcare workers about a failed opportunity to perform hand hygiene was variable and, overall, rather low. Parents felt more comfortable about reminding healthcare workers about hand hygiene if they had previously been invited to do so." For parents to act as advocates or even enforcers of hand hygiene will require further change.

For information on the Commission's work on healthcare associated infection, including hand hygiene, see http://www.safetyandquality.gov.au/our-work/healthcare-associated-infection/

Competencies for Patient Safety and Quality Improvement: A Synthesis of Recommendations in Influential Position Papers

Moran KM, Harris IB, Valenta AL

Joint Commission Journal on Quality and Patient Safety. 2016;42(4):162-9.

	meston to writing on Quantify which surety, 2010, 12(1),1102 y.
URL	http://www.ingentaconnect.com/content/jcaho/jcjqs/2016/00000042/00000004/art00003
Notes	This paper reports on a study that examined 22 "position papers published by national and international professional associations, expert panels, consortia, centers and institutes, and convened committees, in the domain of patient safety and QI." The list of bodies is heavily focused on North America and some of the sources are a tad dated. The authors reveal a concern about the breadth of competencies and "instead encourage development of an international consensus on the essential KSA [knowledge, skills and attitudes] for patient safety and QI [quality improvement] across all health professions and all levels of skill acquisition."

Australian Health Review

Volume 40, Number 2

URL	http://www.publish.csiro.au/nid/271/issue/7971.htm
	A new issue of Australian Health Review has been published. Articles in this issue
	of Australian Health Review include:
	Reducing hospitalisation among people living with severe mental illness
	(Shannon McDermott, Jasmine Bruce, Kristy Muir, Ioana Ramia, Karen R
	Fisher and Jane Bullen)
	• On the right path? Exploring the experiences and opinions of clinicians
	involved in developing and implementing HealthPathways Barwon (Sarah
Notes	J Mansfield, Frances Quirk, Kathryn von Treuer and Gerard Gill)
	• Model of care for a changing healthcare system: are there foundational
	pillars for design? (Catriona Booker, Adam Turbutt and Robyn Fox)
	• State of origin: Australian states use widely different resources for hospital
	management of hip fracture, but achieve similar outcomes (Anthony W
	Ireland, Patrick J Kelly and Robert G. Cumming
	Who is less likely to die in association with improved National Emergency
	Access Target (NEAT) compliance for emergency admissions in a tertiary

referral hospital? (Clair Sullivan, Andrew Staib, Rob Eley, Bronwyn
Griffin, Rohan Cattell, Judy Flores and Ian Scott)
Two heads are better than one: Australian tobacco control experts' and
mental health change champions' consensus on addressing the problem of
high smoking rates among people with mental illness (Della Rowley,
Sharon Lawn and John Coveney)
• Transformational change in healthcare: an examination of four case
studies (Kate Charlesworth, Maggie Jamieson, R Davey and C D Butler)
Relationship between organisational commitment and burnout
syndrome: a canonical correlation approach (Ozgur Enginyurt, Soner
Cankaya, Kadir Aksay, Taner Tunc, Bozkurt Koc, Orhan Bas and Erdal
Ozer)
Allied health: integral to transforming health (Lucylynn Lizarondo,
Catherine Turnbull, Tracey Kroon, Karen Grimmer, Alison Bell, Saravana
Kumar, Maureen McEvoy, Steve Milanese, Mary Russell, Lorraine
Sheppard, Julie Walters and Louise Wiles)
• A new venture in interdisciplinary student learning in a co-located health
service (Kathryn Powell, Nigel Stocks and Caroline Laurence)
Training a system-literate care coordination workforce (Lucio
Naccarella, Richard H Osborne and Peter M Brooks)

Health Affairs

1 April 2016; Vol. 35, No. 4

URL	http://content.healthaffairs.org/content/35/4.toc
	A new issue of <i>Health Affairs</i> has been published with the theme 'Patients' &
	Consumers' Use Of Evidence'. Articles in this issue of <i>Health Affairs</i> include:
	• The Patient Engagement Imperative (Alan R Weil)
	• Understanding An Informed Public's Views On The Role Of Evidence In
	Making Health Care Decisions (Kristin L Carman, Maureen Maurer,
	Rikki Mangrum, Manshu Yang, Marjorie Ginsburg, Shoshanna Sofaer,
	Marthe R Gold, Ela Pathak-Sen, D Gilmore, J Richmond, and J Siegel)
	Incorporating Patient-Reported Outcomes Into Health Care To Engage
	Patients And Enhance Care (Danielle C Lavallee, Kate E Chenok, Rebecca
	M Love, Carolyn Petersen, Erin Holve, C D Segal, and P D Franklin)
	The Ethical Imperative And Moral Challenges Of Engaging Patients
	And The Public With Evidence (Mildred Z Solomon, Michael K Gusmano,
Notes	and Karen J Maschke)
	Authentic Engagement Of Patients And Communities Can Transform
	Research, Practice, And Policy (Steven H Woolf, Emily Zimmerman,
	Amber Haley, and Alex H Krist)
	Patient-Centered Outcomes Research: Early Evidence From A
	Burgeoning Field (Bara Vaida)
	Shaping Studies To Meet Patients' Needs (Tracy Gnadinger) The Company of th
	Enhancing Shared Decision Making Through Carefully Designed Output Designed De
	Interventions That Target Patient And Provider Behavior (Ming Tai-Seale,
	Glyn Elwyn, Caroline J Wilson, Cheryl Stults, Ellis C Dillon, Martina Li,
	Judith Chuang, Amy Meehan, and Dominick L Frosch)
	Reinventing The Wheel Of Medical Evidence: How The Boot Camp The Wheel Of Medical Evidence In the Boot Camp The Wheel Of Medical
	Translation Process Is Making Gains (John M Westfall, Linda Zittleman,
	Maret Felzien, Ned Norman, M Tamez, P Backlund-Jarquin, and D Nease)

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- A Synthesis Of Knowledge About Caregiver Decision Making Finds Gaps
 In Support For Those Who Care For Aging Loved Ones (Mirjam M
 Garvelink, Patrice A G Ngangue, Rheda Adekpedjou, Ndeye T Diouf,
 Larissa Goh, Louisa Blair, and France Légaré)
- Shared Decision Making: The Need For Patient-Clinician Conversation, Not Just Information (Ian Hargraves, Annie LeBlanc, Nilay D Shah, and Victor M Montori)
- Ten Years, Forty Decision Aids, And Thousands Of Patient Uses: Shared Decision Making At Massachusetts General Hospital (Karen R Sepucha, Leigh H Simmons, Michael J Barry, Susan Edgman-Levitan, Adam M Licurse, and Sreekanth K Chaguturu)
- Connecticut's Value-Based Insurance Plan Increased The Use Of Targeted Services And Medication Adherence (Richard A Hirth, Elizabeth Q Cliff, Teresa B Gibson, M Richard McKellar, and A Mark Fendrick)
- Most Americans Do Not Believe That There Is An Association Between Health Care Prices And Quality Of Care (Kathryn A Phillips, David Schleifer, and Carolin Hagelskamp)
- Study Of Physician And Patient Communication Identifies Missed
 Opportunities To Help Reduce Patients' Out-Of-Pocket Spending (Peter
 A Ubel, Cecilia J Zhang, Ashley Hesson, J Kelly Davis, Christine Kirby,
 Jamison Barnett, and Wynn G Hunter)
- Examining A **Health Care Price Transparency** Tool: Who Uses It, And How They Shop For Care (Anna D Sinaiko and Meredith B Rosenthal)
- Summarized Costs, Placement Of Quality Stars, And Other Online Displays Can Help Consumers Select **High-Value Health Plans** (Jessica Greene, Judith H Hibbard, and Rebecca M Sacks)
- For Third Enrollment Period, Marketplaces Expand **Decision Support Tools** To Assist Consumers (Charlene A Wong, Daniel E Polsky, Arthur T Jones, Janet Weiner, Robert J Town, and Tom Baker)
- Consumers' Interest In **Provider Ratings** Grows, And Improved Report Cards And Other Steps Could Accelerate Their Use (Steven D Findlay)
- Yelp **Reviews Of Hospital Care** Can Supplement And Inform Traditional Surveys Of The **Patient Experience** Of Care (Benjamin L Ranard, Rachel M Werner, Tadas Antanavicius, H Andrew Schwartz, Robert J Smith, Zachary F Meisel, David A Asch, Lyle H Ungar, and Raina M Merchant)
- Use Of Nursing Home Compare Website Appears Limited By Lack Of Awareness And Initial Mistrust Of The Data (R Tamara Konetzka and Marcelo Coca Perraillon)
- When **Patients Customize Nursing Home Ratings**, Choices And Rankings Differ From The Government's Version (Dana B Mukamel, Alpesh Amin, David L Weimer, Joseph Sharit, Heather Ladd, and Dara H Sorkin)
- The Importance Of Integrating Narrative Into Health Care Decision Making (Daniel Dohan, Sarah B Garrett, Katharine A Rendle, Meghan Halley, and Corey Abramson)
- One-Sided Social Media Comments Influenced Opinions And Intentions About Home Birth: An Experimental Study (Holly O Witteman, Angela Fagerlin, Nicole Exe, Marie-Eve Trottier, and Brian J Zikmund-Fisher)

For information on the Commission's work on patient and consumer centred care, see http://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/

URL	http://www.longwoods.com/publications/healthcare-quarterly/24324
	A new issue of <i>Healthcare Quarterly</i> has been published. Articles in this issue of
	Healthcare Quarterly include:
	• Influencing Change: Preparing the Next Generation of Clinicians to
	Practice in the Digital Age (Cynthia Baker, Maureen Charlebois, Harold
	Lopatka, Geneviève Moineau and Jennifer Zelmer)
	Opioid Use and Overdose: What We've Learned in Ontario (Tara Gomes and David N Juurlink)
	• Trends in Income-Related Health Inequalities in Canada (Jean Harvey,
	Geoffrey Hynes and Erin Pichora)
	The Puck Stops Here: Taking Organizational Accountability Seriously
	(Stephen Pinney and Anita Ho)
	The Upstream Hospital Leader: Taking Action to Improve Population
	Health (Ross Graham and Ryan Meili)
	• Leading Integrated Health and Social Care Systems: Perspectives from
	Research and Practice (Jenna Evans, Stacey Daub, Jodeme Goldhar, Anne
	Wojtak and Dipti Purbhoo)
	• The Physician Quality Improvement Initiative : Engaging Physicians in
	Quality Improvement, Patient Safety, Accountability and their Provision of
	High-Quality Patient Care (Kirsten Wentlandt, Niki Degendorfer, Catherine
Notes	Clarke, Hayley Panet, Jim Worthington, R F McLean and C K N Chan)
	Conducting Effective Physician Performance Feedback: A Primer for
	Healthcare Leaders (Amy H Y Cheng, Jason Manayathu, Douglas Sinclair,
	D. Elizabeth Tullis and Glen Bandiera)
	Self-Management Support in Chronic Care: Practice Implementation Leggars for Health care Providers from an Atlantic Collaborative (Claudia)
	Lessons for Healthcare Providers from an Atlantic Collaborative (Claudia Amar, Jenn Verma, Darla King, D MacAusland, T Harper and M Vallis)
	• Engaging Patients in Online Self-Care Technologies for Chronic Disease
	Management (Peter Picton, Sara Urowitz, David Wiljer and J A Cafazzo)
	 Micro Data: Wearable Devices Contribution to Improved Chronic Disease
	Management (Bob Parke and Andria Bianchi)
	Patient Safety Incident Reporting: Current Trends and Gaps Within the
	Canadian Health System (Sarah Boucaud and Danielle Dorschner)
	GET POKED: Comparing an Incentive-Based Flu Campaign with
	Vaccinate-or-Mask Policies to Boost Influenza Vaccination Rates Among
	Healthcare Workers (Seema Marwaha, Bailey Lorv, Susanne Henseleit and
	Ngozi Iroanyah)
	A Dozen Strategies along the Ten Steps Baby-Friendly Initiative Journey
	(Ann Salvador, Louise Dumas, Barbara Davies, Marie-Josée Emard and
	Kim Lortie)

BMJ Quality and Safety online first articles

URL	http://qualitysafety.bmj.com/content/early/recent
	BMJ Quality and Safety has published a number of 'online first' articles, including:
Notes	• Learning from incidents in healthcare: the journey, not the arrival, matters
	(Ian Leistikow, Sandra Mulder, Jan Vesseur, Paul Robben)

- Safety risks associated with the lack of integration and interfacing of hospital health information technologies: a qualitative study of hospital electronic prescribing systems in England (Kathrin M Cresswell, Hajar Mozaffar, Lisa Lee, Robin Williams, Aziz Sheikh)
- Improving feedback on **junior doctors' prescribing errors**: mixedmethods evaluation of a quality improvement project (Matthew Reynolds, Seetal Jheeta, Jonathan Benn, I Sanghera, A Jacklin, D Ingle, B D Franklin)
- Editorial: The multiple aims of **pay-for-performance** and the risk of **unintended consequences** (Rocco Friebel, Adam Steventon)
- Editorial: **'Smart' intravenous pumps**: how smart are they? (Bryony Dean Franklin)

Online resources

Planning and Evaluation Wizard

http://www.flinders.edu.au/medicine/sites/pew/

The South Australian Community Health Research Unit at Flinders University have developed their Planning and Evaluation Wizard (PEW) to provide simple access to planning and evaluation tools that are relevant to health promotion or primary health care projects. It is hoped that the PEW will help demystify the jargon associated with project planning, evaluation, and report writing, as well as provide practical assistance and examples.

[UK] NICE Guidelines and Quality Standards http://www.nice.org.uk

The UK's National Institute for Health and Care Excellence (NICE) has published new (or updated) guidelines and quality standards. The latest updates are:

- NICE Guideline NG45 *Routine preoperative tests for elective surgery* https://www.nice.org.uk/guidance/ng45
- Quality Standard QS22 Antenatal care https://www.nice.org.uk/guidance/qs22

[USA] Effective Health Care Program reports http://effectivehealthcare.ahrq.gov/

The US Agency for Healthcare Research and Quality (AHRQ) has an Effective Health Care (EHC) Program. The EHC has released the following final reports and updates:

- For Clinicians: Interventions To Improve Antibiotic Prescribing for Uncomplicated Acute Respiratory Tract Infections http://www.effectivehealthcare.ahrq.gov/search-for-guides-reviews-and-reports/?pageaction=displayproduct&productID=2200
- Early Diagnosis, Prevention, and Treatment of Clostridium difficile: Update http://www.effectivehealthcare.ahrq.gov/search-for-guides-reviews-and-reports/?pageaction=displayproduct&productID=2208

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