On the Radar

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On the Radar
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Consultation closing 11 January 2017 – draft Heavy Menstrual Bleeding Clinical Care Standard
www.safetyandquality.gov.au/ccs/consultation

The Commission is seeking feedback on the draft *Heavy Menstrual Bleeding Clinical Care Standard*, developed in response to the variation in endometrial ablation and hysterectomy rates observed in the first *Australian Atlas of Healthcare Variation*.

Feedback can be provided easily via the online survey or in writing by
11:59 pm, **11 January 2017**.

Find out about the consultation process and provide your feedback at
www.safetyandquality.gov.au/ccs/consultation

For information about the *Australian Atlas of Healthcare Variation*, see
http://www.safetyandquality.gov.au/atlas

Reports

Shared commitment to quality from the National Quality Board: Five Year Forward View
National Quality Board
London: National Health Service; 2016. p. 15.

URL	https://www.england.nhs.uk/2016/12/shared-commitment/
Notes	The NHS National Quality Board (NQB) in the UK has published this framework that will promote improved quality criteria across all national health organisations for the first time. The new publication provides a nationally agreed definition of quality and guide for clinical and managerial leaders wanting to improve quality. The approach has been agreed by the national bodies that form the NQB to provide more consistency and to enable the system to work together more effectively. The document sets out a range of measures to achieve higher and consistent standards including: the need for a common language that people who use services understand; to ensure commissioners and providers experience a coherent system of assurance, measurement and regulation; that professionals and staff are equipped and empowered to deliver safe, effective, and responsive care; and leaders should create a culture where people feel free to speak up when something goes wrong. Reducing variation in the quality of services and applying consistent quality criteria is one of the most important challenges facing health and care services, as they seek to deliver services to a growing and ageing population.

Journal articles

Controlled interventions to reduce burnout in physicians: A systematic review and meta-analysis
Panagioti M, Panagopoulou E, Bower P, et al
JAMA Internal Medicine. 2016 [epub].

DOI	http://dx.doi.org/10.1001/jamainternmed.2016.7674
Notes	Following an item on clinician well-being (including burnout) in the previous issue, is this review on interventions to reduce burnout. The paper reports on a meta-analysis of 20 controlled interventions covering 1,550 physicians that sought to evaluate the effectiveness of interventions to reduce burnout in physicians and whether different types of interventions (physician-directed or organization-directed interventions), physician characteristics (length of experience), and health care setting characteristics (primary or secondary care) were associated with improved effects. The authors report that while interventions designed to mitigate burnout appear to yield small benefits, the impact was greater when interventions were directed at the organizational level. As the authors note, "This finding provides support for the view that burnout is a problem of the whole health care organization, rather than individuals."

The patient reporting and action for a safe environment (PRASE) intervention: a feasibility study
O'Hara JK, Lawton RJ, Armitage G, Sheard L, Marsh C, Cocks K, et al
BMC Health Services Research. 2016;16(1):676.

DOI	https://dx.doi.org/10.1186/s12913-016-1919-z
Notes	There continues to be growing interest – literature – on how patients can participate in and influence the quality and safety of care in a range of settings. This paper reports on a study examining an intervention that collects patient feedback on patient safety, brings together staff to consider this feedback and to plan improvement strategies. The authors conducted a feasibility study using a wait-list controlled design across six wards within an acute teaching hospital over a six-month period. The authors report that recruitment of patients was straightforward, with the majority of patients willing and able to provide feedback, randomisation of the intervention was acceptable to staff, with no evidence of differential response rates between intervention and control groups, staff were positive about the use of patient feedback for service improvement and were able to use the feedback as a basis for action planning, although engagement with the process was variable. However, gathering a multidisciplinary team together for action planning was found to be challenging, and implementing action plans was sometimes hindered by the need to co-ordinate action across multiple services. The authors conclude that this particular "intervention represents a promising method for the systematic collection of patient feedback about the safety of hospital care."

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

Journal for Healthcare Quality
January/February 2017 - Volume 39 - Issue 1

URL	http://journals.lww.com/jhqonline/toc/2017/01000
Notes	A new issue of *Journal for Healthcare Quality* has been published. Articles in this issue of *Journal for Healthcare Quality* include: • Editorial: NAHQ Leads in Defining the **Competencies for the Healthcare Quality Profession** (Curdy, Nancy; Kopolow, Andrew; Mercado, Stephanie E; Schrimmer, Karen) • Editorial: **Onward and Upward** (Shirey, Maria R)

	• Is Access to and Use of Primary Care Practices that Patients Perceive as Having Essential Qualities of a **Patient-Centered Medical Home** Associated With Positive Patient Experience? Empirical Evidence From a U.S. Nationally Representative Sample (Xin, Haichang; Kilgore, Meredith L; Sen, Bisakha (Pia)) • Implementation and Quality Improvement of a Screening and Counseling Program for **Unhealthy Alcohol Use** in an Academic General Internal Medicine Practice (Jonas, Daniel E; Miller, Thomas; Ratner, Shana; McGuirt, Brooke; Golin, Carol E; Grodensky, Catherine; Sturkie, Emily; Kinley, Jennifer; Dale, Maureen; Pignone, Michael) • Nationwide **30-Day Readmissions** After **Elective Orthopedic Surgery**: Reasons and Implications (Minhas, Shobhit V; Kester, Benjamin S; Lovecchio, Francis C.; Bosco, Joseph A) • Chaos in the Clinic: Characteristics and Consequences of **Practices Perceived as Chaotic** (Perez, Hector R; Beyrouty, Matthew; Bennett, Katelyn; Baier Manwell, Linda; Brown, Roger L; Linzer, Mark; Schwartz, Mark D) • Improving **Employees' Safety Awareness** in Healthcare Organizations Using the DMAIC Quality Improvement Approach (Momani, Amer; Hirzallah, Mu'ath; Mumani, Ahmad) • Improved Resident **Adherence to AAA Screening Guidelines** via an Electronic Reminder (Sypert, David; Van Dyke, Kenneth; Dhillon, Namrata; Elliott, John O; Jordan, Kim) • Developing an **Organizational Model for Improvement**: From Translation to Practice (Polancich, Shea)

Health Expectations
Volume 20, Issue 1 Pages 1 - 182, February 2017

URL	http://onlinelibrary.wiley.com/doi/10.1111/hex.2017.20.issue-1/issuetoc
Notes	A new issue of *Health Expectations* has been published. Articles in this issue of *Health Expectations* include: • Framework for **enhancing clinical practice guidelines** through **continuous patient engagement** (Melissa J Armstrong, Juan-David Rueda, Gary S Gronseth and C Daniel Mullins) • Patient involvement in the development of **patient-reported outcome measures**: a scoping review (Bianca Wiering, Dolf de Boer and Diana Delnoij) • A population analysis of **self-management** and health-related quality of life for **chronic musculoskeletal conditions** (Elizabeth A Hoon, Tiffany K Gill, Clarabelle Pham, Jodi Gray and Justin Beilby) • What are the support experiences and needs of patients who have received **bariatric surgery**? (Melanie Sharman, Martin Hensher, Stephen Wilkinson, Danielle Williams, Andrew Palmer, Alison Venn and Douglas Ezzy) • Development of a **patient-centred** conceptual framework of health-related quality of life in **neuromyelitis optica**: a qualitative study (Abigail M Methley, Kerry Mutch, Perry Moore and Anu Jacob) • **Lung cancer screening**: what do long-term smokers know and believe? (Lisa Carter-Harris, DuyKhanh Pham Ceppa, Nasser Hanna and Susan M. Rawl) • Challenges in **shared decision making in advanced cancer care**: a qualitative longitudinal observational and interview study (Linda Brom, Janine C De Snoo-Trimp, Bregje D Onwuteaka-Philipsen, Guy A M Widdershoven, Anne M Stiggelbout and H Roeline W Pasman)

| | 'She believed in me'. **What patients with depression value** in their relationship with practitioners. A secondary analysis of multiple qualitative data sets (John Percival, Jenny Donovan, David Kessler and Katrina Turner) How a **moderated online discussion forum** facilitates support for young people with eating disorders (Sarah Kendal, Sue Kirk, Rebecca Elvey, Roger Catchpole and Steven Pryjmachuk) **Health literacy, associated lifestyle and demographic factors** in adult population of an English city: a cross-sectional survey (Joanne Protheroe, Rebecca Whittle, Bernadette Bartlam, Emee V Estacio, L Clark and J Kurth) 'Well, if the kids can do it, I can do it': older rehabilitation patients' experiences of **telerehabilitation** (Wendy Shulver, Maggie Killington, Claire Morris and Maria Crotty) **Patient engagement** in the process of planning and designing **outpatient care improvements** at the Veterans Administration Health-care System: findings from an online expert panel (Dmitry Khodyakov, Susan E Stockdale, Nina Smith, Marika Booth, Lisa Altman and Lisa V. Rubenstein) Attitudes to **participating** in a **birth cohort study**, views from a multiethnic population: a qualitative study using focus groups (Neeru Garg, Thomas P. Round, Gavin Daker-White, Peter Bower and Chris J. Griffiths) **Group affiliation in self-management**: support or threat to identity? (Dagmara Bossy, Ingrid Ruud Knutsen, Anne Rogers and Christina Foss) **Listening to the consumer voice**: developing multilingual cancer information resources for people affected by liver cancer (Monica C. Robotin, Mamta Porwal, Max Hopwood, D Nguyen, M Sze, C Treloar and J George) |

Australian Journal of Primary Health
Volume 22 Number 6 2016

URL	http://www.publish.csiro.au/PY/issue/8194/
Notes	A new issue of *Australian Journal of Primary Health* has been published. Articles in this issue of *Australian Journal of Primary Health* include: **Obesity management** in Australian primary care: where has the general practitioner gone? (Elizabeth Ann Sturgiss, Chris van Weel, Lauren Ball, Sarah Jansen and Kirsty Douglas) - Needs-gap analysis on culturally and linguistically diverse **grandparent carers' 'hidden issues'**: a quality improvement project (Mercedes Sepulveda, Saras Henderson, Dana Farrell and Gaby Heuft) - What researchers think of **involving consumers in health research** (S Lawn) - Future projections of **child oral-related hospital admission rates** in Western Australia (Alla Alsharif, Estie Kruger and Marc Tennant) **Health literacy of mothers accessing child development services**: a model of information use (Winnie Cheung, Jeanette Davey, Winsome St John, Carmen Bydeveldt and Shareen Forsingdal) - Resourcing an evolution of roles in general-practice: a study to determine the validity and reliability of tools to assist nurses and patients to **assess physical activity** (Shona N Dutton, A Bauman, S M Dennis, N Zwar and M F Harris) - Prevention of **cardiovascular disease in rural Australian primary care**: an exploratory study of the perspectives of clinicians and high-risk men (Leigh Kinsman, Rachel Tham, Julie Symons, Mike Jones, S Campbell and A Allenby) - Trends in **general practitioner services to residents in aged care** (Jodie B Hillen, Agnes Vitry and Gillian E Caughey)

	• **Healthcare delivery for women in prison**: a medical record review (Penelope Abbott, Parker Magin and Wendy Hu) • Is there a role for a **primary health nurse** in a learning support team in a **disadvantaged high school**? Evaluation of a pilot study (Sarah Dennis, Ted Noon and Siaw Teng Liaw) • **Connecting Care in the Community**: what works and what doesn't (Elizabeth Lucas, Elizabeth Halcomb and Sandra McCarthy) • A mixed-methods impact evaluation of the feasibility of an initiative in small rural stores to improve **access to fruit and vegetables** (Claire Palermo, Breeana Gardiner, Carena Gee, Stella Charaktis and Miranda Blake) • When is a **GP home-visit program** financially viable? (Ian McRae and Mai Pham) • **Practice manager expectations** of new graduate **registered nurses** in Australian general practice: a national survey (Christina Aggar, Jacqueline G Bloomfield, Cynthia Stanton, Catherine Baynie and Christopher J Gordon) • Assessing the uptake and effectiveness of a quick reference guide to **antibiotic prescribing in Australian general practice** (Angus Thompson, Patrick O'Sullivan, Elisabeth Banham and Greg Peterson) • Geographic distribution of point-in-time access to **subsidised dental services** in Western Australia (Yevgeni Dudko, Estie Kruger and Marc Tennant)

BMJ Quality and Safety online first articles

URL	http://qualitysafety.bmj.com/content/early/recent
Notes	*BMJ Quality and Safety* has published a number of 'online first' articles, including: • A primer on PDSA: executing **plan–do–study–act cycles** in practice, not just in name (Jerome A Leis, Kaveh G Shojania) • What we know about designing an **effective improvement intervention** (but too often fail to put into practice) (Martin Marshall, Debra de Silva, Lesley Cruickshank, Jenny Shand, Li Wei, James Anderson) • Recognising the value of **infection prevention** and its role in addressing the **antimicrobial resistance** crisis (Anthony Harris, Lisa Pineles, Eli Perencevich) • The associations between **work–life balance behaviours, teamwork climate and safety climate**: cross-sectional survey introducing the work–life climate scale, psychometric properties, benchmarking data and future directions (J Bryan Sexton, Stephanie P Schwartz, Whitney A Chadwick, Kyle J Rehder, Jonathan Bae, Joanna Bokovoy, Keith Doram, Wayne Sotile, Kathryn C Adair, Jochen Profit) • **Nursing skill** mix and **patient outcomes** (Jack Needleman)

International Journal for Quality in Health Care online first articles

URL	http://intqhc.oxfordjournals.org/content/early/recent?papetoc
Notes	*International Journal for Quality in Health Care* has published a number of 'online first' articles, including: • A literature-based **economic evaluation** of healthcare **preventable adverse events** in Europe (Taofikat B Agbabiaka, Martina Lietz, José J Mira, and Bruce Warner)

	• Learning from the design, development and implementation of the **Medication Safety Thermometer** (Paryaneh Rostami, Maxine Power, Abigail Harrison, Kurt Bramfitt, Steve D Williams, Yogini Jani, Darren M Ashcroft, and Mary P Tully)
	• Evaluation of a care transition program with **pharmacist-provided home-based medication review** for elderly Singaporeans at high risk of readmissions (McVin Hua Heng Cheen, Chong Ping Goon, Wan Chee Ong, Paik Shia Lim, Choon Nam Wan, Mei Yan Leong, and Giat Yeng Khee)
	• Factors precipitating the risk of **aspiration in hospitalized patients**: findings from a multicentre critical incident technique study (Alvisa Palese, Lucia Lesa, Giulia Stroppolo, Giulia Lupieri, Stefano Tardivo, and Silvio Brusaferro)
	• **Sharing sensitive health information** through **social media** in the Arab world (Eman Asiri, Mohamed Khalifa, Syed-Abdul Shabir, Md Nassif Hossain, Usman Iqbal, and Mowafa Househ)

Online resources

Clinical Communiqué
Volume 3 Issue 4 December 2016
http://www.vifmcommuniques.org/?p=4838
Clinical Communiqué is a newsletter written by clinicians, using a case-study approach to report on lessons learned from deaths investigated by the Coroners' Court.
This edition examines three cases where **medication errors** contributed to the cause of death. There is extensive literature available on the types of medications errors, their prevalence, and the hard work that has been done so far to reduce this substantial cause of adverse events in healthcare settings. This issue includes two expert commentaries. The first, by Elizabeth Roughead, provides an insightful analysis on **slip-lapse and hierarchical errors**, while Mark Boughey addresses the complex issues surrounding NFR (**not for resuscitation**) **orders**.

[USA] The Playbook: Better Care for People with Complex Needs
http://www.bettercareplaybook.org/
Five US health foundations (The Commonwealth Fund, The John A. Hartford Foundation, Peterson Center on Healthcare, the Robert Wood Johnson Foundation, and The SCAN Foundation) and the Institute for Healthcare Improvement have created this dynamic website highlighting the challenges facing adults with **complex health and social needs** and provides direction on how to meet those needs through a variety of resources that detail care models, policies, and more. The site offers insights about patients with complex needs, examples of successful approaches to care, guidance on making the business case for these models, and information about opportunities for policy and payment reform.

[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 Clinical Guideline CG135 ***Organ donation for transplantation****: improving donor identification and consent rates for deceased organ donation* https://www.nice.org.uk/guidance/cg135
- NICE Clinical Guideline CG174 ***Intravenous fluid therapy*** *in adults in hospital* https://www.nice.org.uk/guidance/cg174
- NICE Quality Standard QS140 *Transition from* ***children's to adults' services*** https://www.nice.org.uk/guidance/qs140

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:

- *Strategies to Improve* **Mental Health Care for Children and Adolescents**
  https://www.effectivehealthcare.ahrq.gov/search-for-guides-reviews-and-reports/?pageaction=displayproduct&productID=2371

The UK's National Institute for Health Research (NIHR) Dissemination Centre has released the latest 'Signals' research summaries. This latest release includes:

- **Antibiotics** are probably of no benefit for **acute asthma attack**
- One group of drugs used to treat **Crohn's disease** is unlikely to prevent relapse
- Low-dose sedative reduces sudden **confusion after major surgery** in older adults
- Wearing a patch after a **scratch to the eye** probably makes no difference to healing
- Nitrofurantoin is as effective as other long-term antibiotics for preventing **recurrent urinary tract infections**
- Long-haul flyers could reduce risk of leg **blood clots** with **compression stockings**
- People prefer shorter **compression stockings** to prevent **blood clots**
- Cement injections to treat **spinal compression fractures** from **osteoporosis** can reduce short term pain
- **Extended hours in primary care** linked to reductions in minor A&E attendances
- Young people often have negative views of **sex and relationship education**.

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