Evidence update
(CAS Current Awareness Service)
In support of Patient Safety & Quality Improvement initiatives

Issue No. 1 January 2018

Contact your local Queensland health Library for information on accessing any articles listed in this evidence update (current awareness service).

For a full list of libraries and their contact details, go the Queensland Health Libraries webpage.

The references have been generated from the latest Ebsco Medline & CINAHL database updates, CKN and PubMed. This list should NOT be considered a complete set of information on Patient safety & quality. Queensland Health clinicians and staff are encouraged to utilise the Clinical Knowledge Network (www.ckn.org.au) for more information available in the area or contact their library for assistance with literature searches.

Some references may be available in full text via CKN.

To locate copies of articles:
- Use the URL links within this document to access the database (CTRL and Click on link).
- If full text is available within the database, then a PDF icon or HTML text should display.
- If there is no PDF or HTML link, then use the CKN Full Text link.
- If the item is available via CKN you will find a link for Item held in CKN Full text available from <publisher>. Click on this link to view articles.
- If you have no results, under Refine Results; de-select Available on CKN and search again.
- If the item is not available on CKN, then select “Request this item” link and complete details including selecting your local QH Library.
- Can’t find the article you want? Contact your library to request a copy or use the request forms (selecting your local library) at QH Libraries.
- Where there is no link, request article from your local QH library.

Always log off once you have finished viewing an article or database information.

To go to references for each section of the list, click on the following document bookmarks:

Patient safety & quality | Clinical governance |
Patient experience | Communication & handover | Lessons learned
Web links & organisations | Guidelines & publications
Patient safety and quality


Clinical governance


Patient experience


Clinical communication and handover


Lessons learned

- **Patient Safety Reports**, Queensland Health. Patient Safety & Quality Improvement Service
- **Clinical Incident Management**, Clinical Excellence Commission. New South Wales
- **From Death We Learn**, Reports Government of Western Australia. Department of Health.
- **Learning from deaths in the NHS**, National Health Service (UK)
Web links and organisations

**Australian**
- Patient Safety Unit. Queensland Health
- LKC Patient safety and quality specialty guide
- Australian Centre for Health Services Innovation
- Australian Commission on Safety and Quality in Health Care
- Australian Council on Healthcare Standards
- Australian Institute for Patient and Family Centred Care (AIPFCC)
- Australian Institute of Health Innovation, Macquarie University
- Australian Patient Safety Foundation
- Consumers Health Forum of Australia
- NSW Agency for Clinical Innovation. Patient experience resources
- Office of the Health Ombudsman. Queensland
- Our Health, Our Community (CHFA)
- National Blood Authority (NBA)

**International**
- Association for Patient Experience. Cleveland Clinic (USA)
- Canadian Patient Safety Institute (Canada)
- Institute for Healthcare Improvement (USA)
- National Patient Safety Agency. National Health Service (UK)
- National Patient Safety Foundation (USA)
- Never Events for Hospital Care in Canada. Canadian Patient Safety Institute
- Never events. Patient Safety Network. US Dept of Health & Human Services
- Never events policy and framework. National Health Services (UK)
- Patient experience. The King’s Fund (UK)
- Patient safety. The King’s Fund (UK)
- Patient safety. World Health Organisation

See more organisation links at: LKC Patient safety and quality (Organisations) specialty guide

**Guidelines and publications**

- CHHHS QHEPS Standard 5 – Patient identification and Procedure matching
- CHHHS QHEPS EQuiPNational Standards – all standards
- Queensland Health. Patient Safety and Quality Improvement Service. Audit tools for National Safety and Quality Health Service Standards
- Queensland Health. Guide to Informed Decision-making in Health Care
- Queensland Health. Patient experience (survey reports)
- ACSQHC | NSHS Standards – Standard 5 Patient identification and procedure matching 2012
- ACSQHC Patient / Procedure Matching Protocols
- ACSQHC Ensuring Correct Patient, Correct Site, Correct Procedure Protocol
ACSQHC Clinical Communications – includes Clinical handover, Patient-Clinician Communication and Resources

Communication - Clinical practice guidelines - Communicating prognosis and end-of-life issues, CareSearch (Palliative Care)

Communication - Clinical practice guidelines - Communicating prognosis and end-of-life issues, CareSearch (Palliative Care)

Empathy: The Human Connection to Patient Care (YouTube video). Cleveland Clinic (USA)

Patient Experience Resources, NSW Agency for Clinical Innovation (ACI)

**Books**

To borrow following books, contact your local QH library.

CHHHS & TCHHS staff see list of LKC resources for Patient safety and quality for borrowing. Click on covers to view full title details.

Following titles are not held by the LKC

Your Library can organise an interlibrary loan for you

(CHHHS & TCHHS staff request form | Other QH staff request form):

Note, this is not a complete list of titles, check with your Library regarding more titles related to this topic.

More suggested titles at LKC Patient safety & quality guide – Books page.

**Disclaimer:**

Before relying on this material for any important matter, staff should carefully evaluate its accuracy, currency, completeness and relevance to ensure it is appropriate for their purpose. Links to websites and online resources are provided for convenience and do not constitute endorsement of material or of any associated organisation, product or service.