In support of Patient Safety & Quality Improvement initiatives


Information for this priority area has been identified by: Cairns Hospital Library & Knowledge Centre

Contact your local Queensland Health Library for help to access articles listed. For a full list of libraries and their contact details, go the Queensland Health Libraries webpage.

Source of references:
Ebsco Medline, CINAHL, Health Policy, Socindex, Psycinfo & PubMed databases

This list is not a complete set of information on Patient safety & quality. Search Clinical Knowledge Network (www.ckn.org.au) or contact your local library for a comprehensive literature search. Some references may be available in full text via CKN.

To locate copies of articles:
- Click on URL links to access citations
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To go to references for each section of the list, click on the following document bookmarks:

Patient safety & quality | Patient experience
Standards:
Clinical governance | Partnering with consumers | Preventing & controlling healthcare-associated infection | Medication safety | Comprehensive care | Communicating for safety | Blood management | Acute deterioration
Lessons learned | Web links & organisations | Guidelines & publications
Patient safety and quality


Mitchell, G. (2018) Hospital sepsis death 'could have been avoided' with earlier treatment, concludes ombudsman. Nursing Times. 114(9): 106-106. ISSN: 0954-7762.


Patient experience


Standard: Clinical governance


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**Standard: Partnering with consumers**


Goodrich, J. and Fitzsimons, B. (2018) **Capturing patient experience to improve healthcare services.** *Nursing Standard (Royal College Of Nursing (Great Britain)).* ISSN: 2047-9018. DOI: 10.7748/ns.2018.e11177.


**Standard: Healthcare associated infection**


### Standard: Medication safety


**Standard: Comprehensive care**


Chan, B. (2018) An Evaluation of the Influence of the Care (Compassion and Respect at the End-of-Life) Program on Registered Nurses' Knowledge and Comfort About End-of-Life Care and Care Delivery for Patients with Life-Limiting Illnesses. *THESIS*. ISSN: 9780355823486. DOI:


Tyacke, M. H. (2018) The Impact of Advance Directives on the Intensity of Care Received in the Acute Care Setting in Older Adults. THESIS. ISSN: 9780355585945.

Standard: Communicating for safety


**Standard: Blood management**


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

Queensland Health

- Patient Safety Unit. Queensland Health
- Root Cause Analysis 2018 PSQIS-C Queensland Health iLearn modules
- LKC Patient safety and quality specialty guide

Australian

- 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
- Medication safety training. NPS Medicinewise
- National Blood Authority (NBA)
- NSW Agency for Clinical Innovation. Patient experience resources
- Office of the Health Ombudsman. Queensland
- Our Health, Our Community (CHFA)

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 [National Standards – all standards](#)
- Queensland Health. [Guideline for Medical Imaging- Patient Identification and Procedure Matching 2015](#)
- 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 [NSQHS Standards (second edition)](#)
- 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)
- Australia's health 2018 - Adverse events treated in hospital report

### 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*
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.

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