Patient safety & quality

Evidence update No. 1 January 2019

In support of Patient Safety & Quality Improvement initiatives

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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.

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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**

**Adverse Events and Patient Outcomes Among Hospitalized Children Cared for by General Pediatricians vs Hospitalists.** Atkinson MK; et al. JAMA Network Open, ISSN: 2574-3805, 2018 Dec 07; Vol. 1 (8), pp. e185658


**Patient experience**


**Collecting and using patient experience data: Caution, commitment and consistency are needed.** Chambers M and LeMaster J. Health Expectations: An International Journal Of Public Participation In Health Care And Health Policy, ISSN: 1369-7625, 2019 Feb; Vol. 22 (1), 1-2.

**Cross-sectional research conducted in the Netherlands to identify relationships among the actual level of patient-centred care, the care gap (ideal vs actual care delivery) and satisfaction with care.** Mirzad F; et al. BMJ Open, ISSN: 2044-6055, 2019 Jan 21; Vol. 9 (1), e025147.


**Outcome Measurement:** Patient satisfaction scores and contact with oncology nurse navigators. Yackzan, Susan; et al. Clinical Journal of Oncology Nursing, Feb2019; 23(1): 76-81. ISSN: 1092-1095.

**Quality Improvement Initiatives to Reduce Mortality:** An Opportunity to Engage Palliative Care and Improve Advance Care Planning. Flieger, Signe Peterson; et al. American Journal of Hospice & Palliative Medicine, Feb2019; 36(2): 97-104.

**A systematic review of dimensions evaluating patient experience in chronic illness.** Forestier B; et al. Health and Quality of Life Outcomes, ISSN: 1477-7525, 2019 Jan 21; Vol. 17 (1), 19.

**Validity of the Patient Experiences and Satisfaction with Medications (PESaM) Questionnaire.** Kimman ML; et al. The Patient, ISSN: 1178-1661, 2019 Feb; Vol. 12 (1), 149-162.


**What’s the problem with patient experience feedback? A macro and micro understanding, based on findings from a three-site UK qualitative study.** Sheard L; et al, Health Expectations: An International Journal of Public Participation In Health Care And Health Policy, ISSN: 1369-7625, 2019 Feb; Vol. 22 (1), 46-53.


**Standard: Clinical governance**


**Culture change and mandating quality improvement.** Bartlett T; Hewertson E; Vassallo M. The Clinical Teacher, ISSN: 1743-498X, 2019 Feb; Vol. 16 (1), 30-35.

**Hospitals Work to Improve Procedures Designed to Protect Staff and Patients from harm.** ED Management, Feb2019; 31(2).

**Quality improvement: A practical nursing program’s admission test.** Jeffrey P; Harris R; Sherman J. Nurse Education Today, ISSN: 1532-2793, 2019 Feb; Vol. 73, 65-70.

**Quality improvement initiatives in rheumatology: an integrative review of the last 5 years.** Liu LH; Choden S; Yazdany J. Current Opinion In Rheumatology, ISSN: 1531-6963, 2019 Mar; Vol. 31 (2), 98-108.

**Ranking hospitals: do we gain reliability by using composite rather than individual indicators?** Hofstede SN; et al. BMJ Quality & Safety, ISSN: 2044-5423, 2019 Feb; Vol. 28 (2), 94-102.

**Surgical Quality Improvement: Working Toward Value or a Work in Progress?** Yu J; Massarweh NN. The Journal of Surgical Research, ISSN: 1095-8673, 2019 Mar; Vol. 235, 160-166.

**Transparency of the UK medicines regulator: auditing freedom of information requests and reasons for refusal.** Grigg SE; et al. BMJ Evidence-Based Medicine, ISSN: 2515-4478, 2019 Feb; Vol. 24 (1), 20-25.

Standard: Partnering with consumers


**HIV information needs of transgender people and their healthcare providers**, Uhrig, Jennifer; et al. AIDS Care, Mar2019; 31(3): 357-363.

**Identifying the cultural heritage of patients during clinical handover and in hospital medical records**, (Morgan DJ; Harris T; Gidgup R; Whitely M. The Medical Journal of Australia, ISSN: 1326-5377, 2019 Jan 18.


**The picture talk project: Aboriginal community input on consent for research**, Fitzpatrick EF; et al. BMC Medical Ethics, ISSN: 1472-6939, 2019 Jan 29; Vol. 20 (1), pp. 12


Standard: Healthcare associated infection

**Antibiotic stewardship in sepsis management: toward a balanced use of antibiotics for the severely ill patient**, De Waele JJ; Dhaese S. Expert Review of Anti-Infective Therapy, ISSN: 1744-8336, 2019 Feb; Vol. 17 (2), 89-97.


**Does a hospital culture influence adherence to infection prevention and control and rates of healthcare associated infection? A literature review**, van Buijtene, Adriana; and Foster, Dona. Journal of Infection Prevention, Jan2019; 20(1): 5-17.


A quality improvement initiative for improving hospital visitor hand hygiene. Hummel AT; Vleck K; Greenough WB. The Journal of Hospital Infection, ISSN: 1532-2939, 2019 Jan 04.


Standard: Medication safety


Nurses’ decision-making, practices and perceptions of patient involvement in medication administration in an acute hospital setting. Bucknall T; et al. Journal Of Advanced Nursing, ISSN: 1365-2648, 2019 Jan 29


Standard: Comprehensive care


Evidence on Fall and Injurious Fall Prevention Interventions in Acute Care Hospitals. Zhao YL; et al. The Journal Of Nursing Administration, ISSN: 1539-0721, 2019 Feb; Vol. 49 (2), 86-92.


Impact of Behavior Management Training on Nurses’ Confidence in Managing Patient Aggression. de la Fuente M; et al. The Journal of Nursing Administration, ISSN: 1539-0721, 2019 Feb; Vol. 49 (2), pp. 73-78.


Prevalence of Malnutrition Risk and the Impact of Nutrition Risk on Hospital Outcomes: Results From nutritionDay in the U.S. Sauer AC; et al. JPEN. Journal Of Parenteral And Enteral Nutrition, ISSN: 1941-2444, 2019 Jan 22.


Protein Intake, Nutritional Status and Outcomes in ICU Survivors: A Single Center Cohort Study. Weijs PJM; et al. Journal Of Clinical Medicine, ISSN: 2077-0383, 2019 Jan 04; Vol. 8 (1).


Standard: Communicating for safety

**Changing Team Member Perceptions by Implementing TeamSTEPPS in an Emergency Department.** Obenrader, Connie; et al. JEN: Journal of Emergency Nursing, Jan2019; 45(1): 31-37.


**Giving and Receiving Effective Feedback: A Review Article and How-To Guide.** Jug, Rachel; Jiang, Xiaoyin "Sara"; Bean, Sarah M. Archives of Pathology & Laboratory Medicine, Feb2019; 143(2): 244-250.


**Identifying the cultural heritage of patients during clinical handover and in hospital medical records.** (Morgan DJ; Harris T; Gidgup R; Whitely M. The Medical Journal of Australia, ISSN: 1326-5377, 2019 Jan 18.


**Quality improvement initiatives in rheumatology: an integrative review of the last 5 years.** Liu LH; Choden S; Yazdany J. Current Opinion In Rheumatology, ISSN: 1531-6963, 2019 Mar; Vol. 31 (2), pp. 98-108.


Standard: Blood management


**Blood transfusions, blood storage, and correlation with elevated pulmonary arterial pressures.** Cullison M; et al. Transfusion, ISSN: 1537-2995, 2019 Jan 25.


**Improving safety in blood transfusion using failure mode and effect analysis.** Mora A; et al. Transfusion, ISSN: 1537-2995, 2019 Jan 04.


Standard: Acute deterioration

See also LKC Quick evidence update for: Acute or clinical deterioration and rapid response January 2019


Readmission Diagnoses After Pediatric Severe Sepsis Hospitalization. Carlton EF; et al. Critical Care Medicine, ISSN: 1530-0293, 2019 Jan 22.


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 and Quality Improvement Service (PSQIS). Queensland Health (intranet)
- Patient Safety and Quality Improvement Service (PSQIS). Queensland Health (internet)
- Root Cause Analysis 2018 PSQIS-C Queensland Health iLearn modules
- LKC Patient safety and quality specialty guide
- LKC Health literacy 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 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. 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)
Books
To borrow following books, contact your local QH library.

CHHHS & TCHHS staff see lists of LKC resources on:

- [Patient safety and quality in healthcare](#)
- [Health literacy, communication, cultural competency, patient education resources](#)

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