Patient safety & quality

Evidence update No. 12 December 2019

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. CHHHS & TCHHS staff should contact LKC for assistance.

To locate copies of articles:
• Click on URL links to access citations
• CKN Full text options include: PDF icon or HTML text
• No PDF or HTML link? Use the CKN Full Text link
• No CKN full text link? Click on Request this item link
  o On the next page, select the Request this item from your local HHS Library link – second option in the list
  o Complete details and select your local QH Library
• Can’t find the article you want? Request a copy via your library at QH Libraries.
• Where there is no link, request article from your local QH library

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


Patient experience


**Standard: Clinical governance**


**Standard: Partnering with consumers**


Standard: Healthcare associated infection


**Standard: Medication safety**


**Standard: Comprehensive care**


**Standard: Communicating for safety**


**Standard: Blood management**


**Standard: Acute deterioration**


### 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)
- [NHS Improvement](#). National Health Service (UK) - Learning from patient safety incidents

### 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)
- [Clinical incident management resources (PSQIS), Queensland Health](#) (intranet)
- [LKC Patient safety and quality specialty guide](#)
- [LKC Health literacy specialty guide](#)
- [LKC Infection control specialty guide](#)

#### Australian

- [Australian Centre for Health Services Innovation](#)
- [Australian Centre for Value-Based Health Care](#)
- [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
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

International
Association for Patient Experience, Cleveland Clinic (USA)
Canadian Patient Safety Institute (Canada)
Institute for Healthcare Improvement (USA)
(The) Joint Commission (USA)
NHS Improvement, National Health Service (UK) - Learning from patient safety incidents
National Health Service (UK). National Patient Safety Strategy
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
Patient Safety Movement Foundation (USA)

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. Health Service Directive Patient Safety
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 Communication at clinical handover
ACSQHC Australian Sentinel Events List
Communication - Clinical practice guidelines - Communicating prognosis and end-of-life issues, CareSearch (Palliative Care)
Patient Experience Resources. NSW Agency for Clinical Innovation (ACI)
Empathy: The Human Connection to Patient Care (YouTube video). Cleveland Clinic (USA)
National Health Service (UK). National Patient Safety Strategy
BOOKS
To borrow following books, contact your local QH library. CHHHS & TCHHS staff see lists of LKC resources at:

- Patient safety and quality in healthcare
- Health literacy, communication, cultural competency, patient education resources
- Infection prevention and control resources

Click on covers to view full title details.

Your Library can also organise an interlibrary loan for you for other titles not held in the collection:

CHHHS & TCHHS staff request form | Other QH staff request form

Note, these are not a complete list of titles, check with your Library regarding more titles related to these topics. More suggested titles available at:

- LKC Patient safety & quality guide – Books
- LKC Health literacy guide – Books
- LKC Infection control guide - Books

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.