Patient safety & quality

Evidence update No. 3 March 2020

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
  - On the next page, select the Request this item from your local HHS Library link – second option in the list
  - 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


Loftin, E., et al. (2020) Zero Harm During Transition in Care From the Emergency Department to Medical/Surgical Units. Journal of Nursing Care Quality. 35(2): 153. ISSN: 10573631.


Patient experience


Standard: Clinical governance


Standard: Partnering with consumers


Fitch, M. I., et al. (2020) Exploring the perspectives of patients about their care experience: identifying what patients perceive are important qualities in cancer care. Supportive Care in Cancer. 28(5): 2299. ISSN: 09414355.


Riis, C. L., et al. (2020) Satisfaction with care and adherence to treatment when using patient reported outcomes to individualize follow-up care for women with early breast cancer – a pilot randomized controlled trial. Acta Oncologica. 59(4): 444. ISSN: 0284186X.


**Standard: Healthcare associated infection**

- [Sign up for weekly COVID-19 journal article updates from PubMed](https://www.ncbi.nlm.nih.gov/pmc/marshals/)


**Standard: Medication safety**


**Standard: Comprehensive care**


**Standard: Communicating for safety**


Ferreira, R. J. O., et al. (2020) Shared decision-making in people with chronic disease: Integrating the biological, social and lived experiences is a key responsibility of nurses. *Musculoskeletal Care.* 18(1): 84. ISSN: 14782189.


**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. 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.*

![Book Covers]

**PLEASE NOTE: Interlibrary**

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](#)

## Library Resources
- [Searching for evidence guide – Critical appraisal](#) – for tips on appraising journal articles
- **FAQ:** How reliable is that article or journal?
- [LKC Request a journal article form](#)
- **FAQ:** What is an ISBN? What is an ISSN? What is a DOI?

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