Articles of Interest : Quality

V.3 No.2 May 2007

This series from Canterbury Medical Library is issued quarterly if sufficient articles are available. Links are best viewed from the online version as it is then possible to click on the hyperlinks to access information from the University or CDHB networks (requires Internet access). Contact the library for assistance (Phone 03-364-0504)

Quality•Net

Centers for Disease Control and Prevention
http://www.cdc.gov/CDCForYou/healthcare_providers.html
All kinds of interesting stuff is hidden on this site including guidelines on a range of topics:
- Workbook for a Sharps Injury Prevention Program
- Women’s health including falls prevention
- Other CDC publications

Cases from the Health and Disability Commissioner
http://www.hdc.org.nz/
Information about cases and decisions investigated by the commission. Look under Complaints Resolution for actual decisions.
Includes cases recently highlighted in the media where lack of effective communication lead to the deaths of patients at Wellington and Wanganui hospitals
Also worth a look are the papers from a seminar on practical ways to achieve consumer-centred care.
- Seminar: Putting Patients First
- Complaints resolution
- Case: Acute breathlessness (Capital & Coast Health)

Healthcare Commission (UK)
http://www.healthcarecommission.org.uk
The acute hospital portfolio provides information on reviews of NHS acute care services. Reviews for 2006 include management of admissions, A&E, and day surgery.
- Acute hospital portfolio homepage

Institute for Healthcare Improvement
http://www.ihi.org/ihi
Worth keeping an eye on this key healthcare improvement site. You will need to register to download quality tools.
- Research - how to prevent pressure ulcers
- SBAR Tool
- Health Care Reinvented: Discussions with Don Berwick

Library Hours

Monday 11 June – Saturday 30 June

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<td>Monday – Thursday</td>
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Monday 1 July – Sunday 2 September

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The Clinical Audit Committee invites you to a Lunchtime

CLINICAL AUDIT PRESENTATION

Monday, 18th of June 2007
Oncology Lecture Theatre
12.30 – 13.30 hrs

12:30 Can Surgical Audit change practice?
Presented by Andrew Lienert, Surgical Registrar

13:00 A retrospective audit of percutaneous transluminal coronary angioplasty (PTCA) patients presenting acutely with chest pain within six months of PTCA.
Presented by Carmel Harris, Staff Nurse Cardiology Day Unit

This is a Forum for sharing Clinical Audit Processes and Outcomes
Joint Commission International Center for Patient Safety
http://www.jcipatientsafety.org/
A goldmine of information and tips on patient safety practices. See their Patient safety link newsletter.
The May issue focuses on communication during patient hand-overs, hand hygiene to prevent infection.
The June issue is on look alike, sound-alike medication names and calls staff to “Speak Up” to prevent errors.
- Patient Safety Link May 2007
- Patient Safety Link June 2007

Quality Tools & Six Sigma
http://www.qualityspctools.com/menu.html
A slightly irritating front screen but some useful info for quality facilitators. Covers team dynamics and quality tools and diagrams.

Nebraska Center for Rural Health Research
http://www.unmc.edu/rural/patient-safety/default.htm
The centre’s Patient Safety site features a ‘Tool time’ section which provides a useful tool to help you structure “handoffs” and patient care transitions.
- Healthcare communications toolkit: To improve transitions in care

Victorian Quality Council (VQC)
VQC has released some interesting new publications:
- Acute pain management measurement toolkit
- Consumer leadership report
- Report on the Guideline on minimising the Risk of Falls

New books of Interest
Nothing specific to quality this month but these may be of interest.

   WY 105 C641 2007

   HV 11 O36 2006

   BF 575.L3 C182 2000

   WA 20.5 A221 2006

   WA 950 M138 2006

   QA 76.5 I72 2004

   HF5718 B588 2000

   HF 5718.22 C187 2002.
1. **Demand management: A methodology for outcomes-driven staffing and patient flow management.** [Pickard B, Warner M].
   Nurse Leader 2007;5(2):30-4. (5 refs)
   - **Online** Full Text

2. **Developing a guide to improve the quality of nurses’ handover.** [Fenton W].
   Nursing Older People 2006;18(11):32-6. (refs)
   - **Online** [Journal held at PMH] [Journal Website]

3. **Falls prevention at Mayo Clinic Rochester: A path to quality care.** [Sulla SJ, McMyler E].
   J Nurs Care Qual, 2007;22(2):138-44. (14 refs)
   - **Online** [Journal Website]

4. **Hastings Center special report: the ethics of using QI methods to improve health care quality and safety.** [Invited Commentary]. [Mitty. E]
   J Nurs Care Qual 2007; 22(2): 97-101. (3 refs)
   - **Online** BAY 159. [Journal Website]

5. **Hospital staff should use more than one method to detect adverse events and potential adverse events: Incident reporting, pharmacist surveillance and local real-time record review may all have a place.** [Olsen S, Neale G, Schwab K, Psaila B, Patel T, Chapman EJ, et al.].
   Qual Saf Health Care 2007 Feb 1;16(1):40-4. (24 refs)
   - **Online** Full Text

6. **Improving emergency department efficiency by patient streaming to outcomes-based teams.** [Kelley A, Bryant M, Cox L, Jolley D].
   - **Online - university only** Journal Website

7. **Organizational culture, critical success factors, and the reduction of hospital errors.** [Stock GN, McFadden KL, Gowan CR].
   - **Online** Full Text

8. **Patient Flow in the Emergency Department: Is Timeliness to Events Related to Length of Hospital Stay?** [Clark K, Normile LB]
   - **Online** BAY 159 [Journal Website]

   - **Online** Bay 400 [Full Text]

10. **A plan for achieving significant improvement in patient safety.** [Johnson K, Maultsby CC].
    J Nurs Care Qual 2007;22(2):164-71. (8 refs)
    - **Online** Bay 159 [Journal Website]

11. **Practice tips for hospitals from AHRQ. 2007 update.**
    Medscape Internal Medicine 2007 Mar 3.
    You are asked to register to access this article but registration is free
    - **Online** [Journal Website]

    J R Soc Prom Health 2007;127(2):87-94. (59 refs)
    - **Online - university only** [Journal Website]

13. **Promoting quality patient care-reducing inpatient mortality.** [Comeau E, Adkinson K].
    - **Online** Bay 159 [Journal Website]

14. **Silence kills.** [Evans S]
    Kai Tiaki Nurs NZ 2007 Apr;13(3):16-19. (35 refs)
    - **Online** BAY 160 [Journal Website]

15. **Taking aim at the top 3 patient safety errors in ob/gyn.** [Stumpf PG].
    - **Online** [Journal Website]

16. **‘Zero’ heroes are those that speak up for safety: Key to driving rates down is empowering staff.**
    - **Online** [Journal Website]
Thinking about doing a clinical audit? Maybe you are required to do so for professional registrations? This quick overview may help you get started.

The Audit Cycle

The first step in the Audit Cycle is to select your topic.
- Who should be involved?
- What should be audited?
- Prioritise audit topics.
- Make a final decision about your audit topic.

Clinical care is multidisciplinary. Involve all members of the clinical team.
While individual staff may be a key part of an audit programme you will generally achieve greater improvements by involving everyone.

How do I select a topic?

Talk to all team colleagues to identify a list of things that are:
- are of clinical concern
- are done frequently
- involve risk to patients or staff
- are problem areas

Step 1 - Write the topics down and get your colleagues to help prioritise.

Step 2 - Give each topic a score for criteria such as the level of clinical concern and risk.

Step 3 - Work out which topic has the most points.

Clinical Audit Topic Suggestions - Ward 55

<table>
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<th>Topic</th>
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<th>Frequency</th>
<th>Total Score</th>
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<td>3</td>
<td>4</td>
<td>12</td>
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<tr>
<td>2 Drug Chart audit</td>
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<tr>
<td>3 Handwashing audit</td>
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Planning your audit

There are a number of websites with information to help you to get started.
CDHB has a Clinical Audit Register which is facilitated by the Quality Team at Christchurch Hospital – Find the register by clicking on under Clinical Info (on the left side of the CDHB Intranet homepage).
The Quality Team have also developed a clinical audit planning and report form and a resource booklet which are available from the teams website; Follow the links from the CDHB Intranet homepage from Our Organisation then Departments and Services then you will find the Quality Team at Christchurch Hospital on the list.
The team recommend that anyone starting clinical audit should also look at the following two sites:
- Ministry Of Health’s Toward Clinical Excellence provides a New Zealand perspective
- How to do clinical audit - a brief guide (UHBT, 2005)

http://www.ubht.nhs.uk/clinicalaudit/docs/HowToIntro.pdf
Identifying standards and best practice

To find information for your audit project first check out the local standards and guidelines. Then search the literature to establish what is considered best practice.

Start at the library website Check out the Library website click here. See the left side of web page for the library website menu.

Catalogue: The catalogue will help you find books and journals.

Ejournals: If you only want online full text journals try looking for journals in the Electronic Journals portal.

Journal articles: To find journal articles on your topic go to the Databases page. Databases available from the CDHB network are marked with an orange lozenge.

Guidelines: Just need a few key guidelines? Try the database called TRIP. You may also want to checkout key guidelines websites.

Do you need a full literature search?: For a full search around your audit topic you will probably want to search UpToDate and one or more Ovid databases. You may also want to search Google and/or Google Scholar.

Finding Guidelines
Look for guidelines in your professional area. Check websites in your area or try the ones listed below.

TRIP database
http://www.tripdatabase.com

NZ Guidelines Group
http://www.nzgg.org.nz

SIGN - Scottish Intercollegiate Guidelines Network
http://www.sign.ac.uk/guidelines

Joanna Briggs (Nursing)
http://www.joannabriggs.edu.au

National Guideline Clearing House
http://www.ngc.org

Canterbury Medical Library Guidelines web page
http://www.chmeds.ac.nz/departments/library/guidelines1.htm

Or navigate from the library main page to Subject Guides then Evidence based Medicine then Guidelines.
Indicate article numbers as required and return to:
Canterbury Medical Library
Christchurch Hospital
Private Bag 4710
CHRISTCHURCH

In the space below, indicate article numbers which you require from the May 2007 Articles of Interest - Quality:

____________________________________________________________________________________

____________________________________________________________________________________

Copies of these articles are all available on request, at a cost of

$3.50 + GST (i.e. $3.95) per article for current library members
$4.20 + GST (i.e. $4.75) per article for non library members

If you wish to clarify which charge will apply, please contact the library to check whether or not you are enrolled as a current library member. We will, otherwise, simply charge as noted above.

Please tick the appropriate box to indicate how you will pay*:

☐ Account Code to Charge: ___________________________ (please specify)
Photocopied articles, charged to a cost code, will be sent to you in your dept via the internal mail.

☐ Personal payment – This option requires payment in cash. You will be contacted when the material is available for collection, & payment, from the Loans Desk of the library.

CSM & HS Department ................................................................. (please specify)
CDHB Hospital & Department ..................................................... (please specify)

Signature:____________________________________

* This request will not be processed if [has not been processed because] you have failed to supply the information required.

Requester's name: ________________________________________________
Address: __________________________________________________________

If you have any suggestions regarding topics you would like to see in future Articles of Interest - Quality please list them.

____________________________________________________________________________________
## Internet Links for May 2007

### Centers for Disease Control and Prevention (CDC)

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<tr>
<td>CDC Falls prevention</td>
<td><a href="http://www.cdc.gov/women/gderecom.htm">http://www.cdc.gov/women/gderecom.htm</a></td>
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<td>Other CDC publications</td>
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### Institute for Healthcare Improvement

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<td><a href="http://www.ihi.org/IHI/Topics/PatientSafety/SafetyGeneral/ImprovementStories/FSRelievethethePressureandReduceHarm.htm">http://www.ihi.org/IHI/Topics/PatientSafety/SafetyGeneral/ImprovementStories/FSRelievethethePressureandReduceHarm.htm</a></td>
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<td>SBAR Tool</td>
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### Joint Commission International Center for Patient Safety (ICPS)

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<td>Patient Safety Link May 2007</td>
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<td>Patient Safety Link June 2007</td>
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### New Zealand Health and Disability Commissioner

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<td>Complaints resolution</td>
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<td><a href="http://www.hdc.org.nz/complaints">http://www.hdc.org.nz/complaints</a></td>
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### New Zealand Ministry of Health

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### University of Nebraska Medical Center. The Nebraska Center for Rural Health Research

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### Victorian Quality Council

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United Bristol Healthcare Trust (NHS)

How to do audit a brief guide  [http://www.ubht.nhs.uk/clinicalaudit/docs/HowTo/Intro.pdf](http://www.ubht.nhs.uk/clinicalaudit/docs/HowTo/Intro.pdf)

**Guidelines Sites**

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<td>TRIP database</td>
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<td>SIGN - Scottish Intercollegiate Guidelines Network</td>
<td><a href="http://www.sign.ac.uk/guidelines">http://www.sign.ac.uk/guidelines</a></td>
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<tr>
<td>Joanna Briggs (Nursing)</td>
<td><a href="http://www.joannabriggs.edu.au">http://www.joannabriggs.edu.au</a></td>
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**Canterbury Medical Library**

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**Electronic journals for May 2007**

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<td>Quality &amp; safety in health care</td>
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