

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.ihl.org/ihl>

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

| | |
|------------------|-----------------|
| Monday –Thursday | 8.30am – 8.00pm |
| Friday | 8.30am – 5.00pm |
| Saturday | 1.00pm – 5.00pm |
| Sunday | Closed |

Monday 1 July – Sunday 2 September

| | |
|------------------|------------------|
| Monday –Thursday | 8.30am – 10.00pm |
| Friday | 8.30am – 5.00pm |
| Saturday | 1.00pm – 5.00pm |
| Sunday | 1.00pm – 5.00pm |

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**

Quality•Net continued

Joint Commission International Center for Patient Safety

<http://www.jcpatientsafety.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)

<http://www.health.vic.gov.au/qualitycouncil/>

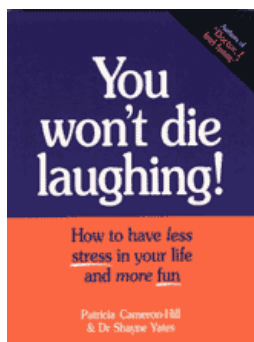
VQC has released some interesting new publications:

- [Acute pain management measurement toolkit](#)
- [Consumer leadership report](#)
- [Report on the Guideline on minimising the Risk of Falls](#)



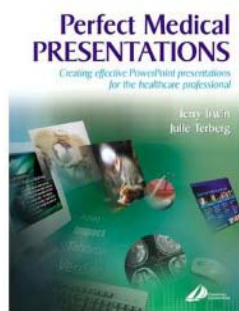
New books of Interest *Nothing specific to quality this month but these may be of interest.*

1. **Clinical supervision in Aotearoa/New Zealand : a health perspective.** Auckland, N.Z. : Pearson Education New Zealand, 2007. (Copies held CML, Burwood & PMH)
WY 105 C641 2007

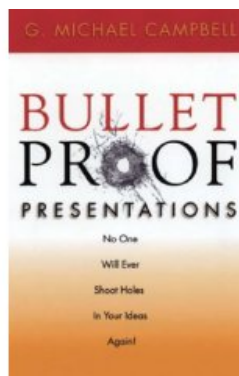


2. **Skills for human service practice: working with individuals, groups and communities.** [Agi O'Hara and Zita Weber]. South Melbourne, Vic. : Oxford University Press, 2006. HV 11 O36 2006

3. **You won't die laughing! : how to have less stress in your life and more fun.** [Patricia Cameron-Hill & Shayne Yates ; cartoons by George Haddon]. [Windsor, Vic.] : Argyle Publications, c2000. BF 575.L3 C182 2000



4. **Designing and conducting health surveys : a comprehensive guide.** [Ann Aday, Llewellyn J. Cornelius]. San Francisco : Jossey-Bass, c2006. WA 20.5 A221 2006

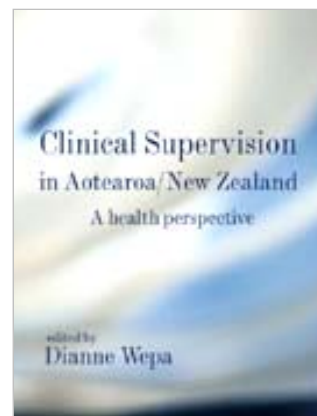


5. **Measuring health : a guide to rating scales and questionnaires.** [Ian McDowell]. Oxford ; New York : Oxford University Press, 2006. 3rd ed. (Copies CML Lending and Reference)
WA 950 M138 2006

6. **Perfect medical presentations : creating effective PowerPoint presentations for the healthcare professional.** [Terry Irwin, Julie Terberg]. Edinburgh ; New York : Churchill Livingstone, 2004. QA 76.5 I72 2004

7. **The presentation skills workshop : helping people create and deliver great presentations.** [Bienvenu, Sherron]. New York : American Management Association, 2000. HF5718 B588 2000

8. **Bulletproof presentations : no one will ever shoot holes in your ideas again!** [Campbell, G. Michael.]. Franklin Lakes, N.J.: Career Press, 2002. HF 5718.22 C187 2002.



Articles of Interest

Articles marked 'Online' are available from both the CDHB and University of Otago networks except for numbers 6 and 12 which are only available to university staff. Click the links to access full text or website.

A photocopy of any article listed here can be requested on the attached form by University of Otago and CDHB staff members.

Contact the library Reference Desk (ext 80504) if you have problems with electronic resources.

- 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](#)
- 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](#)
- 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](#)
- 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](#)
- 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](#)
- Improving emergency department efficiency by patient streaming to outcomes-based teams.** [Kelley A, Bryant M, Cox L, Jolley D].
Aust Health Rev 2007;31(1):16-2.1 (13 refs)
[Online - university only](#) [Journal Website](#)
- Organizational culture, critical success factors, and the reduction of hospital errors.** [Stock GN, McFadden KL, Gowen CR].
Int J Product Econ 2007;106(2):368-92. (refs)
[Online](#) [Full Text](#)
- Patient Flow in the Emergency Department: Is Timeliness to Events Related to Length of Hospital Stay?** [Clark K, Normile LB]
J Nurs Care Qual 2007;22(1): 85-91. (21 refs)
[Online](#) [BAY 159](#) [Journal Website](#)
- Patterns of communication breakdowns resulting in injury to surgical patients.** [Greenberg CC, Regenbogen SE, Studdert DM, Lipsitz SR, Rogers SO, Zinner MJ, et al.].
J Am Coll Surg 2007;204(4):533-40. (25 refs)
[Online](#) [Bay 400](#) [Full Text](#)
- 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](#)
- 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](#)
- The problem of engaging hospital doctors in promoting safety and quality in clinical care.** [Neale G, Vincent C, Darzi SA].
J R Soc Prom Health 2007;127(2):87-94 .(59 refs)
[Online university only](#) [Journal Website](#)
- Promoting quality patient care-reducing inpatient mortality.** [Comeau E, Adkinson K].
J Nurs Care Qual 2007;22(1):43-9. (10 refs)
[Online](#) [Bay 159](#) [Journal Website](#)
- Silence kills.** [Evans S]
Kai Tiaki Nurs N Z 2007 Apr;13(3):16-19. (35 refs)
[Online](#) [BAY 160](#) [Journal Website](#)
- Taking aim at the top 3 patient safety errors in ob/gyn.** [Stumpf PG].
Contemp Ob Gyn 2007 Jan;52(1):58-62. (20 refs)
[Online](#) [Journal Website](#)
- 'Zero' heroes are those that speak up for safety: Key to driving rates down is empowering staff.**
Hosp Infect Control 2007 Jan;34(1):7-9.
[Online](#) [Journal Website](#)



Starting Clinical Audit

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.



"Team ownership of the audit process makes improvements easier to identify and implement in all aspects of care."

Toward Clinical Excellence, New Zealand Ministry of Health, 2002



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.

| Clinical Audit Topic Suggestions - Ward 55 | | | | | |
|--|-----------------------------|------------------|------|-----------|-------------|
| | Topic | Clinical concern | Risk | Frequency | Total Score |
| 1 | Communication with patients | 5 | 3 | 4 | 12 |
| 2 | Drug Chart audit | 5 | 4 | 4 | 13 |
| 3 | Handwashing audit | 5 | 4 | 3 | 12 |

Step 3 - Work out which topic has the most points

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/HowTo/Intro.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.

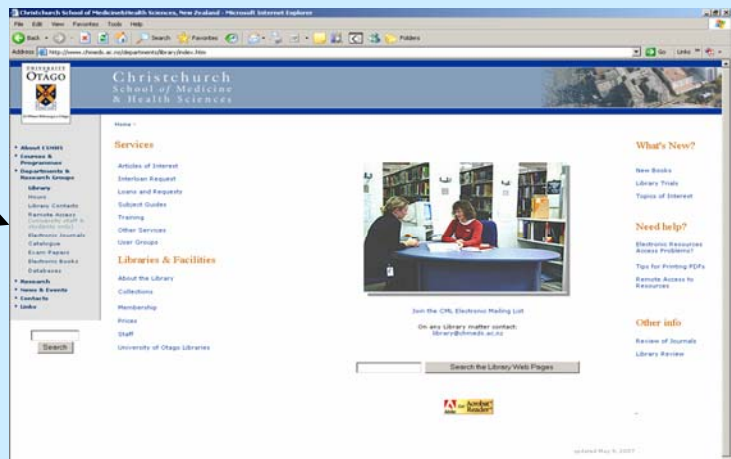
Catalogue: The catalogue will help you find books and journals.

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 check out 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.



<http://www.chmeds.ac.nz/departments/library/index.htm>

Techniques for searching Ovid

To get the best results:

- Don't just use keywords in Ovid as you won't get the benefit of Ovid's powerful search engine.
- Search each concept or term separately (gives you more control over the final result).
- Use keywords as well to ensure you don't miss articles that haven't been indexed to your subject.
- Combine your result sets.
- Limit your results to help weed out results you don't need.

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**.

Need help finding information?

Need some help with searching?
Want advice or information?

Need Training?

Book a tutorial or a training session.

We can come to you.

Bring your group?

Phone the library on
extension 80504

ARTICLES OF INTEREST – QUALITY

May 2007

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)

| | |
|---|---|
| Centers for Disease Control and Prevention (CDC) | http://www.cdc.gov/CDCForYou/healthcare_providers.html |
| CDC Workbook for a Sharps Injury Prevention Program | http://www.cdc.gov/sharpssafety/index.html |
| CDC Falls prevention | http://www.cdc.gov/women/gderecom.htm |
| Other CDC publications | http://www.cdc.gov/Publications/ |

Healthcare Commission (UK)

| | |
|-----------------------------------|---|
| Healthcare Commission (UK) | http://www.healthcarecommission.org.uk |
| Acute hospital portfolio homepage | http://www.healthcarecommission.org.uk/serviceproviderinformation/reviewsandinspections/acutehospitalportfolio.cfm |

Institute for Healthcare Improvement

| | |
|--|---|
| Institute for Healthcare Improvement | http://www.ihl.org/ihl |
| Research - how to prevent pressure ulcers | http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/ImprovementStories/FSRelievethethePressureandReduceHarm.htm |
| SBAR Tool | http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Tools/SBARTechniqueforCommunicationASituationalBriefingModel.htm |
| Health Care Reinvented: Discussions with Don Berwick | http://www.aans.org/education/journal/neurosurgical/Jan07/22-1-nsf-toc.asp |

Joint Commission International Center for Patient Safety (ICPS)

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|---|---|
| Joint Commission International Center for Patient Safety (ICPS) | http://www.jcpatientsafety.org/ |
| Patient Safety Link May 2007 | http://www.jcpatientsafety.org/14808/ |
| Patient Safety Link June 2007 | http://www.jcpatientsafety.org/14808/ |

New Zealand Health and Disability Commissioner

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|---|---|
| NZ Health and Disability Commissioner | http://www.hdc.org.nz/ |
| Seminar: Putting Patients First | http://www.hdc.org.nz/education/patients-first |
| Complaints resolution | http://www.hdc.org.nz/complaints |
| Case: Acute breathlessness (Capital & Coast Health) | http://www.hdc.org.nz/complaints |

New Zealand Ministry of Health

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| Toward Clinical Excellence (NZ Ministry of Health) | http://www.moh.govt.nz/moh.nsf/238fd5fb4fd051844c256669006aed57/9a0c0d24ca50348ccc256d2e00096e1f?OpenDocument |
|--|---|

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

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| University of Nebraska Medical Center. The Nebraska Center for Rural Health Research | http://www.unmc.edu/rural/patient-safety/default.htm |
| Healthcare communications toolkit: To improve transitions in care | http://www.unmc.edu/rural/patient-safety/tool-time/TT2-053006-DOD-SBAR-SafetyBriefings/DOD%20Handoff_Toolkit_full%20document.pdf |

Victorian Quality Council

| | |
|---|---|
| Victorian Quality Council | http://www.health.vic.gov.au/qualitycouncil/ |
| Acute pain management measurement toolkit | http://www.health.vic.gov.au/qualitycouncil/activities/acute.htm |
| Consumer leadership report | http://www.health.vic.gov.au/qualitycouncil/activities/consumer.htm |
| Report on the Guideline on minimising the Risk of Falls | http://www.health.vic.gov.au/qualitycouncil/downloads/falls_guidelines_eval.pdf |

**United Bristol Healthcare Trust
(NHS)**

| | |
|--------------------------------|---|
| How to do audit a brief guide. | http://www.ubht.nhs.uk/clinicalaudit/docs/HowTo/Intro.pdf |
|--------------------------------|---|

Guidelines Sites

| | |
|--|---|
| 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

| | |
|-------------------------------------|---|
| Canterbury Medical Library Homepage | http://www.chmeds.ac.nz/departments/library/index.htm |
| Guidelines web page | http://www.chmeds.ac.nz/departments/library/guidelines1.htm |
| Ejournals portal | http://zz5mw5zc7z.search.serialssolutions.com/ |

Electronic journals for May 2007

| | |
|--|---|
| Journal of the Royal Society for the Promotion of Health | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=T_W_A&C=journal+royal+promotion+health |
| Australian Health review | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=A_T_B&C=australian+health+review |
| Contemporary ob/gyn | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=A_T_B&C=contemporary+ob |
| Hospital infection control | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=T_W_A&C=hospital+infection+control |
| International journal of production economics | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=T_W_A&C=international+production+economics |
| Journal – Journal of nursing care quality | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=A_T_B&C=journal+of+nursing+care+quality |
| Journal – Kai Tiaki Nursing New Zealand | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=A_T_B&C=nursing+new+zealand |
| Journal – Nurse Leader | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=T_W_A&C=nurse+leader |
| Journal of the American College of Surgeons | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=T_W_A&C=journal+american+college+surgeons |
| Journal of the Royal Society for the Promotion of Health | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=A_T_B&C=journal+of+the+royal+society+for+promotion |
| Medscape | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=A_T_B&C=medscape |
| Nursing older people | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=A_T_B&C=nursing+older+people |
| Quality & safety in health care | http://zz5mw5zc7z.search.serialssolutions.com/?V=1.0&N=100&L=ZZ5MW5ZC7Z&S=T_W_A&C=quality+safety+health+care |