

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 (requires Internet access) to access information from the University or CDHB networks. Contact the library for assistance by phoning ext 80504 (or 03-364-0504).

A full list of links mentioned in this issue is available on pages 5 and 6.

Quality•Net

Patient safety news from IHI

<http://www.ihl.org>

The Institute for Healthcare Improvement (IHI) site is worth keeping an eye on as there are often useful reports and tools.

It's relatively easy to get lost on the IHI site but you can usually track down any report or item by entering a couple of keywords in their search box (then click the arrow).

You may need to request a login for some of the reports from this site but doesn't take long.

Whats new from IHI: New reports in the spotlight:

- *Recognising and responding to acute illness in adults in hospital: Summary of NICE guidance*
- *Using an automated risk assessment report to identify patients at risk for clinical deterioration*
- *How to Design Reliable Processes in Health Care Presentation*

Patient Safety Section of IHI

Check out the the Patient Safety section of the IHI site also:

<http://www.ihl.org/IHI/Topics/PatientSafety/>

- *Interruptions in a level one trauma center: A case study*
- *Best-practice protocol: Reducing harm from MRSA*
- *Protecting patients from harm: Improving hospital care for surgical patients*
- *Preventing harm from high-alert medication*
- *AHRQ Report: Mistake-Proofing the Design of Health Care Processes*
- *IHI Global Trigger Tool for Measuring Adverse Events*
- *Reducing MRSA Infections: Staying One Step Ahead*

Nine Patient Safety Solutions

<http://www.jcipatientsafety.org/24725/>

In April 2007, the WHO Collaborating Centre for Patient Safety Solutions approved nine patient safety solutions:

1. Look-Alike, Sound-Alike Medication Names
2. Patient Identification
3. Communication During Patient Hand-Overs
4. Performance of Correct Procedure at Correct Body Site
5. Control of Concentrated Electrolyte Solutions
6. Assuring Medication Accuracy at Transitions in Care
7. Avoiding Catheter and Tubing Mis-Connections
8. Single Use of Injection Devices
9. Improved Hand Hygiene to Prevent Health Care-

Queensland Health Patient Safety Improvement Clinical Handover.

This powerpoint show prepared by Dr John Wakefield of Queensland Health Patient Safety Centre may be useful for patient safety education sessions:

<http://www.crepatientsafety.org.au/seminars/clinical-handover/john-wakefield.pdf>

Medical Algorithms Project

<http://www.medal.org/visitor/login.aspx>

Medical Algorithms including all kinds of formulas and look-up tables, useful in healthcare. For example:

- *Stroke Volume and Cardiac Output*
- *Creatinine Clearance & Degree of Renal Impairment*
- *Predictors of Outcome After Cataract Surgery*

SBAR

<http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral>

The SBAR (Situation-Background-Assessment-Recommendation) technique is widely used in hospitals. To see IHI's SBAR tools, click on 'Tools' then select 'Communication'.

- *Sample SBAR Communication Tool*
- *SBAR Handoff Report Tool*

TeamSTEPPS™

<http://dodpatientsafety.usuhs.mil/teamstepps/>

TeamSTEPPS™ is a set of tools to help train clinicians in teamwork and communication skills to reduce risks to patient safety. The TeamSTEPPS™ tools include SBAR and also:

- *Guide to action*
- *Overview video*
- *Preview TeamSTEPPS™ Material*

TeamSTEPPS™ was developed by the US Department of Defense (DoD) in collaboration with the Agency for Healthcare Research and Quality (AHRQ). See their SBAR poster on the right.

SBAR

A framework for team members to effectively communicate information to one another

Communicate the following information:

- **Situation**
What is going on with the patient?
- **Background**
What is the clinical background or context?
- **Assessment**
What do I think the problem is?
- **Recommendation**
What would I recommend?



Reprinted from the TeamSTEPPS™ poster series with permission of the US Department of Defense (DoD)

Web 2.0

Got to grips with Web 2.0 and its jargon yet? Web 2.0 brings a more interactive experience. Individuals can share their thoughts and some sites will allow readers to post their own ideas, files and pictures.

While some of this is just for fun there are many sites that have a serious purpose. Since conversation is possible many groups and organisations are using web 2.0 applications for collaboration and sharing of ideas .

It's fun to try! I've dug out a few hospital relevant Blogs, Wikis, RSS feeds you might like to try.

Blogs -web logs

These are like web logs or diaries. To see a clinical blog try one of these:

Running a Hospital

<http://runningahospital.blogspot.com/>

This is a blog started by a CEO of a large Boston hospital to share thoughts about hospitals, medicine, and health care.

NHS Blog Doctor - A candid look at health care

<http://nhsblogdoc.blogspot.com/>

Clinical Cases and Images

<http://casesblog.blogspot.com/>

Clinicalcases.org - A Case-Based Curriculum of Clinical Medicine

<http://clinicalcases.blogspot.com/>

Podcasts – audio/video broadcasts direct from the web

These can take ages to download so it's best to download before viewing (right click and select 'Save Target as ...'). Save to your own computer account and open from there.

Dr Berwick on Quality

<http://www.ihl.org>

Hear Dr. Berwick's latest thinking in his regular podcast on health care quality. From the IHI Home page you will find a link on the right side of the page to *Discussions with Don Berwick*.

Cardiovascular Multimedia Information Network

<http://www.cvmd.org/>

Wikis - websites you can edit.

Wikis are collaborative websites. Whoever sets them up and hosts them decides who else can add content. Wikipedia is a prime example, but many organisations can now host wikis for their members or staff.

Wikipedia

<http://wikipedia.org/>

Davidrothman.net List of Medical Wikis

<http://davidrothman.net/list-of-medical-wikis/>

Shared documents & calendars

These web 2.0 applications make it easy for your team to work together using shared documents, calendars and files.

Google - Communicate, show & share

<http://www.google.co.nz/intl/en/options/>

Video sharing websites

The most well known video sharing site is YouTube.com. Don't confuse this site with Utube.com which is a company selling tubes.

YouTube is not available from the CDHB network.

YouTube.com

<http://www.youtube.com/>

Youtube.com allows users to share video files, and surprise, surprise there is the odd serious video related to hospitals:

- *TEXAS: University Hospital Nurses Crises*
<http://www.youtube.com/watch?v=-tero7ilCsY>
- *Cardiovascular Risk with Erythropoietic Age*
<http://www.youtube.com/watch?v=O3IVLHwlhLI>
- *Wake Up - substance abuse treatment*
<http://www.youtube.com/watch?v=dQGdqcIDK8M>
- *Things You Should Know Before Entering the Hospital*
<http://www.youtube.com/watch?v=uPylfYdgyvY>
- *Cesarean Childbirth From Hartford Hospital*
<http://www.youtube.com/watch?v=Pky9DHxH0uo>
- *YouTube - Web 2.0 ... The Machine is Us/ing Us:Web 2.0.*
<http://www.youtube.com/watch?v=6gmP4nk0EOE&eurl=>

Mailing Lists

Some of the older Web 1.0 tools are still relevant. Have you tried a mailing list . You can usually check what messages they have in their archives without actually joining the list.

Don't be put off if the first page of topics in aren't your area. Try enter the topics into the search box if they have one.

Patientsafety-L

<http://www.npsf.org/psf/>

Patientsafety-L is mailing list hosted by the National Patient Safety Foundation for questions, ideas and advice about patient safety. Over 2,500 people contribute to the forum, including patients and families, researchers, providers, administrators.

The list is moderated which means that the NPSF checks the messages before they go onto the list to weed out advertising and junk mail.

Web 2.0 - find out more

The following sites give a very good run down on the Web 2.0 applications available.

E-learning 2.0 - how Web technologies are shaping education

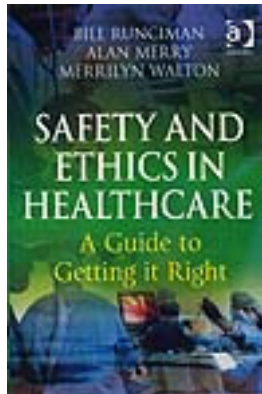
http://www.readwriteweb.com/archives/e-learning_20.php

Top 25 Web 2.0 Apps to Improve a Student's or Professor's Productivity

<http://oedb.org/library/beginning-online-learning/top-25-web20-productivity-apps>

New books of Interest *No new books specifically on quality this month but these may be of interest.*

1. **Assessment, supervision, and support in clinical practice : a guide for nurses, midwives, and other health professionals** [Ci Ci Stuart]. Edinburgh ; New York : Churchill Livingstone Elsevier, 2007.
WY 105 C929 2007
2. **Australian and New Zealand atlas of avoidable mortality.** [Anthea Page]. [Adelaide, S. Aust.] : Public Health Information Unit, University of Adelaide, 2006
Reference WA 900 A938 2006
<http://www.publichealth.gov.au/publications>
3. **Clinician or manager : an exploration of duty management in New Zealand hospitals** : a thesis submitted for the degree of Master of Health Sciences (Nursing) at the University of Otago, Dunedin, New Zealand. [Heather Gray]. 2006.
Theses G779 [Ask at Desk]
4. **Critical appraisal of epidemiological studies and clinical trials.** [J. Mark Elwood]. Oxford; New York : Oxford University Press, 2007.
WA 950 E52 2007
5. **Designing and conducting mixed methods research.** [John W. Creswell, Vicki L. Plano Clark]. Thousand Oaks, Calif. : SAGE Publications, c2007. Creswell, John W.
H 62 C923 2007
6. **Ethical guidelines for observational studies : observational research, audits and related activities.** [New Zealand. National Advisory Committee on Health and Disability Support Services Ethics]. Wellington, N.Z. : Ministry of Health, 2006.
W 50 E84 2006
7. **Patient safety** / guest editors: Anne Matlow, Ronald M. Laxer. Philadelphia : Saunders, 2006. (Series: Pediatric clinics of North America ; v. 53, no. 6)
Shelved with the journals in Bay 52.
8. **Managing health services.** [Nick Goodwin, Reihnold Gruen and Valerie Iles]. Maidenhead : Open University Press, 2006
W84.1 G657 2006
9. **Professional development, reflection, and decision-making.** [Melanie Jasper; Georgina Koubel, Gary Rolfe, and Paul Elliot]. Oxford, UK ; Malden, MA : Blackwell, 2006.
WY 16 J39 2006
10. **Safety and ethics in healthcare : a guide to getting it right.** [Bill Runciman, Alan Merry, Merrilyn Walton]. Aldershot, England ; Burlington, VT : Ashgate, c2007.
WB 60 R939 2007
11. **Workplace bullying in the NHS.** / edited by Jacqueline Randle. Oxford : Radcliffe, 2006.
HF 5549.5.E43 W927 2006
12. **Using and interpreting statistics : a practical text for the health, behavioral, and social sciences** / Eric W. Corty. St. Louis, Mo. : Mosby Elsevier, c2007.
QA 276.12 C831 2007



Don't forget to diary the Lunch Time Forums....

Library Hours

Monday 17 September - Thursday 1 November

Monday - Friday	8.30am - 10.00pm
Saturday	10.00am - 5.00pm
Sunday	1.00pm - 9.00pm

Friday 2 November - Friday 14 December

Monday - Thursday	8.30am - 6.00pm
Friday	8.30am - 5.00pm
Saturday	1.00pm - 5.00pm
Sunday	Closed

Exceptions:

Monday 22 October (Labour Day)	1.00pm - 5.00pm
Friday 16 November (Show Day)	Closed

Clinical Audit Lunch Time Forum

Clinical Lunch Time Forums are held 2 monthly, with the purpose of sharing clinical audit processes and outcomes. This is an initiative of the Christchurch Hospital Clinical Audit Committee

Two presentations 12.30 and 13.00 in the Oncology Lecture Theatre.

The next sessions are planned for
15th October 2007
17th December 2007

Articles of Interest

All of these articles are available online from both the CDHB and University of Otago, Christchurch networks *except* for the first article which is available in paper format from the library shelves. Access electronic journals from the library's website: <http://www.chmeds.ac.nz/departments/library/index.htm>

A photocopy of *any* article listed here can be requested by University of Otago and CDHB staff by using the form on page 7.

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

1. **Basics of quality improvement in health care.** [Varkey P, Reller K, Resar RK]
Mayo Clin Proc 2007 June; 82(6):735-9. (33 refs)
Online university only BAY 25
2. **Creating sustainability of clinical information systems: The chief nurse officer and nurse informatics specialist roles.** [Brokel J]
J Nurs Adm 2007 January; 37(1):10-3. (9 refs)
Online BAY 125
3. **Failure mode and effects analysis: A useful tool for risk identification and injury prevention.** [Paparella S]
J Emerg Nurs 2007 August; 33(4):367-71. (9 refs)
Online BAY 159
4. **Give it to me: The development of a tool for shift change report in a level I trauma center.** [Raines M, Mull A]
J Emerg Nurs 2007 August; 33(4):358-60. (3 refs)
Online BAY 159
5. **Improving pediatric quality care in general care emergency departments.** [Tracy MA]
J Emerg Nurs, 2007 August; 33(4):399-401. (ref)
Online BAY 159
6. **Measuring lean initiatives in health care services: Issues and findings.** [Kollberg B, Dahlgaard JJ, Brehmer PO]
International Journal of Productivity and Performance Management 2007; 56(1):7-24. (refs)
Online
7. **Moving from resistance to support.** [O'Connor EJ, Fiol CM]
Physician Exec 2006 September-October; 32(5):68-9.
Online
8. **A national survey of medical morning handover report in Australian hospitals.** [Fassett MJ, Hannan TJ, Robertson IK, Bollipo SJ, Fassett RG]
Med J Aust 2007 August; 187(3):164-5. (10 refs)
Online BAY 27
9. **New Zealand nurses' reports on hospital care: An international comparison.** [Finlayson M, Aiken L, Nakarada-Kordic I]
Nurs Prax N Z 2007 July; 23(1):17-28. (refs)
Online BAY 163
10. **Nursing impressionism... connecting the dots.** [Miller J]
Nurse Leader 2007 February; 5(1):33-6. (ref)
Online
11. **Protecting patients from harm: Improving hospital care for surgical patients.** [Daniels SM]
Nursing (Jenkintown) 2007 August; 37(8):36-41. (9 refs)
Online BAY 162
12. **Psychological well-being and psychosocial work environment characteristics among emergency nursing staff.** [Escriba-Aguir V, Perez-Hoyos S]
Stress and Health 2006 August; 23(3):153-60. (refs)
Online
13. **Using six sigma and lean methodologies to improve OR throughput.** [Fairbanks CB]
AORN J 2007 July; 86(1):73-82. (7 refs)
Online BAY 155
14. **We don't want to go there (managerial techniques).** [Davidbizar R]
Health Care Manag (Frederick) 2007; 26(2):138-41. (2 refs)
Online
15. **When is it safe to manually lift a patient?** [Anonymous]
American Journal of Nursing, 2007 August; 107(8): 53-9.
Online

Join the CML Electronic Mailing List

Join the Canterbury Medical Library email list to receive notification of new books, new electronic resources, trials, changes in library hours, and any glitches with resources.

To join go to:

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

OR

Simply send an email like the one on to the right to listproc@stonebow.otago.ac.nz

Replace 'Joe Bloggs' with your own name!

```
To: listproc@stonebow.otago.ac.nz
From: Joe Bloggs <Joe.Bloggs@otago.ac.nz>
Subject:
Cc:
Bcc:
Attached:
subscribe cmlib Joe Bloggs
```

Internet Links for September 2007

Tips: For URLs that don't end in .html or htm instead of double clicking on the URL, try this:

- Right click on your mouse
- Select 'Save Target as ...'
- Open the file that you have saved.

Journals included in this month's articles

We have provided a link below for each of the journals mentioned this month. They are also available from the library's web site (click on 'Electronic Journals'): <http://www.chmeds.ac.nz/departments/library/index.htm>:

<i>Journal</i>	<i>ISSN Standard Number</i>	<i>Link to Journal</i>
American journal of nursing	0002-936X	Journal Website
AORN journal	0001-2092	Journal Website
Health care manager	1525-5794	Journal Website
International journal of productivity and performance management	1741-0401	Journal Website
Journal of emergency nursing: JEN	0099-1767	Journal Website
Journal of nursing administration	0002-0443	Journal Website
Mayo Clinic proceedings	0025-6196	Journal Website
Medical journal of Australia	0025-729X	Journal Website
Nursing (Jenkintown, Pa.)	0360-4039	Journal Website
Nurse leader	1541-4612	Journal Website
Nursing praxis in New Zealand inc.	0112-7438	Journal Website
Physician executive	0898-2759	Journal Website
Stress and health	1532-2998	Journal Website

Websites mentioned in Quality.Net

Patient safety news from IHI	http://www.ihl.org
What's New on IHI.org	http://www.ihl.org/ihl/files/what's%20new/New_Content_for_Aug07.html
Patient Safety section of IHI	http://www.ihl.org/IHI/Topics/PatientSafety/
• Recognising and responding to acute illness in adults in hospital: Summary of NICE guidance	http://www.ihl.org/IHI/Topics/CriticalCare/IntensiveCare/Literature/RecognisingAcuteIllnessinAdultsinHospitalNICE.htm
• Using an automated risk assessment report to identify patients at risk for clinical deterioration	http://www.ihl.org/IHI/Topics/CriticalCare/IntensiveCare/Literature/UsinganAutomatedRiskAssessmentReport.htm
• How to Design Reliable Processes in Health Care Presentation	http://www.ihl.org/IHI/Topics/Reliability/ReliabilityGeneral/EmergingContent/HowtoDesignReliableProcessesinHealthCarePresentation.htm
• Interruptions in a level one trauma center: A case study	http://www.ihl.org/IHI/Topics/Flow/PatientFlow/Literature/InterruptionsinLevelOneTraumaCenter.htm
• Best-practice protocol: Reducing harm from MRSA	http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Literature/BestPracticeProtocolReducingHarmfromMRSA.htm
• Protecting patients from harm: Improving hospital care for surgical patients	http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Literature/ProtectingPatientsfromHarmSurgicalPatients.htm
• Preventing harm from high-alert medication	http://www.ihl.org/IHI/Topics/PatientSafety/MedicationSystems/Literature/PreventingHarmfromHighAlertMedication.htm
• AHRQ Report: Mistake-Proofing the design of healthcare processes	http://www.ihl.org/ihl/gateway.aspx?target=http%3a%2f%2fwww.ahrq.gov%2fqual%2fmistakeproof%2f
• IHI Global Trigger Tool for Measuring Adverse Events	http://www.ihl.org/NR/rdonlyres/B277159C-60D4-4EFD-BF2A-B9FB62CAA4A/0/IHIGlobalTriggerToolWhitePaper2007.pdf
• Reducing MRSA infections: Staying one step ahead.	http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/ImprovementStories/FSReducingMRSAInfectionsStayingOneStepAhead.htm
Medical Algorithms Project	http://www.medal.org/visitor/login.aspx
• Stroke Volume and Cardiac Output	http://www.medal.org/visitor/www/Active/ch6/ch6.01/ch6.01.01.aspx
• Creatinine Clearance & Degree of Renal Impairment	http://www.medal.org/visitor/www/Active/ch14/ch14.01/ch14.01.04.aspx

Internet Links for September 2007, continued

• Predictors of Outcome After Cataract Surgery	http://www.medal.org/visitor/www/Active/ch19/ch19.01/ch19.01.02.aspx
• JCAHO Sentinel Event Reporting	http://www.medal.org/visitor/www/Active/ch42/ch42.01/ch42.01.01.aspx
Nine Patient Safety Solutions	http://www.icipatientsafety.org/24725/
Team STEPPS TM	http://dodpatientsafety.usuhs.mil/teamsteps/
• Guide to action	http://dodpatientsafety.usuhs.mil/files/TeamSTEPPS_GuideToAction_FINAL.pdf
• Overview video	https://files.mhswebcollabsuite.com/files/content/AllPublic/Workspaces/TeamSTEPPS-Public/OCMO/Modules/TeamSTEPPS_Overview.wmv
• Preview TeamSTEPPS™ Material	https://files.mhswebcollabsuite.com/files/content/AllPublic/Workspaces/TeamSTEPPS-Public/OCMO/index_files/frame.htm
SBAR	http://www.ihl.org
• Sample SBAR Communication Tool	http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Tools/SBARTechniqueforCommunicationASituationalBriefingModel.htm
• SBAR Handoff Report Tool	http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Tools/SBARHandoffReportTool.htm
Blogs -web logs	
• Running a hospital	http://runningahospital.blogspot.com/
• NHS Blog Doctor - A candid look at health care	http://nhsblogdoc.blogspot.com/
• Clinical Cases and Images	http://casesblog.blogspot.com/
• Clinicalcases.org - A Case-Based Curriculum	http://clinicalcases.blogspot.com/
Podcasts – audio/video broadcasts direct from the web	
• Dr Berwick on Quality	http://www.ihl.org/IHI/Topics/Improvement/ImprovementMethods/ImprovementStories/HealthCareReinventedDiscussionswithDonBerwick.htm
• Cardiovascular Multimedia Information Network	http://www.cvmd.org/
Wikis - websites you can edit.	
• Wikipedia	http://wikipedia.org/
• Davidrothman.net List of Medical Wikis	http://davidrothman.net/list-of-medical-wikis/
Shared documents & calendars	
• Google - Communicate, show & share	http://www.google.co.nz/intl/en/options/
Video sharing websites	
• TEXAS: University Hospital Nurses Crises	http://www.youtube.com/watch?v=-tero7ilCsY
• Things You Should Know Before Entering the Hospital-Excerpt	http://www.youtube.com/watch?v=uPylfYdgyvY
• Wake Up - substance abuse treatment	http://www.youtube.com/watch?v=dQGdqclDK8M
• YouTube - Web 2.0 ... The Machine is Us/ing Us:Web 2.0.	http://www.youtube.com/watch?v=6gmP4nk0EOE&eurl=
• Cardiovascular Risk with Erythropoietic Age	http://www.youtube.com/watch?v=O3IVLHwlhLI
• Cesarean Childbirth From Hartford Hospital	http://www.youtube.com/watch?v=Pky9DHxH0uo
Mailing Lists	
• Patientsafety-L	http://www.npsf.org/psf/
Web 2.0 – find out more	
• E-learning 2.0 - how Web technologies are shaping education	http://www.readwriteweb.com/archives/e-learning_20.php
• Top 25 Web 2.0 Apps to Improve a Student's or Professor's Productivity	http://oedb.org/library/beginning-online-learning/top-25-web20-productivity-apps

ARTICLES OF INTEREST – QUALITY

September 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 **September 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.
