# AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



### On the Radar

Issue 535 1 November 2021

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### On the Radar

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### Journal articles

Systematic review: Nurses' safety attitudes and their impact on patient outcomes in acute-care hospitals Alanazi FK, Sim J, Lapkin S Nursing Open. 2021 [epub].

ations open. 2021 [cpab].	
DOI	https://doi.org/10.1002/nop2.1063
Notes	Paper reporting on a systematic review that sought to 'synthesize the best available evidence on the impact of nurses' safety attitudes on patient outcomes in acute-care hospitals.' Based on 9 studies, the authors report that 'Nurses with positive safety attitudes reported fewer patient falls, medication errors, pressure injuries, healthcare-associated infections, mortality, physical restraints, vascular access device reactions and higher patient satisfaction.' It's recognised that culture and attitudes matter and the authors suggest that 'Nurse managers can improve nurses' safety attitudes by promoting a non-punitive response to error reporting and promoting effective teamwork and good communication.'

Digital technologies: a new determinant of health The Lancet Digital Health The Lancet Digital Health. 2021;3(11):e684.

The Lancet and Financial Times Commission on governing health futures 2030: growing up in a digital world Kickbusch I, Piselli D, Agrawal A, Balicer R, Banner O, Adelhardt M, et al.

The Lancet. 2021 [epub].

ozi [chub].
The Lancet Digital Health <a href="https://doi.org/10.1016/S2589-7500(21)00238-7">https://doi.org/10.1016/S2589-7500(21)00238-7</a>
Kickbusch et al <a href="https://doi.org/10.1016/S0140-6736(21)01824-9">https://doi.org/10.1016/S0140-6736(21)01824-9</a>
Editorial in The Lancet Digital Health that reflects on The Lancet and Financial Times
Commission (https://doi.org/10.1016/S0140-6736(21)01824-9) on governing health
futures, that includes 'recommendations for successful integration of digital
technologies in health'. The editorial observes that 'The bottom line of the
Commission is that weak governance of digital technologies is causing health
inequities and compromising human rights.' Digital technologies, e-health, digital
health offer potentials for improving the care we receive. However, there is a risk that
the "digital divide" exacerbates health inequities. The editorial also touches on the face
that the Commission focus many of their recommendations on the health future of
children and many of these young people are offline and that there is a digital gender
divide. Access and equity are considered by many as safety and quality issues and the
editorial concludes by asserting that 'Governments must provide comprehensive
governance and leadership to define globally agreed rules on the sharing of health data
for the future of equitable health care.'

Building patient trust in hospitals: a combination of hospital-related factors and health care clinician behaviors Greene J, Samuel-Jakubos H

The Joint Commission Journal on Quality and Patient Safety. 2021 2021/09/12/.

DOI	https://doi.org/10.1016/j.jcjq.2021.09.003
	We apparently live in a world in which trust is diminished and there is an apparent
	need to rebuild trust. This paper reports on a qualitative study that examined patients'
	perspectives on trust in hospitals and health care systems. The study is based on 38
	semi-structured telephone interviews conducted in early 2020 with participants across
	the United States. The patients who participated identified three factors that impact
	their trust in hospitals: competence, caring, and communication. The authors conclude
	that 'The findings underscore the importance of perceived quality of care and hospital
	safety/hygiene, as well as having an organizational culture that emphasizes caring and
Notes	effective communication, for building patient trust.'
	Onora O'Neill suggests that we worry not such much about trust, as trustworthiness.
	If we are considered trustworthy, then trust follows. It then becomes the
	demonstration of trustworthiness that is significant. O'Neill concluded 'Trust requires
	an intelligent judgement of trustworthiness. So those who want others' trust have to
	do two things. First, they have to be trustworthy, which requires competence, honesty
	and reliability. Second, they have to provide intelligible evidence that they are
	trustworthy, enabling others to judge intelligently where they should place or refuse
	their trust.' ( <a href="https://blog.ted.com/how-to-trust-intelligently/">https://blog.ted.com/how-to-trust-intelligently/</a> )

EMS non-conveyance: a safe practice to decrease ED crowding or a threat to patient safety? Paulin J, Kurola J, Koivisto M, Iirola T

BMC Emergency Medicine. 2021;21(1):115

DOI	https://doi.org/10.1186/s12873-021-00508-1
	This Finnish study into the decision of emergency medical services (EMS) to not
	convey patients used EMS re-contacts, primary health care or emergency department
	(ED) visits, and hospitalization within 48 hours to evaluate the decision. This was a
	cohort study that prospectively collected data on 11,861 non-conveyed EMS patients
	from three different regions in Finland between 1 June and 30 November 2018. The
Notes	authors report that 'Of the non-conveyed EMS patients (n = 11,861), 6.3% re-
	contacted the EMS, 8.3% attended a primary health care facility, 4.2% went to the
	ED, 1.6% were hospitalized, and 0.1% died 0–24 h after the EMS mission'. They
	noted that 'Four in five non-conveyed patients did not have any re-contact in follow-
	up period' and suggest that 'EMS non-conveyance seems to be a relatively safe
	method of focusing ED resources and avoiding ED crowding.'

# Australian Journal of Primary Health Volume 27 Number 5 October 2021

olume 27 N	Number 5 October 2021
URL	https://www.publish.csiro.au/py/issue/10189
	A new issue of the Australian Journal of Primary Health has been published. Articles in
	this issue of the Australian Journal of Primary Health include:
	• Scoping review of health outcomes for people with disabilities in user-led
	organisations (Michael Crowe and Lorraine Sheppard)
	<ul> <li>Moral distress in community health nursing practice (Diana Guzys,</li> </ul>
	Kathleen Tori and Carey Mather)
	• Evaluation of Australian <b>prescription drug monitoring programs</b> need a
	holistic approach (Sarah Haines and Pallavi Prathivadi)
	COVID-19 challenges faced by general practitioners in Australia: a survey
	study conducted in March 2021 (Tessa Copp, Jennifer M J Isautier, Brooke
	Nickel, Kristen Pickles, Marguerite Tracy, Jenny Doust, Carissa Bonner,
	Rachael H Dodd, Julie Ayre, Erin Cvejic, Lyndal Trevena, Ramesh Manocha
	and Kirsten J McCaffery)
	• Understanding the general practice of <b>telemonitoring integrated care</b> : a
	qualitative perspective (Josephine S F Chow, Andrew Knight, Anna Disney,
	Friedbert Kohler, Justin Duggan, Nutan Maurya and Veronica Gonzalez-Arce)
	<ul> <li>Mixed-methods evaluation of screening for hearing loss using the</li> </ul>
	hearScreen <sup>TM</sup> mobile health application in Aboriginal and Torres Strait
	Islander children presenting to an urban primary healthcare service (Geoffrey
	K Spurling, Claudette 'Sissy' Tyson, Deborah Askew and Jennifer Reath)
	<ul> <li>Quality of condition suggestions and urgency advice provided by the</li> </ul>
	Ada symptom assessment app evaluated with vignettes optimised for
	Australia (Stephen Gilbert, Matthew Fenech, Shubhanan Upadhyay, Paul
	Wicks and Claire Novorol)
	Refugee healthcare perceptions in regional northern Australia: transition
	through engagement, access, trust, privacy, the old, and the new (Michael Au,
	Robyn Preston, Robin A Ray and Meg Davis)
	Qualitative experiences of primary health care and social care
	professionals with refugee-like migrants and former quota refugees in
	New Zealand (Jonathan Kennedy, Helen Kim, Serena Moran and Eileen
	McKinlay)

•	Understanding the <b>research capacity and culture of a regional allied health workforce</b> (Angela Crombie, Donna Borkowski, Marcus Gardner, Kevin Masman and Owen Howlett)
•	
•	

Healthcare Quarterly Volume 24, Number 3, October 2021

	https://www.longwoods.com/publications/healthcare-quarterly/26613/1/vol24-
URL	no3-2021
Notes	A new issue of Healthcare Quarterty has been published with the theme of 'Resetting the Future of Healthcare Leadership'. Articles in this issue of Healthcare Quarterty include:  • Editorial: Resetting the Future of Healthcare Leadership (Anne Wojtak and Neil Stuart)  • Reviewing the Evidence on Prenatal Opioid Exposure to Inform Child Development Policy and Practice (Andi Camden, Madeleine Harris, Sophia den Otter-Moore, Douglas M Campbell and Astrid Guttmann)  • The Impact of the COVID-19 Pandemic in Long-Term Care in Canada (Raquel Betini, Sandra Milicic and Christina Lawand)  • Commentary: Moral and Ethical Leadership in the Age of Diversity, Equity, Inclusiveness and Social Accountability (Alex Anawati and Sarita Verma)  • Commentary: Laying the Groundwork to Meaningfully Engage Indigenous Leadership (Harmony Johnson, sɛλakəs)  • Leadership Perspective: Addressing Canada's Opioid Crisis – Reducing the Harm of Leadership (Anne Wojtak and Neil Stuart)  • Leveraging Innovative Leadership Models within Community and Healthcare Organizations to Support Safe School Reopening during the COVID-19 Pandemic (Catherine Yu, Karen Chu, Janine McCready, Sarah Downey and Thuy-Nga(Tia) Pham)  • Impactful Approaches to Leadership on the Front Lines of the COVID-19 Pandemic: Lived Experiences of Canadian Paramedics (Lindsey Boechler, Cheryl Cameron, J Chris Smith, Polly Ford-Jones and Patrick Suthers)  • Leadership during a Crisis: Observations by Emerging Leaders during the COVID-19 Pandemic (Wendy Nelson, Arlinda Ruco and Isser Dubinsky)  • Leading through Crises: Healthcare Supply Chain Strategies and Lessons Learned from the COVID-19 Challenges (Roxanne Patel, Connor Schmidt, Karen Belaire, Tammy Quigley and Rebecca Repa)  • Foundations, Functions and Current State of Collaborative Leadership: A Case of Newly Developing Integrated Care in Ontario (Shannon L Sibbald, Ruth E Hall, Gayathri Embuldeniya, Jennifer Gutberg and Walter P Wodchis)

• Leadership Perspective: Partnering with Patients to Co-Design Healthcare
Systems (Neil Stuart and Anne Wojtak)
Commentary: The <b>Future of Aging</b> in Canada (Cathy Szabo)
Building Environmentally Sustainable Health Systems in Canada: The
Time Is Now for Emergent and Strategic Leadership (Danielle Toccalino,
Anna Cooper Reed, Colin Sue-Chue-Lam, Anson Cheung and V Haldane)

### BMJ Quality & Safety online first articles

URL	https://qualitysafety.bmj.com/content/early/recent
Notes	BMJ Quality & Safety has published a number of 'online first' articles, including:
	Editorial: Outsourcing care to the private sector: some reassuring evidence
	on patient outcomes (Alex Bottle, John Browne)
110103	• Editorial: Indirect effects of the <b>COVID-19 pandemic on people with type</b>
	2 diabetes: time to urgently move into a recovery phase (Eszter P Vamos,
	Kamlesh Khunti)

### International Journal for Quality in Health Care online first articles

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URL	https://academic.oup.com/intqhc/advance-articles	
	International Journal for Quality in Health Care has published a number of 'online first'	
Notes	articles, including:	
	An Appraisal of Healthcare Accreditation Agencies and Programs:	
	Similarities, Differences, Challenges and Opportunities (David Greenfield,	
	Usman Iqbal, Elaine O'Connor, Nicola Conlan, Heather Wilson)	
Notes	Patients Experience More Support, Information and Involvement After	
	First-Time Hospital Accreditation: A Before and After Study in the Faroe	
	Islands (Maria Daniella Bergholt, Anne Mette Falstie-Jensen, Jan Brink	
	Valentin, Peter Hibbert, Jeffrey Braithwaite, Søren Paaske Johnsen, Christian	
	von Plessen)	

### Online resources

[USA] AHRQ Perspectives on Safety

https://psnet.ahrq.gov/psnet-collection/perspectives

The US Agency for Healthcare Research and Quality (AHRQ) publishes Perspectives on Safety essays. Recent essays include:

• The Role of Community Pharmacists in Patient Safety
<a href="https://psnet.ahrq.gov/perspective/role-community-pharmacists-patient-safety">https://psnet.ahrq.gov/perspective/role-community-pharmacists-patient-safety</a>

[UK] NICE Guidelines and Quality Standards

https://www.nice.org.uk/guidance

The UK's National Institute for Health and Care Excellence (NICE) has published new (or updated) guidelines and quality standards. The latest reviews or updates are:

• NICE Guideline NG191 COVID-19 rapid guideline: managing COVID-19 https://www.nice.org.uk/guidance/ng191

### /UK/ NIHR Evidence alerts

### https://evidence.nihr.ac.uk/alerts/

The UK's National Institute for Health Research (NIHR) has posted new evidence alerts on its site. Evidence alerts are short, accessible summaries of health and care research which is funded or supported by NIHR. This is research which could influence practice and each Alert has a message for people commissioning, providing or receiving care. The latest alerts include:

- Why don't teenagers seek help for anxiety and depression?
- Advice by mail is as effective as targeted interventions at **preventing fall-related injuries in older people**
- Diabetes checks: delays in treatment are reduced when support staff assess eye images
- How to improve information for people with osteoporosis
- Statins do not commonly cause muscle pain and stiffness
- Stressing the personal benefits of the COVID-19 vaccine could encourage more people to accept.

[USA] Effective Health Care Program reports https://effectivehealthcare.ahrq.gov/

The US Agency for Healthcare Research and Quality (AHRQ) has an Effective Health Care (EHC) Program. The EHC has released the following final reports and updates:

 Living Systematic Review on Cannabis and Other Plant-Based Treatments for Chronic Pain <a href="https://effectivehealthcare.ahrq.gov/products/plant-based-chronic-pain-treatment/living-review">https://effectivehealthcare.ahrq.gov/products/plant-based-chronic-pain-treatment/living-review</a>

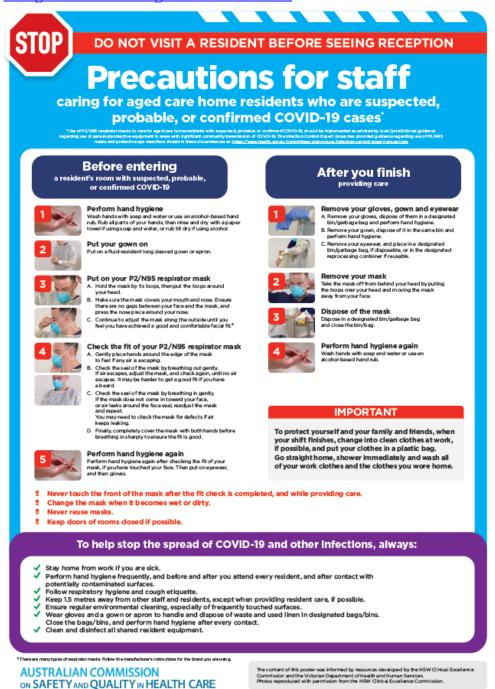
### **COVID-19** resources

https://www.safetyandquality.gov.au/covid-19

The Australian Commission on Safety and Quality in Health Care has developed a number of resources to assist healthcare organisations, facilities and clinicians. These and other material on COVID-19 are available at <a href="https://www.safetyandquality.gov.au/covid-19">https://www.safetyandquality.gov.au/covid-19</a>

These resource include:

- COVID-19 infection prevention and control risk management
  https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-infection-prevention-and-control-risk-management-guidance
- Poster PPE use for aged care staff caring for residents with COVID-19
   https://www.safetyandquality.gov.au/publications-and-resources/resource-library/poster-ppe-use-aged-care-staff-caring-residents-covid-19



Poster – Combined contact and droplet precautions
 https://www.safetyandquality.gov.au/publications-and-resources/resource-library/poster-combined-contact-and-droplet-precautions



### **VISITOR RESTRICTIONS IN PLACE**

For all staff

### Combined contact & droplet precautions

in addition to standard precautions\*

### Before entering room/care area



Perform hand hygiene



Put on gown



Put on a surgical mask



Put on protective eyewear



Perform hand hygiene



Put on gloves

### At doorway prior to leaving room/care area



Remove and dispose of gloves



Perform hand hygiene



Remove and dispose of gown



Perform hand hygiene



Remove protective eyewear



Perform hand hygiene



Remove and dispose of mask



Leave the room/care area



After leaving the room/care area perform hand hygiene

\*e.g. Acute respiratory tract infection with unknown aetiology (low COVID-19 risk), seasonal influenza and RSV

For more detail, refer to the Australian Guidelines for the Prevention and Control of Infection in Healthcare, your state and territory guidance and https://www.health.gov.au/committees-and-groups/infection-control-expert-group-iceg

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Poster – Combined airborne and contact precautions
 https://www.safetyandquality.gov.au/publications-and-resources/resource-library/poster-combined-airborne-and-contact-precautions



### **VISITOR RESTRICTIONS IN PLACE**

For all staff

### **Combined airborne & contact precautions**

in addition to standard precautions

#### Before entering room/care zone



Perform hand hygiene



Put on gown



Put on a particulate respirator (e.g. P2/N95) and perform fit check



Put on protective eyewear



Perform hand hygiene



Put on gloves

#### At doorway prior to leaving room/care zone



Remove and dispose of gloves



Perform hand hygiene



Remove and dispose of gown



Leave the room/care zone



Perform hand hygiene (in an anteroom/outside the room/care zone)



Remove protective eyewear (in an anteroom/outside the room/care zone)



Perform hand hygiene (in an anteroom/outside the room/care zone)



Remove and dispose of particulate respirator (in an anteroom/outside the room/care zone)



Perform hand hygiene

#### KEEP DOOR CLOSED AT ALL TIMES

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The content of this poster was informed by resources developed by the NSW Clinical boolience Commission and the Australian Government infaction Control Expert Group Photos reproduced with permission of the NSW Clinical Boolience Commission.

- Environmental Cleaning and Infection Prevention and Control www.safetyandquality.gov.au/environmental-cleaning
- COVID-19 infection prevention and control risk management Guidance
  <a href="https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-infection-prevention-and-control-risk-management-guidance">https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-infection-prevention-and-control-risk-management-guidance</a>
- Safe care for people with cognitive impairment during COVID-19
  <a href="https://www.safetyandquality.gov.au/our-work/cognitive-impairment/cognitive-impairment-and-covid-19">https://www.safetyandquality.gov.au/our-work/cognitive-impairment/cognitive-impairment-and-covid-19</a>
- Stop COVID-19: Break the chain of infection poster https://www.safetyandquality.gov.au/publications-and-resources/resource-library/break-chain-infection-poster-a3



- FAQs for clinicians on elective surgery <a href="https://www.safetyandquality.gov.au/node/5724">https://www.safetyandquality.gov.au/node/5724</a>
- FAQs for consumers on elective surgery <a href="https://www.safetyandquality.gov.au/node/5725">https://www.safetyandquality.gov.au/node/5725</a>

COVID-19 and face masks – Information for consumers

https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-and-face-masks-information-consumers

## AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

information for consumers

### COVID-19 and face masks

#### Should I use a face mask?

Wearing face masks may protect you from droplets (small drops) when a person with COVID-19 coughs, speaks or sneezes, and you are less than 1.5 metres away from them. Wearing a mask will also help protect others if you are infected with the virus, but do not have symptoms of infection.

Wearing a face mask in Australia is recommended by health experts in areas where community transmission of COVID-19 is high, whenever physical distancing is not possible. Deciding whether to wear a face mask is your personal choice. Some people may feel more comfortable wearing a face mask in the community.

When thinking about whether wearing a face mask is right for you, consider the following:

- Face masks may protect you when it is not possible to maintain the 1.5 metre physical distance from other people e.g. on a crowded bus or train
- Are you older or do you have other medical conditions like heart disease, diabetes or respiratory illness? People in these groups may get more severe illness if they are infected with COVID-19
- Wearing a face mask will reduce the spread of droplets from your coughs and sneezes to others (however, if you have any cold or flu-like symptoms you should stay home)
- A face mask will not provide you with complete protection from COVID-19. You should also do all of the other things listed below to prevent the spread of COVID-19.

### What can you do to prevent the spread of COVID-19?

Stopping the spread of COVID-19 is everyone's responsibility. The most important things that you can do to protect yourself and others are to:

- Stay at home when you are unwell, with even mild respiratory symptoms
- Regularly wash your hands with soap and water or use an alcohol-based hand rub
- Do not touch your face
- Do not touch surfaces that may be contaminated with the virus
- Stay at least 1.5 metres away from other people (physical distancing)
- Cover your mouth when you cough by coughing into your elbow, or into a tissue. Throw the tissue away immediately.



### National COVID-19 Clinical Evidence Taskforce

### https://covid19evidence.net.au/

The National COVID-19 Clinical Evidence Taskforce is a collaboration of peak health professional bodies across Australia whose members are providing clinical care to people with COVID-19. The taskforce is undertaking continuous evidence surveillance to identify and rapidly synthesise emerging research in order to provide national, evidence-based guidelines and clinical flowcharts for the clinical care of people with COVID-19. The guidelines address questions that are specific to managing COVID-19 and cover the full disease course across mild, moderate, severe and critical illness. These are 'living' guidelines, updated with new research in near real-time in order to give reliable, up-to-the minute advice to clinicians providing frontline care in this unprecedented global health crisis.

### COVID-19 Critical Intelligence Unit

### https://www.aci.health.nsw.gov.au/covid-19/critical-intelligence-unit

The Agency for Clinical Innovation (ACI) in New South Wales has developed this page summarising rapid, evidence-based advice during the COVID-19 pandemic. Its operations focus on systems intelligence, clinical intelligence and evidence integration. The content includes a daily evidence digest, a COVID status monitor, a risk monitoring dashboard and evidence checks on a discrete topic or question relating to the current COVID-19 pandemic. There is also a 'Living evidence' section summarising key studies and emerging evidence on **COVID-19 vaccines** and **SARS-CoV-2 variants**. The most recent updates include:

• *COVID-19 vaccines in Australia* – What is the latest evidence on COVID-19 vaccines in Australia?

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