AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



On the Radar

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On the Radar

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Journal articles

The quality of care delivered to residents in long-term care in Australia: an indicator-based review of resident records (CareTrack Aged study)

Hibbert PD, Molloy CJ, Cameron ID, Gray LC, Reed RL, Wiles LK, et al BMC Medicine 2024;22(1):22.

DOI	https://doi.org/10.1186/s12916-023-03224-8
Notes	The latest CareTrack study has focused on aged care in Australia. The paper reports on a study that sought to estimate the prevalence of evidence-based care received by a sample of long-term care (LTC) residents aged ≥ 65 years in 2021. The study examined the care received by 294 residents across 27,585 care encounters in 25 LTC facilities. The authors report that 'Adherence to evidence-based care indicators was estimated at 53.2% (95% CI: 48.6, 57.7) ranging from a high of 81.3% (95% CI: 75.6, 86.3) for Bladder and Bowel to a low of 12.2% (95% CI: 1.6, 36.8) for Depression. Six conditions (skin integrity, end-of-life care, infection, sleep, medication, and depression) had less than 50% adherence with indicators.'

Effect of chair placement on physicians' behavior and patients' satisfaction: randomized deception trial Iyer R, Park D, Kim J, Newman C, Young A, Sumarsono A. BMJ 2023;383: e076309.

DOI	https://doi.org/10.1136/bmj-2023-076309
	Piece in the <i>BMJ</i> (British Medical Journal) reporting on an intervention that observed patient encounters in which a chair was either ≤3 feet (0.9 m) of the patient's bedside and facing the bed or the usual chair location. This small study in one US hospital observed 125 encounters (randomized with 60 to chair placement and 65 control). The authors report that 'Chair placement is a simple, no cost, low tech intervention that increases a physician's likelihood of sitting during a bedside consultation and resulted in higher patients' scores for both satisfaction and communication'. Convenient chair placement Effect on physician behavior and patient satisfaction
	Chair placement is a simple, no cost, low tech nudge that increases a physician's likelihood of sitting with a patient and results in both higher patient satisfaction and communication scores
	Study design Randomized controlled blind One public county hospital in Dallas, Texas
Notes	51 internal medicine physicians Average age: 35 Sex: 51% male 125 admitted patients Average age: 53 Sex: 55% male
rvotes	Chair placement group Intervention Chair placed within 3 ft (0.9 m) of the bedside Chair placed inside cabinet in patient's room
	Unadjusted logistic regression, odds ratio 95% Cl Nature (95% Cl) 0.1 1 5 10 60 Physicians sat with patient 20.7 (7.2 to 59.4) PRIMARY Perfect HCAHPS* scores 5.1 (1.1 to 24.9)
	*Hospital Consumer Assessment of Healthcare Providers and Systems -5 Unadjusted linear regression, % 95% CI -5 0 5 10
	TAISCH [†] score improvement 3.9 (0.7 to 7.2) †Tool to Assess Inpatient Satisfaction with Care from Hospitalists C Favors control Favors intervention > https://bit.ly/bmj-chairs © 2023 BMJ Publishing Group Ltd

Impact of hospital accreditation on quality improvement in healthcare: A systematic review Alhawajreh MJ, Paterson AS, Jackson WJ PLOS ONE 2023;18(12): e0294180.

DOI	https://doi.org/10.1371/journal.pone.0294180
Notes	Paper reporting on a systematic review that sought to examine the 'evidence for the impact of accreditation on quality improvement of healthcare services'. Ultimately based on 21 articles, the review authors observe that 'While there are contradictory findings about the impact of accreditation on improving the quality of healthcare services, accreditation continues to gain acceptance internationally as a quality assurance tool to support best practices in evaluating the quality outcomes of healthcare delivered.'

Diagnostic Errors in Hospitalized Adults Who Died or Were Transferred to Intensive Care Auerbach AD, Lee TM, Hubbard CC, Ranji SR, Raffel K, Valdes G, et al JAMA Internal Medicine 2024.

DOI	https://doi.org/10.1001/jamainternmed.2023.7347
Notes	There has been increasing interest in issues around diagnosis, including delayed diagnosis or diagnostic error. This cohort study sought to examine 'How often do diagnostic errors happen in adult patients who are transferred to the intensive care unit (ICU) or die in the hospital, what causes the errors, and what are the associated harms?' The study examined 2428 patient records from 29 US hospitals of adult patients 'hospitalized with general medical conditions and who were transferred to an ICU, died, or both from January 1 to December 31, 2019'. The authors report that in the sample, 'a missed or delayed diagnosis took place in 23%, with 17% of these errors causing temporary or permanent harm to patients. The underlying diagnostic process problems with greatest effect sizes associated with diagnostic errors, and which might be an initial focus for safety improvement efforts, were faults in testing and clinical assessment.'

BMJ Quality & Safety

Volume 33, Issue 2, February 2024

• Retrospective cohort study of **wrong-patient imaging order errors**: how many reach the patient? (Jerard Z Kneifati-Hayek, Elias Geist, Jo R Applebaum, Alexis K Dal Col, Hojjat Salmasian, Clyde B Schechter, Noémie Elhadad, Joshua Weintraub, Jason S Adelman)

Milbank Quarterly

Volume 101, December 2023

URL	https://www.milbank.org/quarterly/issues/december-2023/
	A new issue of the Milbank Quarterly has been published. Articles in this issue of the
	Milbank Quarterly include:
	Moving Toward Inclusion: Access to Care Models for Uninsured
	Immigrant Children (Katelyn Girtain, Sural Shah, Ana C Monterrey, J Raul
	Gutierrez, Mark Kuczewski, Julie M. Linton)
	Advancing Dialogue About Consent and Molecular HIV Surveillance in
	the United States: Four Proposals Following a Federal Advisory Panel's Call
	for Major Reforms (Stephen Molldrem, Anthony Smith, A McClelland)
	 Improving Food and Drug Administration—Centers for Medicare and
	Medicaid Services Coordination for Drugs Granted Accelerated Approval
	(Peter J Neumann, Elliott Crummer, James D Chambers, Sean R Tunis)
	• The Role of Place in Person- and Family-Oriented Long-Term Services
	and Supports (Chanee D Fabius, Safiyyah M Okoye, Mingche M J Wu,
	Andrew D Jopson, L C Chyr, J Burgdorf, J Ballreich, D Scerpella, J L Wolff)
	Building High-Performing Primary Care Systems : After a Decade of Policy
	Change, Is Canada "Walking the Talk?" (Monica Aggarwal, Brian Hutchison,
	Reham Abdelhalim, Ross Baker)
Notes	Association Between Partisan Affiliation of State Governments and State
	Mortality Rates Before and During the COVID-19 Pandemic (Steven H
	Woolf, Roy T Sabo, Derek A Chapman, Jong Hyung Lee)
	Unrealized Cross-System Opportunities to Improve Employment and
	Employment-Related Services Among Autistic Individuals (Anne M
	Roux, Kaitlin K Miller, Sha Tao, Jessica E Rast, Jonas Ventimiglia, Paul t Shattuck, Lindsay L Shea)
	 Trade-Related Aspects of Intellectual Property Rights Flexibilities and Public Health: Implementation of Compulsory Licensing Provisions into
	National Patent Legislation (Lauren McGivern)
	Community Health Center Staff Perspectives on Financial Payments for
	Social Care (J M Lopez, H Wing, S L Ackerman, D Hessler, L M Gottlieb)
	Dual Barriers: Examining Digital Access and Travel Burdens to Hospital
	Maternity Care Access in the United States, 2020 (Peiyin Hung, Marion
	Granger, Nansi Boghossian, Jiani Yu, Sayward Harrison, Jihong Liu, Berry A
	Campbell, Bo Cai, Chen Liang, Xiaoming Li)
	Caught Between a Well-Intentioned State and a Hostile Federal System: Local
	Implementation of Inclusive Immigrant Policies (Maria-Elena de Trinidad
	Young, Sharon Tafolla, Fabiola M. Perez-Lua)

BMJ Leader

Volume 7, Issue 4, December 2023

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	URL	https://bmjleader.bmj.com/content/7/4	
	Notes	A new issue of <i>BMJ Leader</i> has been published. Articles in this issue of <i>BMJ Leader</i> include:	

- Editorial: Time to treat the climate and nature crisis as one indivisible **global** health emergency (Chris Zielinski)
- Framework analysis: Tony Ghaye's and Christopher Johns' reflective practice models (Jye Gard)
- Message to junior and less junior clinicians: let the core values of care guide your leadership! (Kris Vanhaecht)
- **Trajectory of a medical career**: a perspective regarding a proposed model (James KStoller)
- Facilitating workplace grief through an organic office 'Last Office' session for bereaved employees (Paul Victor Patinadan, Winnie Teo)
- Is it time for a paradigmatic shift in relation to **healthcare in the UK?** A reflection (Karen Saunders, Mohamed Sakel, Cary L Cooper)
- **Stretch goals** have enduring appeal, but are the right organisations using them? (Kelly E See, C Chet Miller, Sim B Sitkin)
- Roadmap for embedding **health equity research** into learning health systems (Antoinette Schoenthaler, Fritz Francois, Ilseung Cho, Gbenga Ogedegbe)
- Clinical academics' experiences during the COVID-19 pandemic: a qualitative study of challenges and opportunities when working at the clinical frontline (Diane Trusson, Emma Rowley, Louise Bramley)
- Role of leader member exchange on nurse's organisational citizenship behaviour from the Bugis tribe cultural perspective in Indonesia (Andi Indahwaty AS, Irwandy Irwandy, Rifa'ah Mahmudah Bulu)
- What can clinical leaders contribute to the **governance of integrated care systems**? (Justin Waring, Simon Bishop, Georgia Black, Jenelle Clarke, B Roe)
- Exploring the implementation and evaluation of a **distributed leadership model** within a Scottish, integrated health and care context (Calum F Leask, Sandra Macleod)
- Let's reconnect healthcare with its mission and purpose by bringing humanity to the point of care (Mathieu Louiset, Dominique Allwood, Suzie Bailey, Robert Klaber, Maureen Bisognano)
- Moving towards people-centred healthcare systems: Using discrete choice experiments to improve leadership decision making (Adi Ghosh, Oguz A Acar, Aneesh Banerjee, Caroline Wiertz)
- Keeping the frogs in the wheelbarrow: how **virtual onboarding** creates positive team-enabling cultures (Rick Varma, Bradley Hastings)
- Psychologically informed leadership coaching positively impacts the mental well-being of 80 senior doctors, medical and public health leaders (Fiona Jane Day)
- Innovative approach to medical leadership and management development: clinician secondment to a management consulting firm (Francesco Papalia, Kenneth Fung, Yang Chen, George D Thornton, Nick Geatches, Frances Cousins, Karen Kirkham, Mark Westwood)
- Capturing what and why in **healthcare innovation** (Benet Reid, Lori Leigh Davis, Lisi Gordon)
- Paradigm lost? Reflections on the effectiveness of NHS approaches to improving employment relations (Roger Kline)

BMJ Quality & Safety online first articles

URL	https://qualitysafety.bmj.com/content/early/recent
	BMJ Quality & Safety has published a number of 'online first' articles, including:
Notes	Editorial: Intrapartum electronic fetal monitoring: imperfect technologies
Notes	and clinical uncertainties—what can a human factors and social science
	approach add? (Jane Sandall)

International Journal for Quality in Health Care online first articles

icernational Jo.	ichailbhai foirnaí for Luairf in Freair Carl Offfine first articles	
URL	https://academic.oup.com/intqhc/advance-articles	
	, , & ,	
	Improving Compliance with Personal Protective Equipment among	
	anaesthetists through behaviour changing interventions during the COVID-19	
	Pandemic (P Chia et al)	

Online resources

Critical Intelligence Unit

https://aci.health.nsw.gov.au/statewide-programs/critical-intelligence-unit

The Critical Intelligence Unit (CIU) of the Agency for Clinical Innovation (ACI) in New South Wales provides evidence-based insights for clinical innovation. Their site offers 'Living evidence' summaries and rapid review 'Evidence checks'.

The CIU is now also offering an *Artificial intelligence living evidence* page at https://aci.health.nsw.gov.au/statewide-programs/critical-intelligence-unit/artificial. This has been added to their existing Living evidence pages on Surgical waiting time and waitlist and Post acute sequelae (long COVID).

[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 include:

- Quality Standard QS75 *Neonatal infection* https://www.nice.org.uk/guidance/qs75
- Diagnostics Guideline DG57 Artificial intelligence (AI)-derived software to help clinical decision making in **stroke** https://www.nice.org.uk/guidance/dg57

[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:

• Reducing Adverse Drug Events Related to **Anticoagulant** Use in Adults https://effectivehealthcare.ahrq.gov/products/high-risk-drugs/rapid-research

COVID-19 resources

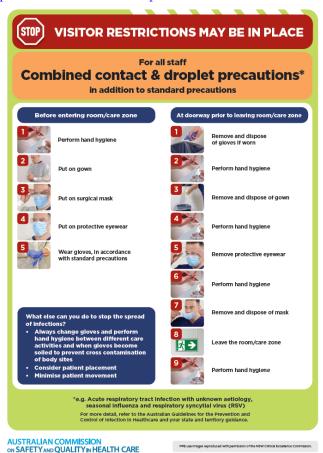
https://www.safetyandquality.gov.au/covid-19

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

These resources include:

- OVID-19 infection prevention and control risk management This primer provides an overview of three widely used tools for investigating and responding to patient safety events and near misses. Tools covered in this primer include incident reporting systems, Root Cause Analysis (RCA), and Failure Modes and Effects Analysis (FMEA).
 https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-infection-prevention-and-control-risk-management-guidance
- Poster Combined contact and droplet precautions

 https://www.safetyandquality.gov.au/publications-and-resources/resource-library/infection-prevention-and-control-poster-combined-contact-and-droplet-precautions



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)



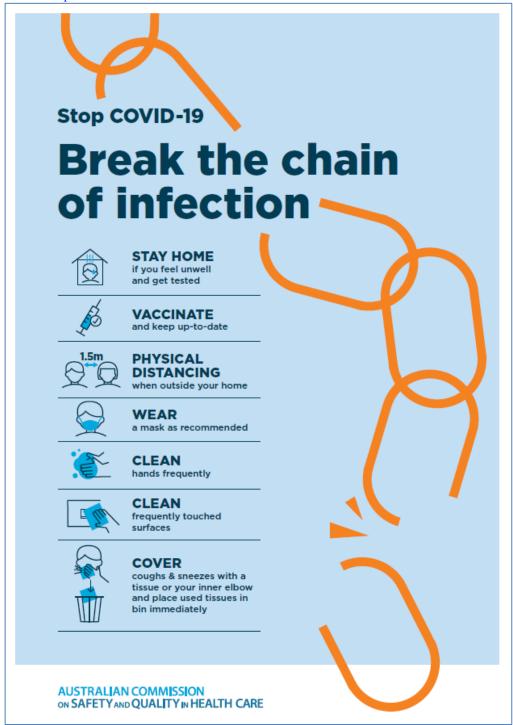
Perform hand hygiene

KEEP DOOR CLOSED AT ALL TIMES

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

- Environmental Cleaning and Infection Prevention and Control www.safetyandquality.gov.au/environmental-cleaning
- 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
- Safe care for people with cognitive impairment during COVID-19
 https://www.safetyandquality.gov.au/our-work/cognitive-impairment/cognitive-impairment-and-covid-19
- Stop COVID-19: Break the chain of infection poster https://www.safetyandquality.gov.au/publications-and-resources/resource-library/break-chain-infection-poster-a3



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



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 Clinical Evidence Taskforce

https://clinicalevidence.net.au/

The National Clinical Evidence Taskforce is a multi-disciplinary collaboration of 35 member organisations – Australia's medical colleges and peak health organisations – who share a commitment to provide national evidence-based treatment guidelines for urgent and emerging diseases.

This alliance established the world's first 'living guidelines' for the care of people with COVID-19 and MPX.

Funding has now been discontinued for the National Clinical Evidence Taskforce and the COVID-19 guidelines as of 30 June 2023.

These guidelines are no longer continually updated but will remain online until the guidance becomes inaccurate and/or no longer reflects the evidence or recommended practice.

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