



## Improving Quality Update: March 2020, Issue 12

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## Articles

### [A developmental evaluation of an intraprofessional Pharmacy Communication Partnership \(PROMPT\) to improve transitions in care from hospital to community: A mixed-methods study.](#)

Guilcher SJT. *BMC Health Services Research* 2020;20(1):99.

The Pharmacy Communication Partnership (PROMPT) intervention facilitates medication management by optimizing information sharing between pharmacists across care settings. This developmental evaluation sought to assess the feasibility and acceptability of implementing the PROMPT intervention, and to explore how contextual factors influenced its implementation.

*Freely available online*

### [Characteristics of successful changes in health care organizations: an interview study with physicians, registered nurses and assistant nurses.](#)

Nilsen P. *BMC Health Services Research* 2020;20(1):147.

The aim was to investigate the characteristics of changes of relevance for the work of health care professionals that they deemed successful. Organizational changes in health care are more likely to succeed when health care professionals have the opportunity to influence the change, feel prepared for the change and recognize the value of the change, including perceiving the benefit of the change for patients.

*Freely available online*

### [Defining patient communication needs during hospitalization to improve patient experience and health literacy.](#)

Marca-Frances G. *BMC Health Services Research* 2020;20(1):131.

In order to play an active role in their health care, patients need information and motivation. Current delivery systems limit patients' involvement because they do not routinely provide them with enough details of their own clinical results, conditions and other important clinical data. The purpose of this study was to identify, from the perspective of patients, which topics matter the most, who should be communicating them, and when and how should they be provided.

*Freely available online*

### [How does the WHO Surgical Safety Checklist fit with existing perioperative risk management strategies? An ethnographic study across surgical specialties.](#)

Wæhle HV. *BMC Health Services Research* 2020;20(1):111.

This study aimed to explore how members of the multidisciplinary perioperative team integrate the SSC within their risk management strategies. When the SSC is not integrated within existing risk management strategies, but perceived as an "add on", its fidelity is compromised, hence limiting its potential clinical effectiveness.

Implementation strategies for the SSC should thus integrate it as a risk-management tool and include it as part of risk-management education and training.

*Freely available online*

### **Impact of Emergency Department Tele-intake on Left Without Being Seen and Throughput Metrics.**

Joshi AU. *Academic Emergency Medicine* 2020;27(2):139-147.

More than 2 million patients present to a U.S. emergency department (ED) annually

and leave without being seen (LWBS) due to delays in initiating care. We evaluated whether tele-intake at the time of presentation would reduce LWBS rates and ED throughput measures.

Email [rlibrary@ucl.ac.uk](mailto:rlibrary@ucl.ac.uk) for a copy of this article

### **[Portable nursing stations reduce the rate of inpatient falls in UK hospitals.](#)**

Haghgoshayie E. *Evidence-Based Nursing* 2020;23(1):29.

Overall, 2875 inpatient falls were identified, and 17 wards participated between April 2014 and December 2017. The fallers' mean age was 78±13. Fifty-eight per cent of participants were men. Most falls, 99.41%, resulted in none, slight or moderate harm, 0.45% in severe harm and 0.14% in death. The falls rate monthly increased by 0.119 per 1000 OBDs (p

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### **[Successful Care Transitions for Older People: A Systematic Review and Meta-Analysis of the Effects of Interventions That Support Medication Continuity.](#)**

Tomlinson J. *Age and Ageing* 2020;:afaa002.

Results suggest that interventions that best support older patients' medication continuity are those that bridge transitions; these also have the greatest impact on reducing hospital readmission. Interventions that included self-management, telephone follow-up and medication reconciliation activities were most likely to be effective; however, further research needs to identify how to meaningfully engage with patients and caregivers to best support post-discharge medication continuity.

*Freely available online*

## **Guidelines**

### **[Pathology networks toolkit.](#)**

NHS Improvement;2020.

<https://improvement.nhs.uk/resources/pathology-networks-toolkit/>

To help NHS providers implement their pathology network and to enable the NHS to share best practice, NHS Improvement is developing a toolkit of how to guides and templates.

*Freely available online*

## **Reports**

### **[Combined Performance Summary: December 2019 - January 2020: Monthly round-up of the latest NHS performance data.](#)**

Quality Watch; 2020.

<https://www.nuffieldtrust.org.uk/news-item/combined-performance-summary-december-2019-january-2020>

QualityWatch's monthly analysis of the performance data showed that the numbers of people in January waiting over four hours on a trolley for a hospital bed surpassed 100,000 for the first time ever – with over 2,500 waiting more than 12 hours.

*Freely available online*

### **Corridor Care: Survey Results.**

Royal College of Nursing (RCN); 2020.

<https://www.rcn.org.uk/professional-development/publications/pub-009150>

This document records the findings of an online survey sent to 7,106 members of the RCN's Emergency Care Association network exploring their experiences of corridor care.

*Freely available online*

### **Digital champions for health: a blueprint for success.**

NHS Digital; 2020.

<https://digital.nhs.uk/about-nhs-digital/our-work/transforming-health-and-care-through-technology/empower-the-person-formerly-domain-a/widening-digital-participation/digital-champions-for-health>

This report details the findings of a project that was set up to explore the value of a standardized, national Digital Champions for Health model. Being digitally confident and capable – having good digital skills – can support people to manage their health and wellbeing and support others they care for or are connected to do the same. Digital Champions offer a scalable and sustainable way to tackle these challenges.

*Freely available online*

### **ICU admission decision support tool showed promise but was rarely used.**

NIHR Dissemination Centre; 2020.

<https://discover.dc.nihr.ac.uk/content/signal-000882/icu-admission-decision-support-tool-showed-promise-but-was-rarely-used>

NIHR Signal. A decision support tool developed to help doctors determine whether patients should be admitted to intensive care showed promise in facilitating patient-clinician communication, but was not often used by doctors, with fewer than 30% using the forms.

*Freely available online*

### **Improving Employee and Patient Care Metrics.**

NHS Employers; 2020.

<https://www.nhsemployers.org/case-studies-and-resources/2020/03/improving-employee-and-patient-care-metrics>

This case study explores the work at West Hertfordshire Hospitals NHS Trust to improve its NHS Staff Survey results through a staff engagement campaign called The Big 5.

*Freely available online*

### **Innovating for improved healthcare: Policy and practice for a thriving NHS**

RAND Corporation; 2020.

[https://www.rand.org/pubs/research\\_reports/RR2711.html](https://www.rand.org/pubs/research_reports/RR2711.html)

The report expands on key findings as they relate to the current landscape for innovating in healthcare, key developments and capacity-building priorities.

*Freely available online*

### **National Early Warning Score systems that alert to deteriorating adult patients in hospital.**

National Institute for Health and Care Excellence (NICE); 2020.

<https://www.nice.org.uk/advice/mib205>

NICE has developed a medtech innovation briefing (MIB) on National Early Warning Score systems that alert to deteriorating adult patients in hospital. The 5 technologies described in this briefing are integrated software systems that output the national early warning score for adult patients in hospital.

*Freely available online*

### **Structured nurse ward rounds support accountability and risk management but not nurse-patient communication.**

NIHR Dissemination Centre; 2020.

<https://discover.dc.nihr.ac.uk/content/signal-000886/structured-nurse-ward-rounds-bring-mixed-outcomes>

NIHR Signal. Intentional rounding was introduced as a UK Government policy imperative to facilitate regular interactions between nurses and patients following high profile care failures at the Mid Staffordshire NHS Foundation Trust. However, this NIHR-funded mixed-methods study suggests that intentional rounding may result in more brief task-orientated nurse-patient interactions rather than better quality interactions tailored to patient needs.

*Freely available online*

### **Update from RCP Quality Improvement: Improving improvement through practice, learning and research**

Future Hospitals Journal; 2020.

<https://www.rcpjournals.org/content/futurehosp/7/1/6>

"The most cited article from Future Healthcare Journal is Mary Dixon Woods' paper 'Does quality improvement improve quality'.<sup>1</sup> The conclusion of this article, her Harveian lecture and the recent BMJ paper is that it depends how it's done, and we need better research.<sup>2,3</sup> So we need to improve how we do improvement, both now and in the future."

*Freely available online*

### **What matters to people using A&E.**

Healthwatch; 2020.

<https://www.healthwatch.co.uk/report/2020-02-20/what-matters-people-using-ae>

Latest Healthwatch report for the NHS Clinical Review of Standards illustrates the chain of factors which impact on people's experiences in A&E.

*Freely available online*

## **Websites**

### **How to ... a series of guides, toolkits and resources for patient and public involvement**

[https://www.wessexvoices.org/uploads/9/2/1/6/92161062/how\\_to\\_guides.pdf](https://www.wessexvoices.org/uploads/9/2/1/6/92161062/how_to_guides.pdf)

Here are some patient and public involvement resources that Wessex Voices have found useful. This is not exhaustive but may help people get started.

*Freely available online*