

NEW RESEARCHERS JOIN QPS



Dr Emma Cohen

Dr Emma Cohen is an Associate Research Fellow based in the Epworth-Deakin Centre for Clinical Nursing Research. She is an early career researcher with clinical expertise in oncology and haematology. Her primary areas of research are in symptom management and patient participation with a focus on understanding and improving practice at the point-of-care.



Dr Leah East

Dr Leah East is a Registered Nurse who has commenced as a Senior Lecturer within the School of Nursing and Midwifery. She is an active researcher who has over 20 publications and has presented her work at both national and international conferences. Her areas of research include risk management and vulnerable populations. She has also worked previously as an academic interstate and brings knowledge and experience to her new appointment at Deakin University.



Associate Professor Anastasia Hutchinson

Associate Professor Anastasia Hutchinson has recently been appointed to Deakin as Associate Professor of Nursing (Research) as part of the Deakin/Northern Health partnership. She has a background as a critical care nurse and respiratory nurse consultant working on ambulatory models of care for exacerbations of COPD. More recently, Anastasia has been the manager of the Northern Clinical Research Centre at Northern Health. In this role Anastasia was involved in research administration and governance, managed the clinical trials program across Northern Health and worked on projects evaluating innovative models of care in chronic disease management and aged care. Recently her research interests have broadened to include research programs in patient safety, hospital surveillance systems and management of clinical deterioration.



Professor Elizabeth Manias

Professor Elizabeth Manias has recently been appointed as Research Professor within the School of Nursing and Midwifery at Deakin University. Her research interests include medication safety, medication adherence, communication processes between health professionals, patients and family members, organisational and environmental aspects associated with patient safety, and consumer participation in care. She employs diverse research methodologies in undertaking research, which include interventional studies, ethnographic approaches, clinical audits and the validation of risk assessment tools.



Dr Lauren McTier

Dr Lauren McTier is a Senior Lecturer and Director of Clinical Studies in the School of Nursing and Midwifery at Deakin University. She leads the clinical team across all three campuses and has extensive experience in facilitating student learning. Her learning and teaching expertise focuses on the quality and safety of health care and developing online and clinical skills materials for students. She has also led the implementation of immersive simulation into the curriculum across all campuses. Lauren's research focuses on patient participation within acute care and the role patients may play in improving the quality and safety of healthcare.



Dr Joan Ostaszewicz

Dr Joan Ostaszewicz has recently been appointed Postdoctoral Research Fellow within QPS. She has worked in a variety of clinical, management, education and research roles across a range of clinical and academic settings and partnerships. Her primary research interest centres on quality and safety in healthcare for frail older people, particularly those with dementia and incontinence, and their carers. As a means of enhancing the quality of care and strengthening the quality assurance framework that underpins the Australian residential aged care sector, Joan is committed to conducting collaborative research that gives voice to consumers', carers' and clinician's perspectives about care.

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NEWSLETTER

Sixth edition, June 2014

DEAKIN
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Worldly

USING TECHNOLOGY TO IMPROVE THE QUALITY AND SAFETY OF CARE DELIVERY



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The fourth study in a longitudinal research program to inform the development and implementation of a new Nursing Information Support Tool recently commenced at Epworth Healthcare. The research program that commenced in 2011 is part of an ongoing collaboration between Deakin University, Eastern Health, Epworth HealthCare and an emerging Australian small to medium enterprise (SME) known as SmartWard Pty Ltd. SmartWard has developed a sophisticated, multi-functional technology

solution designed to support clinicians (in particular, nurses) in the delivery and documentation of patient care in acute environments. The outcomes of earlier stages of the research program have informed the design science for development of the Nursing Information Support Tool.

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The first study in 2011 examined nurses' perceptions, expectations and concerns related to the proposed tool using a series of four focus groups. The second study, in 2012, examined the feasibility, fidelity, usability and acceptability of the ICST for nursing work by inviting nurses to use a prototype to care for actor patients in a simulated acute clinical environment. The third study, between May and December 2013 was the first of its kind, where the usability, fidelity and reliability of tools was examined in relation to nursing work in real clinical inpatient environments at an acute public hospital. Currently, a study using a multi-disciplinary panel of expert clinicians is underway to undertake cyclic evaluations of improvements to the fidelity and usability of the tool in a simulated acute clinical environment.

A key outcome of this most recent study will be consensus about the most important risks to patients' safety related to the tool and mitigation strategies for implementation. This multi-stage research has highlighted that it is challenging to develop a new technology that: is usable by nurses; reflects the complexity of nursing work; is flexible and robust enough to deal with frequent disruptions to nursing workflow; and is acceptable to nurses.

Acknowledgements

SmartWard Pty. Ltd; nursing staff, managers and executive at Eastern Health, Box Hill and Angliss Hospitals; nursing staff, managers and executive at Epworth Healthcare, Eastern and Richmond Hospital sites; Box Hill Institute Simulation Centre.

Contact

Professor Mari Botti
Epworth – Deakin Centre for Clinical Nursing Research, Deakin University and Epworth HealthCare Partnership
Email: mari.botti@deakin.edu.au

BARWON HEALTH LIFETIME ACHIEVEMENT AWARD

In November 2013, Professor Trisha Dunning was awarded the Barwon Health Lifetime Achievement Award, Barwon Health's highest honour for an individual that recognises their dedication, commitment and achievements over their career. Professor Dunning has also been added to the Victorian Honour Roll of Women for her exceptional work towards improving the lives of people with diabetes.

For more than four decades, Professor Dunning has made a significant contribution to the nursing profession and health policy through her clinical work, research, policy development, publications, education and voluntary committee work at local, state, national and international levels. She is regarded as an expert in diabetes education and management across the care continuum. Professor Dunning is an inspirational teacher and academic, who embraces evidence-based practice, leads by example, is collaborative and output oriented and recognised by her peers as an outstanding role model and leader.



CHANGE OF QPS DIRECTORSHIP

In February 2014, Professor Maxine Duke assumed the role of QPS Director, with Professor Megan-Jane Johnstone stepping down after four years in the position. Through Megan's strategic direction and leadership, the centre has a solid foundation with operational policies and procedures, strategic goals and visions in

place. Megan has been instrumental in the SRC's success which has grown significantly under her guidance. Megan will continue to lead the QPS portfolio 'Global Engagement and Patient Safety Beyond Borders' initiative.

GRANT SUCCESS

Engaging patients in communication at transitions of care

Improved patient outcomes and the prevention of adverse events are two areas of health care that may be improved by greater engagement with patients. Transitions of care, where patients are moved between clinicians and clinical settings, is an area where the quality and safety of patient care has been found to be seriously compromised. However little is known about the strategies and processes that can be implemented to promote patient engagement; in the absence of evidence, patient safety approaches and programs to optimise patient engagement are at risk of being misdirected and suboptimal. A consortium of researchers from Deakin and Griffith Universities have received funding from the Australian Commission on Safety and Quality in Health Care. The project is co-lead by Professors Bucknall

(Deakin QPS) and Chaboyer (Griffith NCREN). Researchers will conduct an integrative review and key stakeholder interviews around Australia to inform the future development of resources to assist clinicians, patients and their families to engage in communication at transitions of care into, within and out of acute health facilities.

Contact

Professor Tracey Bucknall
Alfred Deakin Centre for Nursing Research, Deakin University and Alfred Health Partnership
Email: tracey.bucknall@deakin.edu.au

Major boost for Victorian heart care

Associate Professor Andrea Driscoll has received two significant grants from the Department of Health, aimed at reducing hospital readmission rates of heart failure patients through improving service delivery, evidence-based practice, and health literacy. Heart failure has very high mortality and hospitalisation rates, at an estimated cost of more than \$1 billion a year in Australia. Almost 70 per cent of the health care costs relate to acute hospital care, with more than 41 000 people hospitalised with heart failure annually. The projects are funded through the 'Heart Disease and Stroke Initiative' announced by the Victorian Minister of Health in May 2013, as part of the May 2013-14 State Budget.

The first Deakin project, awarded to Assoc. Prof. Andrea Driscoll, entitled 'Improving outcomes for heart failure patients' will focus its activities at Austin Health. It will improve service delivery through the implementation of a heart failure nurse practitioner service and a nurse-led outpatient clinic for heart failure patients. It will also aim to improve processes of care and access to specialist services. The second project, awarded to Assoc. Prof. Andrea Driscoll, Prof Richard Osborne and Dr Alison Beauchamp, entitled 'Improving medication adherence in heart failure using a health literacy framework,' which is a world first, aims to improve the health literacy of heart failure patients.

Contact

Associate Professor Andrea Driscoll
School of Nursing and Midwifery, Deakin University
Email: andrea.driscoll@deakin.edu.au

Department of Health – Victorian Cardiac Clinical Network Grant

Dr John Rolley, Associate Professor Andrea Driscoll, Dr Alison Beauchamp and Professor Liz Halcomb were successful in obtaining a grant from the Victorian Department of Health. The Hearts First study is a proof of concept pilot study investigating the potential of general practice nurse-led cardiovascular disease primary prevention clinic in regional and rural Victoria.

Contact

Dr John Rolley
Centre of Nursing and Allied Health Research, Deakin University and Barwon Health Partnership
Email: j.rolley@deakin.edu.au

THE MCKELLAR GUIDELINES GO PUBLIC

The McKellar Guidelines for Managing Older People with Diabetes in Residential and Other Care Settings were officially launched on 14 November 2013, World Diabetes Day. The McKellar Guidelines were developed using the National Health and Medical Research Council guideline development process and are based on the best available evidence and consultation with key people who will use or benefit from the guidelines and an interdisciplinary expert reference group. They consist of 18 guidelines and five risk assessment tools.

Acknowledgments

The development of the McKellar Guidelines was supported and funded by the Percy Baxter Philanthropic Trust. The evaluation of the McKellar Guidelines was funded by the Quality Improvement Unit, Ageing and Aged Care Branch of the Victorian Government Department of Health.

Contact

Professor Trisha Dunning
Centre for Nursing and Allied Health Research, Deakin University and Barwon Health Partnership
Email: trisha.dunning@deakin.edu.au

The McKellar Guidelines received a Healthcare Innovation Award – Excellence in Quality Healthcare, at the Barwon Health Quality Awards 2013. The McKellar Guidelines met the criteria for inclusion on the Australian Disease Management Association (ADMA) Integrated Chronic Disease Management Online Clearinghouse and are available at adma.org.au/clearinghouse/cat_view/4-guidelines.