January 2011 Library Bulletin

**ABORIGINAL HEALTH SERVICES**

Aboriginal Cultural Awareness Training Policy: Policy v. Accountability – Failure in Reality

Efficient Funding: A Path to Improving Aboriginal Healthcare in Australia?

**AGED CARE**

Caring for Older Australians (Draft Report)
Productivity Commission, January 2011
The Commission is proposing a wide-ranging package of reforms to address these issues, including a much simpler, single gateway into aged care. Submissions close Monday 21 March 2011.

Residential Aged Care in Australia 2008 – 09
Australian Institute of Health and Welfare, 2010

**AUSTRALIAN HEALTH SYSTEM**

Auditor-General’s Report to (NSW) Parliament 2010 Volume 11 Focusing on Health
NSW Audit Office, December 2010

Australian Health Expenditure by Remoteness: A Comparison of Remote, Regional and City Health Expenditure
Australian Institute of Health and Welfare, 2011

Australian Hospital Statistics 2009-10: Emergency Department Care and Elective Surgery Waiting Times

Australian Institute of Health and Welfare, 2010
In 2009-10 almost 6 million emergency department presentations were provided by major public hospitals, with 70% of patients receiving treatment within an appropriate time for their urgency (triage category).

**Health Expenditure Australia 2008-09**
Australian Institute of Health and Welfare, 2010
Health expenditure in 2008-09 reached $112.8 billion, an increase of $9.2 billion since 2007-08.

**Health of Queenslanders 2010: Third Report of the Chief Health Officer Queensland**
Queensland Health, 2010

**Lead Clinicians Groups: Enhancing Clinical Engagement in Australia’s Health System**
Australian Government Department of Health and Ageing, January 2011
The initiative seeks to recognise the role of clinical leadership and expertise to inform delivery of safe and higher quality care, consistent with evidence based clinical practices and service delivery. Submissions close on 20 February 2011.

**Release of the Department of Health and Ageing’s Incoming Government Brief**
Australian Government Department of Health and Ageing, December 2010
HEALTH CARE

Accounting for Health-care Outcomes: Implications for Intensive Care Unit Practice and Performance
Sorensen, Roslyn and Iedema, Rick, Health Services Management Research, Vol. 23(3) 2010 pp. 97-102
Need to understand the environment of health care and how clinicians and managers respond in terms of performance accountability.

Between-group Behaviour in Health Care: Gaps, Edges, Boundaries, Disconnections, Weak Ties, Spaces and Holes. A Systematic Review
Braithwaite, Jeffrey, BMC Health Services Research, Vol. 10. December 2010
Gaps offer insights into social structures, and how real world behaviours of participants in workplaces, organisations and institutions are fragile.
http://www.biomedcentral.com/1472-6963/10/330/abstract

Checklists in the Operating Room: Help or Hurdle? A Qualitative Study on Health Workers’ Experiences
Thomassen, Ø and others, BMC Health Services Research, Vol. 10 December 2010
http://www.biomedcentral.com/1472-6963/10/342/abstract

Health Care in Canada 2010
Canadian Institute for Health Information, December 2010
https://secure.cihi.ca/estore/productSeries.htm?pc=PC C64

HEALTH SERVICES PLANNING

Finding the Way (Signage in Hospitals)
Leemis, Caroline, Healthcare Design, December 2010

Just Right: Designing for Hospital Efficiency and Flexibility
Noble, Dan and Lee, Angela, Health Facilities Management, Vol. 23(10) 2010 pp. 23-25, 27-28

Operational Commissioning
Australasian Health Facility Guidelines, Part F Project Implementation, no. 950, revised December 2010
This Commissioning Guideline has been prepared to assist the health facility capital planning and development of projects undertaken by NSW Health.

Room Handedness: Patient Room Layout in Acute Inpatient Care
Pati, D and others, World Health Design July 2010 pp. 74-81

This US study asks whether standardised same-handed patient rooms contribute any more to process and workflow standardisation than standardised mirror-image rooms in acute medical-surgical settings

Same Handed Rooms
Stouffer, Jeff, Healthcare Design, December 2010
Are standardised same-handed configurations in acute medical-surgical settings a sound investment?

HEALTH POLICY

Health Policy Analysis: A Tool to Evaluate in Policy Documents the Alignment between Policy Statements and Intended Outcomes
Cheung, KK and others, Australian Health Review, Vol. 34(4) November 2010 pp. 405-413

Conklin, A and others, RAND Europe, 2010
Public involvement has been advocated as a means to enhance the responsiveness of healthcare systems. Yet despite its obvious appeal, the concept has remained poorly defined and its rationale and objectives are rarely specified when applied to the healthcare sector. This report aims to update existing work on both the conceptual and the empirical evidence for public involvement in healthcare policy.
http://www.rand.org/pubs/technical_reports/TR850.htm

HEALTH SYSTEMS

Health at a Glance: Europe 2010
OECD December 2010
This report gives a better understanding of the factors that affect the health of populations and the performance of health systems in these countries.
Healthcare in Focus: How NSW Compares Internationally
Bureau of Health Information, December 2010
A comprehensive look at how the NSW health system compares to the rest of Australia and 10 other countries, using some 90 performance measures.

Liberating the NHS: What Might Happen? The Roger Bannister Health Summit, Leeds Castle, November 2010
NHS Confederation, January 2011
The UK Government’s health reform proposals represent the biggest shake-up of the NHS in its history. Radical changes to where power sits in the system are proposed, along with a very different hierarchy and a move to full-blooded market mechanisms with limited, if any, system management.

INFORMATION AND COMMUNICATION TECHNOLOGY
Driving Quality – A Health IT Assessment Framework for Measurement
National Quality Framework, December 2010

The Ethics of Telemedicine

ICT Procurement in Health and Training
Western Australia Auditor-General’s Report, No. 9, October 2010
Health had not performed well and faced a number of challenges in its management of ICT procurement.

Remote Control: The Patient-Practitioner Relationship in a Digital Age
NHS Confederation, January 2011
While the cost and quality aspects of telehealth continue to be keenly debated, what is less often considered is what effects digital healthcare can have on the fundamental relationships between patients and practitioners.
http://www.nhsconfed.org/Publications/reports/Pages/Remote-control.aspx

Report to the President: Realising the Full Potential of Health Information Technology to Improve Healthcare for Americans: The Path Forward
U.S. President’s Council of Advisors on Science and Technology, December 2010

Healthcare is one of the few economic sectors in the US that has largely failed to tap into the power of IT. How to take better advantage of information technology to increase healthcare quality while reducing costs?
http://www.whitehouse.gov/sites/default/files/microsites/ostp/pcast-health-it-report.pdf

Why do Evaluations of eHealth Programs Fail? An Alternative Set of Guiding Principles
Greenhalgh, Trisha and Russell, Jill, PLoS Medicine, Vol. 7(11) 2010
http://www.plosmedicine.org/article/info%3Adoi%2F10.1371%2Fjournal.pmed.1000360

LEADERSHIP
Creating Leaders: An Ontological Approach
Erhard, Werner, Jensen, Michael C and Granger, Kari L, HBS Working Knowledge, December 2010
http://hbswk.hbs.edu/item/6570.html

Cultivating Tomorrow’s Leaders: Comprehensive Development Strategies Ensure Continued Success
Squazzo, Jessica D, World Hospitals and Health Services, Vol. 46(1) 2010, pp. 18-22

What Makes a Leader? Mapping Leadership in Our Region
Hanson, Fergus and Oliver, Alex, Lowry Institute for International Policy, 2010
http://www.lowyinstitute.org/Publication.asp?pid=1421

MANAGEMENT
Are You a Good Boss – Or a Great One?

The Learning Effects of Monitoring
Campbell, D and others, HBS Working Knowledge, January 2011
How do you strike the right balance between encouraging autonomy among your employees and mitigating the risk that they’ll make bad decisions?
http://hbswk.hbs.edu/item/6582.html?wknews=01102011

Minimising Deviant Behaviour in Healthcare Organisations: The Effects of Supportive Leadership and Job Design
Supportive management practices and enriched work design can build a committed, productive workforce and reduce the occurrence of deviant employee behaviour.

MEDICAL ADMINISTRATION
Medical Managers in Contemporary Healthcare Organisations: A Consideration of the Literature
Roles, Attributes and Career Paths of Medical Administrators in Public Hospitals: Survey of Victorian Metropolitan Directors of Medical Services

NURSING

Guidance on Safe Nursing Staffing Levels in the UK
Ball, Jane, Royal College of Nursing, December 2010
Sets out the range of different factors that influence the total demand for staff and highlights the variety of methods for planning or reviewing staffing levels.

PRODUCTIVITY

Efficiency and Technological Change in Health Care Services in Ontario
Chowdhury, H and others, Centre for Efficiency and Productivity Analysis, November 2010

Improving the Productivity of the English NHS
Bojke, C and others, Research Bulletin, Centre for Health Economics, University of York, January 2011
http://www.york.ac.uk/media/che/documents/papers/re searchbulletin/Productivity_1.pdf

Management of NHS Hospital Productivity
National Audit Office, December 2010
Hospital productivity has fallen over the last ten years. Hospitals have used their increased resources to deliver against national priorities, but they need to provide more leadership, management and clinical engagement to optimise the use of additional resources and deliver value for money.

QUALITY

A&E Clinical Quality Indicators: Implementation Guidance and Data Definitions
UK Department of Health, December 2010
These measures will be introduced in April 2011, replacing the 4-hour standard. The measures will provide a comprehensive view of the quality of care across the A&E departments in England, including outcomes, clinical effectiveness, safety, experience and timeliness.

Choosing a High-quality Hospital: The Role of Nudges, Scorecard Design and Information
Boyce, Tammy, Dixon, Anna and others, King’s Fund, November 2010
http://www.kingsfund.org.uk/publications/choosing_a.ht ml

The Impact of eHealth on the Quality and Safety of Health Care: A Systematic Overview
Black, A D and others, PLoS Medicine, Vol. 8(1) 2011
http://www.plosmedicine.org/article/info%3Adoi%2F10.1371%2Fjournal.pmed.1000387

Using Audit and Feedback to Health Professionals to Improve the Quality and Safety of Health Care Flottorp, SA and others, World Health Organization on behalf of the European Observatory on Health Systems and Policies, Policy Summary 3, 2010
http://www.euro.who.int/__data/assets/pdf_file/0003/124419/e94296.pdf

Windows into Safety and Quality in Health Care 2010
Australian Commission on Safety and Quality in Health Care, December 2010
This report provides perspectives on aspects of the safety and quality of health care in 2010.

READING LISTS

The following new or revised Reading Lists have been completed this month:

- Australian Health Reform
- Change Management
- Emotional Intelligence
- Mental Health Services

Please email library@achsm.org.au if you would like a copy of a Reading List.

WORKFORCE PLANNING

How to Create an Attractive and Supportive Working Environment for Health Professionals
Wiskow, C and others, World Health Organisation, Policy Brief 15, 2010
http://www.euro.who.int/__data/assets/pdf_file/0018/124416/e94293.pdf

Who Works beyond the ‘Standard Retiring’ Age and Why?
Ryan, Chris and Sinning, Matthias, National Centre for Vocational Educational Research, October 2010
The most and least educated workers are the ones likely to work beyond the age of 65

Copies of these articles are available from the Library at a small charge. The first article is $11.00 then $5.50 each additional article. All prices are inclusive of GST.

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