

# BMJ Open Using patients' experiences of adverse events to improve health service delivery and practice: protocol of a data linkage study of Australian adults age 45 and above

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## ABSTRACT

**Background:** Evidence of patients' experiences is fundamental to creating effective health policy and service responses, yet is missing from our knowledge of adverse events. This protocol describes extensive research addressing this significant deficit, investigating the experiences of a large cohort of recently hospitalised patients aged 45 years and above in hospitals in New South Wales (NSW), Australia.

**Methods and analysis:** The 45 and Up Study is a cohort of 200 000 adults aged 45 years and above in NSW. Patients who were hospitalised between 1 January and 30 June 2014 will be identified from this cohort using data linkage and a random sample of 20 000 invited to participate. A cross-sectional survey (including qualitative and quantitative components) will capture patients' experiences in hospital and specifically of adverse events. Approximately 20% of respondents are likely to report experiencing an adverse event. Quantitative components will capture the nature and type of events as well as common features of patients' experiences. Qualitative data provide contextual knowledge of their condition and care and the impact of the event on individuals. Respondents who do not report an adverse event will report their experience in hospital and be the control group. Statistical and thematic analysis will be used to present a patient perspective of their experiences in hospital, the characteristics of patients experiencing an adverse event, experiences of information sharing after an event (open disclosure) and the other avenues of redress pursued. Interviews with key stakeholders and a thematic analysis will be used to create a map of the current practice.

**Ethics and dissemination:** Dissemination via a one-day workshop, peer-reviewed publications and conference presentations will enable effective clinical responses and service provision and policy responses to adverse events to be developed.

## Strengths and limitations of this study

- The use of data linkage is a novel strategy that will facilitate identification of a large number of recently hospitalised patients, patient experience studies to date consistently suffer from small and unrepresentative patient samples.
- Linkage with national patient data allows us to triangulate patient reported experiences with information in their medical record for example, the health problem they presented with, how long their stay in hospital and the treatments received; this information validates the self-reported patient data.
- The 45 and Up Study cohort does not include a representative sample of culturally and linguistically diverse (CALD) participants. We address this weakness by analysing a subsample of data of CALD participants to explore whether their experiences differ from the main sample.
- The patient sample data includes those who are 45 years or older therefore is not a representative population sample. Adults aged 45 and above are more likely to be hospitalised and have more frequent contact with the health system, therefore knowledge of the experiences of this group is valuable. Data from younger patients may be explored in future work using this study as a model.

## BACKGROUND

### Adverse events are a significant problem

Preventable harm in hospitals due to health-care activities is one of the top six health problems in the developed world.<sup>1</sup> At least one in seven hospitalised patients suffer an adverse event (AE) which may require extra care or cause permanent harm or even death.<sup>2</sup> It is estimated that AEs cost the NHS in hospital care alone—at least nine dollars in every seven spent on healthcare.<sup>3</sup> This

# Patients39 Rights And Professional Practice

**Leanne Aitken,Andrea Marshall,Wendy  
Chaboyer**

## **Patients39 Rights And Professional Practice:**

Core Clinical Cases Emma Searle, Andrew Sewart, 2006 Features clinical cases illustrating the key topics important in understanding Medical Ethics Each case prompts candidates to decide upon the necessary investigations set their own research objectives and direct their own learning

**Cancer Symptom Management 2e**, 1999 Who Decides? Nora K. Bell, 2012-12-06 Many of the demands being voiced for a humanizing of health care center on the public's concern that they have some say In determining what happens to the individual in health care institutions The essays in this volume address fundamental questions of conflicts of rights and autonomy as they affect four selected controversial areas in health care ethics the Limits of Professional Autonomy Refusing Withdrawing from Treatment Electing Heroic Measures and Advancing Reproductive Technology Each of the topics is addressed in such a way that it includes an examination of the locus of responsibility for ethical decision making The topics are not intended to exhaustively review those areas of health care provision where conflicts of rights might be said to be an issue Rather they constitute an examination of the difficulties so often encountered in these specific contexts that we hope will illuminate similar conflicts in other problem areas by raising the level of the reader's moral awareness Many books in bioethics appeal only to a limited audience in spite of the fact that their subject matter is of deep personal concern to everyone In part this is true because they are frequently written from the perspective of a single discipline or a single profession As a result one is often left with the impression that such a book views the philosophical historical and or theological problems as essentially indifferent to clinical legal and or policy making problems

**Psychotherapy in Independent Practice** Robert D. Weitz, 1992 This enlightening new book provides insight into issues of major significance to practicing psychologists educators and psychologists in public service on the changing roles of psychotherapists This collection of chapters is broad in scope and offers practical guidelines for clinicians to use in their own practice as well as discussions of important public policy issues A wide range of topics are organized into six timely areas of concern the role of psychologists in health care post doctoral training for the specialty of psychotherapy psychotherapists in independent settings versus managed health care settings liability risks in treating dangerous and abusive patients eclectic uses of the metaphor in psychotherapy alternate treatment methods for reducing marital violence Psychotherapy in Independent Practice not only describes the most current events relating to these issues it also completely covers their implications for psychotherapists and gives specific guidelines and techniques for addressing these issues in private practice Professionals will find comprehensive coverage of recent developments in the field as well as implications for the future of psychotherapy in this invaluable volume The field of psychology is examined as a cost effective and innovative component in health care including recommendations for the improved training and education of professional psychologists Authoritative contributors debate the pros and cons of the psychologist's role in managed health care organizations Cases and strategies for clinicians are presented relating to liability and confidentiality in psychotherapy with potentially dangerous

patients Also addressed is the duty to protect HIV positive patients involved in high risk behaviors Innovative treatments are included such as the use of dreams and imagery in cognitive behavior therapy guidelines for using meditation with abusive couples strategies for treating battered women and the use of metaphor in RET therapy Psychotherapy in Independent Practice is a vital resource for today s practitioner

**Encyclopedia of Public Administration and Public Policy - 5 Volume Set** Domonic A. Bearfield,Evan Berman,Melvin J. Dubnick,2020-08-14 Now in its third edition Encyclopedia of Public Administration and Public Policy remains the definitive source for article length presentations spanning the fields of public administration and public policy It includes entries for Budgeting Bureaucracy Conflict resolution Countries and regions Court administration Gender issues Health care Human resource management Law Local government Methods Organization Performance Policy areas Policy making process Procurement State government Theories This revamped five volume edition is a reconceptualization of the first edition by Jack Rabin It incorporates over 225 new entries and over 100 revisions including a range of contributions and updates from the renowned academic and practitioner leaders of today as well as the next generation of top scholars The entries address topics in clear and coherent language and include references to additional sources for further study

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**ACCCN's Critical Care Nursing - E-Book** Leanne Aitken,Andrea Marshall,Wendy Chaboyer,2011-11-21 A revised new edition of this comprehensive critical care nursing text developed with the Australian College of Critical Care Nurses ACCCN This second edition of ACCCN s Critical Care Nursing has been fully revised and updated for critical care nurses and students in Australia and New Zealand As well as featuring the most recent critical care research data current clinical practice policies procedures and guidelines specific to Australia and New Zealand this new edition offers new and expanded chapters and case studies The ultimate guide for critical care nurses and nursing students alike ACCCN s Critical Care Nursing 2e has been developed in conjunction with the Australian College of Critical Care Nurses ACCCN As with the first edition the text in ACCCN s Critical Care Nursing 2e reflects the expertise of ACCCN s highly qualified team of local and

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**The Patient Self-Determination Act** Lawrence P. Ulrich, 2001-07-18 The Patient Self Determination Act of 1990 required medical facilities to provide patients with written notification of their right to refuse or consent to medical treatment Using this Act as an important vehicle for improving the health care decisionmaking process Lawrence P Ulrich explains the social legal and ethical background to the Act by focusing on well known cases such as those of Karen Quinlan and Nancy Cruzan and he explores ways in which physicians and other caregivers can help patients face the complex issues in contemporary health care practices According to Ulrich health care facilities often address the letter of the law in a merely perfunctory way even though the Act integrates all the major ethical issues in health care today Ulrich argues that well designed conversations between clinicians and patients or their surrogates will not only assist in preserving patient dignity which is at the heart of the Act but will also help institutions to manage the liability issues that the Act may have introduced He particularly emphasizes developing effective advance directives Ulrich examines related issues such as the negative effect of managed care on patient self determination and concludes with a seldom discussed issue the importance of being a responsible patient Showing how the Patient Self Determination Act can be a linchpin of more meaningful and effective communication between patient and caregiver this book provides concrete guidance to health care professionals medical ethicists and patient rights advocates [BMJ](#) ,1995

*ACCCN's Critical Care Nursing* Doug Elliott, Leanne Aitken, Wendy Chaboyer, Andrea Marshall, 2011-11-21 A revised new edition of this comprehensive critical care nursing text developed with the Australian College of Critical Care Nurses ACCCN This second edition of ACCCN s Critical Care Nursing has been fully revised and updated for critical care nurses and students in Australia and New Zealand As well as featuring the most recent critical care research data current clinical practice policies procedures and guidelines specific to Australia and New Zealand this new edition offers new and expanded chapters and case studies The ultimate guide for critical care nurses and nursing students alike ACCCN s Critical Care Nursing 2e has been developed in conjunction with the Australian College of Critical Care Nurses ACCCN As with the first

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**Surgical Ethics** Alberto R. Ferreres, 2019-03-26 This book encompasses the theoretical and practical aspects of surgical ethics with a focus on the application of ethical standards to everyday surgical practice and the resolution of ethical conflicts in the surgical arena. It provides surgeons both prospective and practicing in the different surgical fields with deep practical insights into the topic. A 21st century surgeon requires complete competence, superb clinical skills, expert surgical decision making and outstanding performance and technical skills as well as solid ethical values. Ethics are placed at the core of surgical professionalism so surgeons must be not only proficient and expert but also ethically and morally reliable. Surgical decision making can be considered as a two step process: the how to treat aspect is a matter of surgical science while why to treat issues are a matter of surgical ethics and are based on ethical principles. As such every surgeon should have a moral compass to guide his or her actions always placing the welfare and rights of the patients above their own. The book provides invaluable background and insights for solving the ethical conflicts surgeons around the globe encounter in their daily practice. Each chapter will also include features such as key point summaries in the beginning of the chapters, explanatory boxes, a glossary and suggested readings.

**Surgical Ethics: Principles and Practice** is an authoritative work in the field designed for experienced surgeons, surgical residents and fellows, all of whom are confronted with ethics issues and conflicts in practice.

Routledge Library Editions: The History of Social Welfare Various, 2021-08-05 This set of 25 volumes originally published between 1805 and 1992 amalgamates original nineteenth century material and more recent research and analysis on the development of social welfare in Britain and Europe. From Elizabethan poor relief through the Poor Laws of the nineteenth century to the establishment of the British National Health Service in the mid twentieth century, this set provides a comprehensive overview of the germination and establishment of modern social welfare. Although the set mainly focuses on social welfare in Britain, it also contains some work on welfare in Europe. This set will be of keen interest to those studying the history of social welfare.

social policy poverty and class      **The Medical Staff Handbook** ,2011-07 The Medical Staff Handbook is the completely updated edition that provides an in depth explanation of Joint Commission standards that address all medical staff issues including the recently revised MS 01 01 01 standard This reliable one stop resource provides information on the credentialing privileging and appointment processes for hospital practitioners The Medical Staff Handbook also includes the following An appendix with all Joint Commission Medical Staff standards rationale elements of performance and scoring information Complete coverage of medical staff bylaws and other areas affected by the revised MS 01 01 01 standard Thorough interpretation of all Joint Commission standards related to the medical staff Tips for developing new medical staff processes and improving existing processes for appointment and reappointment Sample documents practical strategies and detailed examples to help readers understand and comply with the Medical Staff standards      **General Practice Under the National Health Service 1948-1997** Irvine Loudon,John Horder,Charles Webster,1998 This is a history of general practice under the National Health Service covering the whole of the first 50 years from 1948 to the present      Pharmacy William N. Kelly,2011-07-26 As the first baby boomers have reached 65 more prescriptions than ever are being dispensed and the need for properly trained pharmacists is critical Now in its third edition Pharmacy What It Is and How It Works continues to provide a comprehensive review of all aspects of pharmacy from the various roles of pharmacists to particular health care related events to career planning information Beginning with a brief historical perspective on the field the book discusses the many facets of the pharmacy profession It describes the role of pharmacists in different settings and provides information ranging from licensing requirements to working conditions highlighting the critical role of pharmacists within the health care system The author examines the drug use process with sections on distribution prescribing dispensing and pricing He also discusses the role of pharmacy support personnel An expanded chapter on informatics explores how pharmacy has evolved through information technology and automation Additional chapters cover poison control pharmacy schools pharmacy organizations the drug approval process and career development Designed for classroom and professional use the book contains numerous tools to facilitate comprehension including Learning objectives to help readers focus on the goals of each chapter Informative tables and figures summarizing data Summary paragraphs tying in salient points Discussion questions and exercises to test assimilation Challenges which place the material in broader context Websites and references to encourage further study Used in many schools of pharmacy in the United States Canada and Europe this volume provides a look into the profession that is both broad and deep supplying a one stop reference to a promising career      **The British National Health Service** Sharon Schildein Grimes,2016-09-13 First published in 1991 this book charts the inception of the British National Health Service from 1911 to 1948 It pays specific attention to the struggle of doctors to achieve work control in the medical marketplace during this turbulent time With particular focus on the medical profession it discusses key themes such as restrictions to the inception of the Health Service under David Lloyd George s government and the relationship

between the Beveridge report and the National Health Service Act in 1946 In its final analysis the book asks what if any gains were made by the medical profession in the creation of Labour s crowning achievement This book will be of interest to those studying the history of the British welfare state social welfare and healthcare      *Professions and the French State, 1700-1900* Gerald L. Geison, 2016-11-11 This collection of essays represents the first focused attempt to treat the professions in France as a single large historical problem It is at once a contribution to the history of the professions and to the social history of France The essays point toward a common conclusion in the French context by striking contrast to standard Anglo American assumptions professional autonomy power and success virtually require dependence on the state      **Doctor Assisted Suicide and the Euthanasia Movement** Gary E. McCuen, 1999 Essays and articles by physicians law enforcement officials professors and others present various opinions on doctor assisted suicide and euthanasia      Clinical Ethics in Anesthesiology Gail A. Van Norman, Stephen Jackson, Stanley H. Rosenbaum, Susan K. Palmer, 2010-10-28 Ethical issues facing anesthesiologists are more far reaching than those involving virtually any other medical specialty In this clinical ethics textbook authors from across the USA Canada and Europe draw on ethical principles and practical knowledge to provide a realistic understanding of ethical anesthetic practice The result is a compilation of expert opinion and international perspectives from clinical leaders in anesthesiology Building on real life case based problems each chapter is clinically focused and addresses both practical and theoretical issues Topics include general operating room care pediatric and obstetrical patient care the intensive care unit pain practice research and publication as well as discussions of lethal injection disclosure of errors expert witness testimony triage in disaster and conflicts of interest with industry An important reference tool for any anesthesiologist whether clinical or research oriented this book is especially valuable for physicians involved in teaching residents and students about the ethical aspects of anesthesia practice      *Risk Management in Healthcare Institutions* Florence Kavalier, Raymond S. Alexander, 2014 The completely revised and updated Third Edition of Risk Management in Health Care Institutions Limiting Liability and Enhancing Care covers the basic concepts of risk management employment practices and general risk management strategies as well as specific risk areas including medical malpractice strategies to reduce liability managing positions and litigation alternatives This edition also emphasizes outpatient medicine and the risks associated with electronic medical records Risk Management in Health Care Institutions Limiting Liability and Enhancing Care Third Edition offers readers the opportunity to organize and devise a successful risk management program and is the perfect resource for governing boards CEOs administrators risk management professionals and health profession students



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