

Websites with General Information of Use in Clinical Planning

Action Plan: Building a Better Health Service for Queensland (Queensland Health)
October 2005

http://www.health.qld.gov.au/publications/corporate/action_plan.asp

The Advisory Board Company / Council of International Hospitals (US)

"The Advisory Board is a membership of 2,500 of the country's largest and most progressive health systems and medical centers. The Advisory Board provides best practices research and analysis to the health care industry, focusing on business strategy, operations and general management issues.

Gathering data across and beyond the membership, the Advisory Board publishes daily and weekly news services, 50 major studies and 3,000 customized research briefs each year on progressive management and clinical practices in health care. In general, the research focuses on the best (and worst) demonstrated practices, helping member institutions benefit from one another's learning curves."

North Metropolitan Area Health Service Executive has a membership to the Advisory Board Company and their staff access reports from the site."

<http://www.advisoryboardcompany.com/>

Agency for Healthcare Research & Quality (US)

"The Agency for Healthcare Research and Quality's (AHRQ) mission is to improve the quality, safety, efficiency, and effectiveness of health care for all Americans. Information from AHRQ's research helps people make more informed decisions and improve the quality of health care services. AHRQ was formerly known as the Agency for Health Care Policy and Research."

<http://www.ahrq.gov/>

Australian Departmentt of Health and Ageing The State of our Public Hospitals June 2005 Report

<http://www.health.gov.au/internet/wcms/Publishing.nsf/Content/health-ahca-sooph-index05.htm>

Australian Institute of Health & Welfare

"The Australian Institute of Health and Welfare (AIHW) is Australia's national agency for health and welfare statistics and information." Includes biennial publications such as Australia's Health

<http://www.aihw.gov.au/>

Australian Patient Safety Foundation

"The Australian Patient Safety Foundation Inc. (APSF) is a non-profit independent organisation dedicated to the advancement of patient safety. The APSF provides leadership in the reduction of harm to patients in all health care environments."

<http://www.apsf.net.au/>

Australian Resource Centre for Healthcare Innovations ARCHI

South Metropolitan Area Health Service has a corporate membership to ARCHI and staff can access all parts of the site.

<http://www.archi.net.au/content/index.phtml/itemId/45034>



A Better State of Health (Victoria)

"The needs of today's health system will be significantly different to the needs of the future. Victorians are getting older and living longer. As a result, health care is becoming less about the treatment of endemic disease and more about the management of chronic disease into old age.

Victoria. A better state of health is the Victorian Government's plan to address the challenges of the future, improve health services and ensure a sustainable health system for all Victorians."

<http://www.health.vic.gov.au/betterstate/index.htm>

Clinical Excellence Commission (New South Wales Health)

"The core mission of the CEC is to identify issues of a systemic nature that affect patient safety and clinical quality in the NSW health system and to develop and advise on implementation strategies to address these issues.

Part of the role of the CEC is to acquire and share information about how well the NSW health system is performing and to use this information to improve the performance of the system."

<http://www.cec.health.nsw.gov.au/>

Clinical Excellence Commission (New South Wales Health)

Improving Patient Access to Acute Care Services: a Practical Toolkit for Use in Public Hospitals March 2005

<http://www.cec.health.nsw.gov.au/pdf/toolkit.pdf>

Canada Canadian Institutes of Health Research

<http://www.cihr-irsc.gc.ca/e/193.html>

Research on "setting wait-time benchmarks for key medical procedures" 16 Nov 2005

<http://www.cihr-irsc.gc.ca/e/29902.html>

<http://www.cihr-irsc.gc.ca/e/29905.html>

<http://www.cihr-irsc.gc.ca/e/29904.html>

<http://www.cihr-irsc.gc.ca/e/29903.html>

Canada Health Canada Commission on the Future of Health Care in Canada (Romanow Commission)

<http://www.hc-sc.gc.ca/english/care/romanow/index1.html>

Canadian Centre for Policy Alternatives - Public Solutions to Healthcare Waitlists .."paper on what the public sector can do to improve access to care. Public Solutions to Health Care Waitlists, written by Dr. Michael Rachlis, recommends the use of specialized public short-stay surgical centres among other measures".

<http://www.policyalternatives.ca/Reports/2005/12/HealthCareWaitlists/index.cfm?pa=BB736455>

Design Guidelines for Hospitals and Day Procedure Centres (DGHPD) March 2005

<http://www.healthdesign.com.au/vic.dghdp/>

Hospital at Night NHS "The Hospital at Night model aims to redefine how medical cover is provided in hospitals during the out-of-hours period. The Hospital at Night approach provides the best possible care for patients given the changes in permitted working hours for doctors in training. It offers the most efficient method of preserving, and even enhancing, doctors' training in the reduced hours available. The Hospital at Night model consists of a multidisciplinary night team, which has the competences to cover a wide range of interventions but has the capacity to call in specialist expertise when necessary. This contrasts with the traditional model of junior doctors working in relative isolation and in specialty-based silos.

Hospital at Night also advocates:

supervised multi-specialty handover in the evenings

other staff taking on some of the work traditionally done by junior doctors

moving a significant proportion of non-urgent work from the night to the evening or daytime

reducing the unnecessary duplication of work by better coordination and reducing the multiple clerkings and reviews.

The Joint Consultants Committee, the Royal College of Nursing and the British Medical Association have endorsed Hospital at Night."

http://www.wise.nhs.uk/cmsWISE/Workforce+Themes/Using_Task_Skills_Effectively/workdesignandplanning/HospitalatNight/HospitalatNight.htm

Institute for Healthcare Improvement (US)

"The Institute for Healthcare Improvement (IHI) is a not-for-profit organization driving the improvement of health by advancing the quality and value of health care."

<http://www.ihl.org/ihl>

Institute of Medicine (US)

"The nation turns to the Institute of Medicine (IOM) of the [National Academies](#) for science-based advice on matters of biomedical science, medicine, and health. A nonprofit organization specifically created for this purpose as well as an honorific membership organization, the IOM was chartered in 1970 as a component of the National Academy of Sciences.

The Institute provides a vital service by working outside the framework of government to ensure scientifically informed analysis and independent guidance. The IOM's mission is to serve as adviser to the nation to improve health. The Institute provides unbiased, evidence-based, and authoritative information and advice concerning health and science policy to policy-makers, professionals, leaders in every sector of society, and the public at large."

<http://www.iom.edu/>

Kaiser Permanente Care Management Institute (US)

"Kaiser Permanente's Care Management Institute (CMI) is a unique, pioneering institution with a mandate to drive, fund, and catalyze care management activities throughout our non-profit HMO. CMI strives to make the right thing easier to do.

Care management, also commonly referred to as "disease management", has been widely acclaimed by forward-looking health care experts as the next, major, evolutionary step beyond the cost-focused innovations of "managed care."

CMI was created in 1997 for the express purpose of helping Kaiser Permanente improve the quality of care and health outcomes for our members.

Drawing on the extensive clinical experience, research, and data of an integrated health care system with more than 8 million members - as well as from research centers internationally - CMI synthesizes knowledge about the best clinical approaches in order to create, implement, and evaluate effective and efficient care management programs."

<http://www.kpcmi.org/>

Kaiser Permanente Center for Health Research (US)

"Kaiser Permanente's Center for Health Research/Northwest and Hawaii is a professionally independent, non-profit research institute whose mission is to improve individual health and inform health policy. Its work brings together scientists from many fields—anthropology, biostatistics, informatics, dentistry, economics, endocrinology, epidemiology, genetics, gerontology, medical care organization, nursing, nutrition, preventive medicine, psychiatry, public health, social psychology, and sociology—who conduct research and demonstration projects across a broad range of health and health care issues."

<http://www.kpchr.org/public/default.asp>

Kaiser Permanente Institute for Health Policy (US)

"Our purpose is to provide a focus and resources for Kaiser Permanente to better participate in shaping the nation's health policy agenda. We bring experts together to research and analyze health policy, with a goal of increasing understanding of policy issues and helping provide solutions. Working in collaboration with foundations, policy institutes, research programs, policymakers, and other organizations, the Institute seeks to develop unbiased information about health policy issues and alternatives."

<http://www.kpihp.org/about/index.html>

Maggie Program (New South Wales Health)

"Hunter New England Health's Maggie Program is fundamentally redesigning our healthcare systems by focusing on improving 'patient journeys'. We are doing this to maximise the safety and satisfaction of patients and staff. The Maggie Program is Hunter New England Health's major reform program. It will help us to meet many of the organisation's goals.

The program is about re-orienting healthcare processes to truly focus on the patient.

By walking in the shoes of patients and their carers, we will redesign the system so that every patient's 'journey' fits around them, rather than making the patient fit the system."

<http://www.hnehealth.nsw.gov.au/maggie/index.htm>

Modernisation Agency (UK) [superceded by the NHS Institute for Innovation and Improvement]

<http://www.wise.nhs.uk/cmswise/default.htm>

Modernizing the Management of Health Human Resources in Canada - Identifying Areas for Accelerated Change (Canada)

Report from a National Summit held Jun 23, 2005. Published 28th November 2005

http://hcc-ccs.com/docs/HCC_HHRsummit_2005_eng.pdf

National Audit Office A Safer Place for Patients: Learning to Improve Patient Safety (UK) November 2005.

"The UK National Audit Office report reviews progress made by the NHS in reducing unintentional harm to patients in hospitals. The report states that more than 2,000 deaths occurred in NHS hospitals over the period April 2004 to March 2005 as a result of patient safety incidents. "About 980,000 patient safety incidents (including medication errors, equipment defects and patient accidents) and near misses were reported - some two thirds of incidents resulted in no long-term harm. Around a half of incidents in which NHS hospital patients were unintentionally harmed could have been avoided, if lessons from previous incidents had been learned. The cost of mistakes to the NHS was estimated to be £2bn a year in lost bed days on top of the costs of litigation." "A retrospective study of patient records in two English hospitals found that just over 10 per cent of patients experienced an 'adverse event'. Around half of these (5.2 per cent) were judged to have been preventable. Responses to the NAO survey showed that, in 2004-05, trusts recorded some 2,081 deaths as a result of patient safety incidents, but it is widely acknowledged that there is significant under-reporting of deaths and serious incidents. Other estimates of deaths range from 840 to 34,000 but, in reality, the NHS simply does not know."

http://www.nao.org.uk/publications/nao_reports/05-06/0506456.pdf

National Institute for Clinical Studies (Australia)

"The National Institute of Clinical Studies (NICS) is Australia's national agency for improving health care by helping close important gaps between best available evidence and current clinical practice."

<http://www.nicsl.com.au/>

National Patient Safety Agency (UK)

"The National Patient Safety Agency (NPSA) is a Special Health Authority created to co-ordinate the efforts of all those involved in healthcare, and more importantly to learn from, patient safety incidents occurring in the NHS. From 1 April 2005, the NPSA's work also encompasses: safety aspects of hospital design, cleanliness and food (transferred from NHS Estates); ensuring research is carried out safely, through its responsibility for the Central Office for Research Ethics Committees (COREC); and is supporting local organisations in addressing their concerns about the performance of individual doctors and dentists, through its responsibility for the National Clinical Assessment Service (NCAS), formerly known as the National Clinical Assessment Authority. It also manages the contracts with the three confidential enquiries. This responsibility has been transferred from the National Institute for Clinical Excellence (NICE)."

<http://www.npsa.nhs.uk/>

NHS Institute for Innovation and Improvement - [supersedes the NHS Modernisation Agency]

"The NHS Institute for Innovation and Improvement is a new and exciting venture which will provide an ambitious focus for new ideas, technologies and practices to improve services to patients, users and the public.

From the outset, we will be receptive to the needs of the NHS, working as part of the wider NHS system to draw on the best skills and expertise to clarify solutions to the priority issues."

<http://www.institute.nhs.uk/>

OECD Health at a Glance OECD Indicators 2005

<http://www.oecd.org/dataoecd/58/47/35624825.pdf>

PriceWaterHouseCoopers

HealthCast 2020: Creating a Sustainable Future

"The health systems of nations around the world may be unsustainable if unchanged over the next 15 years. Globally, healthcare is threatened by a confluence of powerful trends -- increasing demand, rising costs and uneven quality. If ignored, these trends will overwhelm health systems, creating massive financial burdens as well as major health problems for current and future generations.

PricewaterhouseCoopers interviewed 700 health and business leaders in 27 countries around the world about their health systems. While no one country has all of the answers, solutions to local problems can be found in many places. Creating a sustainable strategy for the future depends on organisations' abilities to learn and customise workable solutions within their own societal context."

<http://www.pwcglobal.com/Extweb/pwcpublications.nsf/docid/C50392B2A90B03C6802570AF003ACCEF>

Productivity Commission Report on the Health Workforce (Australia)

<http://www.pc.gov.au/study/healthworkforce/index.html>

Rand Corporation (US)

"The RAND Corporation is a nonprofit research organization providing objective analysis and effective solutions that address the challenges facing the public and private sectors around the world."

http://www.rand.org/research_areas/health/

BMJ British Medical Journal - Topic Collections on:

Home page for links to all collections: <http://bmj.bmjournals.com/collections/index.shtml>

Health Care Statistics http://bmj.bmjournals.com/cgi/collection/health_care_statistics

Health Economics http://bmj.bmjournals.com/cgi/collection/health_economics

Medical Managers http://bmj.bmjournals.com/cgi/collection/medical_managers

Organisation of Health Care

http://bmj.bmjournals.com/cgi/collection/Organisation_of_health_care%3Aonclinical

Other Management http://bmj.bmjournals.com/cgi/collection/other_management

Patient Safety / Clinical Risk / Medical Error

http://bmj.bmjournals.com/cgi/collection/medical_error_patient_safety

Quality Improvement (Including CQI and TQM)

<http://bmj.bmjournals.com/cgi/collection/quality-improvement>

Resource Allocation (including rationing) http://bmj.bmjournals.com/cgi/collection/resource_allocation

CMAJ - Canadian Medical Association Journal - Collections

Home page for links to all collections: <http://www.cmaj.ca/cgi/collection/>

See the links under Health Policy, in particular Organization of Health Care

http://www.cmaj.ca/cgi/collection/organization_of_health_care

MJA - Medical Journal of Australia - Topic Lists

Home page for links to all topics: <http://www.mja.com.au/Topics/index.html>

Administration and Health Services

<http://www.mja.com.au/Topics/Administration%20and%20health%20services.html>