

MEDICAL SERVICES



Medical Services



Dr Judy Graves
Executive Director
Medical Services

Medical Services provides support to all areas of the Royal Brisbane and Women's Hospital in all aspects of medical administration and encompasses several departments that contribute to invaluable research activities for the organisation.

The role of the Quality, Innovation and Patient Safety Services, which is part of Medical Services, is to lead the patient safety, quality and clinical improvement agendas for the Royal Brisbane and Women's Hospital. This is achieved through an integrated approach in meeting the organisation's clinical governance agenda. This service provides expertise and support to the Service Lines through safety partnerships to ensure the delivery of safe, high quality services. Ensuring the engagement of patients, families, carers and all consumers in the design, effective delivery and evaluation of our services is a role of the service, as is the drive for continuous improvement and organisational learning.



Danielle Heffernan
Nursing Director
Quality, Innovation and
Patient Safety Service



Quality, Innovation and Patient Safety Services

The Quality, Innovation and Patient Support Service (QIPSS) is a professional clinical service with expertise in Governance, Audit and Risk Management; Change Management and Sustainability; Patient Experience and Quality Improvement and Innovation. QIPSS utilises the combined knowledge and strengths of our staff, consumers, academic and research partners to optimise the transfer of knowledge into patient safety. QIPSS is committed to excellence in care. Our purpose is to make an impact that matters and our research agenda aligns with it. We are driven to create positive outcomes for our patients and supportive environments for our clinicians.

2018 Research Positions: Coordinators, Fellow, Adjunct and Honorary Positions

Name	Type of Fellowship	Research Program	University (years)
Dr Mia McLanders	Adjunct Lecturer	School of Psychology	The University of Queensland (2018-current)
Dr Tara McCurdie	Honorary Research Fellow	School of Psychology	The University of Queensland (2017-current)

2018 Collaborative Research Activity involving RBWH Research Group / Department

Collaborative Lead Researchers	RBWH Researchers	Research Project Title
Nicole Gavin (Cancer Care Services)	Mia McLanders (QIPSS)	Developing a CVAD Registry

2018 Conference Presentations – Invited Speaker, Oral and Poster

Oral Presentations:

- Fenn, M., De Looze, J., McLanders, M., & Webster, J.** (2018). UP LATE at RBWH Improves Staff Experience. RBWH Healthcare Symposium. September 2018. (Health Services Implementation Research Award)
- Ryan, C., Mitchell, L., Watson, D., James, F., & McLanders, M** (2018). Safety Partnerships in Action: Zero Hospital Acquired Pressure Injuries. RBWH Healthcare Symposium. September 2018. (Complex Health Challenges Research Award).

Poster Presentations:

- Battersby, C., Stewart, P., Shetty, R., Byskov, C., & McLanders, M.** (2018). Inconsistent electrocardiogram automated reporting – a potential barrier to recognising and escalating myocardial infarction. RBWH Healthcare Symposium. September 2018
- McCurdie, T.M., & Santomauro, C.M.,** (2018). Interactive Telepresence for Trauma Sub-Specialist Support (ITTSS). RBWH Healthcare Symposium. September 2018.

Other Communications and Outputs:

Manuscripts under review

De Looze, J., Fenn, M., Naidoo, S., McLanders, M., Baboolal, K., Devlin, L., & Barnett, A. (Under Review) UP LATE at RBWH: a pre-post observational, mixed-methods protocol evaluating a model for after-hours hospital care. BMC Health Services Research.

Mitchell, L., Lake, H., James, F., Suna, J., Lee, T., & McLanders, M. (Under Review) Improving consumer representation in healthcare initiatives: A case study of a consumer-led audit of clinical handover. Australian Health Review.