Australian Health Review

CONTENTS Volume 43, Number 4, 2019

Policy Reflections
Time for structural reform in mental health: who is up for the challenge?
Ian Hickie 361

Models of Care
Emergency department models of care in Queensland: a multisite cross-sectional study
Anthony Bell, Ghasem-Sam Toloo, Julia Crilly, John Burke, Ged Williams, Bridie McCann and Gerry FitzGerald 363
Preventable hospitalisations in regional Queensland: potential for primary health?
Linton R. Harriss, Fintan Thompson, Kenny Lawson, Mary O Loughlin and Robyn McDermott 371

Quality and Safety
Sharing the pain: lessons from missed opportunities for healthcare improvement from patient complaints and litigation in the Australian health system
Benjamin M. Nowotny, Erwin Loh, Katherine Lorenz and Euan M. Wallace 382
Clinical engagement: a new concept or common sense all round?
Stephen Bolsin, Jenny Carter, Aileen Kitson, Donna Walter and Stephen Roberts 392
Infection prevention quality indicators in aged care: ready for a national approach
N. J. Bennett, J. M. Bradford, A. L. Bull and L. J. Worth 396

Health Literacy
Comparison of health literacy in privately insured and public hospital orthopaedic patients
Filip Cosic, Tabitha Porter, Cameron Norsworthy, Rohan Price and Harvinder Bedi 399
Health literacy education for rural health professionals: shifting perspectives
Sarah Finlay, Elizabeth Meggetto, Anske Robinson and Claire Davis 404

Caring for Older Adults
Health status of people who have provided informal care or support to an adult with chronic disease in the last 5 years: results from a population-based cross-sectional survey in South Australia
Tim Lueckett, Meera Agar, Michelle DiGiacomo, Caleb Ferguson, Lawrence Lam and Jane Phillips 408
Diagnosis of dementia in Australia: a narrative review of services and models of care
Natalie Su Quin Ng and Stephanie Alison Ward 415
Assessing concordance between patient preferences in advance care plans and in-hospital care
Nay Myo Oo, Ian A. Scott, Raquel Maggacis and Nalaka Rajakaruna 425
Resuscitation status in psychogeriatric and general medical inpatients aged 65 years and older: a retrospective comparison study
Jo Hill, Adam Gerace, Candice Oster and Shahid Ullah 432

Health Services Research
Analysing aggregate clinical data to support evaluation of the Tackling Indigenous Smoking program, 2014–16
Alyson Wright, Helen Cameron, Yvette Roe and Ray Lovett 441
Review of methods and study designs of evaluations related to clinical pathways
Xing Ju Lee, Robin Blythe, Adnan Ali Khan Choudhury, Toni Simmons, Nicholas Graves and Sanjeeewa Kularatna 448

Scoping review of claimants’ experiences within Australian workers’ compensation systems
Anne-Marie Dean, Mandy Matthewson, Melissa Buultjens and Gregory Murphy 457

Realist evaluation of allied health management in Queensland: what works, in which contexts and why
Sharon Mickan, Jessica Dawber and Julie Hulcombe 466

How do health consumer organisations in Australia manage pharmaceutical industry sponsorship?
A cross-sectional study
Edith Lau, Alice Fabbri and Barbara Mintzes 474

Letter to the Editor
Improving health information to address low health literacy for patients with multimorbidity
Rebecca L. Jessup, Polina Putrik and Alison Beauchamp 481

Corrigendum: Preventable hospitalisations in regional Queensland: potential for primary health?
Linton R. Harriss, Fintan Thompson, Kenny Lawson, Mary O Loughlin and Robyn McDermott 483
AHHA—the voice of public healthcare

The Australian Healthcare and Hospitals Association (AHHA) is the ‘voice of public healthcare’—we have been Australia’s peak body for public and not-for-profit hospitals and healthcare for over 70 years.

Our vision is a healthy Australia, supported by the best possible healthcare system. We want Australians to have equitable access to high quality affordable healthcare when and where they need it.

We build networks, we share ideas, we advocate, and we consult. Our advocacy and thought leadership is backed by high quality research, events and courses, and our publications—a twice-weekly electronic newsletter, Healthcare in Brief, a bi-monthly member magazine The Health Advocate and our peer-reviewed journal Australian Health Review.

AHHA is committed to working with all stakeholders from across the health sector. Talk to us about how we can support your organisation to be a more effective, innovative and sustainable part of the Australian health system.

www.ahha.asn.au
Based on a starting salary of $50,000 and a starting account balance of $50,000, HESTA has delivered $56,437 more than the average retail super fund over the past 15 years.*

Lower fees and higher investment earnings mean more money for your future.

*Past performance is not a reliable indicator of future performance and should never be the sole factor considered when selecting a fund. Comparisons reported by SuperRatings, commissioned by HESTA and using average differences in net benefit of the main balanced options of HESTA and retail funds tracked by SuperRatings, with a 3 (144 funds), 10 (73 funds) and 15 (45 funds) year performance history, taking into account historical earnings and fees – excluding contribution, entry and exit additional adviser fees – of main balanced options. Outcomes vary between individual funds. Modelling as at 30 June 2018. See hesta.com.au/superdollarassumptions for more details about modelling calculations and assumptions. Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL 235249, the Trustee of Health Employees Superannuation Trust Australia (HESTA) ABN 64 971 749 321. This information is of a general nature. It does not take into account your objectives, financial situation or specific needs so you should look at your own financial position and requirements before making a decision. You may wish to consult an adviser when doing this. Before making a decision about HESTA products you should read the relevant Product Disclosure Statement (call 1800 813 327 or visit hesta.com.au/pds) and consider any relevant costs (hesta.com.au/pocket).
Australian Healthcare and Hospitals Association

*Australian Health Review* is the journal of the Australian Healthcare and Hospitals Association (AHHA), Australia’s national peak body for public health care providers.

We are a national voice for public healthcare, advocating our vision for an effective, innovative and sustainable health system where all Australians have equitable access to healthcare of the highest standard when and where they need it. We inform, advocate and influence health debate and policy development by undertaking and promoting research, highlighting evidence-informed practice, and effectively communicating issues and ideas.

Our membership includes state health departments, Local Hospital Networks and public hospitals, community health services, Primary Health Networks and primary healthcare providers, aged care and allied health providers, health-related businesses, universities, individual health professionals and academics. As such, we are uniquely placed to be an independent, national voice for universal high quality healthcare to benefit the whole community.

**Membership**

Membership of AHHA is open to any organisation whose aims or activities are connected with:

- the provision of hospital or healthcare services
- the improvement of healthcare, or
- the supply of goods and services to hospitals or healthcare services

Universities or other educational organisations that offer courses of education and/or research in relevant healthcare related fields and individuals who are practitioners, employees within a relevant health field or students in a relevant field of health-related study are also welcome to join AHHA.

In addition to membership of the AHHA, organisations such as universities and institutes conducting health system research can become members of AHHA through the Deeble Institute for Health Policy Research. Deeble Institute membership confers similar benefits to AHHA membership along with the opportunity to influence and participate in the research activities of the Institute.

For further details on becoming a member of the AHHA including the fees and specific member benefits for each membership type, please visit our website at ahha.asn.au/membership.

**Our contact details**

**Australian Healthcare and Hospitals Association**

PO Box 78
Deakin West ACT 2061

P. 02 6162 0780
F. 02 6162 0779
E. admin@ahha.asn.au
W. ahha.asn.au

facebook.com/AusHealthcare
@AusHealthcare

linkedin.com/company/australian-healthcare-&-hospitals-association

© Australian Healthcare and Hospitals Association 2019

*AHHA’s mission: to conduct research, educate and influence the healthcare system to achieve better health outcomes, improved patient and provider experience, greater equity and sustainability.*