



Faculty of Business and Law Health Services Research and Innovation Group Newsletter

Welcome!

Welcome to the first edition of the Health Services Research and Innovation Group (HSRIG) newsletter. In this edition, we introduce our research programs and some of our leading researchers, highlight achievements and plans for 2016.



Our Research Programs

Health System Design and Reform: Our research in this area investigates the design and reform of health systems. We take a range of different institutional perspectives including the impact of legal, professional and policy frameworks on health services.

Health Services Marketing: This research program applies marketing theory to health services and, for example, seeks to identify those mechanisms that facilitate and inhibit consumers' adoption and utilization of health services.

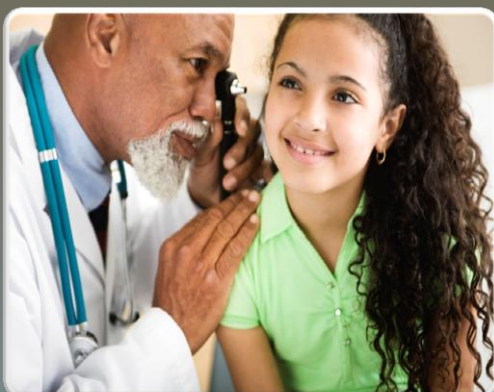
Global Health Services Research: With a particular focus on the mobility of health professionals, we focus on issues of immigration, expatriation and higher education, as well as professional institutions

Professions and Interprofessional Collaboration: Our research in this area seeks to understand how professions can collaborate effectively. This is of particular importance as more than 70% of medical errors are consequent to miscommunication between health professionals.

Healthcare Management and Innovation: A growing focus on innovation has led us to investigate the effective leadership of innovation in healthcare teams.

The [Health Services Research and Innovation Group](http://www.newcastle.edu.au/HSRI) (www.newcastle.edu.au/HSRI) aims to improve the design and management of health services with particular emphasis on interdisciplinary approaches. Within the Faculty of Business and Law this group brings together researchers from Law, Management, Marketing, Economics and HRM, who join with academics from Faculty of Health and Medicine and researchers from the Hunter Medical Research Institute (HMRI) and Hunter New England Local Health District.

Seminar Series



Our first seminar **Contemporary Issues in Health System Management & Innovation: Global Migration and Scope of Practice Reform** was led by celebrated Canadian academic Ivy Lynn Bourgeault, Ph.D., Professor in the Telfer School of Management at the University of Ottawa. You can watch Ivy's presentation through our webpage. Ivy was recently awarded the Canadian Institutes of Health Research Chair in Gender, Work and Health Human Resources and is now working as an international fellow of the HSRIG.

Our June seminar (17th June) will feature Kristina Weeks, MHS, DrPH(c) from Johns Hopkins School of Medicine and the Armstrong Institute for Patient Safety and Quality, and Lisa Angus Director of Health Policy Development at the Office for Health Policy and Research within the Oregon Health Authority. Find more details on our webpage (www.newcastle.edu.au/HSRI) We hope to see you there!

International Knowledge Exchange Network on Health Workforce

Academics from the Health Services Research and Innovation Group (HSRIG), Nola Ries, Rebecca Mitchell and Brendan Boyle have been invited to join the International Knowledge Exchange Network on the Health Workforce (IKENHW). A Canadian initiative, driven by Professor IvY Bourgeault (*Professor of Health Systems and Health Administration at the Telfer School of Management, University of Ottawa*), the network includes policy, academic, professional and health industry organisations from Canada, Australia, New Zealand and the United Kingdom and aims to dramatically accelerate knowledge exchange and implementation of evidence-informed innovations between users of health workforce intelligence and its producers. Membership will allow the Faculty's HSRIG to participate in a global network that includes leading policy actors from OECD Health Division; the World Health Organization Director of HRH & Executive Director, Global Health Workforce Alliance; **Tim Evans**, Senior Director, Global Practice, Health, Nutrition & Population, World Bank; **Mario dal Poz**, Professor Rio de Janeiro State University, Brazil; Editor in Chief of Human Resources for Health; and **Judith Shamian**, International Confederation of Nurses & High Level Commission on Health Employment & Economic Development. The Network is currently seeking funding for \$1.6 million (CAD) to support its global activities.



Fellowship in Health Services Research and Policy

Congratulations to Newcastle Law School Senior Lecturer, Nola Ries, who has been awarded an Australian Fellowship in Health Services Research and Policy. Fellows gain an in-depth understanding of the Australian health care system and current reform issues, meet leading health services researchers and policy analysts, and attend master classes at different locations around Australia. Nola's Fellowship research will focus on legal issues concerning overdiagnosis, overtreatment and the wasteful provision of healthcare.

Research Snapshot

Marketing Mental Health

In high-income countries between 35% and 50% of individuals are not receiving the professional mental health treatment that they need (WHO, 2013). However, the factors that influence whether or not a person seeks out and uses mental health services remains poorly understood (Barrett et al., 2008; Mariu et al., 2012), and thus remains a key challenge in the mental health service sector. Dr Jamie Carlson is leading researchers from services marketing and health management in a novel project that seeks to understand and also encourage consumers to initiate, engage and adopt mental health services. Against this backdrop, this research program seeks to identify those mechanisms that facilitate and inhibit consumers' adoption intentions of mental health services.



HSRIG Awarded Prestigious International Grant

The Society for the Advancement of Management Studies in the UK (SAMS) has awarded HSRIG generous funding to hold a symposium on Managing Healthcare and Leading Healthcare Professionals. An established interdisciplinary team of Associate Professor Rebecca Mitchell (Management), Associate Professor Brendan Boyle (Management), Professor Daniel Nyberg (Management), Associate Professor Tony Smith (Health) and Nola Ries (Law) will lead this event, which will bring together leading and emerging researchers in management and healthcare, and provide clinicians and fellow scholars with an opportunity to engage in the discussion on current research problems as well as emerging concepts related to healthcare professionals. Keep an eye out for details of this symposium on our website!

HSRIG Researcher Wins VC Research Award!

HSRIG researcher, Dr Mariano Heyden, has been awarded the Vice Chancellor's Award for Research and Innovation Excellence in 2015. The prestigious award recognises the significant contribution made by this talented early career researcher which draws together research strands from psychology, sociology and management theory. His multidisciplinary and innovative approach to understanding organisational strategy and management has led to a series of top ranked publications and industry collaborations. Congratulations Mariano!



HSRIG in the *New York Times*

HSRIG Research has appeared in the New York Times, The Conversation and ABC Radio. In this excerpt from the NY Times Op Talk Rebecca Mitchell highlights the unexpected benefits of negative feelings at work.

"Rebecca Mitchell, suggests that when people of different specialties work together in teams, a negative mood can sometimes lead to better work. Bad feelings (her team looked specifically at "distress, irritation, boredom, tension, upset and hostility") can make you "think there's something wrong," Dr. Mitchell told Op-Talk, "and so you tend to look for external information to support your argument, to be much more rigorous about questioning your own presumptions and other people's perspectives, much more reliant on objective data." All of these tendencies can be especially helpful in a work environment "where everybody's agreeing, and everybody's being super-cooperative, and everybody's trying really hard not to rock the boat" — where people "don't want to engage in any sort of conflict or challenge."



Bad feelings aren't helpful in every situation, but a little bit of negativity at work can keep people from agreeing too quickly.



Did you know that HSRIG researchers publish in leading nursing, medical and allied health journals as well as management publications? More than 70% of our leading researchers' publications are in top-tier journals, ranked A or A*.

HSRIG Research Hit Top Journals and Win Best Paper Award

HSRIG Research has been published in some of the best management and healthcare journals! Here are just a few examples:

- In this paper, Rebecca and Brendan show that being in a team with other healthcare professionals increases the expectation and acceptance of different perspectives and ideas. This helps us understand how and when professional diversity can enhance innovation and leads to important advice for healthcare managers *Mitchell RJ, Boyle B, 'Professional diversity, identity salience and team innovation: The moderating role of openmindedness norms', Journal of Organizational Behavior, (2015)* Australian Business Deans Council ranked A*
- Our marketing research was awarded Best Paper at the Academy of Marketing for illuminating some of the reasons why people do, and don't, seek help from mental health services. *Wyllie, J., Carlson, J. and Rosenberger, P. Should I or Shouldn't: Help-Seeking for my Mental Well-being.* Congratulations!
- In this paper, Daniel explores the impact of local policy interpretation on sickness absence decisions and highlights the potential impact on equitable access to employment benefits and appropriate healthcare. *Nyberg D, "You Need to be Healthy to be Ill": Constructing Sickness and Framing the Body in Swedish Healthcare', Organization Studies, ABDC ranked A*.*

HSRIG Researcher Builds Leading International Reputation

Dr Ashish Malik added to his existing research achievements by producing three research books in 2015, one co-authored and two co-edited with esteemed international collaborators. Congratulations on this impressive achievement Ashish! The three books were launched recently by the National Human Resource Development Network in Bengaluru, India. Ashish's work in health services has revealed that healthcare innovations in India can lead to disruptive innovations globally and Ashish is now investigating innovative models of care and service design in India, such as hospital 'chains' delivering high quality affordable maternity care.



Cross-Faculty Collaboration Tackles Critical Rural Health Workforce Issue

Associate Professor Tony Smith (UoN Department of Rural Health) is a lead researcher in the HSRIG health system design and reform program. Tony's research focuses on health workforce issues, with particular interest in the development of new models of care that incorporate interprofessional education and practice – indeed he recently won a prestigious Office for Teaching and Learning Award his project 'Interprofessional Learning Modules: Learning Together to Work Together'. Tony has a strong interest in rural and remote health care and he collaborates with HSRIG researchers in Law and Management to investigate extended scopes of practice in rural and remote locations. Tony has secured funding for an initial exploration of extended scope of practice roles initially in NSW, with plans to roll out the study across Australia.



Interested in learning more about the HSRIG or joining our research group? Please contact us Rebecca.Mitchell@newcastle.edu.au or Brendan.Boyle@newcastle.edu.au or visit the [HSRIG webpage \(www.newcastle.edu.au/HSRI\)](http://www.newcastle.edu.au/HSRI). Or meet our researchers at the Faculty of Business and Law Research Showcase in September!