

Summer 2017



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

Welcome to the Summer 2017 edition of the Health Services Research and Innovation Centre (HSRIC) newsletter. In this edition, we shine a light on some of our research programs and leading researchers. We also share some exciting plans for 2017!

The University of Newcastle Health Services Research and Innovation Centre Newsletter

LEADING RESEARCH WINS GLOBAL BOOK DEAL



Ralf Wilden is a research leader who is passionate about helping organisations deal with change. Using his knowledge of dynamic capabilities, Ralf leads projects on change to help healthcare organizations sense, shape and seize opportunities and improve their strategic performance. In his new book, Ralf focuses on entrepreneurship in the healthcare sector and looks at the cross-disciplinary

efforts that are needed to understand how healthcare professionals and entrepreneurs discover opportunities and develop viable and innovative services. In addition to healthcare, Ralf has worked for multinational organizations in the automotive industry (BMW Group) and has consulted to organisations such as Oxfam, ABC Commercial and Ernst & Young. Ralf works with top international colleagues from Maastricht University and the University of Bologna. *Read more about Ralf and his award-winning PhD student on the last page of this newsletter!*

The [Health Services Research and Innovation Centre](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, Faculty of Science and researchers from the Hunter New England Local Health District.

Seminar Series

We have an exciting seminar series planned for 2017!



A highlight of this year's program is Dr Simon Bishop who is visiting us from Nottingham University (UK). Simon is a lead researcher in the Centre for Health Innovation, Leadership and Learning which partners closely with the UK National Health Service (NHS), particularly in the area of safe hospital discharge and public-private partnerships. Simon will be leading an early career workshop as well as presenting on his research into organizational change in healthcare.

Simon's seminar will be held on May 4th. Find more details on our webpage (www.newcastle.edu.au/HSRI) We hope to see you there!

Spotlight on our Clinician Researchers

Understanding Resistance to Change

Rachael O'Brien is a successful clinician who became intrigued by responses to organizational change. Her interest led her to a PhD with the Health Services Research and Innovation Centre and the start of a new career. Rachael is investigating the introduction of allied health assistants, an important change to the health workforce in Australia and internationally. She is studying the introduction of assistants in the area of speech language pathology to understand why some clinicians welcome this change while others are concerned about the risks. Her research has found that the introduction of assistants can be seen as empowering by some clinicians, because they are able to focus on complex patient-related issues. But other clinicians see assistants as potentially degrading their status and professionalism. Rachael believes that acknowledging this *tension between empowerment and degradation* is important in efforts to lead successful change.



Already published in leading journals, Rachael looks forward to a successful career that allows her to build on both her clinical expertise and research training. If you are interested in undertaking a PhD, please call or email us.

Innovative Model of Care Pilot

Michelle Giles successfully combines her work as a clinician researcher with the demands of a PhD. Her expertise has led to an innovative new model of care pilot aimed at reducing Indwelling Urinary Catheter (IDC) use and Catheter Associated Urinary Tract Infection (CAUTI) in Hunter New England Local Health District (HNELHD). The model of care is a "bundled catheter care" (BCC) intervention which consists of an integrated set of evidence-based practices to assist clinicians in making better informed decisions related to IDC insertion, care and removal practices within the acute care setting.



Michelle's research allows her to apply clinical expertise and advanced research skills to complex healthcare dilemmas.

Law and Health Services

Leading Newcastle Law School academic Nola Ries continues her successful research into how the Law supports (or hinders) innovation in health systems. You can read Nola's most recent publication here: [Innovation in Healthcare, Innovation in Law](#).

Nola holds a Fellowship in Health Services Research and Policy and is a regular contributor to the Conversation.



The Dark Side of Health Services

Professor Daniel Nyberg's research investigates disputes over sickness absence in the Swedish healthcare sector. By studying the interaction between employees, managers, medical doctors and national insurance case workers he finds that, although organizational problems are recognized as influencing the situation, there is always a shift in responsibility for the solution to the employee. Employees are sent a message that they have fallen short of acceptable performance in the organization. Daniel's work is a pioneering exploration of the construction of dominant shared values and assumptions in order to control what employees "think and feel".

Interested in learning more? Join Daniel on May 3rd as he discusses his research. More details on this and other seminars on our [webpage](#).



Research Snapshot

HSRIC Research with Impact



A paper written by Newcastle Business School academic Dr Jamie Carlson (left) and PhD student Jessica Wyllie has been featured as the monthly paper in the Cambridge Service Alliance Newsletter. *A Small scale Analysis of Health Service Stakeholder Networks: Insights from Social Media* illustrates how, by actively scanning their stakeholder networks, not-for-profit organisations can identify opportunities to enhance marketing effectiveness. The **Cambridge Service Alliance** is a unique global alliance between leading businesses and universities that brings together the world's leading firms and academics, all of whom are devoted to delivering today the tools, education and insights needed for the complex service solutions of tomorrow. Members of the Cambridge Service Alliance include BAE Systems, Caterpillar, IBM, Pearson, Zoetis and the University of Cambridge.

HSRIC Researcher Wins Prestigious National Award!

HSRIC researcher, Dr Mariano Heyden (right), has been awarded a Discovery Early Career Researcher Award (DECRA) by the Australian Research Council. Dr Heyden received \$379,000 in DECRA funds to conduct a global analysis of the effectiveness of corporate board diversity quotas. The DECRA is extremely competitive and prestigious! **Congratulations Mariano!**



Researchers Who Make Their Mark

BEST PAPER AWARD

HSRIC researcher, Dr Ashish Malik, won the best paper award along with his co-writers from the Health Services Research and Innovation Centre, Brendan Boyle and Rebecca Mitchell, at the International Forum on Knowledge Asset Dynamics (IFKAD) conference in Dresden, Germany. The paper was titled, "Innovating through contextual ambidexterity: Case study of health care firms in India".

Dr Malik has also launched his book, *Indian Culture and Work Organisations in Transition*, which was co-edited with Dr Vijay Periera. The book focuses on theoretical influences on Indian culture in a business context. **Congratulations Ashish!**



Dr Ashish Malik Receives Best Paper Award



*HSRIC researchers from across the University of Newcastle 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*.*

HAVE YOU THOUGHT ABOUT DOING A PHD?

If you have ever thought about doing a PhD in an area such as healthcare management or health services marketing, we would love to hear from you. We have excellent supervisors who are focused on supporting their students and achieving excellent results. Here are just a few of our supervisors:

[Associate Professor Brendan Boyle](#) is seeking PhD students in the area of human resources and healthcare management – Brendan won a VC's Award for Research Supervision Excellence in recognition of his outstanding supervision (right).

[Dr Jamie Carlson](#) has PhD opportunities in healthcare marketing – his students have achieved best paper awards in prestigious international conferences and have published their work in high profile academic and industry outlets.

[Dr Ashish Malik](#) offers excellent PhD candidates the opportunity to study in the area of healthcare innovation – his global network affords students the opportunity for a truly international research experience.



If you are interested in working with these supervisors, or any of our other leading researchers, please contact [us](#) – we would be happy to discuss opportunities and support.

Rebecca.Mitchell@newcastle.edu.au or visit the [HSRIC webpage](http://www.newcastle.edu.au/HSRI) (www.newcastle.edu.au/HSRI).



Dr Ralf Wilden with Krithika Randhawa

[Dr Ralf Wilden](#), featured on our cover page, has opportunities for potential students in the area of healthcare entrepreneurship. Ralf's extensive links with industry afford his students outstanding opportunities to engage in 'real world' research. Together with one of his current PhD students *Krithika Randhawa* - now Lecturer of Innovation & Entrepreneurship at UTS - he is investigating open innovation; that is, the innovation-related activities that go beyond individual firm boundaries to make use of network partners knowledge and capabilities. This PhD/supervisor collaboration has resulted in a paper in the prestigious *Journal of Product Innovation Management* and a recent award under the 'Best Paper by a Student and Emerging Scholar' category at the World Open Innovation Conference in Barcelona. *Congratulations Ralf and Krithika!*

Cross-Faculty Team Leads Pioneering South African Research

In an innovative collaboration between the University of Newcastle Centre for Resources Health and Safety, and Health Services Research and Innovation Centre and South African Society of Occupational Health Nursing (SASOHN), Professors Mark Rubin (Faculty of Science), Tony O'Brien (Faculty of Health & Medicine), Carol James (Centre for Resources Health and Safety), Rebecca Mitchell and Dr Karen McNeil (Faculty of Business and Law) are combining their skills in an pioneering research program designed to help improve occupational health and safety services in the South African mining industry – watch this space to learn more about this exciting international collaboration.

Interested in learning more about the HSRIC or joining our research centre? Please contact us Rebecca.Mitchell@newcastle.edu.au or Brendan.Boyle@newcastle.edu.au or visit the [HSRIC webpage \(www.newcastle.edu.au/HSRI\)](http://www.newcastle.edu.au/HSRI). Or meet our researchers at the next seminar!

