

CASE STUDY: From Evidence to Impact – Embedding a Culture of Best Practice in an Acute Care Health Facility

Who:



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Location:



Queensland,
Australia

Overview:

Acute care health centres are under increasing pressure to deliver safe, low-variability, cost-effective, patient-centred care. Evidence-based healthcare is central to achieving this vision, but embedding a culture of best practice presents organisational, individual and social challenges. Building research culture and capacity requires resources, contextual relevance, collaboration, self-efficacy and strong leadership support. Novel approaches are needed to close the research–practice gap.

The Queensland Centre for Evidence-Based Nursing and Midwifery: A JBI Centre of Excellence (QCEBNM) has operated within an acute health care setting for more than 20 years. As one of the inaugural JBI Collaboration entities, its staff strive to provide accurate, current evidence to inform clinical decision-making. In a dynamic, reactive environment like healthcare, strong leadership is essential to support and sustain change.

Background:

In 2020 the organisation moved to a state-wide model, creating both challenges and opportunities. With over 11 private and public health facilities providing care across Queensland, staff need access to current research and information to support patients in both regional and metropolitan areas.

'Embedding JBI evidence-based practice resources within our services is one way of providing staff with up-to-date evidence-based information,' says Centre Director, Kate Kynoch. Conducting reviews relevant to health service issues is a priority for the centre.

One example is a 2021 qualitative synthesis on the experiences and needs of families with a relative admitted to an adult intensive care unit. From 20 included studies, four synthesised findings emerged on psychosocial health, proximity, information needs and the ICU environment. Findings were collated into a JBI Review Summary highlighting three evidence-based actions clinical staff could take to support families. A video presenting the main findings in an engaging format was also developed.

Identifying the Gap:

The review process and development of these resources demonstrated to staff how research evidence can be integrated into practice. Short evidence-based practice education sessions held during 2022–2023 showed staff the review, JBI Review Summaries available on JBI Best Practice, and the video. Staff found the video particularly useful, as it presented the key findings in a way that resonated with them.

The resources also served as a template for developing evidence-based clinical policy documents, with recommendations from the best practice sheet and qualitative review integrated into the local family-centred care policy. This was a tangible example of how evidence can drive local policy change.

Demonstrating impact:

QCEBNM's efforts have embedded an evidence-based practice culture across the health service. Staff are now better equipped with tools and resources to deliver high-quality care to patients. The impact is visible through:

- Integration of evidence into local policies and procedures
- Positive staff feedback on evidence-based practice education programs
- Patient feedback about the quality care they receive in facilities

This cycle of review, translation and education has become a powerful strategy for supporting best-practice behaviours in an acute care environment.

Sustainability

The centre's long-standing relationship with JBI is integral to its commitment to evidence-based practice. QCEBNM continues to develop evidence relevant to health priorities and to promote JBI resources within its education programs and workshops. By doing so, it reinforces a culture of best practice and ensures that improvements are maintained and extended across the health service.



Conclusion:

Embedding JBI resources and evidence-based practice into daily clinical care has strengthened research culture, increased staff capability, and improved patient experiences across Queensland's acute care facilities. This case demonstrates that with leadership support, practical resources, and targeted education, evidence can be translated into meaningful change for both staff and patients.

Key takeaways:

- Embedding evidence-based resources within services provides staff with up-to-date, actionable information.
- Visual and practical tools such as videos and JBI Review Summaries resonate with staff and support behaviour change.
- Integrating evidence into local policy shows staff how research findings can directly improve care.
- Long-term collaboration with JBI sustains a culture of best practice and ongoing improvement.



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