

Press release

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Basic information

Name: Dennis Schou Graversen

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Department of: Public Health

Main supervisor: Anette Fischer Pedersen

Title of dissertation: The quality of out-of-hours telephone triage - a study comparing quality of communication, patient safety and efficiency in triage conducted by general practitioners, nurses and physicians

Date for defence: 6 September 2019 at (time of day): 1 p.m.. Place: Samfundsmedicinsk Auditorium (lokale 101), bygning 1262, Aarhus Universitet, Bartholins Allé 4, 8000 Aarhus C

Press release (Danish)

Nyt ph.d.-projekt undersøger kvaliteten af visitationen i telefonen hos lægevagten og Akuttelefonen 1813

I ph.d.-projekt blev et nyt evalueringsredskab (AQTT) udviklet, som vurderer 24 aspekter af kommunikationen og den sundhedsfaglige kvalitet i telefonvisitation. Evalueringsredskabet bruges til at vurdere samtaler, som er foretaget af henholdsvis praktiserende læger, sygeplejersker og læger med forskellige medicinske specialer. Projektet er et samarbejde mellem Aarhus Universitet, Health og Forskningsenheden for Almen Praksis, Aarhus. Projektet er gennemført af Dennis Schou Graversen, der forsvare det fredag d. 6. september 2019.

Forsvaret af ph.d.-projektet er offentligt og finder sted den 6. september 2019 i Samfundsmedicinsk Auditorium (lokale 101), bygning 1262, Aarhus Universitet, Bartholins Allé 4, 8000 Aarhus C. Titlen på projektet er "The quality of out-of-hours telephone triage - a study comparing quality of communication, patient safety and efficiency in triage conducted by general practitioners, nurses and physicians". Yderligere oplysninger: Ph.d.-studerende Dennis Schou Graversen, e-mail: d.graversen@ph.au.dk, tlf. 28260552.

Bedømmelseskomité:

Lektor Viola Bureau, Institut for Folkesundhed & Institut for Statskundskab, Aarhus Universitet (formand)

Professor emeritus Valerie Lattimer, School of Health Sciences, University of East Anglia, Norfolk, Storbritannien

Professor Hilde Philips, University of Antwerpen, Department of General Practice, Wilrijk, Belgien

Press release (English)

New PhD project compares the quality of telephone triage conducted by different triage professionals in Denmark

In the PhD project, an assessment tool (AQTT) has been developed to assess 24 aspects of the communication quality and health-professional quality. The AQTT has been used to assess and compare telephone triage performed by general practitioners, nurses and physicians with various medical specialities. The PhD project has been conducted in a collaboration between Aarhus University, Health and the Research Unit for General Practice, Aarhus. The project was carried out by the Dennis Schou Graversen, who will defend his PhD dissertation on Friday 6 September 2019.

The defence is public and will take place on 6 September 2019 at the Public Health Auditorium (room 101), building 1262, Bartholins Allé 4, Aarhus University, Aarhus, Denmark. The title of the project is "The quality of out-of-hours telephone triage - a study comparing quality of communication, patient safety and efficiency in triage conducted by general practitioners, nurses and physicians". For more information, please contact PhD student Dennis Schou Graversen, email: d.graversen@ph.au.dk, phone +45 28260552.

Assessment committee:

Associate professor Viola Burau, Department of Public Health & Department of Political Science, Aarhus University (chairman)

Professor emeritus Valerie Lattimer, School of Health Sciences, University of East Anglia, Norfolk, United Kingdom

Professor Hilde Philips, University of Antwerpen, Department of General Practice, Wilrijk, Belgium

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