

## Sarah's Publications

### Papers & Articles

1. S.W. Fraser, "A Whole Systems Approach for Waiting Lists", SERO Wait Watchers, May 1999
2. S.W. Fraser, "Spreading of good practice; how to prepare the ground", Health Management, June 2000
3. S.W. Fraser, "The whole picture is in sight", Partnerships in Healthcare Report, Issue 2, June 2000
4. S.W. Fraser, "Spread good practice by stepping in my shoes not treading on my toes", The Systems Thinker, Vol. 11 No. 8, October 2000
5. N. Edwards & S.W. Fraser, "Clinical Networks; a discussion paper", NHS Confederation Discussion Paper May 2001
6. S.W. Fraser, "Adapting to Improvement", Health Management, June 2001
7. S.W. Fraser, Dr T. Wilson, Dr K. Burch, "A Picture really is worth a thousand words", Clinical Governance Bulletin, June 2001, Vol. 2 No. 2
8. S.W. Fraser & N. Edwards, "Breaking down the barriers", Health Management, August 2001
9. S.W. Fraser & N. Edwards, "Managing networks and measuring success", Health Management, September 2001
10. S.W. Fraser & P. Greenhalgh, "Coping with complexity; educating for capability" BMJ:323 799-803 6th October 2001 (also translated into Russian)
11. S.W. Fraser, "Understanding how communication can support the spread of good practice", Clinical Governance Bulletin Oct 2001
12. S.W. Fraser & Dr T. Wilson, "Understanding the system", Health Management, February 2002
13. S.W. Fraser & Dr T. Wilson, "Understanding the system- Part 2", Health Management, March 2002
14. S.W. Fraser, Dr K. Burch, Dr M. Knightly, M. Osborne, Dr T. Wilson, "Using collaborative improvement in a single organisation: improving anticoagulant care" , International Journal for Healthcare Quality Assurance, Vol 15, No's 4&5, 2002
15. D E Haun, A Leach, R Vivero, S W Fraser, "Houston we have a problem", Joint Commission Journal on Quality Improvement, Aug 2002
16. S.W. Fraser, "Tips for assessing how good practice spreads", Clinical Governance Bulletin, May 2002 Vol 3. No.1
17. S. W. Fraser, "Three's a crowd", Health Service Journal, 27 June 2002
18. S. W. Fraser & P. Plsek, "Translating evidence into practice: can it be done through the process of spread?" Education in Primary Care, May 2003
19. S.W. Fraser, "Reporting adverse events and near misses is not enough; supportive strategies and organisational leadership are required to develop the patient safety culture", Clinical Governance Bulletin, Jan-Feb 2003
20. S. W. Fraser, "Project Story boards: catalyst for collaborative improvement", International Journal of Health Care Quality Assurance, Vol 16: No 6 & 7 2003 pp 300 - 305
21. S. W. Fraser, "Making your knowledge pay", UK Excellence, Dec 2003 / Jan 2004 p 33
22. T Greenhalgh, P Plsek, T Wilson, S Fraser, T Holt, "Response to the appropriation of complexity theory in healthcare", Journal of Health Services Research, Vol 15 No.2, 2010: 115-117

### Books & Chapters

1. S.W. Fraser, "Presenting at Workshops; Guidelines for Collaborative Programmes" September 2001 ISBN 0-9541360-0-4
2. S.W. Fraser, "Method Matters; choosing which learning activity to use when" October 2001 ISBN 0-9541360-1-2
3. S.W. Fraser, "Accelerating the spread of better practice; a workbook for healthcare", Kingsham Press, 2002, ISBN 1-904235-02-6
4. S. W. Fraser, "Rolling out your project; 35 tools for healthcare improvers", Kingsham Press, 2002 ISBN 1-904235-08-5
5. S. W. Fraser, "The patient's journey; mapping, analysing and improving healthcare processes", Kingsham Press, 2002 ISBN 1-904235-09-3
6. S.W. Fraser (lead author); Chapter in "Idealised Design of Office Practices; Fieldguide" on "Supporting the Spread of Good Practice", Institute of Healthcare Improvement, May 2001
7. S.W. Fraser, "Techniques for spreading good practice" - web based training module; Institute of Healthcare Improvement & Case Western Reserve University, USA (publication on web due 2003)
8. NHS Modernisation Agency, "The improvement leader's guide to spread and sustainability"
9. S. W. Fraser, M. Connor, D. Yarrow (Eds) "Thriving in unpredictable times; an introduction to agility in healthcare ", Kingsham Press, May 2003 ISBN 1-904235-10-7
10. S. W. Fraser, "Understanding measurement and improvement through personal learning; a guide to carrying out a personal improvement project", April 2002 ISBN 0-9541360-2-0
11. NHS Modernisation Agency: S. W. Fraser (Ed) "The improvement leader's guide to whole systems working".
12. Sarah W. Fraser "Leadership principles and reflections for unraveling the stranglehold of organisational boundaries: challenges for health services" - chapter in M. Lee (Ed) HRD (Human Resource Development) in a Complex World, Routledge, London, 2003

13. S. W. Fraser, "10 Techniques for helping individuals do better", Kingsham Press, May 2003 ISBN 10904235-36-0
14. S.W. Fraser, "Coping with Calamities", Kingsham Press, 2004
15. S.W. Fraser, T. Wilson, I.M. Rubin, "Caring Matters; Everyday Tales of Healing Organisations", Kingsham Press, 2004
16. L. Hamby, L. Day & S.W. Fraser, "Complex Adaptive Systems: interesting theory or useful practice? The Piedmont Hospital Bed Control Experiment" in Complexity and Healthcare Organization; A View from the Street, Radcliffe Medical Press, 2004
17. S. W. Fraser, Undressing the Elephant; Why good practice doesn't spread. Lulu, 2006
18. S. W. Fraser, "Accelerating the adoption of better practice", Lulu, 2010 (Print and ebook)

### **Internal Working Papers/Publications**

1. S.W. Fraser, "A Training & development Programme to underpin Change", March 1999
2. S.W. Fraser, "Developing a Whole Systems Approach", March 1999
3. Mr G.A.G. Mogg & S.W. Fraser, "Implementing Patient-Orientated Fast-track Colorectal Services", April 1999
4. Mr G.A.G. Mogg & S.W. Fraser, "Rapid Redesign; Implementing Radical Changes Quickly", April 1999
5. S.W. Fraser, "Leadership Capabilities for Collaborative Improvement Projects", April 1999
6. S.W. Fraser, "The Value of Best Practice", April 1999
7. Dr S.J. Williams, S.W. Fraser, J. Tebbutt, B. Williams, "Implementing Patient-Centred Lung Cancer Investigations", May 1999
8. S.W. Fraser, "Beyond Turf or Territory; Leadership Principles for unraveling the stranglehold of boundaries", January 2000
9. S.W. Fraser, "Developing Learning Networks to enhance Collaboration", March 2000
10. S. W. Fraser & Dr K. Burch, "Improving anticoagulant care in general practice; collaborative improvement project summary", June 2000 (ISBN 0-9538686-0-5)
11. S.W. Fraser, "Spreading good practice by stepping in my shoes not treading on my toes", August 2000
12. S.W. Fraser, "Assessing the progress of spread", Improvement Bulletin, April 2001
13. S.W. Fraser, "When spread slows down", Improvement Bulletin, May 2001
14. S.W. Fraser, "Identifying Opinion leaders", Improvement Bulletin, June 2001
15. S.W. Fraser, "Effective Conference Calls", Personal Effectiveness Bulletin, September 2002

### **Published Contributions/Reviews/Letters**

1. In Health Service Journal 22nd June 2000 (Letters), NHS cannot live by methodology alone if it is to meet the latest change challenges'
2. In Health Service Journal 30th March 2000 (Letters), 'A flexible approach is key to moving on' (response to NHS Beacon Programme criticism)
3. In 'Shoptalk' on the topic of "Diffusing New Knowledge", Leverage, Pegasus Communications USA, May 2000
4. in Office for Public Management, Cabinet Office Research Project, The Effectiveness of Different Mechanisms for Spreading Best Practice, Ewan King & Sue Ollerearnshaw, April 2000
5. in NHS Beacon Report - Mental Health; Foreword, January 2002
6. in Health Service Journal 28th March 2002 (Letters) "Special causes responsible for waiting-list dips" (response to Wait watcher 7th March 2002)
7. In British Medical Journal with Dr D. T. Wilson "Making many small changes can result in quality improvement" 2002;324:1159
8. In Health Service Journal 8 July 2004 (Letters) with I.M. Rubin, "Behavioural Strategy"
9. In British Medical Journal 17th July with Dr I.M. Rubin, "Review of instruments for peer review of physicians... and our impact on one another is important" 2004;329:171
10. In British Medical Journal December 2009 "Gross and net are not the same" Free download here: [www.bmj.com](http://www.bmj.com)