



Have ideas? We're Listening.

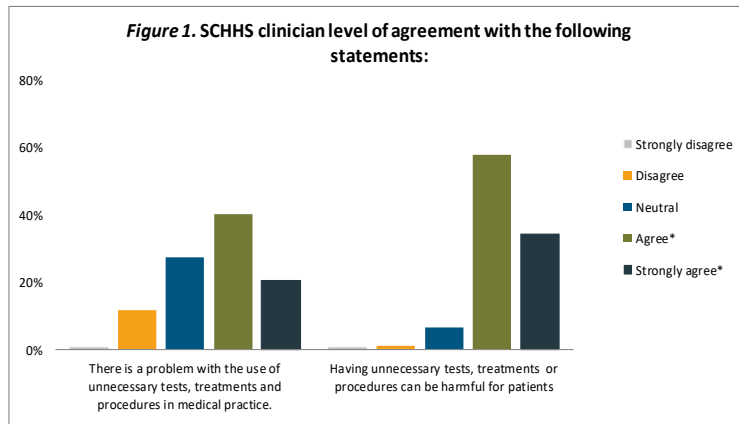
Engaging our consumers, health professionals and community partners
to choose wisely.

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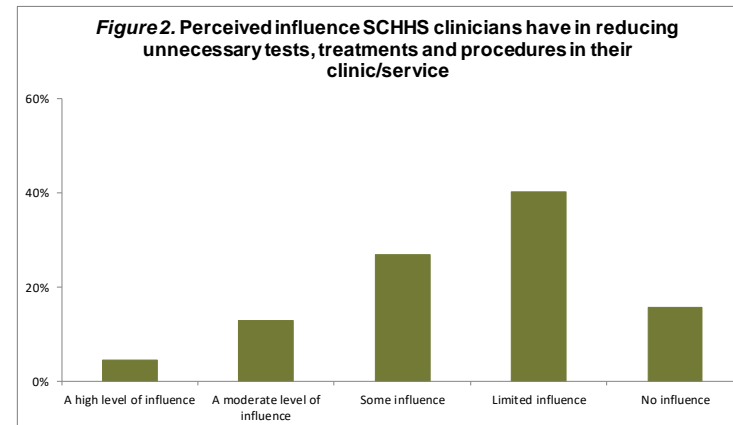
The start of the SCHHS Choosing Wisely journey

- The Sunshine Coast Hospital and Health Service (SCHHS) has proudly been a Choosing Wisely® champion health service since 2018. This means we are committed to helping patients and health professionals to make decisions together, improving care and reducing treatment that may be of limited overall benefit.
- As an initial step, the SCHHS undertook a clinician perceptions survey and consumer perceptions survey.

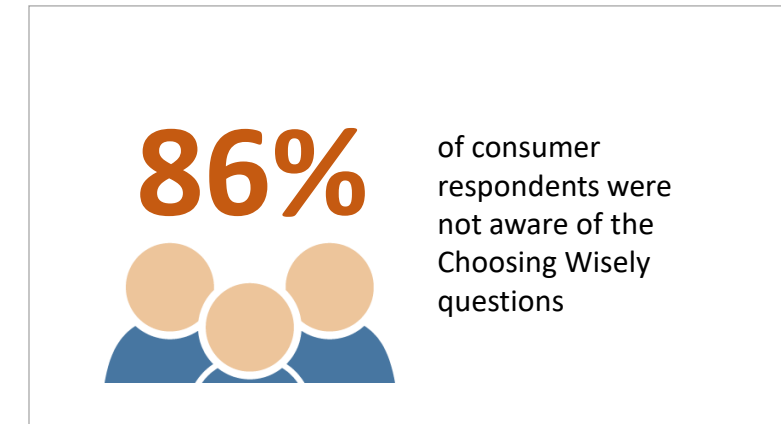
What did we find?



- 60.4% of clinician respondents agreed or strongly agreed there is a problem with the use of unnecessary tests, treatment and procedures
- 91.7% of clinician respondents agreed or strongly agreed that having tests, treatments and procedures can be harmful to patients



- 55.9% of clinician respondents indicated they have limited or no influence in reducing the use of unnecessary tests, treatments and procedures



Top three barriers to asking questions:

1. Trust in doctors' judgement
2. Not believing the questions relate to their condition
3. Short appointment time

Action

- In response to these findings, the SCHHS established a Choosing Wisely Faculty to guide the initiative.
- It is recognised that a hospital encounter represents just one element of a patient journey and to achieve sustainable benefits for our consumers and community, it is important that we work with our partners across the care continuum.
- The Faculty currently comprises:
 - 5 consumers who participated from the initial meeting to ensure a truly co-designed approach
 - Health professionals from across disciplines, services and facilities
 - Healthcare partners
 - PHN
 - Medical schools
 - Key enablers
 - Executive Sponsor, Health Service Chief Executive
 - Medical Lead
 - Project coordination
 - Communications & Corporate Affairs



Impact - Consumers

- Informing the focus and discussing regarding what is important to our consumers in Choosing Wisely
- Tailoring the Choosing Wisely questions to ensure relevance and meaning to *our* consumers and community



Got Questions? We're listening.

Choosing Wisely helps our patients and health professionals talk to each other about tests, treatments and procedures.

What questions might your patients have?
What are the benefits? What are the risks?
What are the alternatives? What if I do nothing?



Impact – Health professionals

- It was an intentional decision to invite engaged health professionals, those who believed they could influence change¹. In line with change management theory, it was proposed that a smaller group of passionate staff would create the momentum required to engage others and ultimately achieve more sustainable outcomes.
- In terms of impact, the SCHHS has experienced a rapidly growing Faculty as health professionals recognise Choosing Wisely as an avenue to undertake consumer-focused and high value care improvements with organisational support

Impact – Partners

- Active collaboration with the PHN to identify opportunities across the care continuum
- Exploratory discussions with clinical schools to enable student participation in Choosing Wisely improvement projects and starting the conversation amongst early career health professionals



1. Kotter, J.P. (1995). *Leading change*. Boston: Harvard Business School Press

Sunshine Coast Hospital and Health Service

Proud to be a Choosing Wisely Champion Health Service



Sunshine Coast
Hospital and Health Service

Exceptional people. Exceptional healthcare.



Choosing Wisely
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An initiative of NPS MedicineWise



Queensland
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