

NORTHERN HEALTH CONSUMER AWARENESS  
PROJECT  
IMPROVING CONFIDENCE FOR CONSUMERS IN  
USING NPS MEDICINEWISE '5 QUESTIONS'

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# 5 SORU

HERHANGI BİR TEST, TEDAVİ VEYA ÖNCE DOKTORUNUZA VEYA SAĞI SAGLAYAN KIŞIYE SORMANIZ GEREKİR.

# 5 QUESTIONS

TO ASK YOUR DOCTOR OR OTHER HEALTH CARE PROVIDER BEFORE YOU GET ANY TEST, TREATMENT OR PROCEDURE

Some tests, treatments and procedures provide little benefit. And in some cases, they may even cause harm.

Use the 5 questions to make sure you end up with the right amount of care — not too much and not too little.

1

## DO I REALLY NEED THIS TEST, TREATMENT OR PROCEDURE?

Tests may help you and your doctor or other health care provider determine the problem. Treatments, such as medicines, and procedures may help to treat it.

2

## WHAT ARE THE RISKS?

Will there be side effects to the test or treatment? What are the chances of getting results that aren't accurate? Could that lead to more testing, additional treatments or another procedure?

3

## ARE THERE SIMPLER, SAFER OPTIONS?

Ask if there are alternative options to treatment that could work. Lifestyle changes, such as eating healthier foods or exercising more, can be safe and effective options.

4

## WHAT HAPPENS IF I DON'T DO ANYTHING?

Ask if your condition might get worse — or better — if you don't have the test, treatment or procedure right away.

5

## WHAT ARE THE COSTS?

Costs can be financial, emotional or a cost of your time. Where there is a cost to the community, is the cost reasonable or is there a cheaper alternative?

For more information visit [choosingwisely.org.au](http://choosingwisely.org.au)

Join the conversation @ChooseWiselyAU

Adapted from material developed by Consumer Reports. Choosing Wisely Australia® is an initiative enabling clinicians, consumers and healthcare stakeholders to start important conversations about unnecessary tests, treatments and procedures. With a focus on high quality care, Choosing Wisely Australia is led by Australia's medical colleges, societies and associations, and facilitated by NPS MedicineWise.

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# 5 سوال

که می‌توانید قبل از هر آزمایش، مداوا، عمل یا دکتر یا دیگر ارائه دهنده های مراقبت‌های پزشکی برخی آزمایشات، مداوا، عمل و اقدامات پزشکی فایده کم برای اطمینان از دریافت مراقبت پزشکی مناسب، که نه:

آیا واقعاً نیاز به این آزمایش، مداوا، عمل یا اقدام پزشکی دارم؟  
تشخیص مشکل کمک کنند. اقدامات پزشکی، می‌تواند به

خطرات کمند؟  
آیا آزمایشات با مداوا، جراحی، گویه‌های نادرست وجود دارد؟ بیشتر، مداوای اضافی، عمل

آیا گزینه های ساده تر یا بی خطرتر وجود دارند؟  
می‌تواند، جویا شوید که آیا کار باشد، وجود دارند یا نه، غذاهای سالمتر یا ورزش مؤثر باشند.

اگر هیچ اقدامی نکنم چه میشود؟  
بپرسید که اگر آزمایش، مداوا، آیا ممکن است روی بدن

چه هزینه هایی در بر دارد؟  
هزینه ها می‌تواند مالی، روحی، که جامعه یا نوقت منجمد است یا جایگزین ارزاتری

برگرفته از مطلب فراموش شده توسط گزارش مصرف کنندگان (Consumer Reports) (2016)  
Choosing Wisely Australia® (پروژهک روایت) امر از این اقدامات که به نظر مصرف کنندگان و دست اندازان بهداشت و درمان از نظر اعتبار بخاطر همین ارزیابی از زمان فعالیت پزشکی این سرویس روایت شروع شد. Choosing Wisely Australia® (پروژهک روایت) هدف از این اقدامات با تمرکز بر روی مراقبت پزشکی، کیفیت، و اثربخشی و ایمنی است. NPS MedicineWise (NPS) این طرح را تسهیل و ترویج می‌دهد.  
اینده از روایت را تا حد امکان برای همه در دسترس می‌باشد. این اطلاعات نباید به عنوان توصیه پزشکی یا مشاوره استفاده شود. این اطلاعات نباید به عنوان توصیه پزشکی یا مشاوره استفاده شود. این اطلاعات نباید به عنوان توصیه پزشکی یا مشاوره استفاده شود.  
مطابق با قوانین ایالت و فدرال، این اطلاعات نباید به عنوان توصیه پزشکی یا مشاوره استفاده شود. این اطلاعات نباید به عنوان توصیه پزشکی یا مشاوره استفاده شود. این اطلاعات نباید به عنوان توصیه پزشکی یا مشاوره استفاده شود.

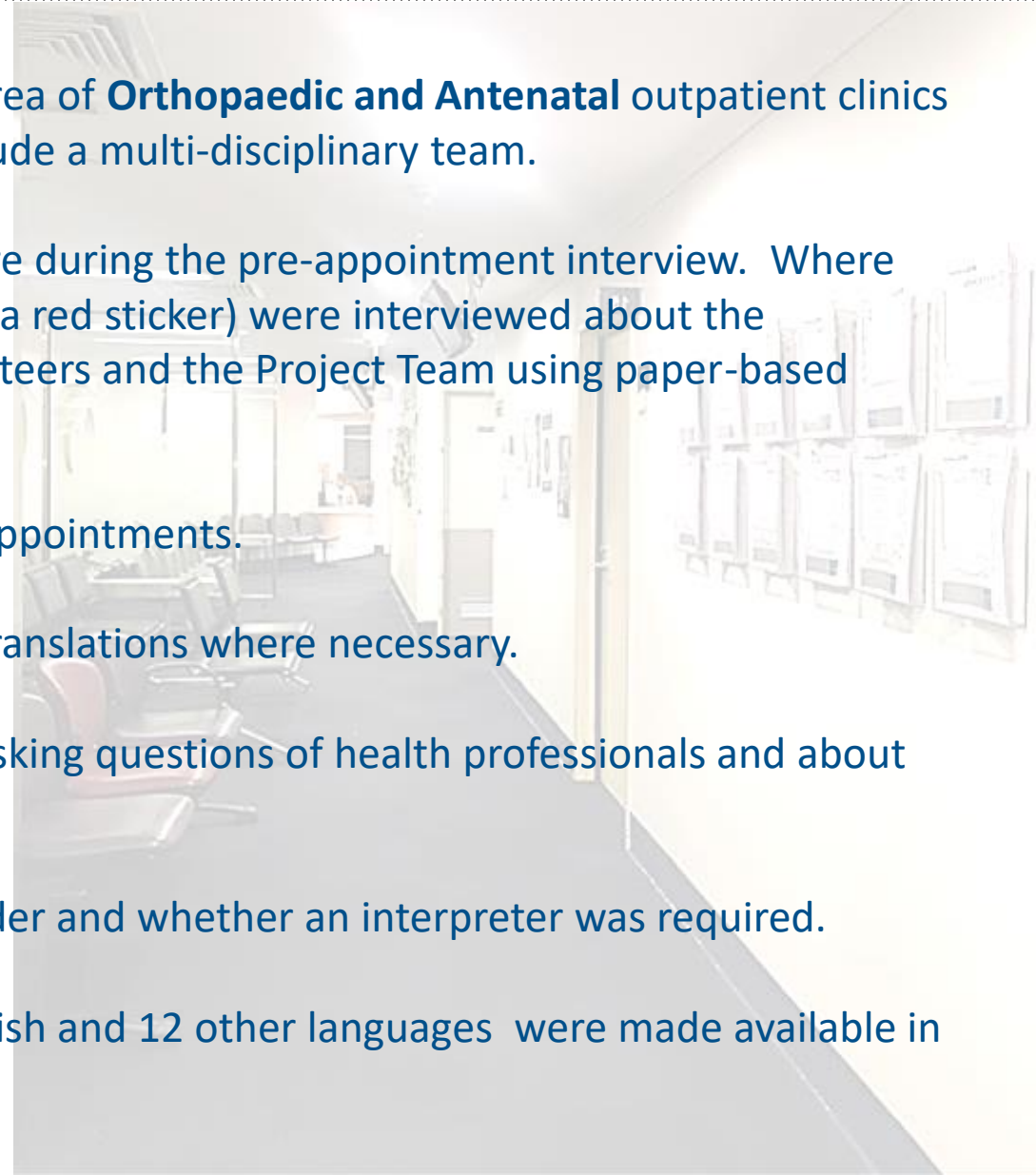
# INTRODUCTION & OBJECTIVES

The Choosing Wisely Australia program promotes frank conversations between patients and clinicians and empowers patients to ask questions about tests, treatments and procedures.

Through our Consumer Awareness Project, Northern Health set out to promote awareness of Choosing Wisely and determine whether the use of NPS MedicineWise '5 Questions' improved consumer confidence to ask their health provider questions about their healthcare.

# MATERIALS & METHOD

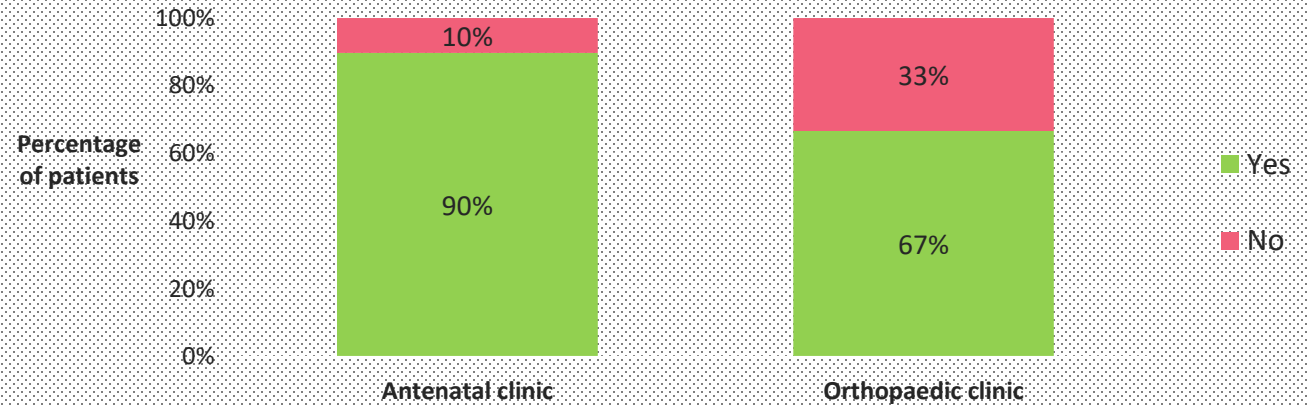
- Patients were surveyed pre and post appointment in the waiting area of **Orthopaedic and Antenatal** outpatient clinics during the months of **January and February 2019**. Both clinics include a multi-disciplinary team.
- Consumers were provided with a copy of the '*5 Questions*' brochure during the pre-appointment interview. Where possible, after their appointment, the same patients (identified by a red sticker) were interviewed about the effectiveness of the brochure. Interviews were conducted by volunteers and the Project Team using paper-based surveys and/or on iPads.
- Also, brochures were sent out to consumers via mail before their appointments.
- Interpreters were available and relatives and friends helped with translations where necessary.
- Interview questions gauged whether consumers felt confident in asking questions of health professionals and about the value of the NPS MedicineWise '*5 Questions*' resource.
- Consumer demographics were collected, including age group, gender and whether an interpreter was required.
- Wall displays containing the NPS Medicinewise 5 Questions in English and 12 other languages were made available in the waiting room for each clinic.



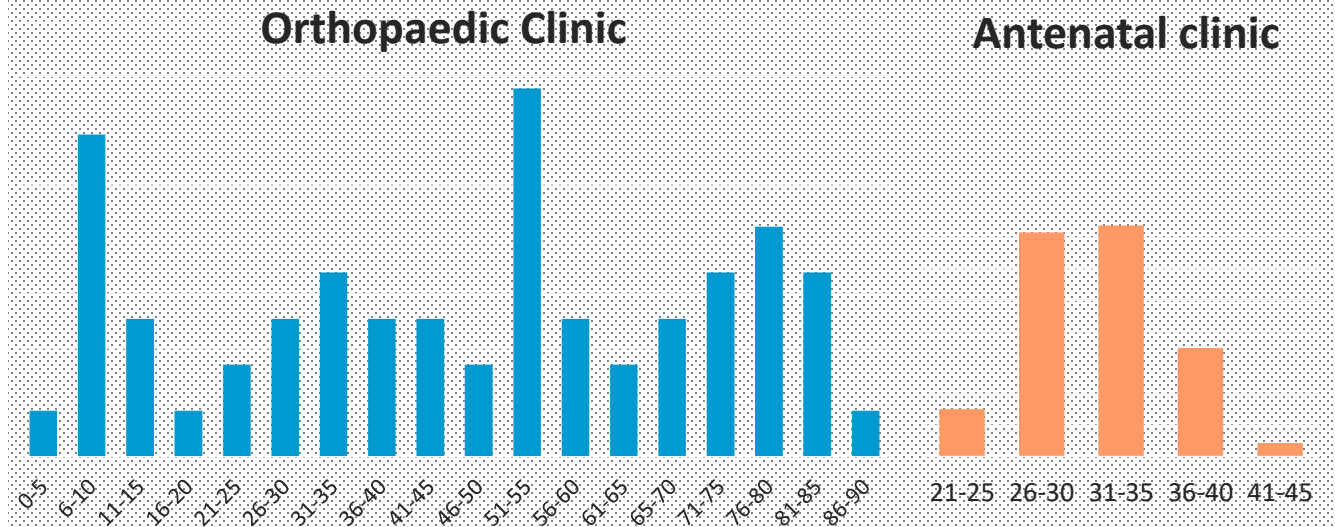
# RESULTS

- **242 people were surveyed**; Antenatal (138) and Orthopaedic (104): 86% of respondents were patients and the remainder were family, friend or Medical Treatment Decision Maker for the patient.
- The pre-appointment questions identified that **majority of patients already felt confident** to ask their health care professional questions (93%).
- 90% of patients in Antenatal clinic reported the brochure made them feel **more confident** to ask questions. Whilst only 66% felt this way from Orthopaedic clinic.
- Patient demographics captured an **equal percentage** of men (49%) and female (51%) in orthopaedic clinic and captured **all appropriate age groups**.

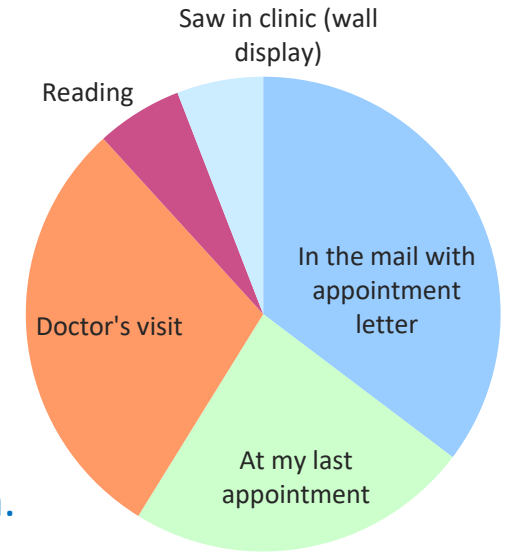
**Did the 5 Questions brochure help you feel more confident to ask your doctor or other health professional questions about any test, treatment or procedure?**



## Age of Consumer

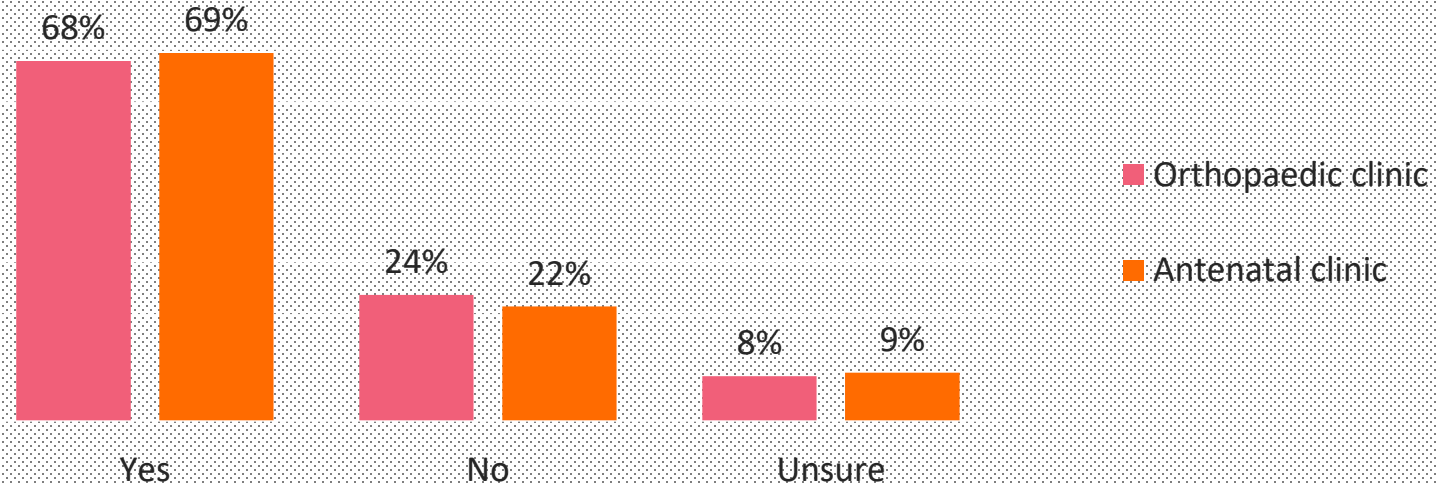


# RESULTS continued



- **Only 11%** had seen the '5 Questions' brochure before the survey, indicating the method of sending brochure with appointment letters via mail was not helpful.
- Several reasons were identified as to why the resource did not help, with **no predominant reason**.
- 69% (from both clinics) reported that the brochure **would help them in future appointments**.

## Would the '5 questions' help you at your next appointment?



# CONCLUSION

- The NPS MedicineWise '5 Questions' is a **helpful resource for consumers** to improve their confidence level to ask their health provider questions. Patients from **both clinics responded similarly** when asked whether the resource would be helpful for future appointments.
- **Responses varied** between clinics when asked if the resource boosted confidence level.
- It was noted by several consumers that the brochure would have been of more use during the first appointment. Many of the patients interviewed were attending follow-up appointments.
- Also, the brochure may be more helpful in some clinics more than others depending on services and patient populations. This could be explored further in a subsequent project.

**Limitation:** while the '5 Questions' brochures were sent out via mail to patients whose appointments were scheduled on the days surveys were conducted, it is unclear how many appointments were rescheduled. It is likely consumers who did not receive the brochure attended clinic on survey days due to rescheduling.

**Limitation:** patient responses may have been subject to bias as patients may have felt the need to answer questions to please the surveyors due to affiliation with Northern Health.

**Variable:** the interviewing style and wording of questions varied between surveyors including project team and volunteers. This could have influenced answers from consumers.