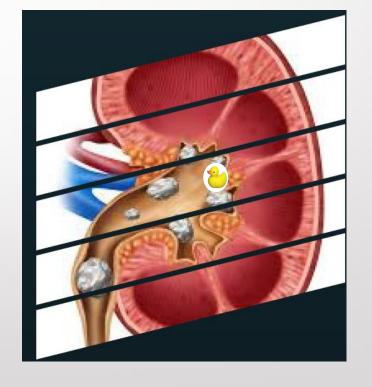


## Nudging behaviour change to reduce patient radiation from unnecessary renal colic CTU

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# Why is a kidney stone like a duck?

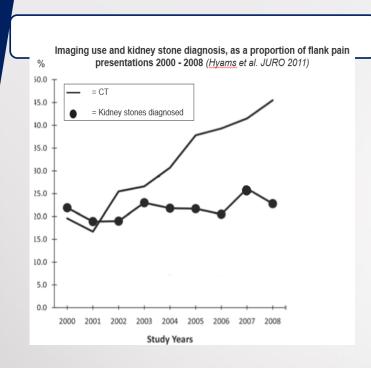








## The issue identified

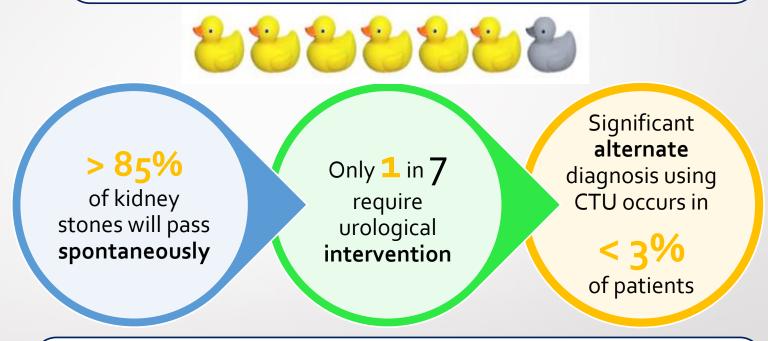


**1** CTU is the equivalent radiation to:



- 5 millisieverts
- > 100 PA Chest Xrays
- 2.5 years of background radiation
- > 700 hours of flying

Despite a 10 fold increase in computed tomography urography (CTU) for suspected renal colic patients, there has been no corresponding increase in patients diagnosed with urolithiasis nor requiring urological intervention.



While ionising radiation levels from CTU are considered relatively low in isolation, it is the contribution to cumulative radiation that has become a patient safety concern. Many renal colic patients are young and their future radiation exposure is not known.







## The implementation



- Evidence review
- Current state analysis
- Partnered with interested champions
- Identified key evaluation metrics
- Analysed staff perceptions on over testing and treatment in practice

- Embed project within strategic reporting
- Interdepartmental collaboration
- Identified clinical assessment factors or 'red flags' to support CTU decision making
- Developed new clinical guideline

- Performed 'Nudge' marketing campaign to support practice change including:
- Phased poster release
- Locally deployed mascots as visual queues and linkage to new guideline
- Utilised existing communication channels

- Formal Registrar education
- Information sessions and meetings for senior physicians and imaging staff
- Developed a doctor infographic with key facts for shared decision making
- Engaged consumers through a phone survey
- Identified key shared decision making improvement opportunities
   Co-developed
- Co-developed
  Renal Colic
  patient
  information flyer
- Released consumer tested and endorsed flyer

- Monthly monitoring and feedback
- Regular Clinical Governance and Board Quality reporting
- Agile PDSA implementation to refine behaviour change strategy as required
- Designed system supports based on clinical 'red flags' for future EMR inclusion
- Engaged senior leadership to include metrics in quality improvement reporting
- Enlisted
   additional front
   line local
   champions







## Key strategies

### **Visual Aides**



#### Do I need a scan?

In most cases, no.

The kidney stone will usually pass by itself and having a scan (a computed tomography scan or CT) does not change this.

A CT scan uses a low level of ionizing radiation. Although the radiation for each scan is low, it is best not to have too many scans in a short period of time. We do not know what future scans you may need and for your safety we do not want to expose you to unnecessary radiation if it is unlikely to change your care.

If you have ongoing pain, or the diagnosis is unclear, you may need to have a CT scan at some stage.

Your health is important to us. Please ask the doctor to explain anything you do not understand.

#### Home care

Once you go home it is important to:

- Avoid dehydration: drink enough water to make your urine light yellow.
- . Use the medicine prescribed to treat any pain.

#### Routine check up

When the symptoms stop or improve, it is still recommended to make a follow up appointment with your local doctor (GP) so they can monitor your ongoing health.

#### For an interpreter



Call 131 450

adiation

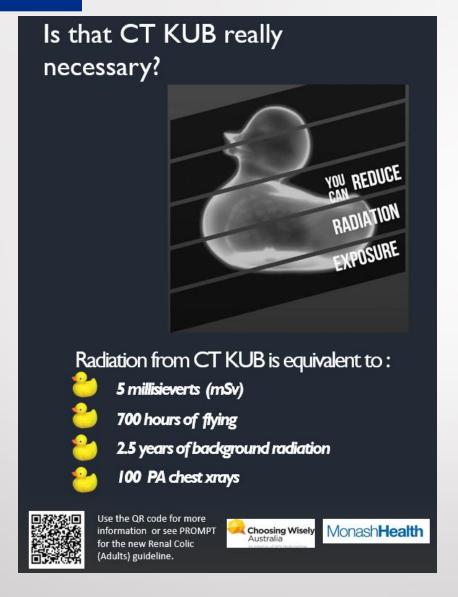
Please turn over for more information.



BETTER CARE



## Nudging change



## "Don't scan the duck! Coming soon to an ED near you"

A 'nudge' approach was taken to extend the behaviour change reach.

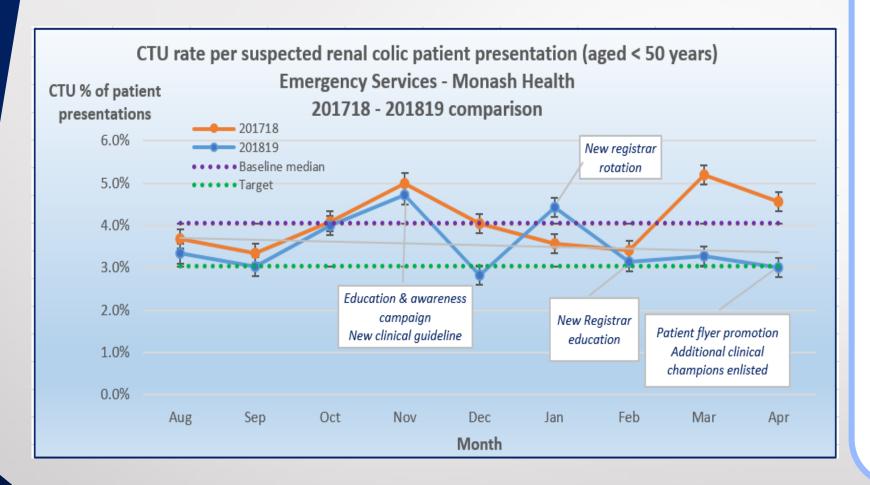
To reduce the dependency on accessing all staff for formal education, various visual tools were used to aide message delivery.

A marketing campaign was the primary 'nudge'. This was designed to initially pique interest and curiosity using unexpected visual aides and gradually build on the information provided with the same imagery.





## Results



- Pre-intervention 201718 baseline; 4.0% CTU rate
- Post-intervention median; 3.1% CTU rate
- Average reduction of 13 CTU / month Extrapolated annual benefit:
  - 780 millisieverts less unnecessary patient radiation
  - Approximately \$71,000 in apportioned direct patient costs
- No significant change noted with balancing measures – urology referral rate, or patient re-presentation within 1 month







