

# Queensland Clinical Senate

Clinician leadership. Consumer collaboration. Better care.

## Maximising benefits of care

August 2019

### Recommendations

The Queensland Clinical Senate believes there is an individual and collective responsibility of all those in the health system, including consumers, to identify and reduce any care provided to patients that is of low benefit. At its [August 2019 meeting](#) the Senate identified the following key recommendations:



#### 1. Statewide Priorities

While there are many procedures and interventions that may provide little or no benefit to patients, attendees at the August 2019 Senate meeting identified the following as key priorities for Queensland Health in collaboration with consumers to collectively pursue:

- a. Improving the **quality use of medicines** to optimize care in frail and older patients
- b. Improving end of **life planning** and care in end-stage disease
- c. Reducing unnecessary **daily blood testing**.

Crucially, the following will underpin all statewide priorities:

- Educating and **empowering consumers** and their healthcare providers to discuss what care is needed, and identifying which interventions are helpful and which are not

- » Use of evidence-based approaches such as public statements of intent to **demonstrate an organisational commitment** to interventions which reduce low benefit care, including promotion of the Choosing Wisely “5 Questions” approach (refer to Appendix 3 for more detail), and
- Updating clinical **decision support tools** (such as HealthPathways and Smart Referrals) to guide and promote evidence-based practice by explicitly stating the benefit to patients of different management options
- Developing appropriate metrics to evaluate impact of any interventions for reducing low benefit care.



#### 2. Improve data quality

Improve data quality across the following aspects to ensure meaningful information is provided to clinicians:

- a. Collection
- b. Analysis
- c. Interpretation
- d. Availability.



### 3. Become a Choosing Wisely hospital and health service

Encourage healthcare organisations across Queensland to become **Choosing Wisely Australia** 'Champion Health Services' or familiarise themselves with the relevant tools

- a. <http://www.choosingwisely.org.au/members/champion-health-services>
- b. Link with existing Queensland Health Choosing Wisely Australia Champion organisations:

1. Gold Coast Hospital and Health Service
2. Mackay Hospital and Health Service
3. Metro South Hospital and Health Service
4. Royal Brisbane and Women's Hospital
5. Sunshine Coast Hospital and Health Service
6. Wide Bay Hospital and Health Service.



### 4. Establish, support and promote clinical and consumer champions

Establish, support and promote **clinical and consumer champions** to lead and assist in the reduction of low benefit care locally.



### 5. Endorse and empower health consumers

Endorse and **empower health consumers**, and health consumer groups (such as Hospital and Health Service Consumer Advisory Groups) to help drive the reduction of low benefit care.



### 6. Grow local knowledge and expertise about change management

Grow local knowledge and expertise about **change management** with regard to adopting innovation and efficiency by identifying:

- a. existing expertise in Queensland Health
- b. characteristics for successful sustained change
- c. methods for widespread adoption of change



### 7. Strengthen connections

Strengthen connections with **primary care services** around referrals into the acute system and **reducing preventable hospital presentations and admissions**.



### 8. Reduce instances of low benefit care

Encourage or **incentivise facilities/hospital departments** to identify and reduce instances of low benefit care by ensuring any savings realised through the reduction of low benefit care is reinvested in high benefit care.

For more information please see the [Maximising benefits of care report](#)