

**AUSTRALIAN INSTITUTE
OF HEALTH INNOVATION**

*Faculty of Medicine and
Health Sciences*



**MACQUARIE
University**

Appropriate care

THE RIGHT HEALTHCARE AT THE RIGHT TIME



‘Appropriate care’ is healthcare in line with best practice based on the latest medical evidence. AIHI’s CareTrack projects are helping deliver better quality care to more patients.

AIHI's CareTrack projects

Delivering evidence-based care at the right time is critical to ensuring the best possible outcomes for patients. Yet, the AIHI’s landmark [CareTrack Australia](#) study revealed Australians receive ‘appropriate’ health care in only 57% of consultations. This first national snapshot of clinical care in Australia was only the second such study worldwide. First published in the *Medical Journal of Australia (MJA)* in 2012, and widely cited and discussed since, CareTrack Australia provides a road map for more efficient and cost-effective care delivery. By establishing crucial baseline data, it has also laid the foundation for internationally-significant ongoing research. This includes the development of succinct, accessible electronic care guidelines and the AIHI’s major follow on study of appropriateness of care provided to children, [CareTrack Kids](#).

US research indicates some 20-30% of today’s care delivers no benefits, the equivalent of up to \$45 billion of wastage in Australia’s annual health spending.¹ At the same time, the rate of harm remains unacceptably high, at 10% in hospitals. As ageing populations and new healthcare technologies put increasing pressures on stressed healthcare budgets, we urgently need to simultaneously reduce costs and improve patient outcomes. By identifying and understanding current shortfalls in appropriate care, AIHI’s CareTrack projects are providing unprecedented opportunities to build new, evidence based solutions.

57%

of Australian consultations receive ‘appropriate’ health care

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of wastage in Australia’s annual health spending

¹ Based on \$147.4 billion/year. [Find out more](#)



Innovating to deliver better quality care



The findings of the CareTrack Australia study are now informing a simpler, electronic approach to clinical guidelines aimed at making it ‘easy to do the right thing, and hard to do the wrong thing’. Led by Professor Bill Runciman (University of South Australia and AIHI), AIHI researchers are examining today’s complicated and voluminous clinical guidelines that are difficult to synthesize, and hindered by duplication and out of date information, discouraging their routine use. New brief, plain English, wiki-style guidelines for use on smart phones and other devices – and suitable for both clinicians and patients – are being piloted by AIHI for low back pain and gout. Although approximately 5% of low back pain requires expensive imagery, about 30% of patients are currently referred for scans. Likewise, gout is almost entirely preventable, highlighting the considerable potential benefits of enabling ‘appropriate care’.

The current CareTrack Kids project led by Professor Jeffrey Braithwaite will establish the appropriateness and safety of care delivered to Australian children for 16 common conditions, including asthma and juvenile diabetes. It will also identify and investigate the barriers to appropriate care and the frequency and nature of adverse events involving children.

The CareTrack Australia project was undertaken as part of an \$8.4 million National Health and Medical Research Council (NHMRC) program grant supporting safer, more effective healthcare. The \$2.5 million CareTrack Kids project is funded by the NHMRC and partners, including the Bupa Health Foundation.

Who are we?

CI's CareTrack Australia

PROFESSOR BILL RUNCIMAN
PROFESSOR IN PATIENT SAFETY AND
HEALTHCARE HUMAN FACTORS

An internationally recognised expert on patient safety.

PROFESSOR JOHANNA WESTBOOK
DIRECTOR OF AIHI'S CENTRE FOR
HEALTH SYSTEMS AND SAFETY
RESEARCH (CHSSR)

Her research expertise centres on the design and execution of complex multi-method evaluations in the health sector with a particular focus on the effective use of information and communication technologies.

PROFESSOR ENRICO COIERA
DIRECTOR OF AIHI'S CENTRE FOR
HEALTH INFORMATICS

His research focuses on the application of information and communication technologies (e-Health) to solving health service delivery problems.

PROFESSOR RICHARD (RIC) DAY,
AM MD FRACP
PROFESSOR OF CLINICAL PHARMACOLOGY,
ST VINCENT'S HOSPITAL CLINICAL
SCHOOL AND PHARMACOLOGY, SCHOOL
OF MEDICAL SCIENCES, FACULTY OF
MEDICINE, UNSW
DIRECTOR CLINICAL PHARMACOLOGY &
TOXICOLOGY, ST VINCENT'S HOSPITAL,
SYDNEY

His fields of research include: Clinical Pharmacology and Therapeutics, Rheumatology and Arthritis, Psychiatry, Endocrinology and Decision Support and Group Support Systems.

PROFESSOR JEFFREY BRAITHWAITE
FOUNDATION DIRECTOR, AIHI AND
DIRECTOR OF AIHI'S CENTRE FOR
HEALTHCARE RESILIENCE

He is a leading health services and systems researcher with an international reputation for his work investigating and contributing to systems improvement.

Professor Braithwaite areas of research expertise include:

Patient Safety, Quality of Care, Health Systems, Clinical Governance, Health Services Management, Health Services Research, Health Policy, Population Health

CI's CareTrack Kids

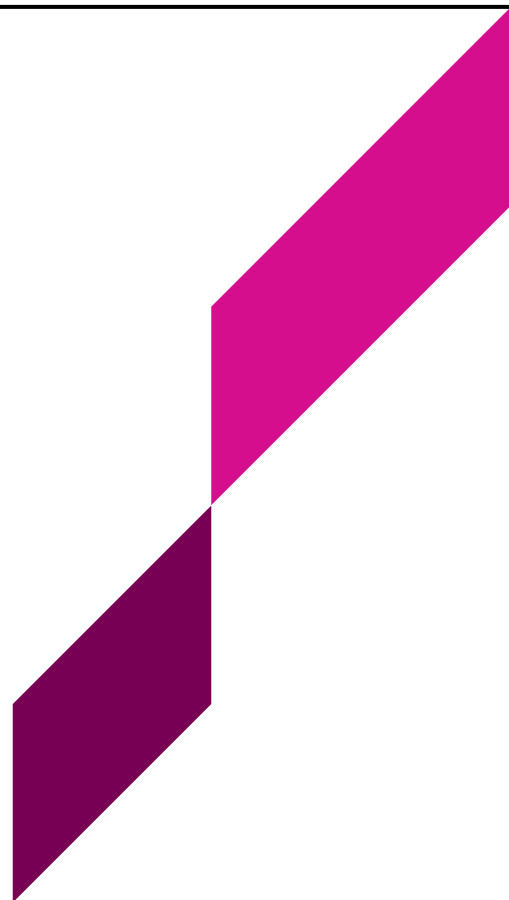
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CHILDREN'S HOSPITALS NETWORK

PROFESSOR MARK HARRIS
FOUNDATION PROFESSOR OF GENERAL
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What are we doing?





BUILDING ON CARETRACK AUSTRALIA USER FRIENDLY CLINICAL GUIDELINES 'PROOF OF CONCEPT' PROJECT

The CareTrack team led by Professor Bill Runciman, Professor Jeffrey Braithwaite and Mr Peter Hibbert are developing clear, succinct, wiki type guidelines for two common conditions, gout and low back pain, that will not only inform clinicians but will tell patients what to expect in plain English. The project will build a template to revolutionise the way clinical guidelines are presented, accessed and updated, ensuring they can be retrieved easily on multiple devices and are suitable for multiple stakeholders.

EXAMPLES OF WHAT WE HAVE PUBLISHED


1. **Hibbert PD**, Hallahan AR, Muething SE, Lachman P, Hooper TD, Wiles LK, Jaffe A, White L, Wheaton GR, **Runciman WB**, Dalton S, Williams HM, **Braithwaite J**. CareTrack Kids—Part 3. Adverse events in children's healthcare in Australia: Study protocol for a retrospective medical record review. *BMJ Open* 2015;5(e007750).
2. Hooper TD, **Hibbert PD**, Mealing N, Wiles LK, Jaffe A, White L, Cowell CT, Harris MF, **Runciman WB**, Goldstein S, Hallahan AR, Wakefield JG, Murphy E, Lau A, Wheaton G, Williams HM, Hughes C, **Braithwaite J**. CareTrack Kids—Part 2. Assessing the appropriateness of healthcare delivered to Australian children: A study protocol for a retrospective medical record review. *BMJ Open* 2015;5(e007749).
3. **Runciman WB**, Coiera EW, Day RO, Hannaford NA, **Hibbert PD**, Hunt TD,

Westbrook JI, Braithwaite J. Towards the delivery of appropriate healthcare in Australia. *Medical Journal of Australia* 2012;197(2):78-81.

4. **Runciman WB**, Hunt TD, Hannaford NA, **Hibbert PD**, **Westbrook JI**, Coiera EW, Day RO, Hindmarsh DM, McGlynn EA, **Braithwaite J**. CareTrack: Assessing the appropriateness of healthcare delivery in Australia. *Medical Journal of Australia* 2012;197(2):100-05.
5. Wiles LK, Hooper TD, **Hibbert PD**, White L, Mealing N, Jaffe A, Cowell CT, Harris MF, **Runciman WB**, Goldstein S, Hallahan AR, Wakefield JG, Murphy E, Lau A, Wheaton G, Williams HM, Hughes C, **Braithwaite J**. CareTrack Kids—Part 1. Assessing the appropriateness of healthcare delivered to Australian children: A study protocol for clinical indicator development. *BMJ Open* 2015;5(e007748).

CARETRACK KIDS IS NOW WELL ADVANCED, IN SEEKING TO:

- 1** Obtain national agreement on sets of indicators for management of 16 common paediatric conditions.
- 2** Measure the appropriateness of healthcare delivered to children in Australia in hospital settings.
- 3** Measure the frequency and type of adverse events in children in Australia.

For more information please go to [CareTrack Kids](#) 



Who should you contact?

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