

CHOOSING WISELY® IMPLEMENTATION TOOLKIT FOR CLINICIANS AND PRACTICE TEAMS





Do you ever find yourself wondering if your patients are receiving tests or treatments that are unnecessary or of limited benefit? Choosing Wisely® is a campaign from the American Board of Internal Medicine (ABIM) Foundation that aims to promote conversations between patients and clinicians to choose care that is supported by evidence, is not duplicative of other tests or procedures already received, has the lowest possible risk for harm, and is truly necessary.

The Choosing Wisely® resources have more than 500 recommendations from 70 specialty societies that cover tests, treatments, and commonly encountered procedures. Each list provides evidence

patients and physicians can use in their conversations to decide whether tests and procedures are appropriate for the situation. Using Choosing Wisely® lists and patient friendly resources may help you recommend appropriate tests and hone communication skills to help educate your patients. Choosing Wisely® is not a set of rigid guidelines, but rather a strategy for engaging with patients and colleagues and is utilized in 19 other countries.

This toolkit provides you with three easy steps that your practice can do to get started in implementing Choosing Wisely® strategies as part of the clinical workflow, provides links to patient education videos and downloadable information, as well as provides lessons learned and best practices from other practice site experiences.

Access the downloadable resources referenced in this toolkit by accessing:

www.choosingwisely.org/getting-started/resource-library/additional-materials-for-patients/

Questions? Reach out to us: <https://www.choosingwisely.org/getting-started/contact-us/>

This Implementation Toolkit is a suggested guide to assist practices in thinking about how to incorporate Choosing Wisely® into their own workflow. We hope you will find this guide useful in your efforts. Original Grant funding for this project was provided by the ABIM Foundation and supported by the Robert Wood Johnson Foundation.

Integrating Choosing Wisely® 5 Question Conversations into Your Workflow

The goal of this exercise is to encourage patients to further engage in their care through questions that foster an open and effective dialog with their provider. As the provider, you will first want to “observe” what the current state is of the practice’s conversations with patients/clients.

- Assess the practice’s culture of how they support “conversations” to activate patients/clients in the experience of their care. These conversations help patients/clients become more confident in managing their health care to improve outcomes and decrease costs and utilization.
- Use the flowchart below to observe how a practice incorporates conversations into their practice’s workflow.

Patient checks in for appointment

PSR gives patient 5 Questions wallet card or sheet (use scripting on the left)

Patient thinks of questions they may have while they’re waiting

Clinical staff asks patient if they have questions when rooming the patient (use scripting on the left)

Clinical staff reviews the questions and answers any they are able to

Clinical staff types any questions patient has into HPI (EMR)

Provider reviews questions with patient and determines most urgent issue(s) for visit (use scripting to the left)

With patient, provider creates follow-up plan to answer remaining questions, if needed

Patient leaves with follow-up plan

Scripting for PSR at check in:

We know that you often have many questions for your provider during your visit. Please read through our 5 Questions wallet card/sheet and think about your most important questions and concerns. You can then let the medical assistant know what they are when they take you to the exam room.

Scripting for MA during rooming:

Do you have any questions for your provider that you have thought about today? I will enter them into the computer so that your provider can see them. We will do our best to answer all of your questions during your visit, however if we are unable to address everything, we will make sure that we make a plan to get them answered for you.

Alternate Scripting for MA during rooming:

Did you have enough time to think about questions for your provider while you were waiting? If you have some, please let me know before your provider comes in and I will enter them into the computer so that your provider can see them.

Scripting for Provider during visit:

I see you have some questions with you today. What is most important for you to address during our visit today? If we are unable to get to everything today, we will make a plan to have you come back to address the remainder of your questions.

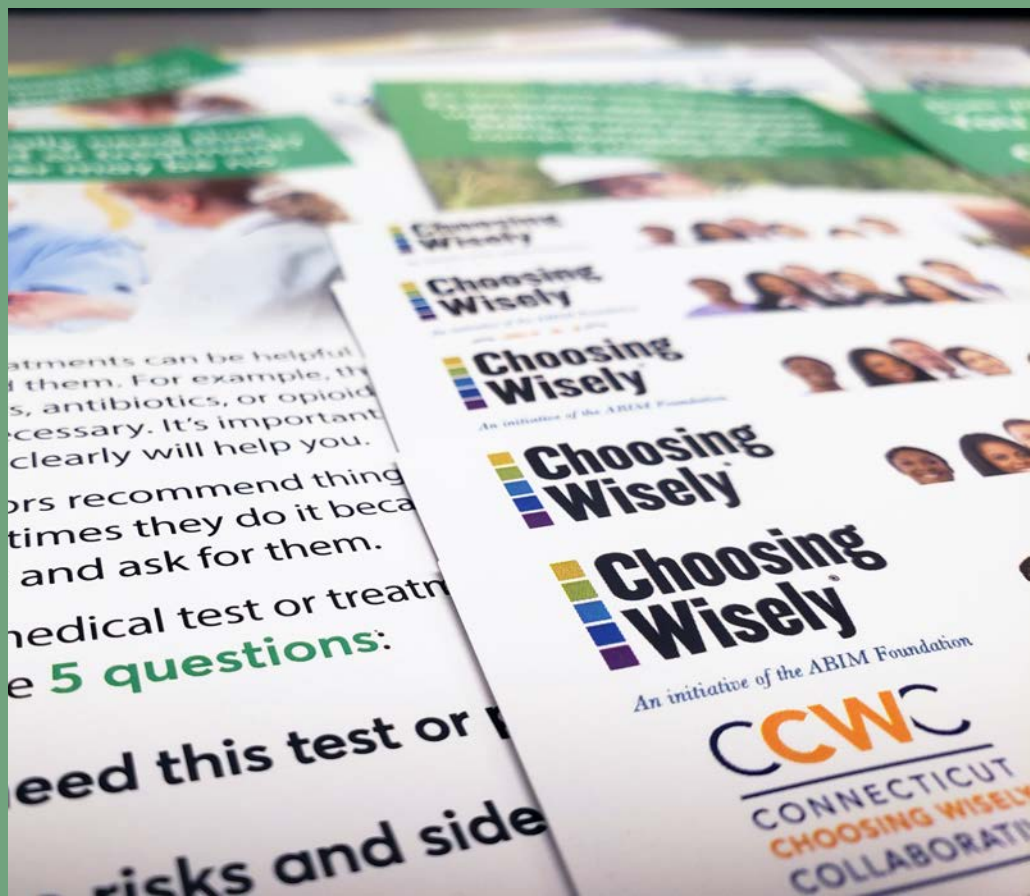
Choosing Wisely® Process Flow from a Patient Perspective



1. Patient is given a wallet card/5 Question Sheet and Patient Information Sheet (Use of antibiotics, Imaging Tests for Low Back Pain or Use of Benzodiazepines) at check-in.
2. Educational videos play while patient is in waiting room and/or Patient Information sheets are displayed in the waiting room.
3. Clinical staff asks patient if they read through the 5 Questions/ Patient Information Sheet
4. Patient and provider address questions during the visit. For more information on how to have a conversation, view the Drexel University Choosing Wisely® Physician Communication Modules on [YouTube](#).

3 Easy Things a Practice Can Do to Get Started:

1. Educate medical staff & practice team on Choosing Wisely®
2. Construct bulletin board in the waiting room, display patient-friendly Choosing Wisely® materials and/or use video monitor to display educational slides
3. Hang up the 5 Question Poster in the Exam Room and set-up file folders in exam rooms with patient information sheets or integrate into the EHR to print out patient-friendly information



Lessons Learned from Choosing Wisely® Pilots in Maine



General Insights

- Engage entire practice team early – had work station links to Choosing Wisely on all provider laptops and exam room computers
- Reinforced use of guidelines and compliance
- Specialties educated & incorporated guidelines
- Post Choosing Wisely materials where patients and staff can see them often
- Focus on patient education:
 - Bulletin board in waiting room
 - Hand out Choosing Wisely® 5 Questions wallet card and/or poster at check in
 - Provide patient education sheets to patients during rooming process when relevant to reason for visit
 - Engaged their patient advisory group to continue to focus on Choosing Wisely
 - Closed circuit TV for waiting room to showcase Choosing Wisely® videos

Posters

- Posters need to be big and eye-catching
- Place the posters in eye-line
- Have as many up as possible

5 Question Sheets/Wallet Cards

- MUST be addressed by provider/clinical staff – worst thing to do is to ask and then not answer
- Patients are OK with questions being put on hold as long as they are acknowledged
- Optimal time to review the 5 Questions/Patient Information Sheets is in the waiting room
- Have suggested questions available for patients to get thought process going
- Patients want as many questions as possible – need to limit for provider/clinical buy-in
- To set the stage, send information ahead of the visit to start the dialog between patient and provider