



Assessing the Safety of a New Clinical Decision Support System for a National Helpline

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- Dr Nirvana Luckraj



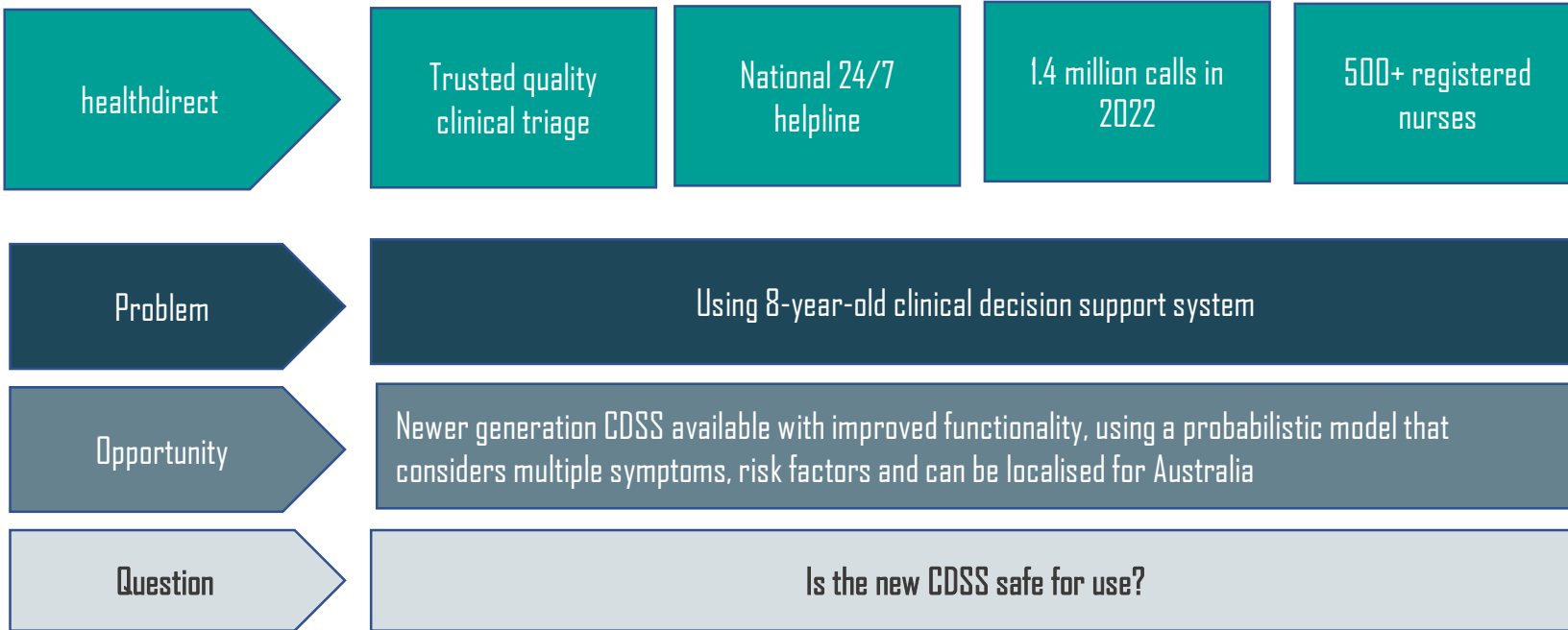
MACQUARIE
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Overview





How did we perform the assessment?

System under review

Testing for

Testing method

New clinical decision support system

Accuracy and safety



Vignettes (47)



Vignettes (41)

Legacy clinical decision support system

Safety equivalence



Vignettes (47)



Results – Triage accuracy

New CDSS compared well with academic symptom checker reviews

healthdirect CDSS 66%

Wallace et al. (2022)
49-68%

Hill et al. (2020)
17-61%



Limitations

- Vignettes are not representative of real-world calls received on the helpline and do not contain all the details nurses would obtain in a discussion on a call.
- Each vignette was tested by one tester - inter-rater reliability between testers was not formally assessed and variability of tester input was observed.
- Limited studies to compare probabilistic CDSS testing protocols and results.



Conclusion

- Overall performance of the new CDSS appears consistent and comparable with current studies.
- The safety equivalence study demonstrates that the new CDSS is at least as safe as the old CDSS.

The new CDSS was determined to be a safe and appropriate triage tool to support nurses answering calls on the healthdirect helpline and is now implemented and live.



Thank you

