

Patient Reported Experience Measures



The Agency for Clinical Innovation (ACI) works with clinicians, consumers and managers to design and promote better healthcare for NSW. It does this by:

- *service redesign and evaluation* – applying redesign methodology to assist healthcare providers and consumers to review and improve the quality, effectiveness and efficiency of services
- *specialist advice on healthcare innovation* – advising on the development, evaluation and adoption of healthcare innovations from optimal use through to disinvestment
- *initiatives including guidelines and models of care* – developing a range of evidence-based healthcare improvement initiatives to benefit the NSW health system
- *implementation support* – working with ACI Networks, consumers and healthcare providers to assist delivery of healthcare innovations into practice across metropolitan and rural NSW
- *knowledge sharing* – partnering with healthcare providers to support collaboration, learning capability and knowledge sharing on healthcare innovation and improvement
- continuous capability building – working with healthcare providers to build capability in redesign, project management and change management through the Centre for Healthcare Redesign.

ACI Clinical Networks, Taskforces and Institutes provide a unique forum for people to collaborate across clinical specialties and regional and service boundaries to develop successful healthcare innovations.

A priority for the ACI is identifying unwarranted variation in clinical practice and working in partnership with healthcare providers to develop mechanisms to improve clinical practice and patient care.

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SHPN (ACI) 170580, ISBN 978-1-76000-739-3

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Version: V0.7

Date created: March 2018

ACI_0047# (03/18)

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Citations: NSW Agency for Clinical Innovation. *Patient Reported Experience Measures: Guide*. Chatswood: ACI; 2018

Acknowledgements

The Agency for Clinical Innovation (ACI) acknowledges the traditional owners of the land that we work on, the Cammeraygal people of the Eora nation. We would like to acknowledge any elders past or present.

The ACI would also like to thank and acknowledge all contributors to this guide which has been developed by the Patient Reported Measures Program team at ACI.

Glossary

ACI	The NSW Agency for Clinical Innovation
NSW	New South Wales
PREMs	Patient Reported Experience Measures
PROMs	Patient Reported Outcome Measures
CFS	Customer Feedback System

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Introduction

Patient Reported Measures

Patient Reported Measures (PRMs) capture outcomes and experiences that matter to patients. The NSW Agency for Clinical Innovation (ACI) PRMs Program aims to enable patients to provide direct, timely feedback about their health related outcomes and experiences. This feedback is intended to drive improvement and integration of healthcare across NSW. Additionally the program aims to add value to the patient and clinician, the healthcare service and the system. PRMs can be broken into two specific groups:

- Patient Reported Outcome Measures (PROMs)
- Patient Reported Experience Measures (PREMs).

Patient Reported Experience Measures

PREMs capture a person's perception of their experience with healthcare services. Various indicators are collected through validated anonymous surveys.

In the PRMs Program, PREM surveys have been developed through expert reference groups and collaboration with local services to provide a realistic gauge of patient experience as well as providing information for local service improvement. In this context, sites and services are using the timely results of the PREMs to drive service and quality improvement activities, building the findings into Plan, Do, Study, Act (PDSA) activities.

PREMs surveys

The ACI PREMs survey development for the PRMs Program was produced following extensive consultations. An Expert Reference Group, comprised of researchers, policy managers, clinicians, consumers and experts in the field, provided input and advice during the development. The proposed questions were reviewed by local clinical groups, and went through a series of consumer focus groups and cognitive testing with consumers for further refinement.

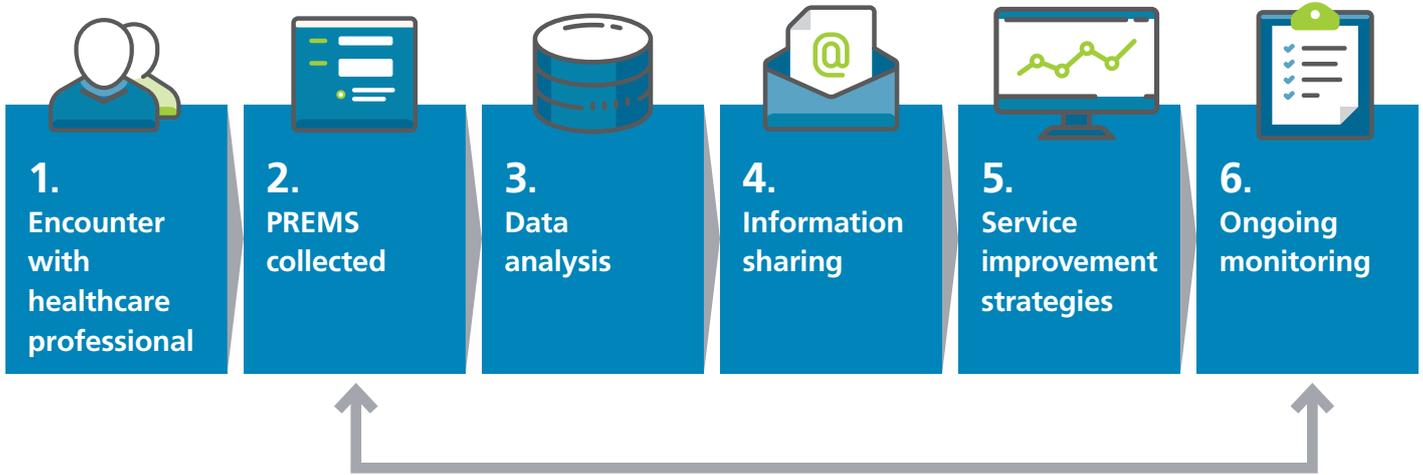
The PREMs surveys are designed to measure and evaluate a person's experience of care. The surveys are designed around the Picker Institute [Principles of Patient-Centered Care](http://pickerinstitute.org/about/picker-principles/) and domains of healthcare for example access to care, being involved in their care.¹

All sites are provided with portable devices to support the routine collection of PREMs. This typically occurs post visit with a healthcare professional. All sites receive extensive training and education and are provided with a user guide and quick reference sheets.

¹ Picker Institute. Principles of Patient-Centered Care. <http://pickerinstitute.org/about/picker-principles/>

Patient journey

Patient Reported Measures Program staff at ACI have worked with NSW sites to determine the optimal patient journey through their service when collecting PREMs. The example below illustrates how PREMs may be collected to assist in building PREMs into business as usual, and ensure there is minimal impact on workflow and services.



Collecting PREMs

PREMs are collected using portable devices.

Turning the device on and off

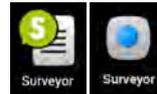
- Press and hold the power button for five seconds to turn on the portable device.
- While the device is on you can turn it off by pressing and holding the power button and selecting 'Power off'.
- Touch the power button to place the device in and out of sleep mode.
- Swipe the screen to unlock the device.

Device identification

- An identification number is listed on your device. It is located either on the back of the device or also on the leatherette wallet which encases the device. It is a four digit number.
- You can also see the device identification listed in the blue banner at the top of the home screen.

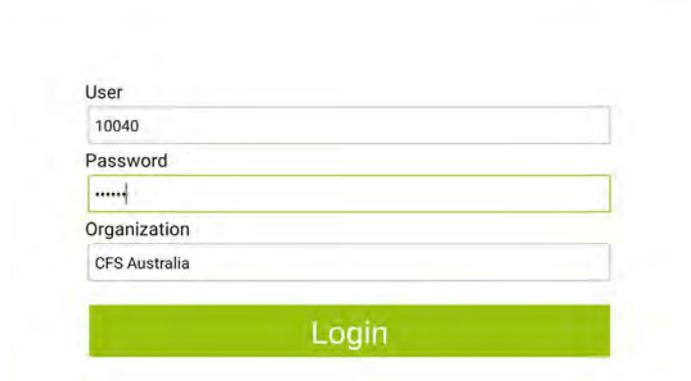


Logging into PREMs



1. Press the 'Surveyor icon' on the main screen. This will open the PREMs log on screen.
2. Enter the device identification number in the 'User' field.
3. Enter the password 'cfs' (use lowercase letters).
4. Enter the organisation name 'CFS Australia'. This is the same irrespective of your local organisation name.
5. Press the 'Login' button to access your PREMs surveys.

If this is your first-time logging in or you have questions about the device you can call CFS on 1300 850 680 or email support@cfs-australasia.com



User
10040

Password
.....

Organization
CFS Australia

Login

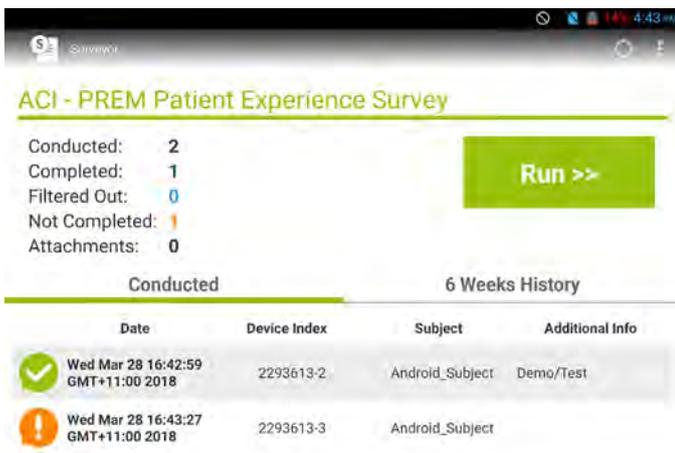


How to complete survey checks in Surveyor

Connection to the mobile network

The device submits your surveys via the mobile network just like your mobile phone. If it is unable to get a signal, it will store the finished surveys on the device until an internet signal is obtained and then the completed survey will be submitted.

If you have green tick status icons listed on your conducted screen, there may be no internet connection via the mobile network. Please check you do not have the portable device set in flight mode.



How to check if you are in flight mode

1. Press the power button for three seconds to bring up the menu.
2. Check flight mode is disabled.
3. If enabled press option to disable.
4. Once enabled allow the device to connect to the mobile network.
5. If this doesn't resolve the issue, please call CFS on 1300 850 680 to explore further troubleshooting.

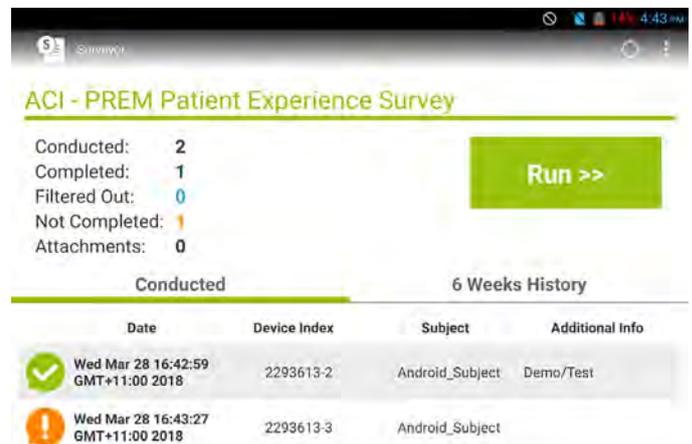


Checking surveys have been submitted to CFS for reporting

Once a survey has been submitted by pressing the tick button on the last screen, the survey will disappear from the screen, and the original screen will appear. You should see the 'Run' button and no surveys listed in the conducted tab. You may see the green tick icon quickly before it pops off the screen.



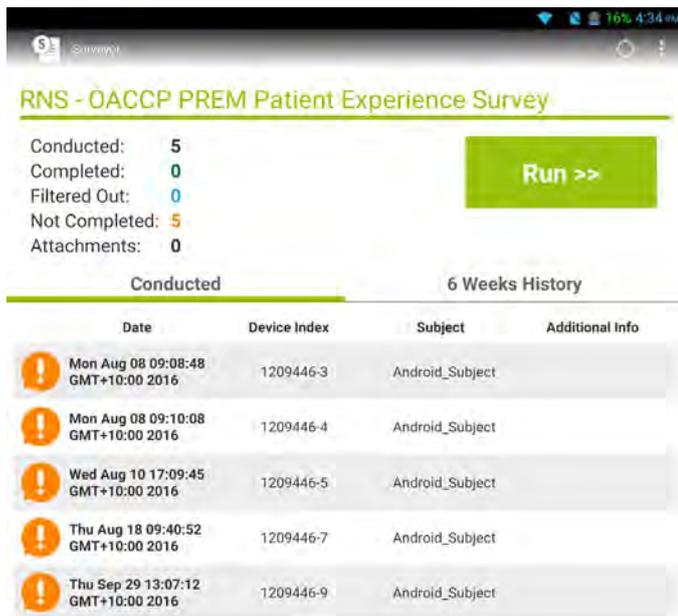
If the conducted screen and table are populated with data from today's date, the survey has not been completed correctly (orange exclamation mark icon) or has been completed but not been transmitted (green tick icon).



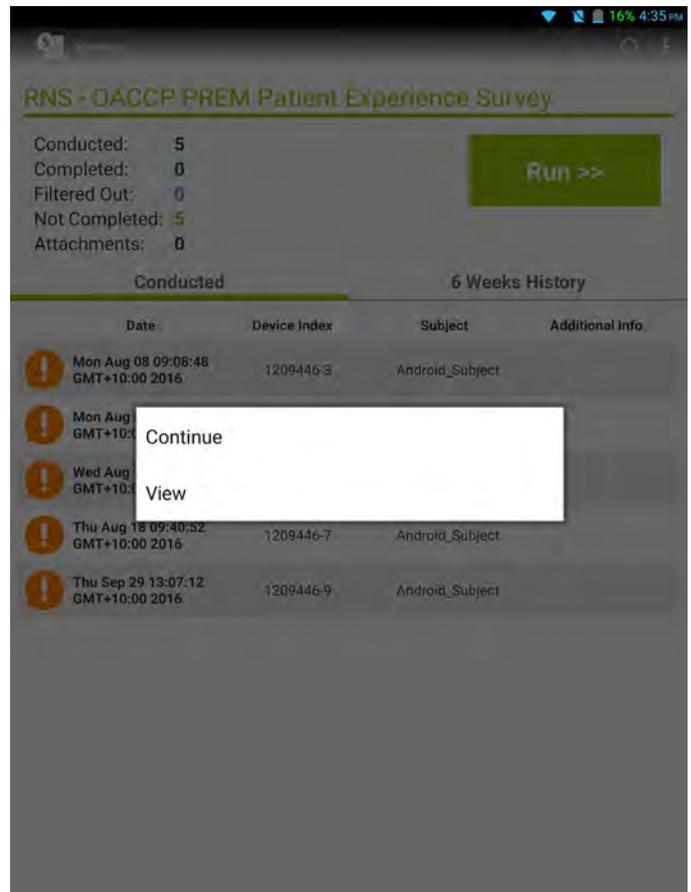
To check the surveys have been submitted, you can press on the '6-week history' tab, which will show the surveys completed and uploaded and cancelled.



If there are orange exclamation mark icons, these need to be completed and submitted to CFS to clear them from your device.



1. To complete, hold your finger on the icon for the menu bar to appear.



2. Press on 'Continue'. This will bring the survey to the last answered question.
 - a. If this is the first question, you will need to ask the patient to complete the survey again as the information has not been saved.
 - b. If some of the survey has been partially completed but not right to the end of the questions, it will need to be fully completed by the patient. If this is not possible then:
 - i. ensure that the survey is populated with 'test' or put 1111 in the postcode question and the survey will not count against your results
 - ii. notify CFS that you have completed a test survey.

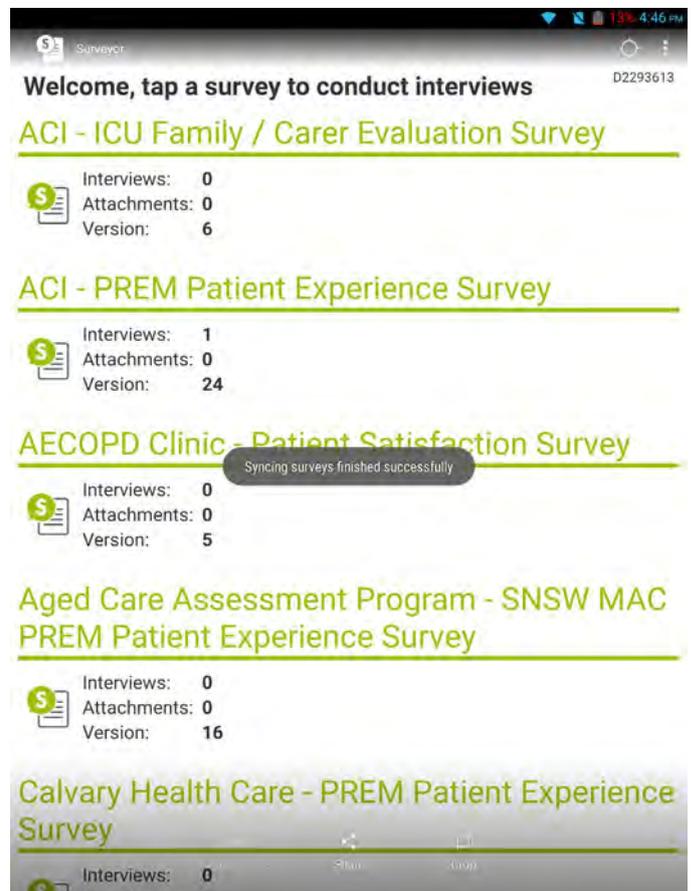
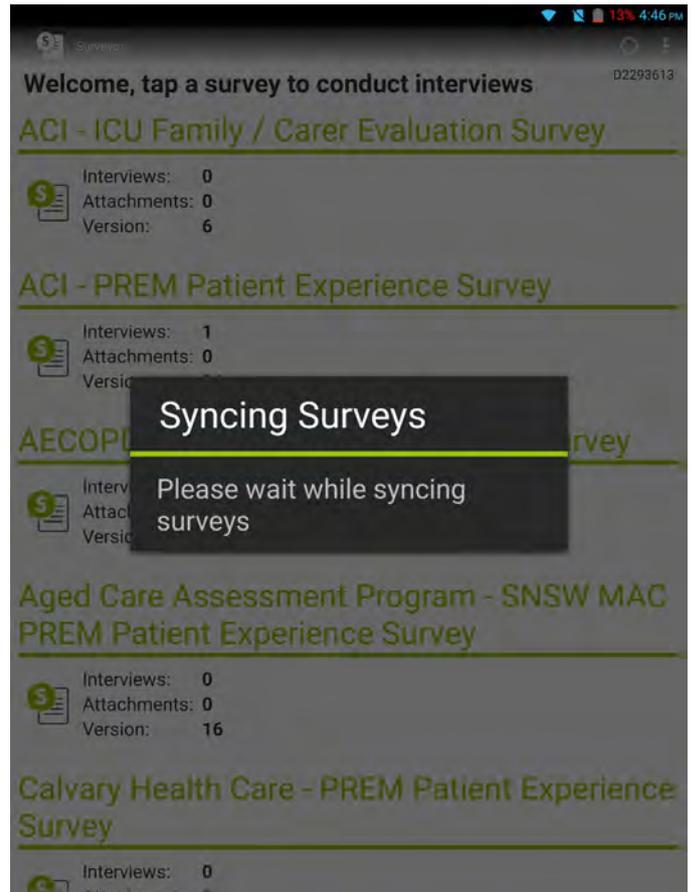
Please check this screen regularly to ensure that all surveys are submitted correctly and to keep the device clear of incomplete data.

Are you using the latest version of PREM Survey?

You may be asked at times to update to a new version or ensure you are using the current survey version.

SYNC TO LATEST VERSION

1. While on the screen with all your surveys listed, choose the three vertical buttons under the clock for the system menu to appear.
2. Press on 'Sync Surveys'.
3. The device will now communicate with the server and download any updates required. The welcome screen will reappear with a notice that it was successful. Your device is now up to date and all updates will have downloaded.



Frequently asked questions

Why should my service partner with the ACI to implement a PRMs program?

ACI PRMs program staff have found that although services may be capturing patient reported measures for some patients, this process does not always occur systematically and routinely, or in a way that enables patients to provide direct timely feedback to inform care. Capturing PRMs in a consistent and structured way allows tracking and trending of patient outcomes that matter to patients over time. The ACI have now worked with many teams and can share lessons learnt about implementation – challenges, barriers, facilitators and enablers. In addition, the PRMs staff from ACI can provide education, training and support to help you to implement a robust PRMs system in your service.

What are the benefits of using PREMs for my service?

PRMs enable a consistent and structured method for capturing and using patient reported outcomes and experiences in real time and can also serve to support services to identify quality improvement initiatives to drive service improvement. The use of PRMs also aligns with accreditation standards regarding partnering with consumers to create a consumer centred health system; responding to patients' feedback on their experience to support your quality improvement activities; and ensuring that care is responsive to the needs and preferences of patients.

What financial and time investment is there?

Engaging with the ACI for your PRMs Program is free of charge. It is advised that local services establish a small dedicated project team to implement and sustain the PRMs program in their setting. The implementation of a PRMs Program certainly involves some workflow changes and sometimes also cultural change. The identification of a small group of key team members, from the clinical and administrative staff, to facilitate and champion implementation, can provide services with the support that is needed to implement and sustain change.

How do I receive my PREM results?

PREMs reports are generated monthly by CFS. ACI will send your site the reports and assist with understanding how the results can be used for service and quality improvement activities.

When can my service start with the PRMs program?

Your service can start as soon as staff have received appropriate education and training and local processes for implementing PREMs in your setting have been determined.

Will my patient population know how to use the portable devices?

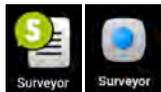
While some patients may need support with their initial engagement with the devices used to complete PREM surveys, most find it acceptable after an initial explanation.

How do we build the collection and use of PREMs into business as usual?

Initially, getting the process to fit in with current work flows can take some extra time and consideration. However once this is achieved, clinicians and services have advised that collecting PREMs can fit in with business as usual.

Appendix – Quick reference guide

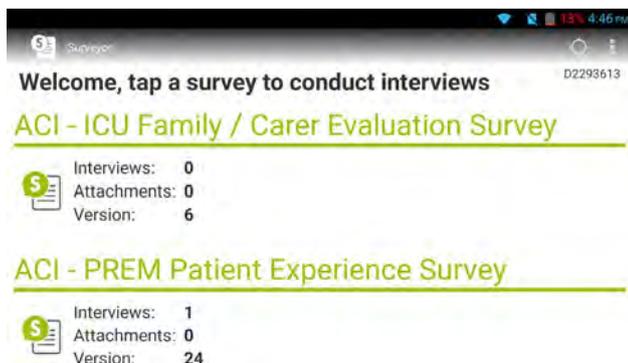
How do I log in?



1. Swipe the screen on the tablet to open the home page and tap on the surveyor icon.
2. You will then be prompted to enter
 - a. **User:** your device number
 - b. **Password:** cfs (not capitalised)
 - c. **Organisation:** CFS Australia.
3. Tap login.

How to choose a survey

1. The welcome screen will look as follows.



2. Tap the name of your survey. You only need to tap the name of the survey once.
3. Tap on the 'Run' button

Run >>

You will be taken to the first screen of your survey

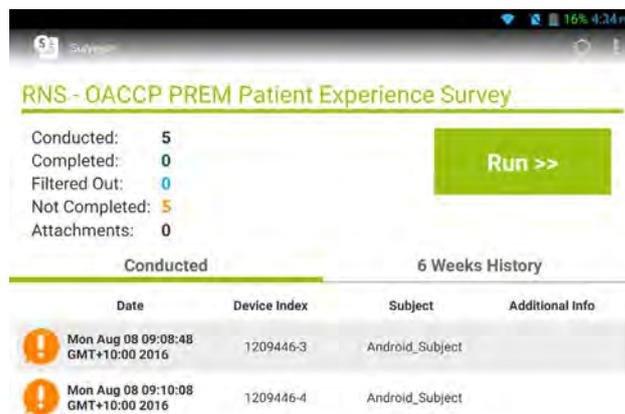
How do I know if patients have completed their surveys?

A record of the completed surveys is available on the first screen after you select the appropriate survey. It looks like this.

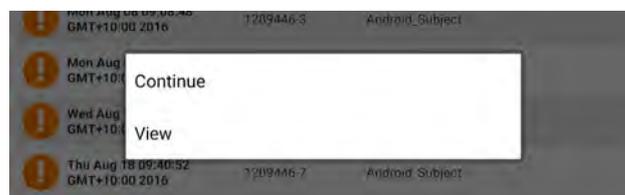


How do I return to a survey if a patient has not completed it?

1. It is highly recommended that patients complete their surveys in one turn. If they do need to save and return later, however, return to the record screen.



2. Tap and hold the exclamation mark. A text box should appear. Tap continue.



How do I access reports?

CFS can produce aggregated data at any point in time. Simply email your site contact at ACI with the dates you would like to review.