Outcomes Measurement

Measuring Outcomes that matter to patients

August 2017

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Background

NSW Integrated Care Strategy

Patient Reported Measures

IT systems

Risk Stratification
Systematic tracking of health outcomes is the foundation of any value-based health system.

Better Value Healthcare

FROM VOLUME TO VALUE – FOCUSING ON PATIENT OUTCOMES

THE SYSTEM MANAGER
- New payment models
- Statewide service planning
- NSW Health enabling IT program
- New models of care
- Quality and safety capacity building
- Translational research

DISTRICTS AND NETWORKS
- Patient-centred care
- Quality and safety led governance
- Measuring and reporting
- Culture of continuous improvement
- Care integration
- Collaboration

IMPACT
VALUE

BETTER VALUE FOR THE SYSTEM
Cost savings delivered by reducing variation, errors, duplication and fragmentation

BETTER OUTCOMES FOR PATIENTS
Improved alignment of patient expectations with the care delivered

References:
Enable patients to provide direct, timely feedback about their health related outcomes and experiences to drive improvement and integration of health care across NSW
PROM v PREM

Capture the patient’s perspectives about how illness or care impacts on their health and well-being

Capture the patient’s perception of their experience with health care or services
‘Missing’ data – what we SHOULD measure

- Clinical process (adherence to best practice)
- Clinical outcomes
- Patient reported outcomes
- Patient experience (in close to real time)
This is why measuring and reporting meaningful outcomes matters.
Comparing outcomes of prostate cancer care.

Focussing on mortality alone...

...may obscure large differences in outcomes that matter most to patients.

- 5 year survival
  - Germany: 94.0%
  - Sweden: 94.0%
  - Best-in-class: Martini Klinik: 95.0%

- 1 yr incontinence
  - Germany: 43.3%
  - Sweden: 50.0%
  - Best-in-class: Martini Klinik: 6.5%

- 1 yr severe erectile dysfunction
  - Germany: 75.5%
  - Sweden: 80.0%
  - Best-in-class: Martini Klinik: 34.7%

Swedish data rough estimates from graphs; Source: National quality report for the year of diagnosis 2012 from the National Prostate Cancer Register (NPCR) Sweden, Martini Klinik, BARMER GEK Report Krankenhaus 2012, Patient-reported outcomes (EORTC-PSM), 1 year after treatment, 2010.
Evidence - PROMs

Outcomes: what matters most to patients

- Does not increase clinical consultation time
- Australian Commission Safety & Quality in Healthcare (ACSQHC)
  - Allow accurate, unbiased reporting of outcomes
  - Support patient-centred care in routine practice
  - Provide data to drive quality improvement

Patient-Reported Outcomes — Harnessing Patients’ Voices to Improve Clinical Care
Ethan Basch, M.D.
NEJM January 2016

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ACI NSW Agency for Clinical Innovation
Early evidence - NSW

- Care planning changed following use of PROMs and discussion of report between patient and clinician

- Aggregated PRM data has been used to monitor quality and refine service delivery

- Care more patient-centred, more responsive to patient’s needs, clinical practices improved, service delivery more effective and efficient, patient management improved

- Early evidence to contribute to reduction in unplanned hospital admissions
Types of PROMs

- **Generic measures** of Health Related Quality of Life
  - PROMIS 29
  - AQoL

- **Condition specific PROMs**
  - Depression, anxiety and stress scale (DASS-21)
  - COPD Assessment Tool (CAT)
  - HOOS or KOOS
Moving to PROMIS 29

### PROMIS–29 Profile v1.0

Please respond to each question or statement by marking one box per row.

#### Physical Function

<table>
<thead>
<tr>
<th>Without any difficulty</th>
<th>With a little difficulty</th>
<th>With some difficulty</th>
<th>With much difficulty</th>
<th>Unable to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>...</td>
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#### Anxiety

**In the past 7 days...**

<table>
<thead>
<tr>
<th>Never</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
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<td>...</td>
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#### Depression

**In the past 7 days...**

<table>
<thead>
<tr>
<th>Never</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
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#### Sleep Disturbance

**In the past 7 days...**

<table>
<thead>
<tr>
<th>Very poor</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very good</th>
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<tr>
<td>...</td>
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#### Satisfaction with Social Role

**In the past 7 days...**

<table>
<thead>
<tr>
<th>Not at all</th>
<th>A little bit</th>
<th>Somewhat</th>
<th>Quite a bit</th>
<th>Very much</th>
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<tbody>
<tr>
<td>...</td>
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#### Pain Interference

**In the past 7 days...**

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<th>Not at all</th>
<th>A little bit</th>
<th>Somewhat</th>
<th>Quite a bit</th>
<th>Very much</th>
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#### Fatigue

**During the past 7 days...**

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<th>Not at all</th>
<th>A little bit</th>
<th>Somewhat</th>
<th>Quite a bit</th>
<th>Very much</th>
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#### Pain Intensity

**In the past 7 days...**

<table>
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<tr>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
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<td></td>
<td>Worst imaginable pain</td>
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**How would you rate your pain on average?**
Sustainability and scalability

- Seamless integrated technology required
- Incorporation into routine clinical practice
- Provision of system-level support
- Appropriate local area change management
- Change champions to support training
- Ensure feedback loops are visible to patients – encourage inclusion of patients with discussion on their own PRM data.
PRM IT solution mapping

Other Health Care Providers:
- Clinicians
- Allied Health
- Mental Health
- Community Health Services
- Social Care Providers
- Aged Care Services
- Pharmacy

GP & PHN Systems

Patient Reported Measures & Health Outcomes Platform
Available Anywhere, Anytime, on Any Device

PRM Questionnaires
PRM Reporting/Analytics
Health Outcomes Questionnaires
Scheduling and Notifications
PRM Outcomes

LHD EMR

Email/SMS/Fax Gateway

LHD PAS

BI Analytics/Reporting

Other Health Care Providers

Clinicians
Allied Health
Mental Health
Community Health Services
Social Care Providers
Aged Care Services
Pharmacy
What does this mean locally?

- Why should we collect/use PRMs?
- What measures do we collect now?
- What are we collecting moving forward?
- Where do we collect them?
- How do we want to collect them?
- Who will view them, action them?
- Considerations for improving current practice?
- How can the Outcomes team help you?

Barriers/Enablers?
Thank you and questions

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