

FREQUENTLY ASKED QUESTIONS

Patient Reported Measures: Outcomes that matter to patients

Provider Information Sheet

'Patient Reported Measures help to provide clarity around the types of treatment that would be most appropriate for patients, so they help guide my referral pathways, as well as establish short and long term goals that patients can work towards.

Once a treatment program has been completed, it enables clinicians to see if the treatments provided have been effective – so it's a key element of program evaluation.

In a nutshell, the measures help me to develop a care plan that provides the most appropriate clinical care for patients. This ultimately leads to better health outcomes that can then be evaluated on subsequent visits'. Coordinator and Physiotherapist, Osteoarthritis Chronic Care Program

What are Patient Reported Measures (PRMs)?

Patient Reported Measures are part of the NSW Health Integrated Care Strategy.

PRMs are outcomes that matter to patients. They are standardised and validated tools that enable patients to provide direct, timely feedback to their healthcare

professionals on their Health Related Quality of Life outcomes and condition specific outcomes. Patient Reported Experience Measures (PREMs) will be anonymously collected to capture a person's experience of navigating the health care system and will be used to evaluate the system.

How are Patient Reported Measures currently being used?

PRMs are currently being used in four sites across NSW for direct, timely feedback about outcomes that matter to patients. All four sites are using the core Patient Reported Outcome Measures (PROM) tool – PROMIS 10 - along with other condition specific measures. All sites are also using the same core Patient Reported Experience Measures questions (PREMs) to drive service improvement and delivery.

Each of the four sites has chosen their patient cohort for the purposes of the program, as such there is a range of condition specific measures available to clinicians and patients.

What are the benefits?

Evidence suggests that the use of PRMs to provide directly timely feedback to healthcare providers enables:

- increased communication and shared decision making with the patient

- further assessment of the health status of patients entering therapy and identification of treatable problems
- more timely and appropriate referrals
- determination of the degree as well as the sources of the patient's decreased ability to function
- distinction of the types of problems, including physical, emotional, and social
- detection of adverse effects of therapy
- monitoring of the effects of disease progression and response to therapy
- informed decisions regarding change in treatment plans
- prediction on the course of diseases and the outcomes of care.

When did the PRM program go live?

The PRM program was officially launched in November 2015.

The PRMs program consulted with patients to find out what is important to them about their healthcare. Healthcare providers were involved in discussions to identify current practices, processes for collecting PRMs and how they would like information presented, and development of care pathways and reports.

How do I discuss the PRM results with patients?

The PRM results are presented in the form of a report that you can review with the patient that presents the information graphically and with text to assist with interpretation. Discussions with the patient should include shared decision making and care plans (including referrals to any other health care professionals as identified during consultations).

Four sites

The four sites across NSW where the Patient Reported Measures program is underway are:

- Northern Sydney – is focusing on patients with musculoskeletal conditions.
- Mid North Coast– is focusing on Nambucca Valley and residents with chronic and complex conditions.
- Western NSW – has 5 sites within its district. Each site has focused on a particular patient cohort.
- Western Sydney – is focusing on chronic and complex patients and includes patients with heart failure, CAD, COPD and diabetes.

How will we support you?

There are a number of ways in which the ACI PRMs Program team will support you:

- Education and training resources about PRMs to build awareness of the program and local capability
- Cheat sheets and FAQs for healthcare providers and patients
- User guide that covers use of the database (known as Redcap), the administration, analysis and results of the PRM question sets, and related referral and care pathways
- Site visits to assist healthcare providers and other staff to administer PRMs and use the results
- Road shows to provide updates to stakeholders in the Program, and to a broader range of people and organisations.

Point of contact

Local contact details:

Or you can contact:

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