

FREQUENTLY ASKED QUESTIONS

Patient Reported Measures: Outcomes that matter to patients

Health Services Information Sheet

Patient Story

'I was actually able to fill the questionnaires out on my computer at home and email them in, so it was no trouble at all. In one instance I forgot to fill them out before coming to the clinic and simply filled it out on a tablet before my appointment which was fine.

When I first saw the volume of questions that I had to answer, I was quite put off as it appeared quite time consuming. However, as I started answering the questions, they prompted me to think of aspects of my life which had been affected by my knee, so I was able to give a more detailed, thorough explanation. They also showed me that I was improving throughout the program, which was actually very motivating.

Patients will have a greater understanding and literacy around their condition, and I feel patients will have a role in decision making.'

Consumer, Osteoarthritis Chronic Care Program

What are Patient Reported Measures?

Patient Reported Measures (PRMs) are part of the NSW 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 (PRMs) currently being used?

Patient Reported Measures are being incorporated into the normal workflow of clinical interactions with a patient in four sites across NSW Health. All four sites are using the core Patient Reported Outcome Measures (PROM) tool – PROMIS 10 - along with other condition specific measures, enabling a better understanding of disease burden and health care outcomes. 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?

The Agency for Clinical Innovation completed a rapid scoping review of PRMs in the integrated care setting (available here: http://www.aci.health.nsw.gov.au/__data/assets/pdf_file/0009/281979/ACI_Proms_Premis_Report.pdf). The evidence demonstrated that use of PRMs reduces length of stay and cost, with patients who are more involved in their healthcare choosing less costly interventions.

Other benefits are:

- improved quality of care, that is more person-centred, coordinated and integrated
- improved health outcomes, quality of life and functional ability.



When did the Patient Reported Measures program go live?

The PRMs program was officially launched in November 2015.

The PRMs program consulted with patients to find out what is important to them about their health care. Health care 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. The program therefore reflects what matters to patients and clinicians.

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 healthcare providers are being supported:

The ACI PRMs Program team is supporting healthcare providers through:

- Education and training resources about PRMs to build awareness of the program and local capability
- Information 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.

Evaluation

A monitoring and evaluation framework has been developed, and data analysis has commenced.

As PRM data collection commences, relevant information and learning will be shared across local sites and will enable performance monitoring and benchmarking.

Point of contact

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