



AGENCY FOR  
CLINICAL  
INNOVATION

# Using technology as an enabler for the systematic collection of Patient Reported Measures

14<sup>th</sup> ADMA National Conference – September 2018

Nicole Cook | Patient Reported Measures/Health Outcomes

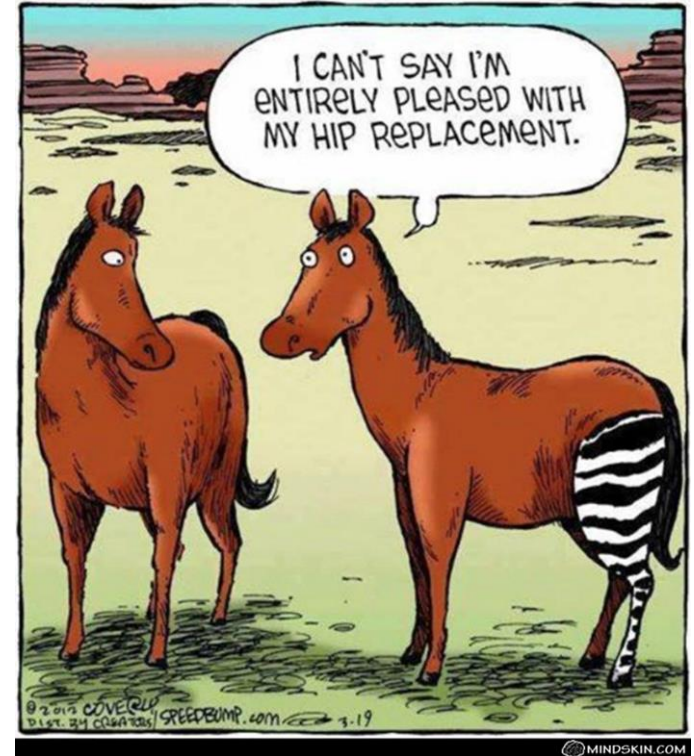
# What's happening across the state for the LBVC Clinical Initiative Areas?



- Management of Osteoarthritis
- Osteoporotic Refracture Prevention
- Diabetes High Risk Foot Services
- Inpatient Management of Diabetes Mellitus
- Management of Chronic Heart Failure
- Management of Chronic Obstructive Pulmonary Disease
- Renal Supportive Care (End Stage Kidney Disease)
- Adverse Events: Falls in Hospitals
- Hip Fracture
- Early access to colonoscopy
- Breast cancer treatment: hypo-fractionation
- Management of bronchiolitis

# Measures

- PROMIS-29
- HOOS or KOOS
- Oxford Hip or Knee
- Integrated Patient Outcome Scale (IPOS Renal)
- COPD (CAT)
- DASS-21
- Falls Efficacy Scale
- Cardiff Wound Impact Schedule Questionnaire
- Diabetes Distress Scale (DDS)
- St George Respiratory Questionnaire
- Kansas City Cardiomyopathy Questionnaire (KCCQ)
- Inpatient PREMs, Outpatient PREMs & Bronchiolitis PREMs



## Current state: Patient Reported Outcome Measures (PROMs)

- REDCap (Research Electronic Data Capture)
  - Multiple logins and systems
  - Manual scheduling
  - Only can see service data
  - Limited reporting functionality
  - No local administration

## Current state: Patient Reported Experience Measures (PREMs)

- External provider
  - No local administration
  - Costs associated with tablet hire & programming
  - Reports not easily customized to meet site needs
  - Relies on ACI for administration
  - Only for PRMs (multiple tablets to carry around)



## **Sometimes it is you ...**

- ✓ Consider accessibility (use of interpreter services, font size etc.)
- ✓ Involve family/carers
- ✓ Skill development e.g., local library classes

## **But a lot of the time it really is me!**

- ✓ Surface resistance & biases in a non-judgemental environment
- ✓ Provide a test environment to get used to the system
- ✓ Don't underestimate the need for capacity building
- ✓ Make PRMs as clear as possible
- ✓ Provide resources to get ahead of common 'issues' e.g. "Why am I answering these again"?

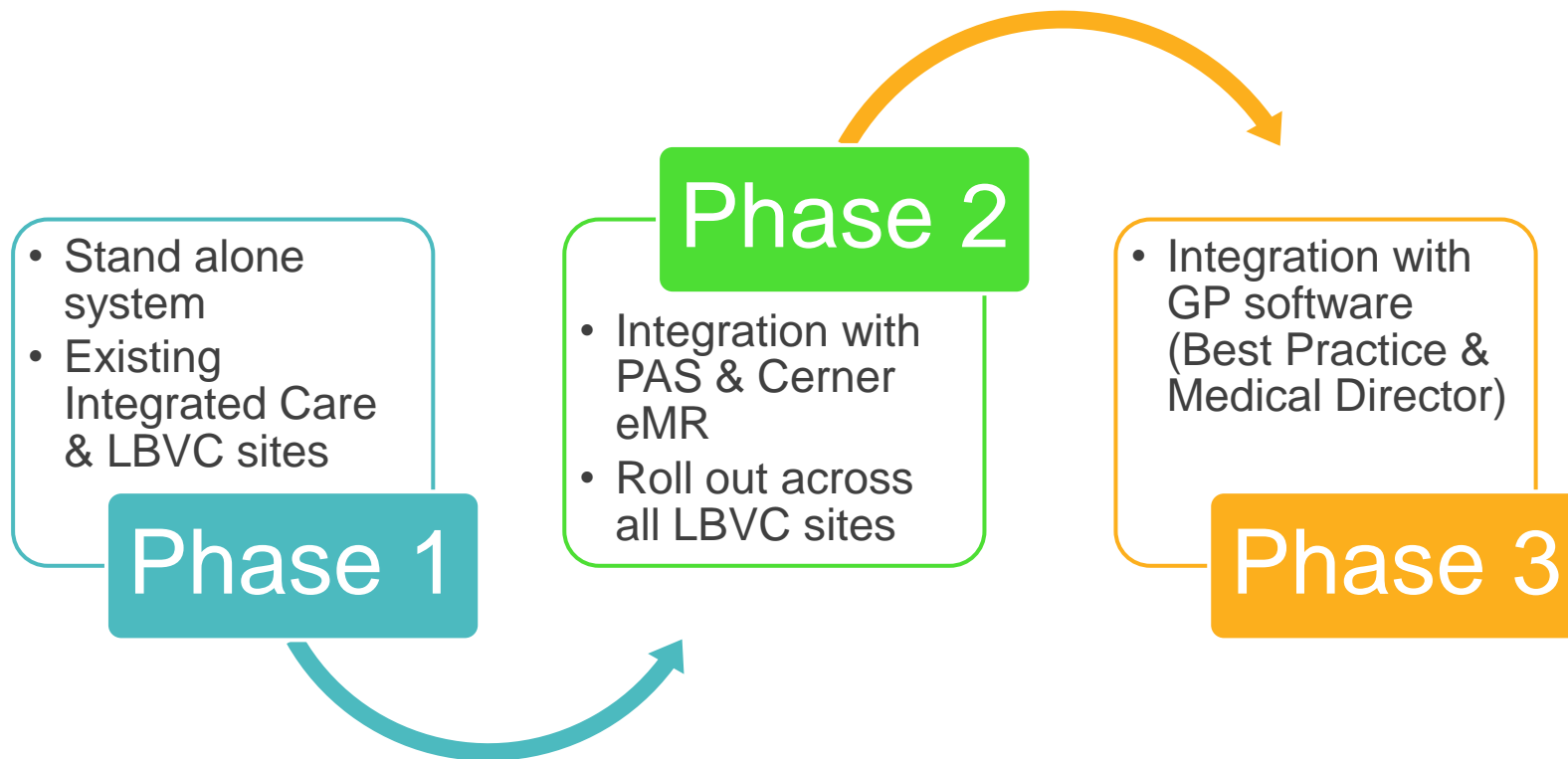
## Current IT System

- Formative evaluation
- User Acceptance Testing
- Agreement on core measures for use across Integrated Care and Leading Better Value Healthcare initiatives
- Capability development
- Input into the functional and business requirements of new IT system

## Future IT System

- Lengthy procurement process including demo of 2 x vendors
- Partnership between ACI, eHealth and the NSW Ministry of Health
- Implementation Planning Study (IPS) workshops
- Finalisation of functional and business requirements
- Change and adoption strategy
- Data linkage and evaluation

# IT solution build



# Implementation Planning Study Workshops



**141**

people participated in the Implementation Planning Study (IPS) Workshops

**10**

Workshops

**Attended by:**

Clinicians

Consumers

LBVC Leads

General Practice / Primary Health Network reps



- Planned integration for hospital and primary care systems
- Single sign-on for clinicians
- All nominated clinicians can view all PROM results across care settings
- Pre-schedule PROM into the future
- Patient can access on their own phone, iPad, home computer or in the waiting room
- Patient portal to access own results and customised resources (eg self management tools)

# PRMs Resources to support implementation



**Community of Interest**



**Newsletter**



**Online eLearning modules**



**Website**

<https://www.aci.health.nsw.gov.au/make-it-happen/prms/resources/newsletter>

# Next steps



- Identity Management
- Data migration
- Reports, visualisation and analytics
- Training and support
- Change and adoption
- Data elements and collection points
- ROVE

# Online consumer eLearning module



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## Patient Reported Measures

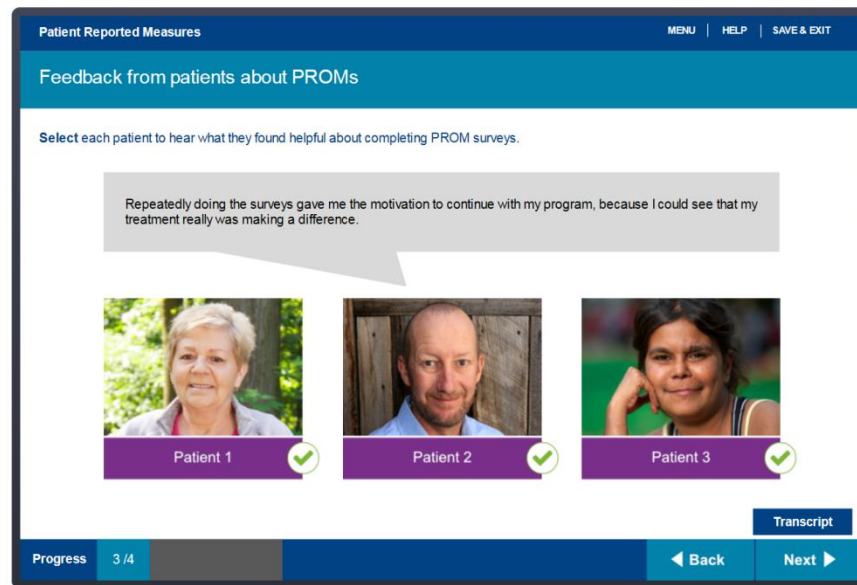
SAVE & EXIT

Select a topic to begin.

- What are Patient Reported Measures (PRMs)? ✓
- The benefits of PRMs ✓
- How and when do you complete the surveys? ✓
- Patient Reported Outcome Measures (PROMs) ✓
- Patient Reported Experience Measures (PREMs) ✓

It will take approximately 15 minutes to complete this module.

Transcript



Patient Reported Measures | MENU | HELP | SAVE & EXIT

## Feedback from patients about PROMs

Select each patient to hear what they found helpful about completing PROM surveys.

Repeatedly doing the surveys gave me the motivation to continue with my program, because I could see that my treatment really was making a difference.

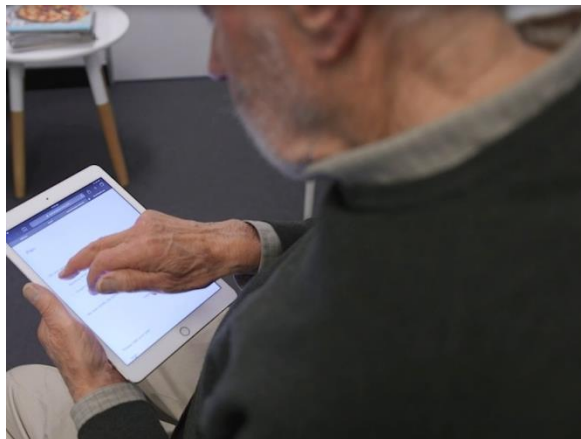
Patient 1 ✓ Patient 2 ✓ Patient 3 ✓

Transcript

Progress 3 / 4

Back Next

\*New videos\*



# Support positions



- Funding for PRMs Project Officers (HSM3, ongoing) across NSW to support the implementation of the IT system and use of PRMs more broadly.
- PRMs Project Officers will work closely with the ACI to ensure that PRMs are continued to be embedded into routine clinical practice and service improvement efforts.
- The positions will help to increase the capability of their district

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