

NSW HEALTH NGO AOD PERFORMANCE INDICATOR FACT SHEET

Patient reported experience measures (PREMs)



Patient reported experience measures (PREMs) - also referred to as client reported experience measures (CREMs) - are standardised tools that enable patients to provide feedback on their experience of the service provided. They are one indicator of the quality of care provided. Information gathered from patients is used to drive service improvements.

Implementing PREMs supports the NSW Health vision that people with alcohol and other drug related harms experience person-centred, safe, high quality intervention and care.

Key points about PREMs

- PREMs focus on client's experience of the service provided, in contrast to patient/client reported outcome measures (PROMs/ CROMs) which focus on measuring a client's own reported health, clinical outcomes and quality of life.
- Clients provide a unique and valuable perspective on how well the service is doing.
- Implementing PREMs is one way of ensuring client engagement and participation in service delivery. The evidence shows that client participation leads to better quality of care, improved health outcomes and more accessible and effective health services.
- Themes generally covered in PREMs include service access, timeliness of service delivery, satisfaction with staff engagement and communication, quality of services provided, and overall satisfaction.

Practice tips for AOD service providers

- Communicate with clients about the PREMs purpose and process.
- Aim to seek feedback from all clients not just those 'successfully' completing treatment.
- Use brief and standardised tools for consistency and to allow comparison over time.
- When selecting and implementing PREMs, consider: how will the questions be answered (self admin or staff admin); how will the questions be recorded/collected (paper, telephone, computer); when/where will the questions be asked (at the service or outside of the service/at home).
- Establish processes to collate, analyse and understand the data.

- Support staff to implement PREMs:
 - Identify PREMs practice champions across the organisation/service
 - Define and communicate roles and responsibilities
 - Provide training and/or education where needed
 - Allow time to incorporate PREMs into routine practice
 - Utilise and feedback data to propose service improvements.
- Patient reported experience data and other patient feedback is valuable and using it to inform service improvement is best practice.

PREMs commonly used in the alcohol and other drug sector

Client Satisfaction Questionnaire-8 (CSQ-8) (licenced)

Outcome or Session Rating Scales (ORS and SRS) (licenced)

Treatment Perceptions Questionnaire (free for not-for-profits)

Organisation/in-house developed measures

Further information

Agency for Clinical Innovation

[Patient Reported Measures](#)

Feedback on safety and quality for NSW Health funded AOD services

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