



AGENCY FOR
**CLINICAL
INNOVATION**

Patient Reported Outcome Measures

An Evolving Driver

Whole of Health Program, Masterclass #12

Mel Tinsley

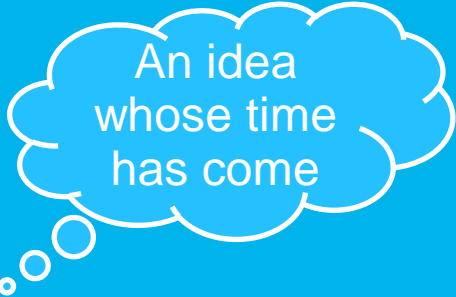
Manager, Health Outcomes | Agency for Clinical Innovation



[@TinsleyMel](https://twitter.com/TinsleyMel)



NSW Health's value based healthcare strategy



An idea
whose time
has come



Elizabeth Koff, Secretary of NSW Health

ELEMENTS:

- Transformative change
- **What matters to patients** and clinicians
- Measure what we should, measure what matters
- Provide “short or real” time feedback to clinicians
- **Visibility of the patient journey**
- Evidence based and evaluated models of care
- Move to value – way services are provided, organised & funded

We must move away from a supply-driven health care system organized around what physicians do and toward a **patient-centered** system organized around **what patients need**. We must shift the focus from the volume and profitability of services provided ... **to the patient outcomes achieved**.

The Strategy That Will Fix Health Care

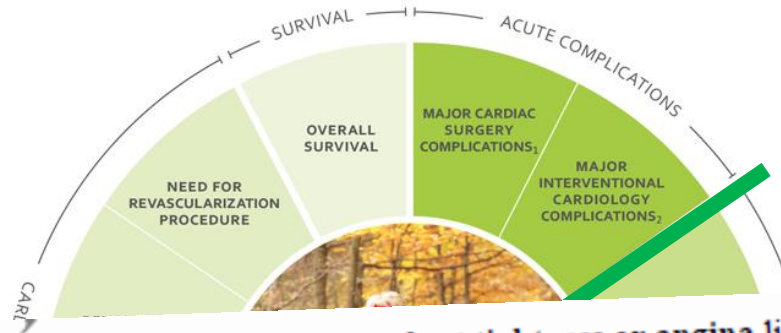
Michael E. Porter, Thomas H. Lee,

From the October 2013 issue, Harvard Business Review

<https://hbr.org/2013/10/the-strategy-that-will-fix-health-care>

Outcome measurement

International Consortium for Health Outcome Measurement (ICHOM)



4. Over the past 4 weeks, how much has your chest pain, chest tightness or angina limited your enjoyment of life?

	It has extremely limited my enjoyment of life	It has limited my enjoyment of life quite a bit	It has moderately limited my enjoyment of life	It has slightly limited my enjoyment of life	It has not limited my enjoyment of life at all
When walking your own pace on level ground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When washing or dressing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Moving from 'Volume' to 'Value'

Can we actually measure value?

	USA*?	NSW
• Costs of care	✓	~
• Clinical outcomes	✓	~
• Patient outcomes	✗	✗

*my assessment – little evidence!

Patient Reported Measures Program in NSW



Patient
Reported
Outcome
Measures

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



Patient
Reported
Experience
Measures

*Capture the patient's
perception of their **experience**
with **health care or services***

PROMs & PREMs purpose



Using PREMS:

After receiving collated feedback a service identified they had poor information provision.... It required a very small change to make a large difference.. The timing of information was key, and made all the difference for patients!



- 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)

Phase 1: Standalone – replace current system

Phase 2: eMR integration

Phase 3: GP software integration



Patient portal



(Id: 12) Hank Scorpio Dashboard

Interventions

Index Events

+ Add Re-Op

Survey Token Management

INDEX: SURGICAL PROM TIMELINE 1 - 2018-02-10

Administrative Followup

Baseline Clinical

Baseline Patient

Expires 10-05-2018

Patient created

Hank Scorpio (Clinician: Sophie)

Survey Progress

Index:

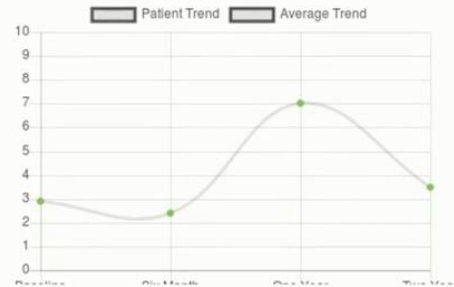
Surgical PROM Timeline 1 10-02-2018

Reoperation:

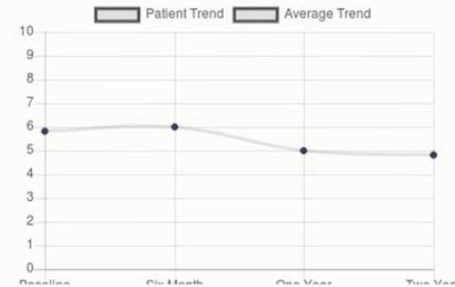
No Reoperations

Next Survey:

NPRS q01 Back Pain



NPRS q02 Leg Pain



Patient portal: information

Test Results

Contact Your
Physician

?

Overcoming an Oral Cleft Lip and Palate



Watch

Animation of Cleft Lip and Palate Development



Watch

Supporting a Smile for Cleft Lip and Palate



Watch

More Information

What is "Cleft Lip and Palate" ?

Cleft lip (cheiloschisis) and cleft palate (palatoschisis), which can also occur together as cleft lip and palate, are variations of a type of clefting congenital deformity caused by abnormal facial development during gestation. A cleft is a fissure or opening—a gap. It is the non-fusion of the body's natural structures that form before birth.

Symptoms and Causes

We know that cleft lip/cleft palate are congenital defects—always present at birth—and that they involve a disruption to the formation of the fetus's top lip and/or roof of the mouth. However, no one knows exactly why these disruptions take place. It is believed that cleft lip/cleft palate may be genetic conditions (resulting from an error in the genes). Some children with cleft lip/cleft palate have other family members with the defect, but in most cases, there is no evidence of any family history.

Cleft Lip Basics

Cleft lip and cleft palate occur when tissues in the baby's face and mouth don't form properly. Normally, the tissues that make up the lip and palate fuse together in the second and third months of pregnancy. But in babies with cleft lip and cleft palate, the fusion never takes place or occurs only partially, leaving an opening (cleft).

Treatment

Healthcare provider portal



+ Create Patient

Search

Pending Forms/Partially Completed Expired Forms

- The patient has un-subscribed from email
- The patient is locked
- Approved
- Pending approval

ID	Name	Age	Sex		Index Events	Reop Events	Approved	Outstanding Forms	Expired Forms
1	Amiya Skiles	02-03-1991	Undisclosed		1	0			View Delete
2	Libbie Wunsch	14-11-2005	Undisclosed		1	1		Baseline Patient	View Delete
3	Kenyatta Corwin	20-02-1993	Undisclosed		1	1		Baseline Patient	View Delete
4	Merlin Macejkovic	07-11-2007	Male		1	1		Baseline Clinical Baseline Patient	View Delete
5	Carolyn Lind	10-05-1981	Male		1	1		Baseline Clinical	View Delete
6	Lucienne Langosh	05-08-2008	Undisclosed		1	1		Baseline Clinical, qui alias	View Delete
7	Lucie Lebsack	14-09-2017	Female		1	1		Baseline Patient, porro sed	View Delete
8	Trinity Lubowitz	20-01-2001	Undisclosed		1	1		Baseline Patient	View Delete
9	Irwin Toy	15-11-2002	Female		1	1		Baseline Clinical Baseline Patient Baseline Clinical, rem provident	View Delete
10	Nia Donnelly	20-02-	Female		1	1		Baseline Patient	View Delete

Healthcare provider portal



(Id: 12) Hank Scorpio Dashboard

Interventions

Index Events

+ Add Re-Op

Survey Token Management

INDEX: SURGICAL PROM TIMELINE 1 - 2018-02-10

Administrative Followup

Six Month Expires 2018-05-02

Baseline Clinical

Baseline Patient Filled by: Root User

One Year Opens 2018-08-02

Two Years Opens 2019-08-02

Hank Scorpio (Clinician: Sophie)

Survey Progress

1/4

Index:

Surgical PROM Timeline 1 2018-02-10

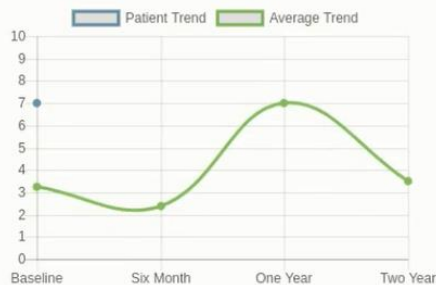
Reoperation:

No Reoperations

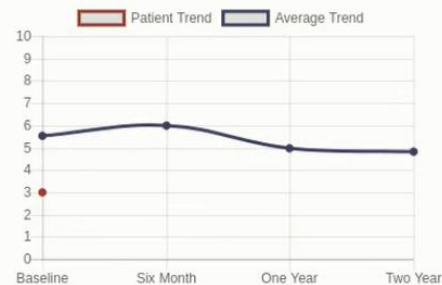
Next Survey:

Extended Surgical Followup Opens
2018-08-02

NPRS q01 Back Pain



NPRS q02 Leg Pain



ODI Score

Clinical reported forms (e.g. clinical registries)

- (Id: 2) Libbie Wunsch Dashboard
- Interventions
- Index Events
- + Add Re-Op
- Survey Token Management

INDEX: ET SEQUI - 2018-02-10

- Administrative Followup
- Baseline Clinical
- Baseline Patient Expires 10-05-2018
- Baseline Clinical - Re-Op
- Baseline Patient - Re-Op Filled by:

Form submitted

Edit Baseline Clinical Reported Form

Height

192 cm

Weight

85 kg

Diagnostic Classification (according to Glassman criteria)

Collapse

Symptoms ?

Back pain dominant, acute

Leg pain dominant, acute ✓

Back pain = Leg pain, acute

Back pain dominant, chronic

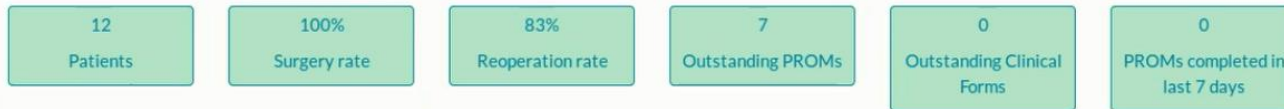
Leg pain dominant, chronic

Back pain = Leg pain, chronic

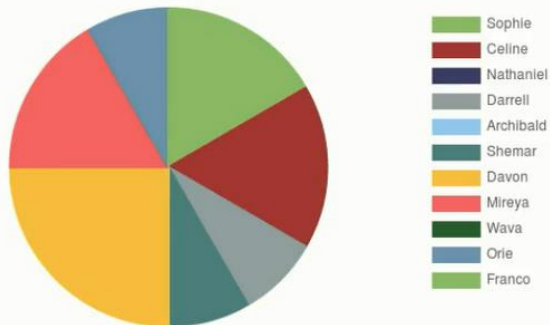
Neurogenic claudication

Analytics: Care provider

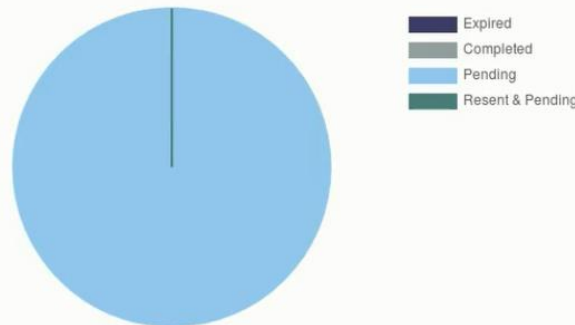
Analytics



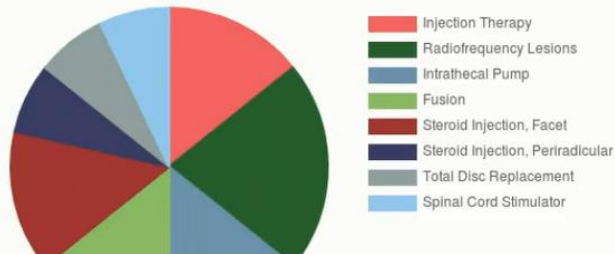
Patients Per Clinician



Total PROMs Completion



Procedures Performed



PROMIS10 q07 'Average Pain'



An evolving driver?



Patient Reported Measures:

- Key to value based health care
- Measure what matters to patients
- Do it in real time to add value to patients and clinicians
- Cross traditional boundaries
- Driving service delivery/improvement
- Designing services according to what matters
- Integrated IT system is key

Level 4, 67 Albert Avenue
Chatswood NSW 2067

PO Box 699
Chatswood NSW 2057

T + 61 2 9464 4666
F + 61 2 9464 4728

aci-info@health.nsw.gov.au
www.aci.health.nsw.gov.au

Mel Tinsley
Manager, Health Outcomes
Melissa.tinsley@health.nsw.gov.au

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

ONLINE LEARNING :<https://www.aci.health.nsw.gov.au/make-it-happen/prms/resources/online-training>



[@TinsleyMel](https://twitter.com/TinsleyMel)