

# AFRICA HEALTH – 2019

Patient – Reported outcome Measures [PROMS];  
and  
Patient – Reported Experience Measures [PREMS]

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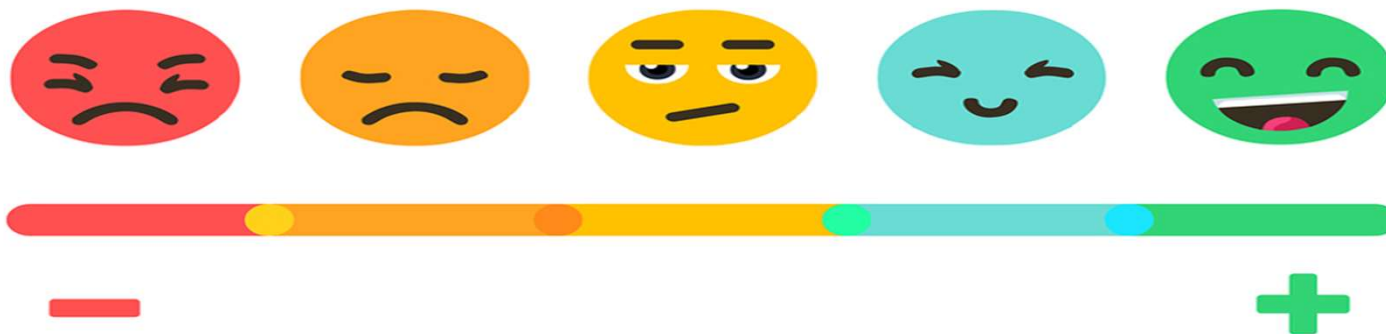


- Improving Quality, Service and Patient Outcomes is an Important Focus for Health Care Providers.
- Outcomes Framework to Improve Quality of Care can be broadly divided into Clinical Effectiveness, Safety and Patient Experience.
- Increasing Support for the use of PREMS and PROMS in measuring the Quality of care across all three areas to guide service improvement.
- Patients perception of their health and experiences are key to Providing excellent Patient-Centered Care.

# What are Patient Reported Outcome Measures



- PROMS are tools used to measure Patient Reported Outcomes.
  - **STANDARDIZED, VALIDATED** Questionnaires are completed by the patient to ascertain perspectives of their health status, perceived level of impairment, disability and health related quality of life.
  - They allow the efficacy of a clinical intervention to be measured from the patients' perspective.
  - Questionnaires are given to patients both pre and post operatively to allow comparison of outcomes pre and post procedure.
  - It measures patients' perceptions of their general health or their health in relation to a specific disease.





- PROMs can be classified as either GENERIC or Disease specific
- Generic Tool
  - measure a variety of aspects of a broad range of medical conditions, allowing for the overall evaluation of care, quality of life, and COST EFFECTIVENESS OF INTERVENTIONS.
- Disease Specific
  - allow individual aspects of a condition and their impact on outcome to be examined.
  - **A combination of the two types of PROMs is often used.**
    - ➔ EQ-5D



Under each heading, please tick the ONE box that best describes your health TODAY.

**MOBILITY**

- I have no problems in walking about
- I have slight problems in walking about
- I have moderate problems in walking about
- I have severe problems in walking about
- I am unable to walk about

**SELF-CARE**

- I have no problems washing or dressing myself
- I have slight problems washing or dressing myself
- I have moderate problems washing or dressing myself
- I have severe problems washing or dressing myself
- I am unable to wash or dress myself

**USUAL ACTIVITIES** (e.g. work, study, housework, family or leisure activities)

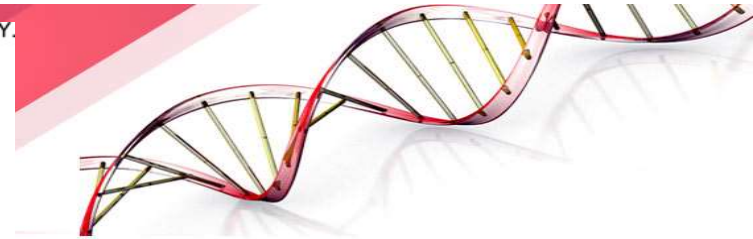
- I have no problems doing my usual activities
- I have slight problems doing my usual activities
- I have moderate problems doing my usual activities
- I have severe problems doing my usual activities
- I am unable to do my usual activities

**PAIN / DISCOMFORT**

- I have no pain or discomfort
- I have slight pain or discomfort
- I have moderate pain or discomfort
- I have severe pain or discomfort
- I have extreme pain or discomfort

**ANXIETY / DEPRESSION**

- I am not anxious or depressed
- I am slightly anxious or depressed
- I am moderately anxious or depressed
- I am severely anxious or depressed
- I am extremely anxious or depressed

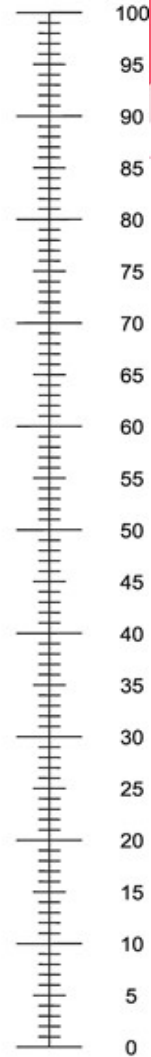


# Health Questionnaire

- We would like to know how good or bad your health is TODAY.
- This scale is numbered from 0 to 100.
- 100 means the best health you can imagine.  
0 means the worst health you can imagine.
- Mark an X on the scale to indicate how your health is TODAY.
- Now, please write the number you marked on the scale in the box below.

YOUR HEALTH TODAY =

The best health  
you can imagine



The worst health  
you can imagine



# Patient Reported Experience Measures



- PREMs gather information on patients' views of their experience whilst receiving care
  - indicator of the quality of patient care, although do not measure it directly
  - PREMs do not look at the outcomes of care but the impact of the process of the care on the patient's experience e.g. communication and timeliness of assistance.

**THEY DIFFER FROM SATISFACTION SURVEYS BY REPORTING OBJECTIVE PATIENT EXPERIENCES, REMOVING THE ABILITY TO REPORT SUBJECTIVE VIEWS.**



PREMS are classified as either Relational or Functional.

### **RELATIONAL**

- Identify the patients experience of their relationships during treatment; e.g. did they feel listened to.

### **FUNCTIONAL**

- Examine more practical issues, such as the facilities available.

**CARE Measure, a relational questionnaire, is an example of a PREMs tool.**

# CARE - (Consultation and Relational Sympathy) measure questionnaire

**CARE Patient Feedback Measure for**

Please rate the following statements about today's consultation.

Please mark the box like this  with a ball point pen. If you change your mind just cross out your old response and make your new choice. Please answer every statement.

How good was the practitioner at...	Poor	Fair	Good	Very Good	Excellent	Does not apply
<b>1) Making you feel at ease</b> (introducing him/herself, explaining his/her position, being friendly and warm towards you, treating you with respect; not cold or abrupt)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2) Letting you tell your "story"</b> (giving you time to fully describe your condition in your own words; not interrupting, rushing or diverting you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3) Really listening</b> (paying close attention to what you were saying; not looking at the notes or computer as you were talking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4) Being interested in you as a whole person</b> (asking/knowing relevant details about your life, your situation; not treating you as "just a number")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5) Fully understanding your concerns</b> (communicating that he/she had accurately understood your concerns and anxieties; not overlooking or dismissing anything)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>6) Showing care and compassion</b> (seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>7) Being positive</b> (having a positive approach and a positive attitude; being honest but not negative about your problems)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8) Explaining things clearly</b> (fully answering your questions; explaining clearly, giving you adequate information; not being vague)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>9) Helping you to take control</b> (exploring with you what you can do to improve your health yourself; encouraging rather than "lecturing" you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>10) Making a plan of action with you</b> (discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b> If you would like to add further comments on this consultation, please do so here.						



# Why we need PREMS and PROMS



## ❑ Information gathered from PROMs and PREMs has a number of uses:

- Research;
- Quality Improvement Projects;
- Audit;
- Economic Evaluation.

## ❑ Data gathered

- helps to improve and focus patient-centred Management;
- feedback for comparisons of clinical care.

## ❑ PROMS: insight into the impact of an intervention.

PREMS: insight into quality of care.

**Used together** - presents the patients perceptions of both the process and outcome of their care.



- Black et al, a positive correlation between experience and outcomes and that patients can distinguish between clinical effectiveness, safety and their experiences.
- Patient outcomes can increase patients Experience ratings by 10%, similarly improving patient experience ratings will cause a 3% improvement on outcome scores.
- This highlights how inherently linked PROMS and PREMS are and their importance in helping to provide superior quality of care.

# How to develop a PROMS and PREMS questionnaire?



- ❑ Choosing the right questionnaire may be hard and developing a new one even more challenging.
- ❑ Questionnaires may lack appropriate psychometric testing and design to be able to determine their validity as measures of patient satisfaction.
- ❑ Questionnaires that have gained popularity:
  - ❑ Quality of Recovery Score 40 (QoR 40) looking at return to function after surgery.
  - ❑ Hospital Consumer assessment of Health and Systems (HCAHPS) survey used to assess patient experience during hospital encounters.

**THE CONSTRUCTION OF A SUCCESSFUL TOOL REQUIRES A DEFINED psychometric development process and validation in practice. In order to produce a questionnaire for patients, it seems sensible to involve patients in each step of the development.**

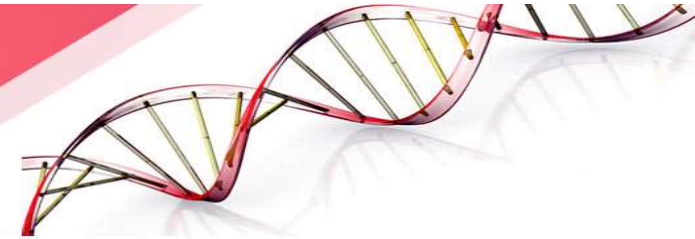
ASA recommendations for building a patient questionnaire

Steps required for building a patient questionnaire	Method
Item generation	Gather the opinions of patient focus groups and relevant health care professionals. A literature search may be performed to help define what is considered important. Questions may be formulated and separated into dimensions within the questionnaire. A modified Delphi process may be used to help distil down relevant items and place them into dimensions.
Construct a pilot questionnaire	The number of questions should be reduced to a pre-determined number. Questions should be amended for comprehensibility, skew and variability.
Test the pilot questionnaire	The pilot questionnaire is tested for its reliability, validity and ease of understanding. There should be a clear description of how and when the questionnaire will be used. At this stage further questions may be removed that prove ambiguous or unnecessary.
A revised pilot questionnaire	The revision is then written and tested in a different group of patients. This may be done by face-to-face interviews, written mail, over the telephone or electronically.
Eliminate items that perform poorly	Reliability may be measured using statistical analysis such as Cronbach's alpha test, with an acceptable value of 0.7 – 0.95. Validity may be assessed utilizing multi-trait analysis and acceptability may be gauged looking at time to complete and response rates.
Retest the final questionnaire	Once developed the questionnaire may be retested to determine that the scores continue to exhibit reliability and construct validity.



It may seem simpler to utilize questionnaires that already exist and have been validated, however, selecting questions from statistically validated surveys does not guarantee production of a new equally valid survey. Equally there is also no guarantee that combining surveys will yield a new validated 'super survey'. When constructing a new survey, utilizing questions and themes from previously validated surveys is more likely to produce something reliable and robust.

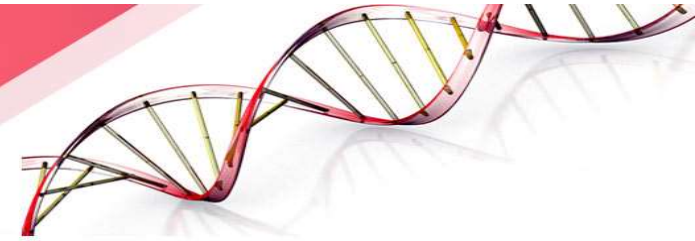
# Using the correct PROMs and PREMs measurement tool



- A number of PROMS and PREMS questionnaires have been developed; therefore choosing the correct tool can be difficult.
- The target patient group, content, reliability, and validity of the questionnaire should be considered, in addition to its prior use in a similar patient demographic.
- A pilot of the questionnaire prior to commencing the PROMS or PREMS data collection is vital to identify appropriate questions for the population.



## How the PROMS and PREMS are Measured



- Consent to participate in the PROMs questionnaire is obtained and the questionnaire given to the patient at pre-operative (or pre-intervention) visit.
- The preoperative questionnaires are stored in a database by the contracted data suppliers responsible.
- The contracted data suppliers are responsible for administering the post-operative questionnaires.
- Reminders and repeat questionnaires are sent to patients that do not reply. A period of 6 months response time is allowed.
- The questionnaire are linked to patient on the data base and analyzed.

## Limitations

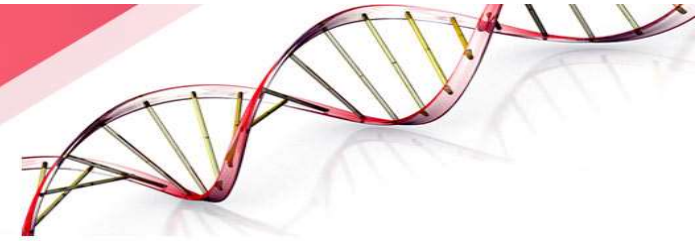


- ❑ Limitations of PROMS and PREMS must be considered.
- ❑ Correct measuring instrument, how the data is collected and the understanding by the health care providers and cost are all key factors that need to be evaluated.
- ❑ The measurement tool must be validated for the data collected to have any meaning.

## Collection of data poses Additional Challenges



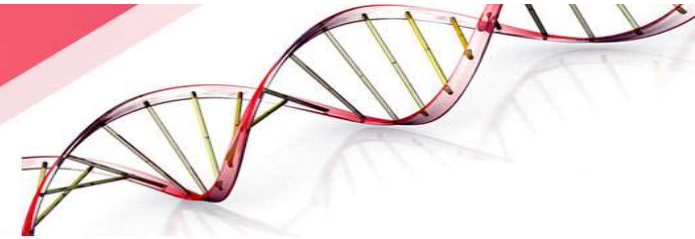
- The (on the site feedback) patient may not be in a physical or psychological state to give accurate opinions of their experience of the health status.
- Missing information relating to discharge and recovery.
- Patients may be concerned with the negative impact of their answers on the care given by health care providers and adjust their responses accordingly.
- Post-contact feedback depends on the sample size of patients filling out the questionnaires with a potential of low-response rates.
- Patient demographics can impact on the reliability of the data.

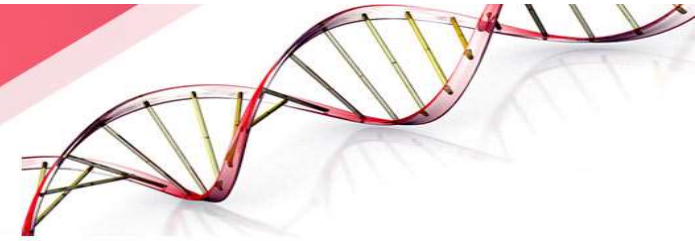


- To avoid skewed results nationally, statistical analysis is performed to adjust for variances in case-mix between providers.
- Translation of PROMS and PREMS questionnaires is frequently required to ensure all patients within our multicultural population are included in the data collection.

# Conclusion

- ❑ PROMs and PREMs are useful tools that are increasingly being used to obtain data on patients' perceptions of their health and experiences whilst receiving care, with the aim of improving quality of care.
- ❑ Choosing the correct measuring tool is vital to ensure validated, reliable data for the population is obtained.
- ❑ The limitations of PROMs and PREMs must be considered prior to implementing these tools.





thank  
you