Patient Reported Measures Framework

NSW GOVERNMENT | **Health**

The health system will be organised to support the provision of value-based health care, centred on what matters most to patients. Patient Reported Measures will transform the health system - improving outcomes, experience and quality of care.

Individual level
Understand, evaluate and enhance interactions between patients and clinicians

- PRMs will be used by **patients and carers** to help decide their choice of treatment, provider or facility, and to improve their ability to manage the quality of care received as relevant to their health care needs.
- PRMs will increase the level of **engagement between patients and clinicians**, helping to deliver personalised, appropriate and integrated care in a timely manner.
- PRMs will support **evidence-based care** by using real-time patient-reported measures at point of care.

Service level
Understand factors that influence health outcomes e.g. comparative effectiveness research

- PRMs can be used by services to **monitor effectiveness** and impact of intervention and care over time.
- Aggregated PRMs can be used for **evaluation and research** to understand patient needs, preferences and adherence or impact of treatment and care.
- PRMs will enable better **benchmarking** between services and interventions for continuous quality improvement in health care service delivery.

System level
Help decision makers within the broader system establish and evaluate policies to benefit whole populations

- PRMs will provide **transparency** for a patient across their episode of care.
- Having a **patient reported data source** will inform service planning, investment decisions, research and evaluation, and benchmarking all care settings.
- PRMs will ensure care **promotes equity** and is more **appropriate** and **value-based**
- Improve **integration and continuity of care** across the health system.
- **Improve health literacy** across the population.

Patient Reported Measures (PRMs) are distinct types of metrics to capture patients' perspective of their care and are integral to building a patient-centred system of structuring, monitoring, delivering and financing health care.

Outcomes (PROMs) – directly reported by the patient without interpretation by a clinician or anyone else and pertains to the patient's health, quality of life, or functional status associated with health care or treatment.

Experience (PREMs) – asks patients to describe, rather than simply evaluate, what happened during their encounters with health services.

1. **Patient-centred** – PRMs and associated processes are patient-centric and give patients a greater say in their care.
2. **Iterative co-design approach –** designed with input from patients, carers, clinicians, and decision makers.
3. **Integrated –** PRMs cover the whole patient journey across all care settings and are integrated to allow a holistic view.
4. **Fit for purpose and meaningful –** PRMs need to be valued and useful for diverse groups of patients, carers, clinicians, and decision makers.
5. **Trusted and reputable –** the tools need to be evidence-based, culturally appropriate and easily understood.
6. **Consistency –** the information collected and systems used allow for comparisons across dimensions of care (core functionality, symptoms and quality of life) and allow flexibility for tailoring to local needs.
7. **Universal coverage –** PRMs are universal, but need to have adequate variation to distinguish between cohorts.
8. **Sustainability –** ensure that PRMs support a sustainable health system that delivers effective and efficient care into the future.
9. **Transparency** – data is available in real time and accessible at multiple levels of the system.
10. **Staged implementation approach** – supports the incremental adoption of PRMs and ensures adequate change management and resourcing.

Design
- Cohort segmentation
- Co-designed
- Agree on measures
- Considered across care settings
- Delivery organisations

Capacity and capabilities
- Clarity of roles and responsibilities
- Data literacy and analytics
- Patient education and health literacy

Enablers
- Strong clinical and corporate leadership
- Governance
- Processes e.g. cultural change
- Information
- Infrastructure e.g. technology

1 year | 3 years | 5 years +

Short term: Establish the state-wide collection with testing of the IT platform in defined cohorts. Enable real-time feedback.

Medium term: Expansion to additional cohorts across the districts. Linking to other data sets to measure value.

Longer term: Collection and use of PRMs across all sectors of the NSW health system to allow benchmarking.