Outcomes Measurement
Measuring Outcomes that matter to patients

November 2017

Mel Tinsley, Manager Health Outcomes
Background

NSW Integrated Care Strategy

- IT systems
- Patient Reported Measures
- Risk Stratification
Better Value Healthcare

Systematic tracking of health outcomes is the foundation of any value-based health system.

FROM VOLUME TO VALUE – FOCUSSING ON PATIENT OUTCOMES

THE SYSTEM MANAGER
- New payment models
- Statewide service planning
- NSW Health enabling IT program
- New models of care
- Quality and safety capacity building
- Translational research

DISTRICTS AND NETWORKS
- Patient-centred care
- Quality and safety led governance
- Measuring and reporting
- Culture of continuous improvement
- Care integration
- Collaboration

IMPLANT

BETTER VALUE FOR THE SYSTEM
Cost savings delivered by reducing variation, errors, duplication and fragmentation

BETTER OUTCOMES FOR PATIENTS
Improved alignment of patient expectations with the care delivered

References:
PRM sites 2017 (IC)

13 Geographical Areas
81 Proof of Concept Sites

General Practice
2 x Outpatient clinics
1 x GP Practice
3
35
6
2 x GP Practices
6 x Outpatient clinics
1 x PHN
6 x GP Practices
15 x Community services
22

1 x General Practice
2 x Outpatient clinics
1 x GP Practice
6 x Outpatient clinics
1 x PHN
6 x GP Practices
15 x Community services
22

2 x Community services
6 x GP Practices
1 x Community service
1

3 x Community services
2 x Outpatient clinics
2 x Community services
2

1 x PHN
6 x GP Practices
15 x Community services
22

ACI
NSW Agency for Clinical Innovation

Geographical Areas
Proof of Concept Sites
PROM v PREM

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

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

ACI NSW Agency for Clinical Innovation
Why patient reported measures?

What clinicians’ value

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

---

Do you get shortness of breath in the following situations?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>When hurrying on ground level or walking up a slight hill</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When walking with other people your age on level ground</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When walking your own pace on level ground</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When washing or dressing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
This is why measuring and reporting meaningful outcomes matters. Comparing outcomes of prostate cancer care.

- Focussing on mortality alone...
- ...may obscure large differences in outcomes that matter most to patients

Bar charts showing:
- 5-year survival: Germany 94.0, Sweden 94.0, Best-in-class: Martini Klinik 95.0
- 1-year incontinence: Germany 43.3, Sweden 50.0, Best-in-class: Martini Klinik 6.5
- 1-year severe erectile dysfunction: Germany 75.5, Sweden 80.0, Best-in-class: Martini Klinik 34.7

Early evidence - NSW

- Care planning changed following use of PROMs and discussion of report between patient and clinician
- Aggregated PRM data has been used to monitor quality and refine service delivery
- Care more patient-centred, more responsive to patient’s needs, clinical practices improved, service delivery more effective and efficient, patient management improved
- Early evidence to contribute to reduction in unplanned hospital admissions
The benefits of collecting and using PRMs are many however they all aim to do one thing: capture the patient voice.

- Click Next to learn more about these benefits.
Case study 1

- Dynamic GP practice - Strong advocates for PRMs
- Participating in Integrated Care
- Cohort: Patients with chronic/complex needs
- PROMs: QoL +/− other specific tools (pre-consult)
- PREMs: Completed post consult

Patient with 15yr Hx Diabetes
Commenced PRMs at GP Practice
 GP ‘surprising findings’ ...
QoL tool indicated low mood/depression
   – completed DASS 21 – high scores.
   I thought I was a good GP….

During the discussion the patient stated
   “I didn’t know how to tell you”
   “I didn’t think you had enough time to talk about it”
   “I thought I was just coming to you for my Diabetes”

Patients needs are now addressed and care holistically provided
Case study 2

- Aged Care and Chronic Disease Management
- Local Health District approach
- Cohort: Patients requiring care/services at home
- PROM: QoL (pre-assessment/consult)
- PREM: post-consult

Challenging approach and implementation

"Assessors have found the use of the QoL tool has had a positive effect on their assessment approach.

"Experienced assessors will have a formulation of what they expect the assessed needs will be and have been surprised when reviewing results. They've found that the consumers report differs with their assessor assumptions - it has made them reflect and approach their assessment in a more consumer outcomes focused way. The PROM has really been useful in identifying what matters for the consumer (rather than what is being assessed)!
Thank you and questions

Contact:
Melissa Tinsley
Manager
Health Outcomes
Agency for Clinical Innovation
Melissa.tinsley@health.nsw.gov.au