

# Statewide PRMs Program: Information for Consumers

## What are Patient Reported Measures?

Patient Reported Measures are brief surveys which are completed by consumers to provide feedback on their health and wellbeing, as well as their experiences of health care.

Patient Reported Measures can be divided into two categories: Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs).

## What are Patient Reported Outcome Measures?

Patient Reported Outcome Measures are surveys that ask you to think about your health condition and your overall health and wellbeing.

You might be asked questions about your quality of life, daily function, emotional wellbeing, and other parts of your health. Responses to these surveys can also show the effect of a treatment or procedure, or changes in health over time.

Each type of outcome survey is different, and instructions on how to fill out the survey will be provided. Mostly, your information and answers will be used in discussion with your healthcare team so that decisions can be made about your care together. Results from Patient Reported Outcome Measures are included as part of your medical record.

## What are Patient Reported Experience Measures?

Patient Reported Experience Measures are surveys that ask you to provide feedback about the experience you had with the healthcare services. Questions might include how easy it was to access the service, whether the hospital room or clinic was comfortable and clean, and whether you had positive interactions with your healthcare team.

Experience survey results are anonymous which means the information provided is not linked back to the individual consumer. Your feedback is valued and helps health services to find out what they are doing well, and what can be improved.

### What are the benefits?

Implementation of Patient Reported Measures in clinical services will ensure that consumers and clinicians have the information they need to make the best decisions together, supporting services to provide the care that consumers need and want.

Patient Reported Measures help clinical services better understand what matters most to you, so decisions can be made about your care together with your healthcare team.

### How can I make a separate compliment or complaint about the health service/treatment?

Each clinical service has a process for receiving compliments and complaints. Please discuss with your care provider, who can guide you regarding the compliments and complaints procedure for their site/service.

### Do I have to take part in the Patient Reported Measures Program?

Taking part in Patient Reported Measures surveys is optional. If you do not wish to participate, please discuss this with your treating team.

### How do I fill in the Patient Reported Measures surveys?

You will be sent an invitation link via text message (SMS) or email to complete the survey, or may be enrolled via QR code during a visit with your health care team. Surveys can be filled out via a secure website using the digital solution on your own mobile phone, tablet device or computer with access to the Internet.

If you do not have access to the Internet or you need assistance completing the survey you are able to ask a family member, friend or neighbour for assistance. Alternatively, contact your health service, where you received your invitation to complete your survey, for further advice.

- Commission on Excellence and Innovation in Health.
- 

### What is the digital solution?

SA Health are working with a specialized Health IT company called *The Clinician*. Survey information is collected for SA Health, Hospital and Health Services for the purposes of evaluating, monitoring or planning health services.

More information about the solution that SA Health is using to collect this patient survey data can be found at <https://theclinician.com/proms>.

### How will the survey results be reported back to me?

Once you complete your survey, your results will be immediately available through your secure patient access portal, including any previous survey results. You can ask for further feedback and interpretation of these results when you attend a visit with your health care team.

### Will the information be kept confidential and secure?

All information you provide will be stored on a secure SA Health solution and handled in line with the Privacy Act 1988 and SA Health's Privacy Policy Directive. The information will not be used or shared without your consent, unless allowed or required by law.

Completing the survey implies that you consent to your information being shared with your care provider. If you are unsure who will access your data, discuss this with your care provider prior to completing your survey.

### Where can I find more information?

For more information on the Statewide Patient Reported Measures Program, visit the PRMs Website: <https://prms.ceih.sa.gov.au/>.



This document has been reviewed and endorsed by CAG\* for consumers and the community – August 2023

\*SA Health Community Advisory Group