

Statewide PRMs Program: Information for Clinicians

What are Patient Reported Measures (PRMs)?

PRMs are surveys that capture patients' perspectives of their own health and wellbeing, and experiences of health care. PRMs can be divided into two categories, Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs).

What are Patient Reported Outcome Measures (PROMs)?

PROMs are surveys capturing consumers' perspectives about how illness or care impacts on their health and wellbeing. Consumers may be asked questions about their quality of life, daily functioning, mental and emotional wellbeing, and other aspects of their health. PROMs can show the impact of a specific treatment when survey results are compared before and after treatment or interventions or can be used to show general changes in health outcomes over time.

What are Patient Reported Experience Measures (PREMs)?

PREMs are surveys that capture consumer's experiences of the health services they receive, such as accessibility, the physical environment, and interactions with clinicians. Consumer results from PREMs are de-identified.

What are the benefits of Patient Reported Measures (PRMs)?

The benefits of PRMs include:

- Better decision making – ensuring consumers and clinicians have all the information they need to make the best decisions together
- Continuous quality improvement – looking at outcomes and experiences for groups of consumers to compare at a service level, and identifying opportunities for improvement
- Value-based care – being able to plan services at a population level based on what matters most to consumers.

PRMs are an invaluable tool, assisting services to understand if they are truly delivering excellent healthcare.

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Is it mandatory to use PRMs?

PRM use is determined by individual Local Health Networks and/or Clinical Services. Refer to local policies and procedures for clarification.

How will consumers complete PRMs?

SA Health has engaged *The Clinician* to provide ZEDOC, a digital solution which will support the systematic collection of PRMs directly from consumers. This digital solution is available for services to use based on their clinical needs. Consumers will receive automatic reminders to complete surveys digitally via any device (phone, tablet or computer) with Internet access. This may be the consumer's own device, or a device provided by the clinical service. For more information on the digital solution, visit <https://theclinician.com/proms>

What functions are available through the digital solution?

The Clinician's ZEDOC solution will provide the following functions:

- Enable consumers (or their families/carers) to report on their healthcare experiences and outcomes in their own time or at the point of care
- Enable PRM survey invitations to be sent electronically to consumers, who can then consent to and complete surveys using their own device (including personal computers, tablet devices or smartphones)
- Enable consumers to access their completed survey data through a consumer-facing application, including viewing past surveys
- Be accessible and support surveys in multiple languages
- Enable clinicians to manage and schedule PRMs surveys, and access consumer and service level data in real time through a clinician-facing application
- Integrate with SA Health's Sunrise Electronic Medical Record (EMR)
- Enable SA Health system administrators to manage surveys and reference data
- Provide capability for consumers to answer anonymous PREMs surveys (i.e., not associated to any medical record).

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Will I need training?

Yes, once your service has confirmed their participation in the PRMs Program, training is required to use the digital solution. Training will be provided via online self-directed modules for most users. Staff involved in configuring surveys will be provided with face-to-face training in addition to accessing the online modules.

How does data storage/privacy work with PRM data and the digital solution?

PREMs data is de-identified and used at an aggregate level. PROMs data is considered as a medical record and is stored in alignment with the medical records guidelines. All information provided by consumers is handled in line with the Privacy Act 1988 and SA Health's Privacy Policy Directive. Release of data is handled in alignment with the PRMs Program Management of Personal Information Guide.

What happens if I receive detail of consumer compliments or complaints through PREMs?

Feedback received via PRMs should be managed according to usual Local Health Network and/or Clinical Service consumer feedback processes.

Where can I get more information?

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