



MODULE WORKSHEET

Module 02: Making it happen

Implementing Patient Reported Measures into your setting

Clinician Resources v1.1

Aim for success

It is important to have a clear vision of what you are wanting to achieve, and what success looks like for you and your patients.

| What do you hope to achieve from Patient Reported Measures? | What do you personally feel will be the benefit for your patients? |
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| | What do you personally feel will be the benefit for you and your team from |
| What will success look like? | benefit for you and your team from participating? |
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Patient Reported Measures: Outcomes that matter to patients | Making it happen worksheet

SMART objectives

SMART is a mnemonic acronym, providing you with criteria to guide you in the setting of objectives for the implementation of Patient Reported Measures.

80% of patients within XX practice who attend the Musculoskeletal Osteoarthritis Clinic will complete the PROMIS 10 on tablet or paper before scheduled consultations, by 30 June 2017.

By end 2017, 95% of Patient Reported Experience Measures will be collected electronically via email or via a tablet in the clinic, at baseline, half way and completion of the program, over the 9 months that a patient is registered/attending the service.

S - Specific: Identify the specific result to be realised, i.e. the problem, who it is to be achieved with and where

M - Measurable: Define a method to monitor and measure progress in meeting the objective

A - Achievable: Ensure the objective is achievable within timeframe and resources (i.e. Realistic)

R - Realistic: Ensure the objective is the right one to achieve your goal

T - **Timebound:** Be certain to establish the time frame in which the objective is expected to be met

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Creating change

Prior to implementing any major change, it is important to have a clear and common understanding of the change. Not establishing common understanding is a key barrier.

| What is changing? | |
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Why are we changing?

What are the consequences of not changing?

Sponsorship

Sponsorship is the single most important factor in ensuring fast and successful implementation of PRMs.

Who might be your sponsor?

Why would you choose them?

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Implementation

Making the decision to implement PRMs into your setting requires commitment and plenty of planning to ensure your program implementation is successful.

What are the human objectives or human factors are to consider for your project?

What has worked well, or not so well in the past in your experience?

Scope

- Who are we working with?
- What is our patient cohort?
- What question sets will we be using?

Note down who might act in each of these roles and why they would be good for this role.

Scope: Who

Implementation *continued*

| Scope: Patient cohort (s) |
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| Scope: Question sets |
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Stakeholder engagement

Engaging, managing and communicating effectively with stakeholders will be an important part of your implementation.

| Who do you need to engage and why? | How might you best engage stakeholders? |
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Communication

- Communication strategies: what has worked well in the past, or what could work well?
- How can you apply these in your project?

Note down who might act in each of these roles and why they would be good for this role.

| Stakeholders | Timing |
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| | Stakeholders |

Getting started

Take a first step towards actualising your vision and goals for PRMs; brain storm at the steps you might need to take for your implementation plan.

What's the first small step you can take to implement PRMs?

| /hat smaller group could you chose to work /ith as a pilot group? | What further training and education do you and your team need? |
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Summary

- Review regularly. Do all people involved understand their roles and responsibilities?
- Recognise sponsorship and commitment is key; it must be ongoing and active
- Have the right information and the right processes to enable decisions to be made
- Remember, buy-in is critical know your stakeholders, be flexible and creative
- Promote collaboration and innovation
- Involve patients and carers

For more information...

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Website:

 www.aci.health.nsw.gov.au/resources/ integrated-care/aci/integrated-care/ patient-reportedmeasures