

FREQUENTLY ASKED QUESTIONS

Implementing Patient Reported Measures (PRMs)

The top 10 questions that people ask when implementing PRMs:

1. Why should my service partner with ACI to implement a PRM program?

We have found that although you may be capturing outcomes and experiences for some patients; it usually does not occur systematically, routinely and in a way that enables patients to provide direct timely feedback to inform care. Capturing PRMs in a consistent and structured way allows tracking and trending of patient outcomes over time. ACI can provide education, training and support to help you implement PRMs.

2. What are the benefits of using PRMs for my service?

PRMs enable a consistent and structured way of capturing and using PRMs in real time, supporting services to identify quality improvement initiatives to drive service improvement.

It aligns accreditation standards regarding patient feedback and partnering with consumers.

3. What financial and time investment is there?

The ACI PRM program is free, it is suggested that local services have a small project team to implement and sustain collecting PRMs in your setting

4. How do I receive my PRM results?

Your PRM results are presented back individually for patients (for outcome measures), but also presented aggregated at a service level (for outcomes and experience measures)

5. Where does the PRM data go?

All data in the PRM portal sits on the NSW Health server. As part of the NSW Health Integrated care strategy aggregated and de-identified data may be used to evaluate the integration of care across NSW.

6. Will the PRM IT system integrate with my services current IT systems?

This is an ever changing field with information communication technology being developed that will interface with existing electronic medical record systems.

7. When can my service start with the PRM program?

Your service can start as soon as staff have received education and training and determined local processes for implementing PRMs in your setting.

8. My patient population doesn't have access to information communication technology or won't know how to use it?

Research has shown that approximately 80% of the population do own a smart device, further to this, research shows that inexperienced users of technology were more engaged when completing patient reported measures via a tablet device.

9. What are the right validated questions sets to ask?

There are hundreds of questions sets that exist across the world it is important to find validated tool/s for your patient population /condition specific question set for your setting. The ACI program invests time in ensuring the question sets suit your patients/service.

10. How do we build the collection and use of PRMs into business as usual?

Initially getting the process to fit in with current work flows can take a little extra time and consideration but once this is achieved clinicians have advised that collecting PRMs fits in with business as usual and even saves them time in their consult.

For further details contact: Melissa Tinsley, Program Manager P: 02 9464 4649 E: melissa.tinsley@health.nsw.gov.au