

## Profile of Patient Experience & Outcomes raised

- *New government health agenda to focus on Outcomes*
- *PROMS to be extended to Long Term Conditions: A new project in conjunction with the University of Oxford is to look at PROMS for:*
- **Asthma**
- **COPD**
- **Diabetes**
- **Epilepsy Heart failure**
- **Stroke**

## New Government plans for health outcome measures

The new health secretary Andrew Lansley has confirmed that a range of outcome measures will be used in monitoring quality in healthcare in preference to activity measures.

The measures are expected to include:

- Extension of Patient Reported Outcomes for patients with long term conditions
- Patient satisfaction
- Patient experience
- Mortality
- One and five year cancer survival

- Stroke mortality
- Heart & lung disease and lung disease

The measures would be used to assess the performance of both GP commissioners and hospitals, through the inspection regime.

The health secretary has indicated that these will be used as “a central part of commissioning” including use in the payment system.

Quality accounts are to be more closely linked to the outcome measures and quality standards and will be subject to external audit.







## Evoked response options for patients using images opens up outcomes and experience to a wider range of patients including children, Learning Difficulties and Mental Illness

CoMetrica’s COM-Q service provides a unique range of input options including images. This opens up the scope of measurement beyond the traditional multiple choice options given with push-button devices and one-off surveys

Delegates at the recent HSJ Patient Experience Conference in London were shown the exciting potential to provide any images as prompts for patients in measurement areas such as:

- Patient self assessment of health
- Patient Story prompting
- Experience prompts e.g. good and bad situational pictures
- Clinical images e.g. degrees of severity of bunions
- Graphical simple images for children
- Visual Analogue Scales with any images
- Central control of coverage and changes to measures without re-programming devices

### How do you feel today?

	
Clear sunny blue sky <input type="checkbox"/>	A few clouds but still bright <input type="checkbox"/>
	
Sunshine & Clouds <input type="checkbox"/>	Grey clouds <input type="checkbox"/>
	
Thundery Clouds <input type="checkbox"/>	Stormy <input type="checkbox"/>

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## Outcome measures help services and commissioners make tough decisions

*Using patient's reported outcome & experience measures provides a useful patient based mandate when services need to be prioritised*

Where Services are under financial pressure, prioritising is never easy, particularly when there are understandable vested interests. By using patients own measurement of the maintenance or gain in health from services provided, a useful mandate can be identified to help justify such decisions.

Generic & specialist PROMS exist for many conditions, not just those being piloted for national schemes by the DH. CoMetrica can help providers and commissioners implement validated continuous PROM collection and reporting to provide such a valuation of care to help in considering priorities.

### Testing ideas with relevant patients

The ability of the COM-Q system to match letter and questionnaire content to individual groups of patients based on services used, geography and other demographics makes it a valuable tool in testing strategic planning and engaging the public before committing to one course or another.

### Kings Fund publishes guide to PROMS

The Kings fund has published a really useful guide to PROMS and their potential use. Traditionally PROMS have been used in academic & research settings with limited application for routine health service users.

CoMetrica can help organisations identify which PROMS to use, how to implement them in a way which most patients can understand and how to get high response rates from routine patients. This is a standard part of the ongoing help CoMetrica provides to their customers.

The Kings Fund report can be downloaded from

<http://www.kingsfund.org.uk/publications/proms.html>

### Reducing questionnaire overload

The COM-Q system from CoMetrica combines clinical and non-clinical outcome and experience measures into one concise electronic form matched to each patient.

Measures are linked to each patients condition and the services actually used and so are more relevant

Multiple completion routes increase response rates

## Podiatry providers take up COM-Q Service

South Birmingham Community Health Podiatry Services started using CoMetrica's COM-Q service in June and

**South Birmingham Community Health**

are already seeing results showing the benefit they provide to patients of the services in terms of quantitative measures. As an additional benefit, as the system reaches the majority of patients rather than a sample, this has opened up a useful daily stream of patients comments classified and categorised by service and patient type.

This service has also been taken up by Solent Healthcare, the new NHS Community provider for Portsmouth & Southampton. They will be using it to measure outcomes, experience and the effectiveness of public health initiatives such as all clinical staff guiding patients on smoking, obesity and alcohol services at all points of contact with their services.

## Mental Health providers seek experience & outcome measurement

A number of mental health provider trusts have expressed interest in the COM-Q service since it is so flexible in content, delivery and the ability to reach out to their patients. Being able to develop pictorial questionnaires and prompt responses is a unique feature of the service not provided by other means. The provider's ability to use any images and graphics makes questionnaires much more interesting for patients and carers alike.

For further information about any of the articles in this newsletter or for further information about the COM-Q service or how CoMetrica can help your organisation measure patient's outcomes & experience, contact Stuart Mathieson at CoMetrica on 07973 212306 or via email

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