



When Anglian Community Enterprise, a new provider of community health services in North East Essex wanted to measure the impact of their clinical services, they knew they should use Patient Reported Outcome Measures (PROMS) but needed help in implementing them across different services.

In its former days as North East Essex Provider Services, they had used the general health status measure EQ5D to measure the impact of care in community beds but now wanted to extend measurement across a wider range of services as they transformed to their organisation into Anglian Community Enterprise (ACE)

They chose the COM-Q service from CoMetrica to introduce outcomes and experience measurement across four of the services they provided to patients in the local community:

- Continence services
- Biomechanics
- Prolotherapy
- COPD

Choosing the right PROMS

Some services had tried collecting PROMS but found the process time consuming, particularly when trying to follow-up patients after their treatment. It was also difficult to get valid results of the patient's own scores if the questionnaires were completed in the clinical environment.

The choice of which PROMS to use was unclear for some services when there are so many to choose from and so they turned to CoMetrica who provide a fully managed outcomes & experience measurement service which includes measurement consultancy.

CoMetrica were able to suggest which PROMS to use, which were validated to allow external benchmarking and highlight

ed the opportunity to collect Patient Experience Measures (PREMS) at the same time.

Fully Automated content

The COM-Q system could include specific questions in sets (PROMS and PREMS) dependent on patient groups, ages and at different stages of the patient pathway. ACE chose to measure at the initial patient contact and then 90 days later. The COM-Q system measured PROM scores at both stages so any changes as a result of treatment could be identified.

Since CoMetrica handled all the communication with the patient on behalf of ACE, the patients follow-up measurement was not reliant on the patient attending a clinic again and could even be measured if the patient had been discharged.

Response rate

Quick results

One of the problems with carrying out your own measurement is that the measuring takes so much effort and often fails due to pressure on staff time and resources. By using a fully managed service, your time is focused on the results which start to flow within days of going live.

Using the reports which are set up by yourself or CoMetrica, results are graphical and can be saved as "live" reports which always show the most up-to-date position. All results are linked to clinical data making the results much more powerful than isolated surveys.

PROMS & PREMS used

Service	At referral	After 90 days
Continence	<ul style="list-style-type: none"> • EQ5D General Health PROM • ICIQ Continence PROM • Patient satisfaction PREM 	<ul style="list-style-type: none"> • EQ5D General Health PROM • ICIQ Continence PROM • Clinical Confidence • Patient satisfaction PREM
Biomechanics	<ul style="list-style-type: none"> • EQ5D General Health PROM • FHSQ Foot Health PROM • Patient satisfaction PREM 	<ul style="list-style-type: none"> • EQ5D General Health PROM • FHSQ Foot Health PROM • Clinical Confidence • Patient satisfaction PREM
Prolotherapy	<ul style="list-style-type: none"> • EQ5D General Health PROM • Oxford Knee Score PROM • Patient satisfaction PREM 	<ul style="list-style-type: none"> • EQ5D General Health PROM • Oxford Knee Score PROM • Clinical Confidence • Patient satisfaction PREM
COPD	<ul style="list-style-type: none"> • EQ5D General Health PROM • ACE COPD PROM • Patient satisfaction PREM 	<ul style="list-style-type: none"> • EQ5D General Health PROM • ACE COPD PROM • Clinical Confidence • Patient satisfaction PREM

Results

Just over half of all patients responded, this compares very favourably with “passive” surveys where patients use devices or are asked to complete questionnaires in waiting rooms which leads to sampling rather than measuring ALL patients. Particularly encouraging was the 50% response rate for follow-up patients allowing statistically valid comparative results.

Representation

It was important for ACE to be able to prove that the results were representative and so the detailed breakdown available within COM-Q was able to demonstrate response rate by age band, postcode, sector, clinic, patient type etc.

By allowing patients to respond on paper in their own homes in their own time or on-line, not only were response rates maximised, but it was also possible for carers and relatives to assist patients with interpretation and completion. In total, 29% of responses were completed by proxy, an important cohort which would be missed with in-clinic completion. Results were analysed to see if proxy completion influenced the scores and no significant impact was shown.

PROM Scores

Detailed results by individual question were easily reported and compared before and after treatment. Here we show the impact of treatment on the PROM measures. Improvements were seen in many areas but in some such as continence, it highlighted the need to measure the ICIQ before being seen as the initial advice given had already had an immediate impact.

Dr Peter Skew, GP, lead for Prolotherapy Services said “ I am very pleased with these results and wish to use them to try and get funding for a proper trial “

Judy Cecil—Head of Continence Services said “the process works well -gives much better, independent patient reports than if clinicians ask the questions while present with clients.”

Andrew Barker—Head of Podiatry Services said “This is a good tool with the potential to obtain decent PROM data”

Benefits of the COM-Q Service for ACE

Apart from the quantitative PROM results, patient’s experience comments were collated and presented on a daily basis and quickly become an important **operational tool** in monitoring good and bad experiences. A key benefit for ACE was that they did not have to deal with any questionnaires themselves or analyse any results. The fully managed COM-Q service handled everything so all ACE had to do was review the results.

Conclusion

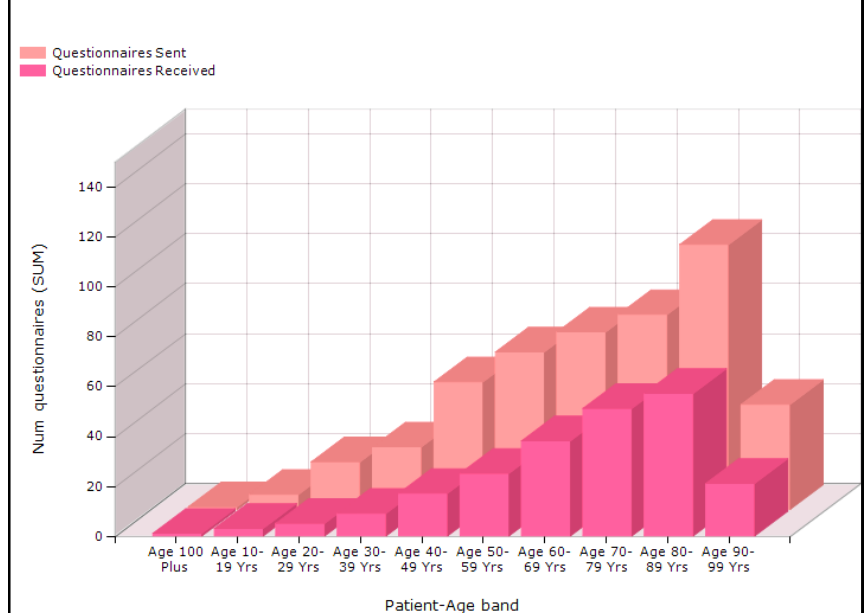
Emma Rougier-Pirrie, Quality Improvement Manager for ACE said that “The COM-Q system proved itself as a means of easy collection and analysis of patient outcomes & experience”

Further Information about the COM-Q service can be obtained from Stuart Mathieson on 07973 212306 or via email

Stuart.Mathieson@CoMetrica.co.uk More case studies are available on the website: www.CoMetrica.co.uk

	Response rate by Service		
	New Refer-als	90 Day follow-up	Total
All questionnaires	51%	50%	51%
Continence	57%	50%	53%
Biomechanics	40%	48%	43%
Prolotherapy	82%	58%	67%
COPD	53%	45%	49%

Volumes & Responses by Pt Age band



PROM Scores Before/After Treatment

