

Experience & Outcomes Measurement Services

Who are we?

CoMetrica was set up by healthcare professionals with a clinical background to help health & care providers measure & manage outcomes with the minimum of effort. Our team includes University of Oxford researchers, web technologists and operations experts in the field of electronic communications. We have recently developed an innovative patient-reported measurement system which is now available to our customers as part of our measurement consultancy.

What do we do?

We provide measurement and performance management systems and services to a number of health and care organisations. Our specialist services include:

- Performance Management
- Health & Care Balanced Scorecards
- Business Planning
- Quality Measurement
- Patient Reported Experience Measurement
- Patient Reported Clinical Outcomes

Patient Reported Experience & Clinical Outcomes

CoMetrica provides a fully managed patient experience & clinical outcomes measurement service to healthcare providers and commissioners. Our service is unique in that we specialise in only health & care, and we provide consultancy as a key part of our service to help organisations choose, implement and interpret the right patient reported measures.

We are not simply a survey company nor do we sell devices and leave organisations to implement on their own. We manage the whole measurement process leaving organisations to focus on the results, not the measurement.

Our service is aimed at continuous measurement rather than one-off surveys although these can easily be incorporated if required.



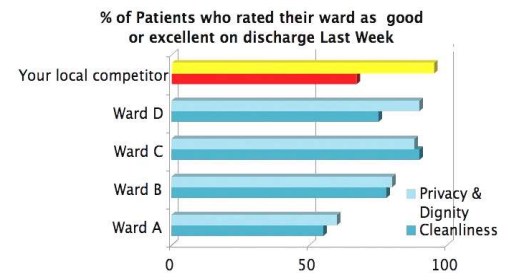
The COM-Q Service

How it works

Our web-based patient reporting system generates patient-specific questionnaires in real time each day, triggered by patient interactions such as consultations, treatments or time periods. The questionnaire content is highly focused.

Questions and measures are drawn from our bank of clinical PROMS and experience measures, and you can add in your own.

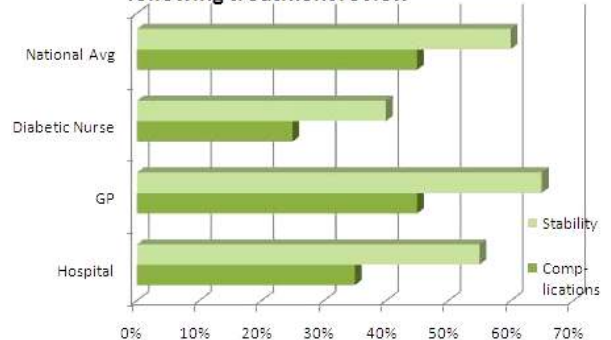
The content of questionnaires is matched to individual patients down to diagnosis, procedure, service and demographic level. Results are provided at this level too.



Innovative measure types

The COM-Q system allows you to use drawing, image recognition and free text in addition to the usual multiple choice question types. This opens up outcome & experience measurement to children and patients with communication difficulties.

Improvement in Diabetics' own view of health following treatment review



We manage all the questionnaires offering a daily print & post and response reading service, or patients can complete responses on-line. As questionnaire content is relevant to every patient and can contain clinical and non-clinical measures, response rates are very high. Services can aim to measure the majority of their patients going through the service, not a small sample which is often skewed.



Quick Easy Results

Results are seen continuously on-line, for example, you can measure *last weeks* outcomes & experience as a matter of routine in your service.

The service is dynamic, you can change measures, scoring and content matching in real time. It particularly suited to developing new PROMS and experience measures.

Who are our customers?

Our service is aimed at providers and commissioners of health and care. The service can be shared between PCTs and providers if required, providing transparency and minimising duplication for patients. We currently provide our services for the following organisations with many more considering taking up our service.

South Tees Hospitals NHS Foundation Trust

This trust uses our service to measure patient perceptions of cleanliness & infection control, and to baseline health status using generic PROMS.



Nutricia Ltd

The UK's leading provider of clinical nutrition, enteral feeds and "at home" pumped feed services to NHS patients is using our service to measure the patient perceived effectiveness of training and clinical effectiveness.



The Abbeyfield Society

Abbeyfield is one of the countries largest providers of housing for the elderly and is using our simple business planning and balanced scorecard services to measure operational performance at board and management levels.



The Royal Free Hospital NHS Trust

This trust uses our services to performance manage high cost clinical diagnostic consumables.



Your questions

How quick is it to use?

Your login leads you straight to the latest results. Reports are graphical with supporting numbers together with any free text comments & images. One button export into Word, Excel, PDF.

How easy is it to implement?

We do all the liaison with your IT service and help you set up your measures providing advice and research as required for new measures. Implementation can be achieved in a few days.

Does it allow benchmarking?

Yes, the system holds quantitative national & international benchmarks for clinical PROMS and you can use your own internal or peer benchmarks to compare your results against.

What about security?

Data is held at a detailed level but is not patient identifiable unless the patient chooses. All data is held securely with encrypted transmission.

How much does it cost?

The cost of the service depends on the scope of your implementation - whether it is a single department or a whole trust. There is a fixed annual charge which covers all the training, set-up and on-going consultancy. If the print & post service is used, this is charged at volume cost so you can control expenditure easily.

Costs for our complete service are typically less than a single module of other companies systems.

Can we pilot it?

We are happy to discuss short-term pilots so you can see how well this can work for you with minimal cost.

How to find out more

Contact Stuart Mathieson on 07973 212306 email us on Stuart.Mathieson@CoMetrica.co.uk www.CoMetrica.co.uk

