

## Profile of Patient Experience & Outcomes raised

- **Alberti recommends more real-time patient questionnaires**
- **PROMS pilots commence from April**
- **Quality Accounts to include Patient feedback**
- **Measured Patient experience to be used to triangulate assurance**

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## Mid Staffs Trust enquiry published

Professor Sir George Alberti's review of clinical and management practice at the Mid Staffordshire NHS Foundation Trust has recommended that patients views and experience should be routinely measured by comprehensive questionnaires across Trusts as part of quality assurance.

Following the Health Care Commission's investigation into high mortality rates at Mid Staffs Trust, the government asked Professor Alberti to review



emergency admission and management procedures at the Trust in April 2009.

His recommendations published last week include **“proactively gathering patients views on a regular basis”** and going further than small samples collected using hand-held devices.

The government also asked Dr David Colin-Thomé to review the South Staffordshire Healthcare system.



His report also published last week, recommends using local intelligence to triangulate national data sources, specifically involving patients and commissioning for outcomes rather than just national targets.

His recommendations include:

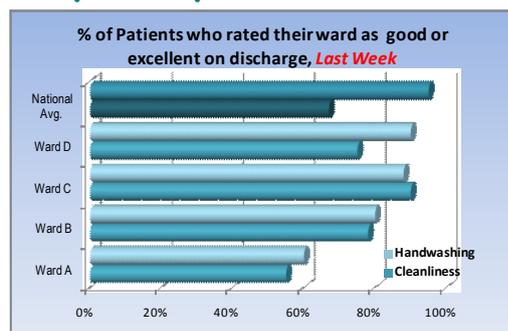
- Providers capturing granular patient real-time feedback routinely
- PCTs being held to account for involving patients and focusing on outcomes
- Not relying on national data or national regulators for assurance
- Collecting detailed feedback by ward/department
- Making this information public

## Swine Flu measures—public perceptions

Government advice on control of the spread of Swine Flu highlights hand washing as one of the most effective measures in slowing the spread of the virus and in providing assurance for patients and the public.

Coupled with the recent high profile cases of hospital focused MRSA and Clostridium difficile healthcare acquired infections, the **public perception of precautionary measures such as routine hand washing by healthcare staff** before and after all patient contact has become an increasingly important measure for Trusts and PCTs.

The continuous measurement of patients own experience of staff hand washing and cleanliness across trusts can be measured by systems such as the COM-Q system which pinpoints each week any wards or departments where patients see poor practice.



This is a big step forward compared with traditional annual patient surveys or “spot checks” by supervisory staff. Continuous routine measurement through CoMetrica's COM-Q system provides greater assurance than limited exit sample surveys through touch screen and hand held devices used in isolated areas.

For more information, email CoMetrica via [info@CoMetrica.co.uk](mailto:info@CoMetrica.co.uk)



**Measuring Patient Outcomes & Experience**

*Providers and Commissioners recognised the enhanced value of outcomes linked to patient data*

On Monday 27th April, over 160 delegates from Provider Trusts and PCTs attended the PROMS (Patient Recorded Outcomes Measures) conference in London demonstrating growing awareness of the demand for PROMS development and routine collection.



**Patient Experience conference attracts PCTs and Providers**

On Wednesday 29th April in London, nearly 200 delegates attended the conference on patient experience learning of the enhanced role patients now have in monitoring quality.

Delegates were able to hear the latest developments in capturing and using patient experience to improve quality in many areas and support better commissioning and governance in the lead up to Quality Accounts required from 2010.

Since the Department of Health launched the project to collect PROMS data for Hips, Knees, Varicose Veins and Hernias from April, there has been growing interest from commissioners and providers in the role of PROMS in better understanding clinical outcomes. There are hundreds of PROMS in existence covering many aspects of medicine and surgery. The DH move has been welcomed as a bold step in shifting the view of treatment success towards patients views rather than solely the doctors view.

Disease specific PROMS can be combined with generic PROMS to measure health gain after treatment as perceived by patients. Collection of non-clinical experience measures completes the picture of service quality.

**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

**CoMetrica launches dynamic questionnaires**

At the London conferences last week, CoMetrica unveiled their COM-Q system to routinely collect outcomes & experience information from patients.



Clinicians and managers identified the advantage of the dynamic questionnaires which matched questions to individual patient condition and experience and the results then being linked to demographic and episode data.

The CoMetrica service uses the latest data handling technology to make results available on-line to trusts immediately, making continuous measurement a reality without the paper mountain burden for front line



staff. COM-Q is a fully managed secure service integrated with existing administration systems so that patient outcomes are measured daily on behalf of the Trust. This means any problems can be highlighted daily by ward or area so action can be quickly taken. Reporting is user-friendly and key measures are easily integrated into board or management reports.



For more information about the COM-Q system, email us at [info@CoMetrica.co.uk](mailto:info@CoMetrica.co.uk)

