

O36 Enhancing utilization of institution-wide patient-reported outcomes in clinical practice

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Objective: To enhance the utilization of patient-reported outcomes (PROs) across all clinicians in direct patient care, thereby improving shared decision-making and clinical outcomes.

Methods: A multi-faceted approach was employed to engage patients, providers, and staff in the systematic implementation of PROMIS tools. Prior to implementation, educational sessions were conducted to inform stakeholders about the clinical value of PROs. Clinicians were trained on utilization of PROs at the patient, cohort, and predictive modeling levels. Resources were provided to address concerns regarding the identification of depression through PROs and perceived lack of capacity to manage these findings. Communication tools were developed, incorporating custom alerts within the electronic medical record (EMR), to ensure PRO results were rapidly accessible to care providers. Front-line and rooming staff received education on the clinical utility of PROs, enabling them to address concerns during the completion of questionnaires. Patients were also educated about the purpose of PRO assessments at the time of collection.

Results: The use of PROs expanded from 29 specialties to encompass all specialties, with participation growing from 813 to all providers. Data collection increased from 4.2 million data points (collected 2015-8/2023) to 8.2 million data points (from 8/23-present). A 95% increase in patient surveys and a 53% increase in completed surveys were observed. Furthermore, there was significant interest from additional service sites to integrate PROs into clinical practice. A predictive modeling was developed using PROs data, which can assess pre- and post- intervention outcomes for specific CPT codes.

Conclusions: The widespread implementation of PROs at both the population health level and across multiple clinical sites of service requires significant change management strategies to ensure understanding and adoption by patients, staff, and clinicians. The increased collection of PROs facilitated more informed clinical decision-making at the individual, cohort, and predictive levels. Key to this success is accessibility, clear visualization, and easy interpretation of PROs results. Communication with patients regarding the value of PRO data and its role in their care is critical to improving survey completion rates. Integrating PROs into clinical care requires ongoing education and engagement with both patients and healthcare providers to maintain its effectiveness.