

P83 Application of electronic patient-reported outcomes (ePROs) for quality measure reporting in outpatient mental health care

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Objective: Healthcare systems are progressively adopting data-driven strategies for value-based care efforts, resulting in quality measure initiatives that address a variety of domains. As demand for these measures increase, opportunities to leverage technology to enhance data collection continue to grow. This study examines the implementation of an electronic patient-reported outcomes (ePROs) system to improve compliance with Centers for Medicare & Medicaid Services (CMS) quality payment program (QPP) metrics.

Methods: The study occurred at multiple outpatient mental health clinics of Sheppard Pratt, a large, private, non-profit mental health service provider in the United States. ePROs were introduced as a method for quality metric data collection in 2022. The ePRO system utilized application programming interfaces (APIs) to enable full integration into any electronic health record (EHR), allowing automated ePRO notifications and immediate reporting in the electronic medical record (EMR). The ePRO battery addressed several CMS QPP process metrics, some using PROMIS measures: depression screening (QPP #134), unhealthy alcohol use (QPP #431), tobacco use (QPP #226), elder falls (QPP #155), and elder maltreatment (QPP #181). Patient ePRO completion status, demographics, and diagnostic history generated quality metric status reports. Data completeness and performance were calculated.

Results: In 2024, 3 out of 5 metrics reached 100% data completeness and 80-100% performance rate. Data completeness for QPP #134 and QPP #181 decreased below 75% due to a change in QPP patient eligibility requirements that were not changed until later in the year (otherwise performance rate reached 100%). Clinicians highlighted that the quality measure-ePRO integration reduced documentation burden and increased overall visibility of ePROs.

Conclusions: The integration of ePROs for quality metrics demonstrated a scalable approach to quality improvement initiatives, simultaneously streamlining data collection, reducing clinical burden, and improving compliance with QPP metrics. Future initiatives will expand the ePRO system to assess outcome metrics, develop novel quality metrics, and develop process solutions for addressing changes to patient eligibility criteria. This study highlights the potential of ePROs to enhance quality measurement and promote data-driven decision-making.