

User's Guide for Integrating Patient- Reported Outcomes in Electronic Health Records

Final Presentation

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3. How can users be trained and engaged?

- For patients (& caregivers/proxies)
- For providers and staff

Carolyn Kerrigan MD, MHCDS Galina Velikova MBBS, PhD

PRINCIPLES

- ✓ PRO collection in clinical practice is a socio-technical task
- ✓ Build systems that are intuitive and don't require special training
- ✓ Identify natural touch points in care delivery processes to introduce training
- ✓ Wherever possible, mimic familiar work processes so minimal additional training is needed
- ✓ Ongoing training may be as important as initial training

What training is required for patients?

What training is required to activate and engage patients (and caregivers, proxies)?

How to convey to patients the value of completing a pro?

How to incentivize patients to complete PROs?

What training is required to activate and engage patients (and caregivers, proxies)?



How to convey to patients the value of completing a pro?



DEVELOP SCRIPTS FOR DIFFERENT MEMBERS OF THE CARE TEAM



DEVELOP MARKETING/INFORMATIONAL MATERIALS FOR PATIENTS



REVIEW AND DISCUSS RESULTS WITH PATIENTS "WALK THE TALK"

How to incentivize patients to complete PROs?



ENSURE THAT PATIENTS CAN USE THE TECHNOLOGY



ENSURE THAT PRO RESULTS ARE REVIEWED WITH AND EXPLAINED TO PATIENTS



PROVIDE PATIENT FRIENDLY REPORTS/DATA DISPLAYS



INTRODUCE DECISION SUPPORT FOR SELF MANAGEMENT



ENABLE PATIENTS' SELF INITIATION OF A PRO

What training is required for Providers and Staff ?

***Incentivizing participation and
identifying motivators for providers***

***Training in interpretation and use
of PRO scores***

Incentivizing participation and identifying motivators for providers



INTRODUCE GENERAL RATIONAL FOR PRO USE AT DEPARTMENTAL MEETINGS/CLINICAL FORUMS



PROVIDE ONGOING SUPPORT TO USERS AND TRAINING TO NEW PROVIDERS



IDENTIFY A LOCAL CHAMPION (SUPER USER) WHO IS AN EXPERT PRO USER AND ENCOURAGES WIDER ADOPTION



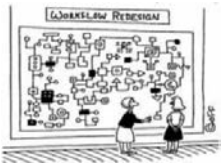
PLAN QUALITATIVE DEBRIEFS TO INDIVIDUAL PROVIDERS AND TEAMS

Incentivizing participation and identifying motivators for providers



PERFORM AUDITS AND PROVIDE FEEDBACK TO:

- ✓ **ORGANIZATIONAL AND DEPARTMENTAL LEADERS**
- ✓ **CLINICAL TEAMS AND INDIVIDUAL PROVIDERS**



ENGAGE STAKEHOLDERS TO REDESIGN THE WORKFLOWS AND SUGGEST SUITABLE TRAINING APPROACHES TO ALLOW SEAMLESS INTEGRATION OF PRO COLLECTION



ENGAGE STAKEHOLDERS TO SUGGEST HOW TO BUNDLE PROS WITH ADDITIONAL SELF-REPORTED DATA THAT OFFLOADS WORK FROM PROVIDERS

Training in interpretation and use of PRO scores



**FACE-TO-FACE SMALL GROUP TRAINING WITH A
FOCUS ON:**

INTERPRETATION

HOW TO USE THE PRO SCORES



MANUAL AND GUIDELINES ON INTERPRETATION



**E-LEARNING PROGRAM ON INTERPRETATION AND
USE OF PRO**

Training in interpretation and use of PRO scores



INTEGRATE SCORE INTERPRETATION INTO THE PRO REPORT/DISPLAY IN HER



PROVIDE NOTIFICATIONS/ALERTS FOR PRO SCORES OF CONCERN



TRAIN PROVIDERS IN THE USE OF DECISION SUPPORT TOOLS TRIGGERED BY ABNORMAL PRO SCORES



SET OF SIMPLE REMINDERS FOR STAFF ONCE THE PROJECT IS ONGOING

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