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

Final Presentation

Washington DC, May 25 2017
3. How can users be trained and engaged?

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

1. DEVELOP SCRIPTS FOR DIFFERENT MEMBERS OF THE CARE TEAM
2. DEVELOP MARKETING/INFORMATIONAL MATERIALS FOR PATIENTS
3. 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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