



# QI Power Hour

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**Advancing the Healthcare  
System Using Patient Reported  
Measures**

With Alaa Aburub & Hammed Ejalonibu

# TREATY 6 TERRITORY & HOMELAND OF THE METIS

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We pay respect to the treaties that were made on this land and acknowledge the harms and mistakes of the past. We are committed to move forward in partnership with Indigenous Nations in the spirit of reconciliation and collaboration.



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Saskatchewan (QI Power  
Hour)

Nov 15, 2019 at 9:30 AM



Citizen Science in Public  
Health Policy: Leveraging the  
Power of Ubiquitous Tools

Oct 25, 2019 at 9:30 AM



The Costs of Poverty to  
Saskatchewan: Why Do They  
Matter and How Do We  
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Hour)

Sep 6, 2019 at 9:30 AM



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Over



Companies &  
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# QI Power Hour Across Canada



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MISERICORDIA  
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Health



Alberta Health  
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DEER LODGE CENTRE  
*Making lives better*



Western Ottawa  
Community  
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Blood Ties  
Four Directions Centre

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BRITISH  
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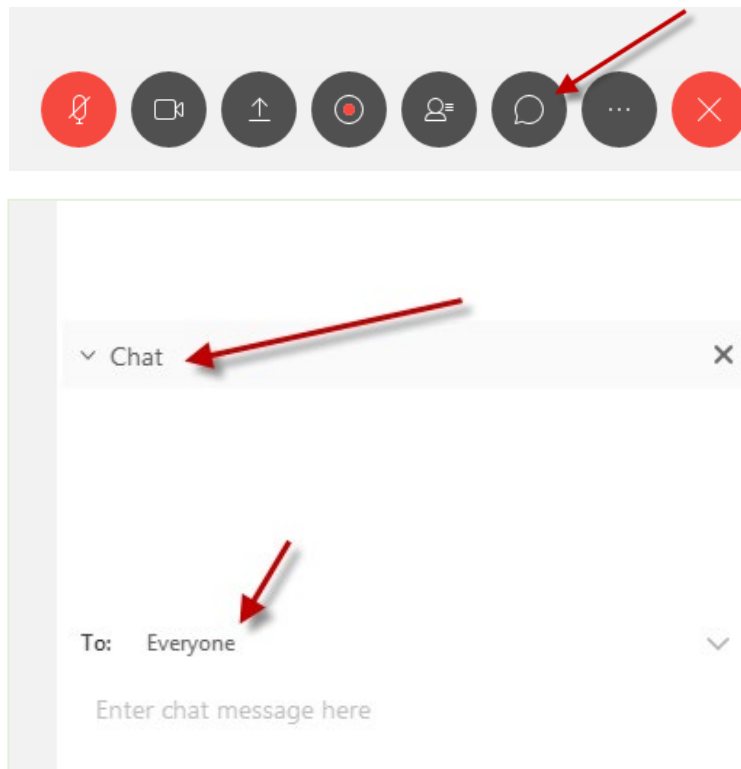
# QI Power Hour Across the World



# Webex tool: chat function

## Chat functions:

- Share [questions](#), [comments](#), and [ideas](#)
- Click on the message bubble icon to access the chat
- Send to [Everyone](#)







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Using Patient Reported Measures**

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SASKATCHEWAN  
HEALTH  
QUALITY  
COUNCIL



# Advancing the Healthcare System Using Patient Reported Measures



# Land Acknowledgment

## Today's Facilitators....

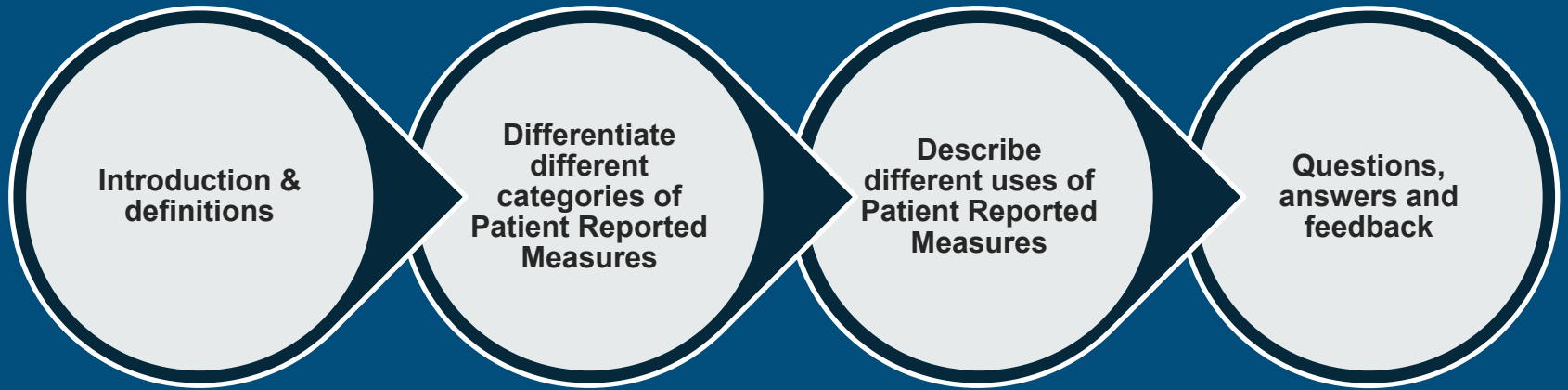


**Hammed Ejalonibu**  
**Improvement Lead**



**Alaa Aburub**  
**Improvement Lead**

# Session outline





**PROMs and PREMs?**

# Definition of Patient Reported Outcome Measures (PROMs)

**PROMs are measure of patient's on aspects of their health status that are relevant to their quality of life, including symptoms, functionality, and physical, mental and social health**

Canadian Institute for Health Information (CIHI)  
<https://www.cihi.ca>

**PROMs are measurement instruments designed to assess health outcomes as directly reported by patients without interpretation of their responses by clinicians or anyone else.**

Alberta PROMs and EQ-5D Research and Support Unit  
<https://apersu.ca/what-are-proms/>

Focus areas:

- Symptoms
- Functional Status
- Quality of Life

# Definition of Patient Reported Experience Measures (PREMs)

**PREMs are defined as a measure of a patient's perception of their personal experience of the healthcare they have received**

Canadian Institute for Health Information (CIHI)  
<https://www.cihi.ca>

**PREMs capture the patient's perception of their experience with healthcare or services**

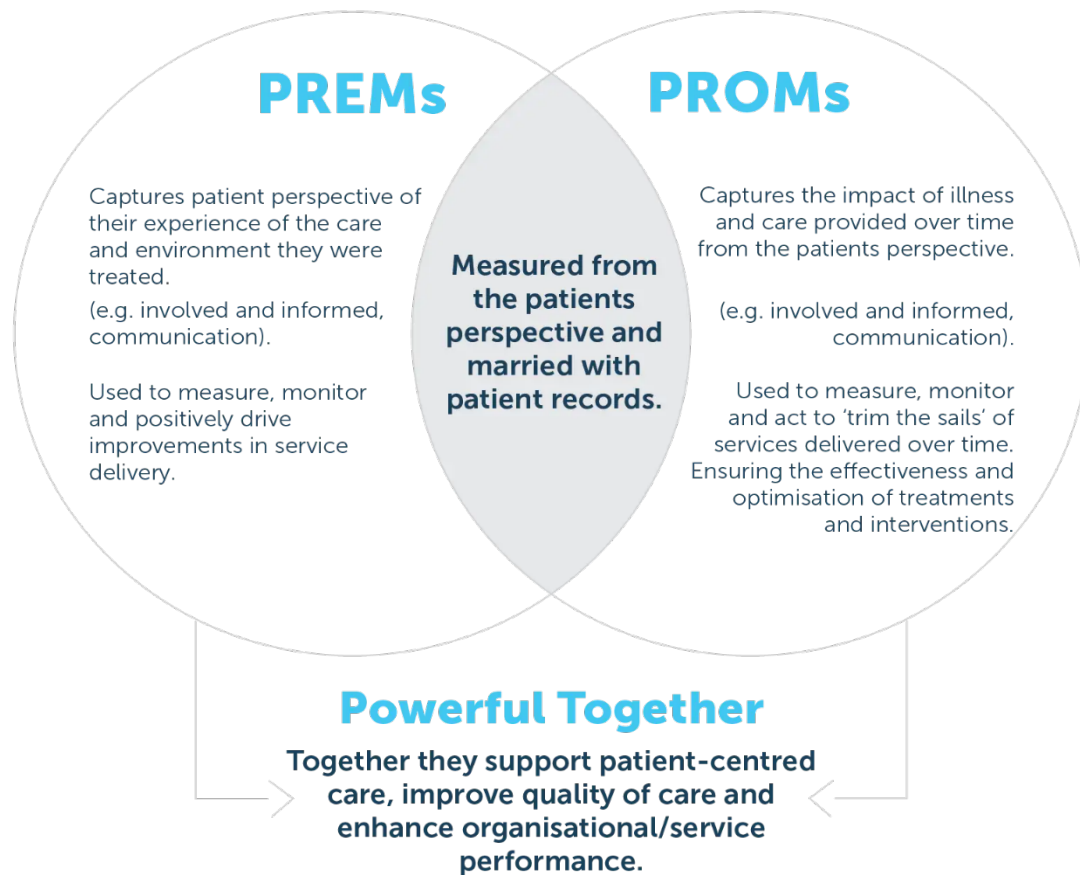
NSW Government  
Agency for clinical innovation  
<https://aci.health.nsw.gov.au/statewide-programs/prms/about>

Focus areas:

- Effectiveness of Treatment
- Communication
- Access to Care



# PROMs and PREMs





# Patient Reported Outcome Measures (PROMs)

# Patient Reported Outcome Measures (PROMs)

## PROMs captures

- Health status
- Perceived level of disability and health related quality of life

## PROMs tools

- Generic
- Specific
- Customized

## Collection points

- Before treatment
- During treatment
- After treatment

# PROMs Generic Tools

## Generic PROM

- Designed to assess general aspects of health that are not specific to a particular disease

## Advantage

- Useful when comparing different groups of patients across different health conditions.
- Short and quick to administer

## Disadvantage

- Less sensitive to pick up important changes in specific aspects of health

## Examples

- European Quality of Life – 5 Dimensions (EQ-5D)
- Patient Reported Outcome Measurement Information System (PROMIS)
- Patient Reported Indicator Survey (PaRIS)

# EQ-5D-5L

Under each heading, please tick the ONE box that best describes your health TODAY.

## MOBILITY

- I have no problems in walking about
- I have slight problems in walking about
- I have moderate problems in walking about
- I have severe problems in walking about
- I am unable to walk about

## SELF-CARE

- I have no problems washing or dressing myself
- I have slight problems washing or dressing myself
- I have moderate problems washing or dressing myself
- I have severe problems washing or dressing myself
- I am unable to wash or dress myself

• We would like to know how good or bad your health is TODAY.

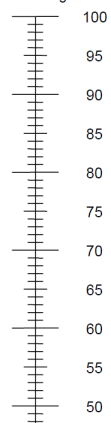
• This scale is numbered from 0 to 100.

• 100 means the best health you can imagine.  
0 means the worst health you can imagine.

• Please mark an X on the scale to indicate how your health is TODAY.

• Now, write the number you marked on the scale in the box below.

The best health  
you can imagine



YOUR HEALTH TODAY =

- 5 domains
  - Mobility
  - Self-Care
  - Usual Activities
  - Pain/Discomfort
  - Anxiety/Depression
- 5 levels
  - No problems
  - Slight problems
  - Moderate problems
  - Severe problems
  - Unable

# Condition Specific PROMs Tools

## Specific PROMs

- Designed to assess aspects of health specific to a particular disease

## Advantage

- In-depth information about specific disease
- Holistic view of the disease
- More tailored treatment plan

## Disadvantage

- Limited in scope to the specific disease being looked for
- Cannot be used to determine overall wellness (spiritual, emotional etc..)

## Examples

- High-Burden Cancer - Lungs Cancer, Breast Cancer, Prostrate etc.
- Cardiovascular Diseases - Stroke, AFib, etc.
- Respiratory Diseases - Chronic obstructive pulmonary disease and asthma
- Infectious diseases - HIV/ AIDs and influenza



# **Patient Reported Experience Measures (PREMs)**

# Patient Reported Experience Measures (PREMs)

Gathers information on patients' views of their experience while they are receiving care. Collected in the form of questionnaires, they indicate the perceived quality of care received by a patient.





# Examples of PREMs – The CARE Measure

How good was the practitioner at...	Poor	Fair	Good	Very Good	Excellent	Does not apply
<b>1) Making you feel at ease</b> (introducing him/herself, explaining his/her position, being friendly and warm towards you, treating you with respect; not cold or abrupt)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2) Letting you tell your "story"</b> (giving you time to fully describe your condition in your own words; not interrupting, rushing or diverting you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3) Really listening</b> (paying close attention to what you were saying; not looking at the notes or computer as you were talking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4) Being interested in you as a whole person</b> (asking/knowing relevant details about your life, your situation; not treating you as "just a number")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5) Fully understanding your concerns</b> (communicating that he/she had accurately understood your concerns and anxieties; not overlooking or dismissing anything)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Themes

- Respectful
- Listening
- Understanding
- Showing care and compassion
- Helping to take control

# Summary of PROMs and PREMs

Specs	P <u>R</u> OMs	P <u>R</u> EMs
Focus area	Outcome	Experience
Type	Generic, Specific and Customized	Satisfaction, experience, communication, responsiveness
Tool example	<b>Generic:</b> EQ-5D-5L <b>Specific:</b> Stroke Impact Scale (SIS)	The CARE measure



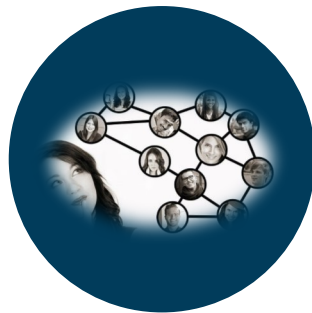
**How are PROMs and PREMs used?**

# Uses of PROMs and PREMs Data



**Patient - Clinician Level**

**Micro**



**Clinic - Population Level**

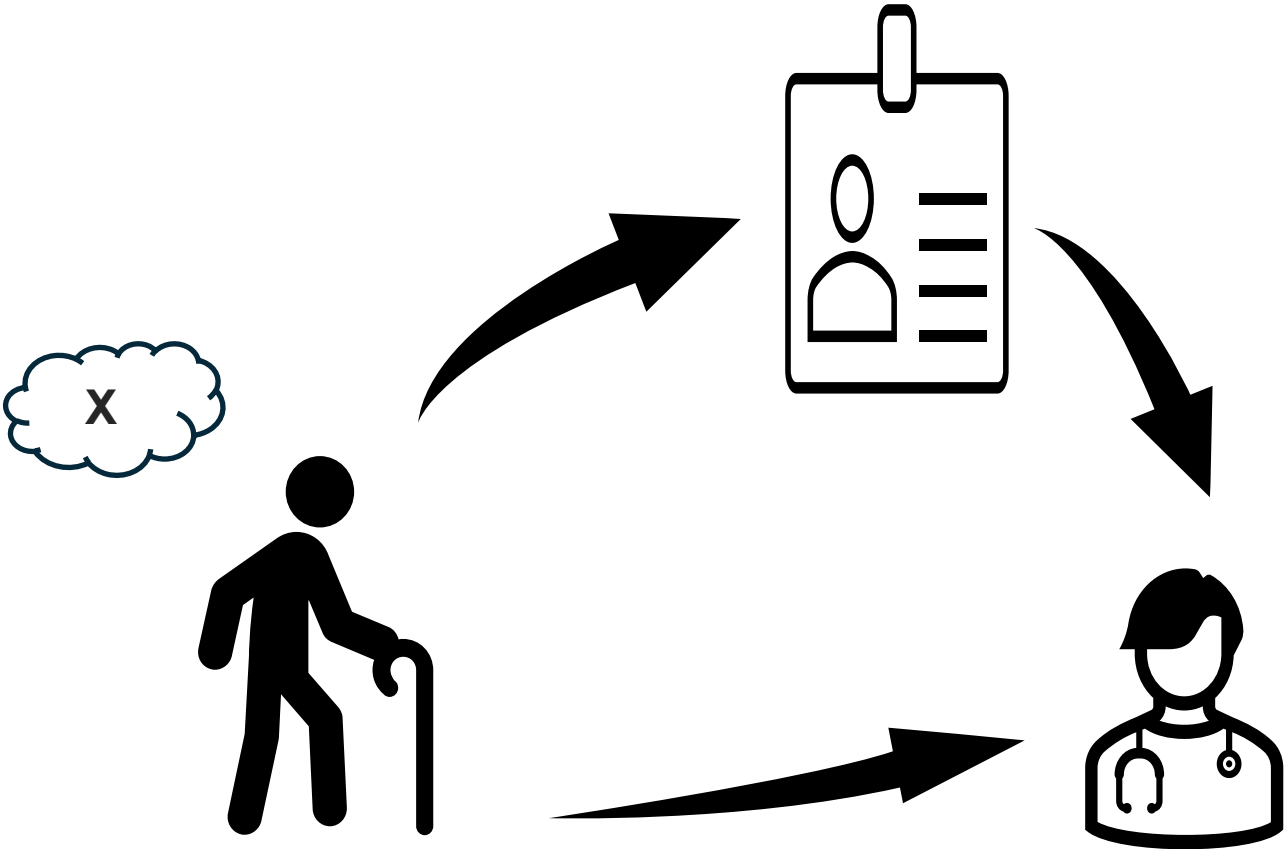
**Meso**



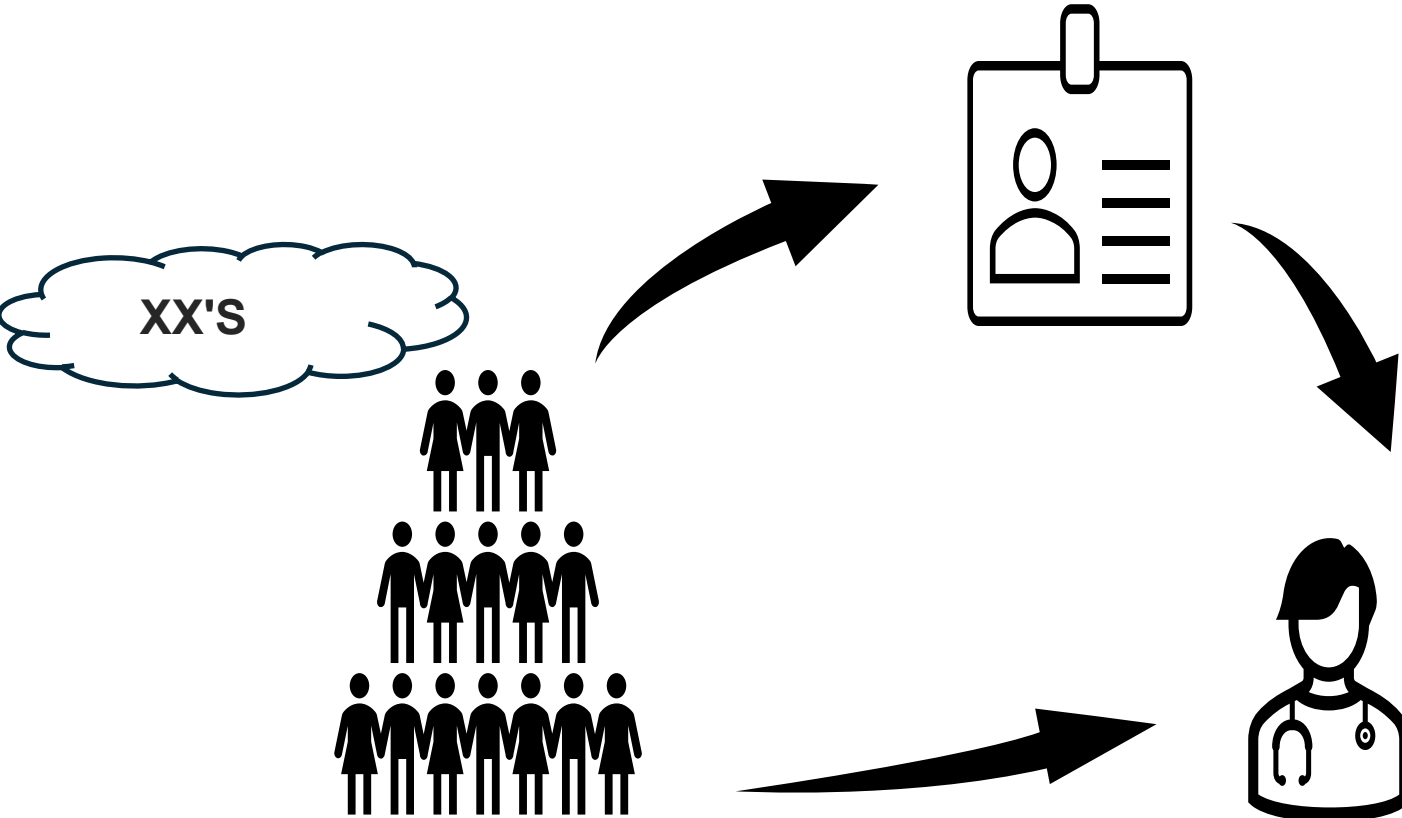
**System Level**

**Macro**

# Patient - Clinician Level (Micro)

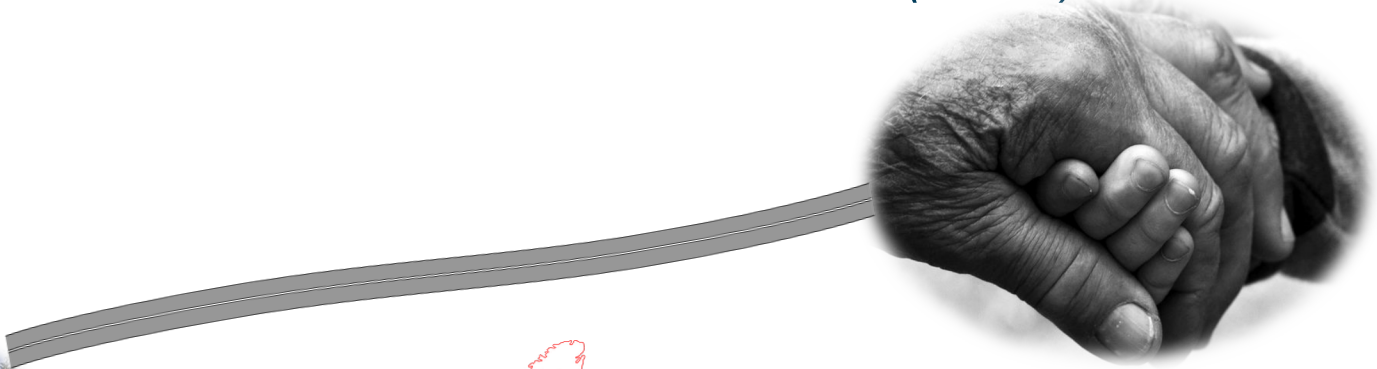


# Clinical - Population Level (Meso)



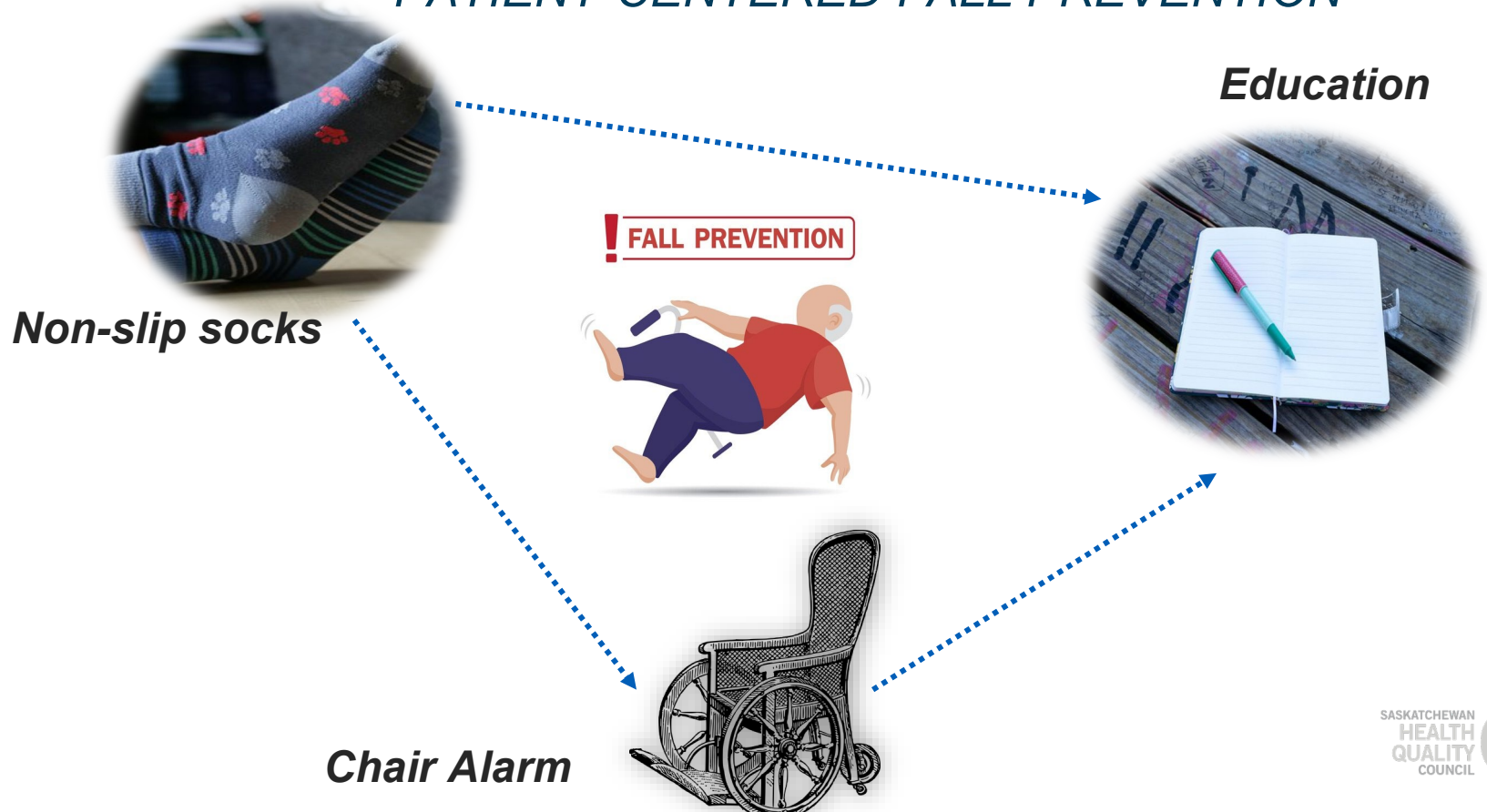
# Population Level (Meso) - Example 1

*CANADIAN LONGITUDINAL STUDY ON AGING (CLSA)*



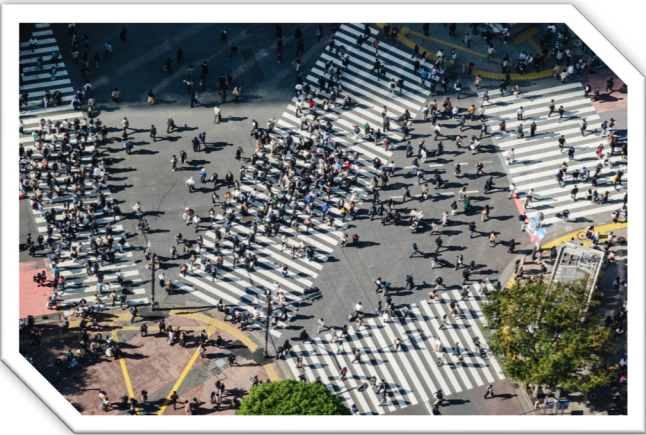
# Population Level (Meso) - Example 2

## *PATIENT-CENTERED FALL PREVENTION*





# System Level (Macro)



- Impact is at a provincial or systems level and can be used as comparison to another jurisdiction
- **PROMs** and **PREMs** data can be to evaluate the performance of the healthcare system by incorporating a patient's perspective, to compare outcomes from different jurisdictions or regions overtime.
- The high-level use of **PROMs** and **PREMs** data could support health policy-makers in health care services allocation decisions that consider patients perspectives and priorities.

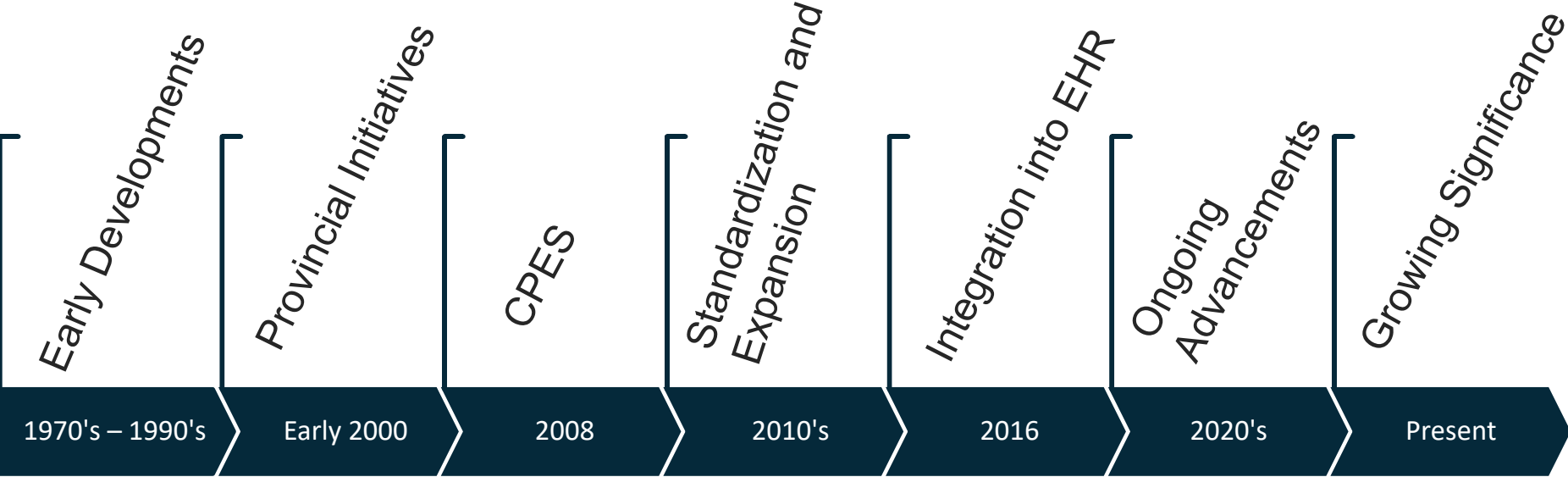
# System Level (Macro) - Example 1

## *2017 CIHI HIP & KNEE ARTHROPLASTY STUDY*

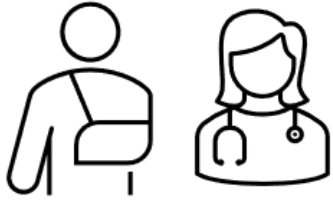


- CIHI did a study to collect PROM data across **provinces** in **Canada** for hip and knee arthroplasty.
- This study raised the need for **human & information technology planning, navigating local legislature, and standardization of hospital policies.**

# PROMs & PREMs Journey in Canada



# We all have a role to play



Patients  
& clinicians

*To inform clinical care, and to improve patient-provider communication and patient involvement decision-making*



Health  
system  
decision-  
makers

*To inform health services programming, planning and policies, as well as for performance measurement and quality improvement initiatives*



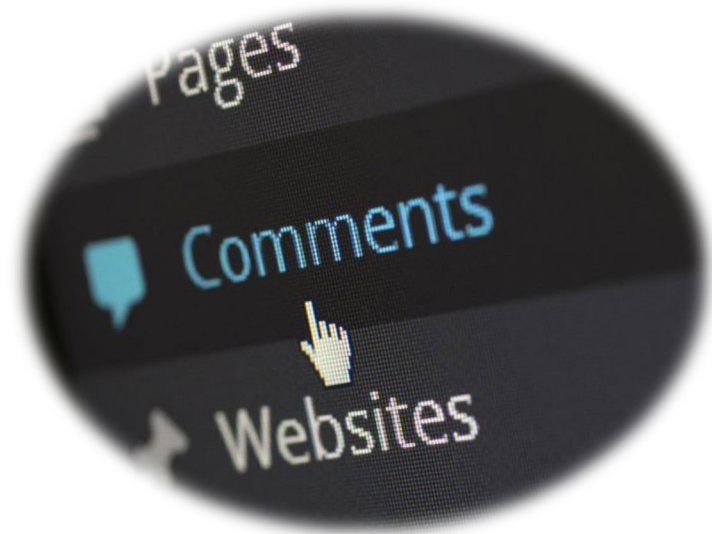
Researchers  
& policy-  
makers

*To conduct comparative and cost-effectiveness analysis, as well as to answer other research questions*

# Summary

- Differentiate between Patient Reported Measurement Tools (PROMs and PREMs)
- Describe the uses of PROMs & PREMs across multiple levels of the health system
- Describe everyone's role in the development of PROMs and PREMs in SK.

# Questions & Comments



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# Leading Change and Change Management

With DAVE BRODA

Date November 24, 2023

Time 9:30 am – 10:30 am

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