

Improving patient and staff engagement with Patient Reported Outcome Measures (PROMs).

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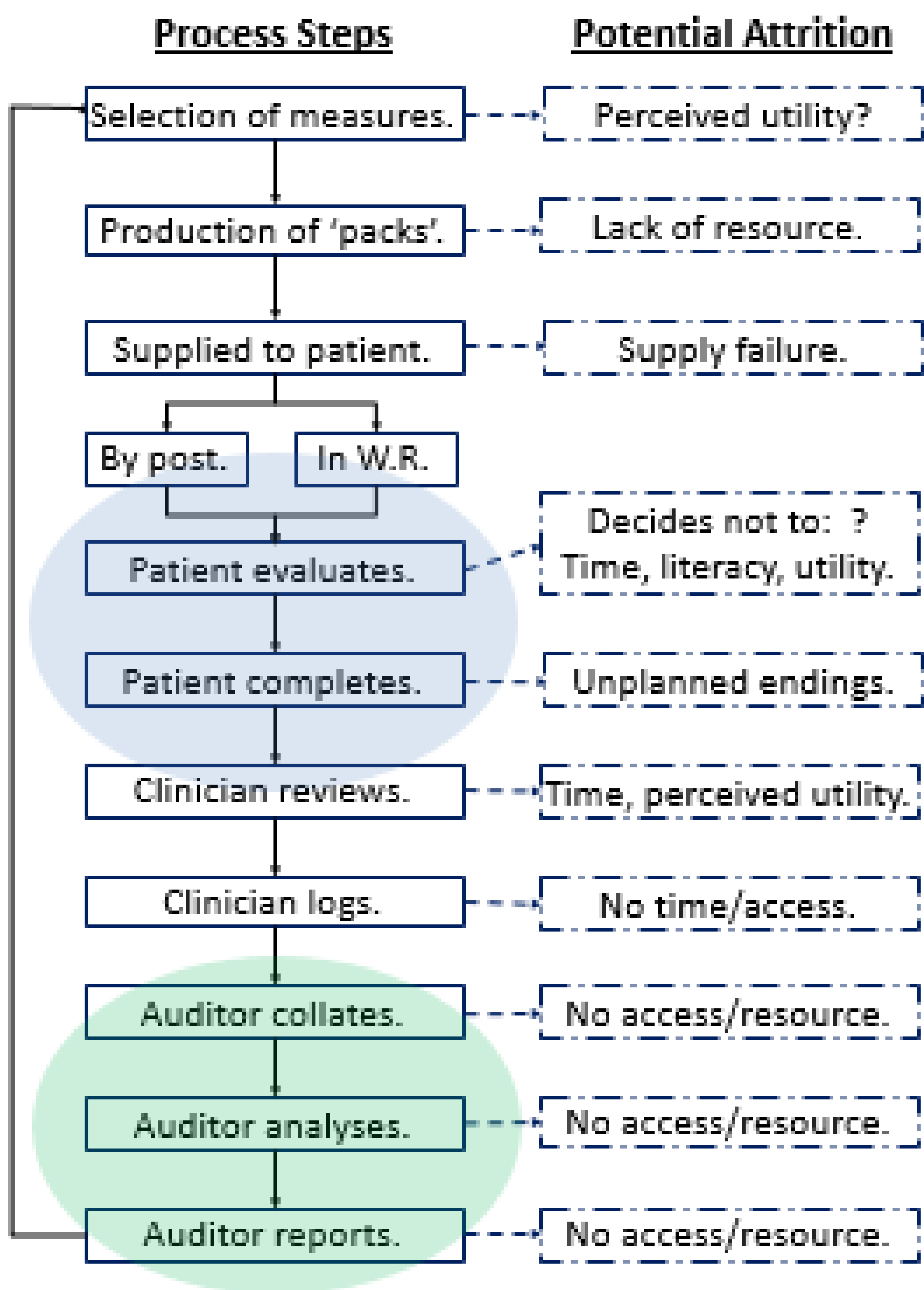
Quality Improvement Context:

The intention is that Clinical Health Psychology services administer PROMs at pre- and post-therapy to support the individuals’ treatment and service evaluation. A 2018 audit found that rates of completion ranged (by service) from 25 to 100 percent at pre-therapy, and 10 to 100 percent at post-therapy. Improving the consistency of return rates would increase the value of data for service evaluation.

Quality Improvement Aim:

To identify factors influencing staff and patient engagement with PROMs, and use this data to optimise barriers and facilitators.

Data Gathering:



Did you get a questionnaire pack before your first appointment or group session?

Yes - by post

Yes - in reception

No - I didn't get one

I don't remember

Did you fill in and return the questionnaires?

Yes

No

I don't remember

Which, if any, of these do you agree with? Please tick all that apply.

I had no problems filling in the questionnaires

I meant to, I just forgot

I found the questionnaires difficult to read

poor print quality, size of text, layout

I didn't understand why I was being asked to complete questionnaires

The questions did not seem relevant to me

There were too many questions/it took too long

The questions were hard to answer

I just don't like filling in questionnaires

If you have any other comments about our questionnaires, or any suggestions about how we can make them easier and more helpful for you, please give them below. You can leave your name and number if you would like to talk to me about it.

Many thanks, Jenny Strachan
(Deputy Lead, Clinical Health Psychology)

Based on anecdotal ‘data’ it was hypothesised that the major barrier would be patients’ perception of questionnaire burden (shaded blue), Dot voting - derived from the process map – among patients and staff, indicated that the greatest barriers *are in fact* logistical (shaded green).

! PSYCHOLOGISTS !

Dear All, My QI project is about improving patient and staff engagement with outcome measures. Do try to contain your excitement. As an early step I'm trying to get a sense of what the main barriers/facilitators are. These are some ideas I have. Can I ask you to stick a dot next to statements you think are relevant, and to add your own suggestions if you have any. It's meant to be quick, dirty and anonymous, but if anyone wants to chat to me about it, please do! Thanks, Jenny

I don't see the point in collecting outcome measures	
I'm not clear which outcome measures are meant to be used	
I/we don't have enough time/resource to produce 'packs' of outcome measures	
I/we are not able to get outcome measures to patients ahead of session (e.g. by post or via reception)	
Patients forget or choose not to bring outcome measures to session	
I forget to give/review the outcome measures in session	
I don't find it useful to give/review outcome measures in session	
I don't know how to enter outcome measures onto TRAK	
I don't have time to enter outcome measures onto TRAK	
I/we don't have time/resource to collate the data for our service	
I/we don't have time/resource to collate the data for our service (e.g. maintain a spreadsheet)	
I/we don't have time/resource to analyse the data for our service	
We don't see useful reporting of outcome data	
Other barriers:	
Other barriers:	
It would be helpful to:	
Have clearer communication about which measures should be used and how	
Have packs made up centrally and delivered to our service	
Have a means of getting packs to patients ahead of session	
Have training in entering measures onto TRAK	
Have a standard process for collating data	
Have access to resource for collating/analysing data	
Other facilitator:	
Other facilitator:	

The plan going forward:

A SOP and standardised data input format are in development – supported by our Assistant Psychologist – to promote consistent good practice. Assistant time will be allocated to data collation and analysis, and serve as a balancing measure.

Lessons learned and message for others

Test your assumptions. Even when they are also everyone else’s assumptions.

