

Utilizing Patient Reported Outcomes to Drive Person-Centred Care Across CancerControl Alberta

Initiative Team

Person Centred-Care Integration Provincial Practices

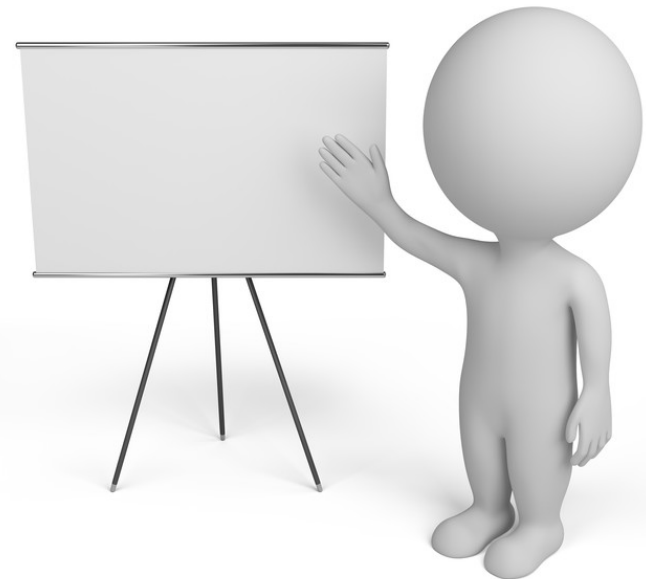
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Outline

- Person-Centred Care and Patient Reported Outcomes
- Tri-Provincial Initiative
 - Objectives
 - Model
 - Timelines
- Long Term Vision
- Next Steps



How do we build a person-centred system?

Care that is
respectful of and
responsive to
individual
preferences, needs
and values



Patients and their
families participate in
care decisions as
partners with the
healthcare team

Systems and processes
to support the health care
professional's ability to
effectively gather the
patients' perspective

CPAC, 2009



Importance of Patient Feedback

- Direct, regular feedback from patients is a key method for ensuring we are meeting the needs of patients
- In order to do this we need to have a system that regularly **collects feedback from patients** and has the mechanisms in place to **utilize this feedback** to drive care at multiple levels
- Goal: Harness Patient Reported Outcomes to improve person-centred care

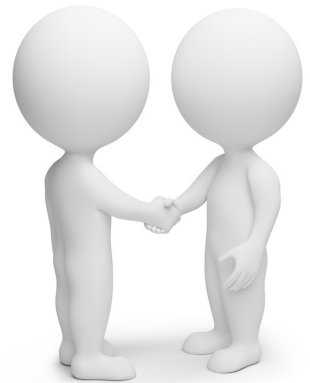
What are Patient Reported Outcomes (PROs)

- PROs are outcomes that meet the following criteria:
 - 1) Are reported by the patient
 - 2) Matter to the patient
 - 3) Are distinct from disease-focused outcomes
- Examples:
 - Pain, fatigue, anxiety, depression
 - Patient experience/satisfaction
 - Quality of care, quality of life



Tri-Provincial Partnership

- Call from CPAC looking for multi-jurisdictional proposals focused on capturing PROs and utilizing them to drive QI
 - Sustainable
 - Resources from CPAC and cancer agency
- Tri-Provincial Partnership with Manitoba and Saskatchewan
 - “Prairie Provinces PRO Initiative”
 - All use ARIA; all use national minimum data set and AOPSS

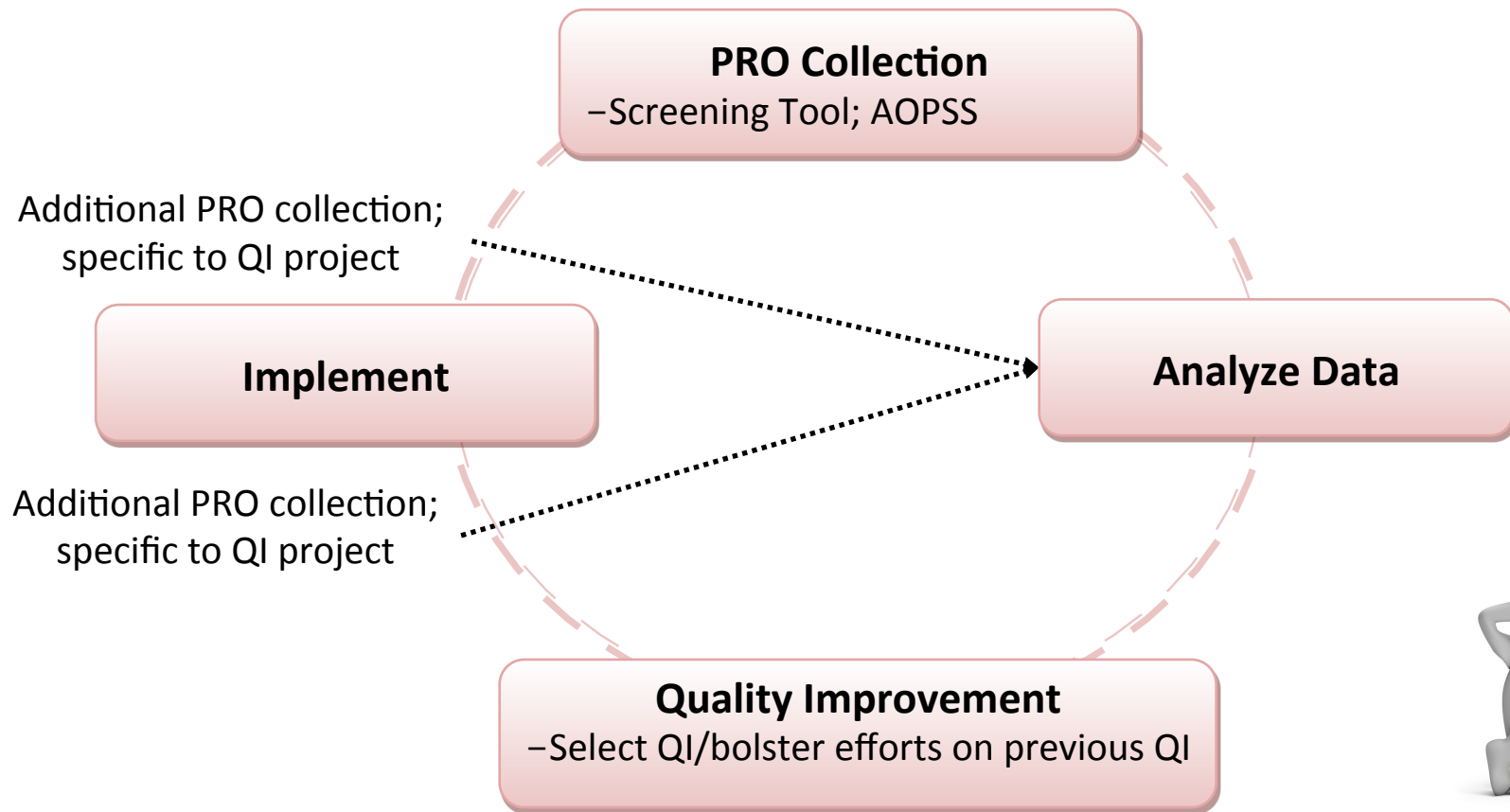




Initiative Objectives


- 1) Create a comprehensive and integrated tri-provincial approach to the collection, analysis, and reporting of PROs
- 2) Utilize and leverage existing information technology infrastructure and electronic medical records to facilitate PRO collection
- 3) Facilitate a systematic process for reporting, sharing and utilizing PRO data at the various levels
- 4) Facilitate inter and intra-provincial collaboration around quality improvement (QI) initiatives
- 5) Create a culture of continual learning through QI that can be evaluated through subsequent PROs

How can PROs be utilized to drive care?



PRO Measurement in Cancer

- **Screening for Distress (SFD):**
 - Accreditation Standard for Ambulatory Oncology settings in Canada
 - Implemented in the 17 cancer centres across Alberta
 - National implementation
 - ESAS and CPC



**Alberta Health
Services**

Affix patient label within this box.

Screening for Distress

Completed By ☐ Patient ☐ Family ☐ Health Professional ☐ Assisted by family/health professional Date (yyyy-Mon-dd)

Please circle the number that best describes how you feel NOW

No pain	0 1 2 3 4 5 6 7 8 9 10	Worst possible pain
No tiredness (Tiredness = lack of energy)	0 1 2 3 4 5 6 7 8 9 10	Worst possible tiredness
No drowsiness (Drowsiness = feeling sleepy)	0 1 2 3 4 5 6 7 8 9 10	Worst possible drowsiness
No nausea	0 1 2 3 4 5 6 7 8 9 10	Worst possible nausea
No lack of appetite	0 1 2 3 4 5 6 7 8 9 10	Worst possible lack of appetite
No shortness of breath	0 1 2 3 4 5 6 7 8 9 10	Worst possible shortness of breath
No depression (Depression = feeling sad)	0 1 2 3 4 5 6 7 8 9 10	Worst possible depression
No anxiety (Anxiety = feeling nervous)	0 1 2 3 4 5 6 7 8 9 10	Worst possible anxiety
Best well-being (Well-being = how you feel overall)	0 1 2 3 4 5 6 7 8 9 10	Worst possible well-being
No Other problem (i.e. constipation)	0 1 2 3 4 5 6 7 8 9 10	Worst possible

Check all of the following items that are CURRENTLY concerns for you

Emotional <input type="checkbox"/> Fears/Worries <input type="checkbox"/> Sadness <input type="checkbox"/> Frustration/Anger <input type="checkbox"/> Changes in appearance <input type="checkbox"/> Intimacy/Sexuality Spiritual <input type="checkbox"/> Meaning/Purpose of life <input type="checkbox"/> Faith Practical <input type="checkbox"/> Work/School <input type="checkbox"/> Finances <input type="checkbox"/> Getting to & from appointments <input type="checkbox"/> Home Care <input type="checkbox"/> Accommodation <input type="checkbox"/> Quitting smoking <input type="checkbox"/> Drug costs <input type="checkbox"/> Health Insurance	Physical <input type="checkbox"/> Concentration/Memory <input type="checkbox"/> Sleep <input type="checkbox"/> Weight <input type="checkbox"/> Fever/Chills <input type="checkbox"/> Bleeding/Bruising <input type="checkbox"/> Cough <input type="checkbox"/> Mouth sores <input type="checkbox"/> Difficulty swallowing <input type="checkbox"/> Special diet <input type="checkbox"/> Heartburn/Indigestion <input type="checkbox"/> Vomiting <input type="checkbox"/> Diarrhea <input type="checkbox"/> Constipation <input type="checkbox"/> Bladder problems <input type="checkbox"/> Dizziness <input type="checkbox"/> Headaches <input type="checkbox"/> Vision or hearing changes <input type="checkbox"/> Numbness/Tingling <input type="checkbox"/> Changes to skin/Nails <input type="checkbox"/> Lymphedema/Swelling	<input type="checkbox"/> Walking/Mobility <input type="checkbox"/> Trouble with everyday activities (i.e. bathing, dressing) <input type="checkbox"/> Sensitivity to cold Social/Family <input type="checkbox"/> Feeling a burden to others <input type="checkbox"/> Worry about family/friends <input type="checkbox"/> Feeling alone <input type="checkbox"/> Support with children/partner Informational <input type="checkbox"/> Understanding my illness and/or treatment <input type="checkbox"/> Talking with the health care team <input type="checkbox"/> Making treatment decisions/Personal Directive <input type="checkbox"/> Knowing about available resources <input type="checkbox"/> Taking medications as prescribed
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☐ Other Concerns

Reviewed by (Name of Health Care Professional)

Signature (of Health Care Professional)

Date (yyyy-Mon-dd)

18 125 (Rev/2013-03)

PRO Measurement in Cancer

- **Ambulatory Oncology Patient Satisfaction Survey (AOPSS):**
 - Utilized in Alberta for over a decade, with provincial surveys being conducted in 2004, 2006, 2008, 2012 and the next to be conducted early 2015.
- **EQ5D**
 - Recent discussions about integrating
- **Tumor Group Specific PROs**
 - In early discussions with provincial tumor teams



Initiative Timeline



Phase 1: Planning and Initiation

- March 2014 to December 1, 2014
- Tri-provincial initiative plan
- AB charter and implementation plan

Phase 3: Knowledge Mobilization

- October 1, 2015 to October 31, 2016
- Develop structures to utilize the data to drive QI
- Implement 2 QI projects



Phase 2: PRO Collection and Analysis

- December 2014 to September 30, 2015
- Establishing and implementing IT approach
- Working with early adopters

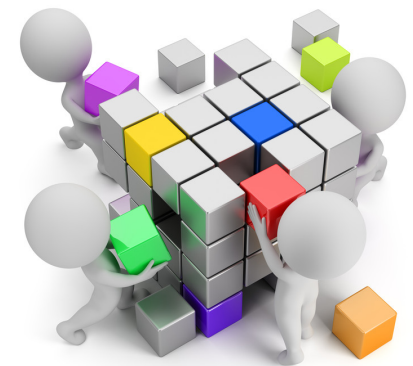
Phase 4: Evaluation

and Reporting

- November 1, 2016 to January 31, 2017

Outcomes

- Electronic capture of SFD and potentially other PROs
- Clear provincial structure for integrating data and using that to drive QI
- Reporting dashboard that can be utilized by professionals across the province
 - E.g. Prevalence of sexuality concerns



Scope

- Patient Reported Outcomes
 - Screening for Distress Tool (ESAS & CPC)
 - AOPSS Satisfaction Survey (next one in 2015)
 - Exploring utilization of the EQ5D
- Focus of utilizing electronic questionnaire
 - Early Adopters
 - 2 groups at each tertiary sites
 - 2 community cancer centres
 - 1 associate cancer centre





Long Term Vision

- Patients can enter their reported outcomes electronically and that data will flow into their EMR
- The electronic PRO data will be utilized to:
 - Guide individualized clinical care (micro),
 - To understand particular population specific issues (meso),
 - To analyze provincial trends (macro) to guide and evaluate quality improvement efforts
- PRO data will include both standardized, generic and disease specific indicators
- PRO collection, analysis and reporting is sustainable and integrated into standard processes and IT infrastructure

Next Steps

- Developing AB Charter and Implementation Plan
- Beginning to develop and engage with groups about the electronic tool, PROs, and charting component
- Select early adopters
- Building the technical components
- Learning from and engaging with partners



Questions?

