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Choosing a PROMs system supplier for your organisation and patients

What are PROMs and what are PROMs system suppliers?

- PROMs are Patient-Reported Outcome Measures.
- These are validated questionnaires, used with patients before and after a clinical treatment or intervention, and sometimes over a longer timeframe to chart recovery.
- They can help us to understand a patient's wellbeing before treatment, and to illustrate the different impacts of treatment on health, quality of life, function and pain.
- Private hospitals are asked to collect PROMs for a number of procedures (see Appendix)
- PROMs system suppliers act as the interface between hospitals and patients, distributing surveys and collecting feedback.
- Modes of survey completion normally are via electronic format and paper
- Suppliers can provide patients, clinicians and managers insights into individual patient recover as well as broader trends.

Selecting a PROMs supplier today

- Many hospitals have changed PROMs suppliers in recent months, during which time many have asked for guidance in selecting an organisation suitable for their needs
- The reality is that there are many different suppliers, each with different approaches. What might suit a small single-site operation with an initial preference for paper surveying may not be right for a large hospital group wanting to integrate surveying with electronic medical records.
- The following 3 slides list functional aspects that PROMs suppliers should be able to deliver and may act as a resource to assess and select a provider.
- It may prompt useful questioning and discussions. Hospitals should also check with peers to see what has worked best for them in the management of PROMs.
- Cost will also be a consideration, but this is not considered here. However hospitals are asked to consider whether they are interested solely in fulfilling the CMA Order, or delivering a process that if done well can be valuable for their patients and consultants, and which can demonstrate their clinical effectiveness, used in marketing, identify risks etc.

Factors to consider when selecting a PROMs supplier

Functionality, approach and processes – General

Handles all PHIN PROMs relevant for your organisation (see Appendix for current list)

Strong emphasis on real-time collection and reporting of data to relevant persons

Strong focus on supporting local hospital teams

Builds effective communication and culture change for PROMs with commissioning organisation

Achieves high Q1 (pre-treatment) and Q2 (post-treatment) survey completion rates

Able to deliver nudges and reminders to patients via multiple channels or formats such as text, email

Strong on the clinical coding aspects of PROMs linked to surveys, and with links to PAS/EPR systems and data

Works effectively with hospital's systems, clinical workflows and health records

Is ISO 27001 and GDPR compliant

Can align collection of PROMs within relevant registry data, and send to registries / audits as needed

Incorporates cost of any applicable PROMs licences in its fees and has processes to pass these on to licensors.

Offers testimonials and / or performance statistics from current and previous provider organisations

Factors to consider when selecting a PROMs supplier

Functionality, approach and processes – Collection

Multi-mode collection of PROMs, e.g.

- Paper
- Electronic mail
- Text messages
- Tablets for in-clinic collection
- QR codes for initiating link to questionnaires and onboarding of patients

Can present letters to patients in the name of their personal consultant

Provides clarity on the end-value of PROMs for patients and clinicians in its communications

(Optional) Can collect patient experience/satisfaction surveys to help contextualise PROMs

Factors to consider when selecting a PROMs supplier

Functionality, approach and processes – Reporting

View of patient PROMs completion status as well as views of scores before / after treatment

Output views customised to for different audiences – both numbers and easy-to-view and easy-to-understand graphics of results, from patient level to population level, plus pre-treatment and post-treatment completion rates

Can report real-time, customised views of PROMs results at:

- Patient level
- Surgeon level
- Pathway, department, site and / or provider levels
- National level for which the supplier has data (anonymised benchmarking)

Can focus on PROMs results by question and by factors such as patient age, gender, geography

Can provide longitudinal view over time of PROMs – is participating improving; is treatment effectiveness improving; are there discrete groups less likely to complete surveys?

Can identify any gaps in collection and other trends

Can generate and track alerts to care teams and/or patients where PROM results may suggest a health problem

Facilitates hospital reporting of PROMs to PHIN with data in expected formats, plus PROMs-based communications

Appendix: PROMs resources available to private hospitals

- > A cross-sector private PROMs working group has developed several resources, including:
 - The benefits of PROMs for patients, clinicians, hospitals and other stakeholders
 - A PROMs implementation checklist
 - Guidance on making PROMs patient-centred
 - Details of which fields should be submitted as part of and alongside surgical and cosmetic PROMs
 - The independent review by the London School of Economics on private PROMs, with recommendations

- > This information is all publicly available on:

[https://portal.phin.org.uk/Help/Article/39/About_measures_of_Health_Improvement_\(PROMs\)](https://portal.phin.org.uk/Help/Article/39/About_measures_of_Health_Improvement_(PROMs))

and

https://portal.phin.org.uk/Help/Article/40/About_QPROMS_for_cosmetic_procedures

Appendix: Procedures that are PROM-eligible

(Name of PROM and licence fee status shown in brackets)

Surgical

1. Cataract surgery (CatQuest-9SF* - free)
2. Hip replacement (Oxford Hip Score** - paid)
3. Knee replacement (Oxford Knee score** - paid)
4. Shoulder surgery (Oxford Shoulder score** - paid)
5. Carpal tunnel release (QuickDash - free)
6. TURP (International Prostate Symptom Score - free)
7. Septoplasty - nasal surgery (NOSE - free)

Cosmetic

1. Augmentation mammoplasty (Breast-Q - paid)
2. Rhinoplasty (Face-Q – Nose - paid)
3. Liposuction (Body-Q – Lipo - paid)
4. Abdominoplasty (Body-Q – Abdo - paid)
5. Blepharoplasty (Face-Q – Eyes - paid)

* PHIN plans to be able to receive and publish the Cat-PROM5 measure for cataracts in the last quarter of 2023 (also free).

** PHIN has agreed a discounted price for the use of the Oxford Score questionnaires with their owner, Oxford University Innovation Ltd. For more information, please contact info@phin.org.uk.

Appendix: Current list of PROMs suppliers as of July 2023

- > The previous link to the hospital portal, also shown below, contains information about several PROMs suppliers, with others also active in the market. It includes short summaries of their services and their distinct approaches, as describe by each organisation, plus their contact and website details.

Amplitude	Cemplicity	MyClinicalOutcomes Ltd.
MSB Limited	Open Medical	The Clinician

- > This is not an exhaustive list of eligible suppliers and PHIN will add other organisations as and when it receives details from them.

[https://portal.phin.org.uk/Help/Article/39/About_measures_of_Health_Improvement_\(PROMs\)](https://portal.phin.org.uk/Help/Article/39/About_measures_of_Health_Improvement_(PROMs))