

# Designing a National approach to Patient Reported Outcome Measurement in Saudi Arabia

## Introduction



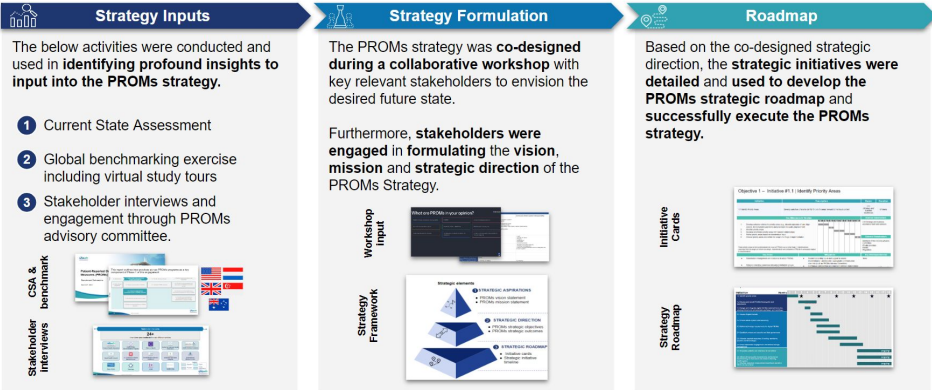
Value Based Health Care (VBHC) is at the helm of the Saudi Arabia health transformation efforts as part of Vision 2030. Among outcome measures, Patient Reported Outcome Measurement (PROM) is a key prerequisite for VBHC.



Health Sector Transformation Program

Triggered by several efforts to design and deploy PROMs in the private and public sectors, there was a need for a coordinated approach to develop a national PROMs strategy in Saudi Arabia. ViH and CHI in collaboration with PwC and The Clinician embarked on a project to set the foundation for PROMs implementation in the private sector as a first step to establish the learning for scalability nationally.

## Methods



## Results

PROMs strategy at a glance		
HSTP Strategy		
CHI Strategy Alignment		
PROMs Strategy		
Vision	An exemplary PROMs program for the Saudi health system that promotes patient-centricity and sustainability	
Mission	Empower patients, providers, payers and policy makers through meaningful and actionable PROMs insights to support Value-Based Healthcare	
Guiding Principles	Instill PROMs culture	Person Centricity
Strategic Objectives	1. Design and integrate PROMs into care delivery	2. Develop PROMs data collection infrastructure and capabilities
Strategic Outcomes	PROMs framework design PROMs framework integration into care delivery	Data infrastructure setup and interoperability Workforce digital enablement
KPIs	I.a. Percentage of established PROMs priority areas frameworks and instruments I.b. Percentage of digital PROMs integrated into patient journeys	II.a. Percentage of electronic transactions exchanged for patients enrolled in PROMs programs II.b. Percentage of digitally enabled staff (i.e. % of staff trained on the ePRO solution)
Strategic Initiatives	1.1 Identify priority areas 1.2 Review and select PROMs frameworks 1.3 Design and integrate digital PROMs administration into existing clinical and administrative pathways and workflows	2.1 Assess digital readiness 2.2 Ensure whole system interoperability 2.3 Define technology requirements for digital PROMs 2.4 Establish privacy and security and data governance 2.5 Allocate required resources (Funding, workforce, process and technology) 2.6 Drive stakeholder engagement and clinical change management
		3. Utilize PROMs insights to empower patients, enable organizational performance benchmarking and support value-based healthcare incentives  Patient engagement Organizational performance and quality improvement Value-based healthcare  III.a. Patient PROMs response/engagement rate III.b. Percentage of administrators/providers who accessed the PROMs portal to check their patients results III.c. Percentage of value-based payment contracts using PROMs  3.1 Empower patients and clinicians at micro-level 3.2 Inform clinical quality improvement, performance benchmarking at meso-level and create a learning health system 3.3 Develop outcomes measurement incentives and drive VBHC at macro-level

## Next Steps

