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Empower Patients with PRO-Reports

The requirements for implementing patient reports in a psychosomatic clinic

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Introduction

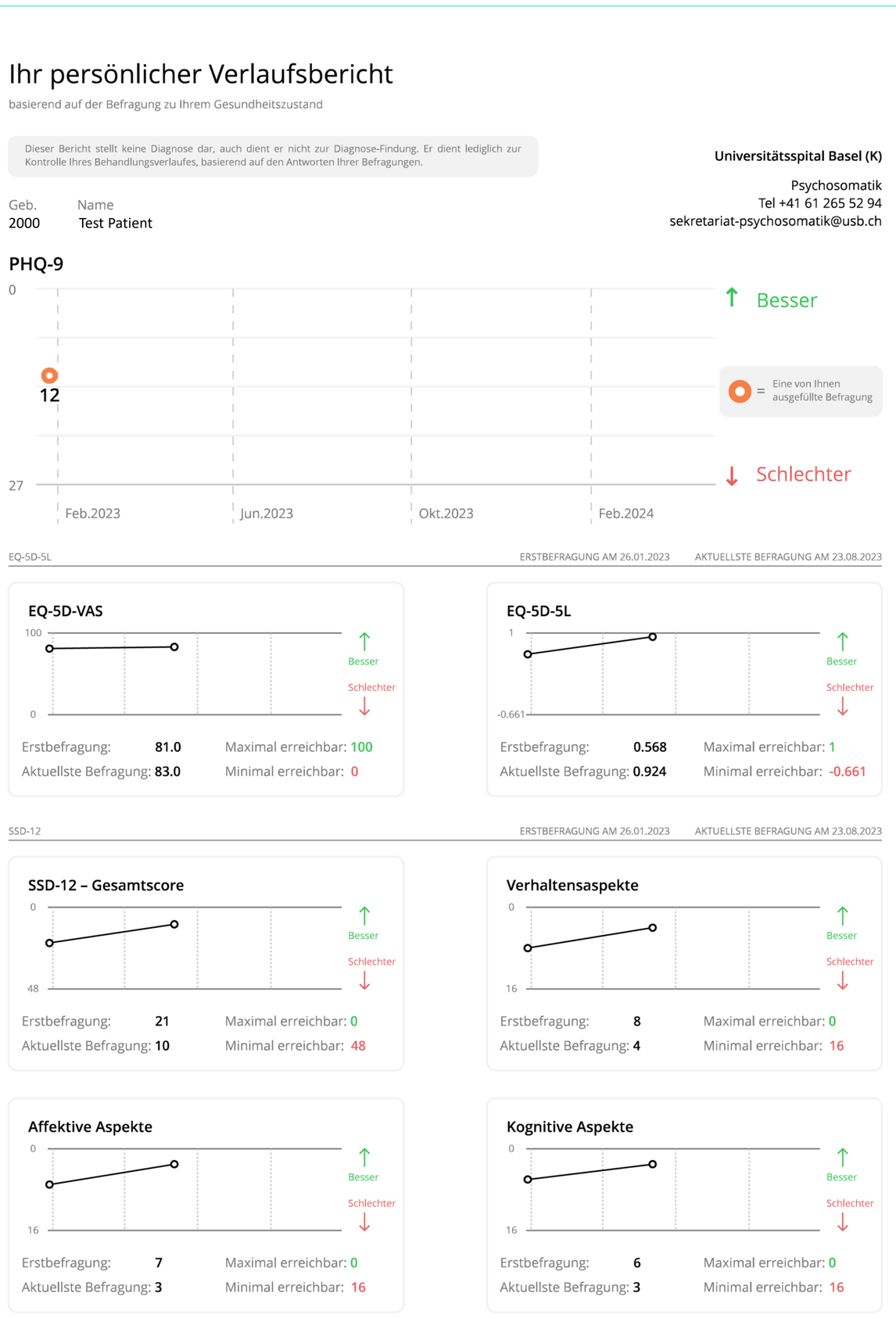
The University Hospital Basel is the largest healthcare provider in northwestern Switzerland, with 40,000 inpatients and more than 1 million outpatient contacts per year. Since 2017, University Hospital Basel has been implementing a hospital-wide PROM program, collecting PRO data in over 22 conditions. Currently, only medical staff have access to PRO data, not the patients themselves. In order to provide patients with a standardized outcome, structured patient reports based on PRO data are needed. The long-term goal of this project is to implement automatically generated patient reports after completion of PROMs. To achieve this goal, it is necessary to determine the content requirements, adapt the related daily clinical practice process, and implement the necessary technical requirements.

Methods

In cooperation with the Psychosomatic Clinic, which already uses the ICHOM standard set for depression and anxiety, and the software provider Heartbeat Medical, a first layout for the patient report was designed.

Together with physicians from the psychosomatic clinic, the requirements for a patient report were determined, taking into account the existing literature. The requirements were then discussed with the software provider and the framework for the implementation of the patient report with their software solution Heartbeat One was defined and specified. During the technical implementation, data protection regulations and the process for integrating the patient report into the daily clinic routine were discussed and aligned.

After the technical implementation, the report will be tested with patients to gain further insight into the requirements of the patient report for its implementation in other clinics and for other diseases.



Results

The technical implementation of a first layout of the patient report was developed and reviewed with the clinicians. In discussions with the software provider, it was determined that, due to the legal requirements for medical products, it would not be possible to integrate a score interpretation and possible recommendations for action directly into the report. In addition, it is not possible to send the patient report directly by e-mail for Swiss data protection regulations. Therefore, as an alternative solution, the score interpretation and recommendations should be included in a separate explanatory document and handed out to the patient together with the patient report. A collaborative workshop will be held to adapt and define the clinical process accordingly. The trial with patients is still pending.

Conclusion

In summary, the challenges and requirements of a patient report are not particularly easy to implement, as the regulatory requirements are very demanding. The technical implementation with an already functioning digital system greatly facilitates the implementation of a patient report. Nevertheless, good cooperation between the different disciplines is essential. The future long-term goal of the patient report is to support patients in using their PRO data together with their physicians as a shared decision-making tool.