Facilitators and barriers in the implementation of Patient Reported Outcomes Measurements in daily practice
Anouk S. Huberts, Linetta B. Koppert, Joica A.M. Benschop, Jelle W. Meerstra, Adriaan van ’t Spijker, Celine van Lint, Monique S. den Hollander, Ingrid A. Peters, Christien J. van der Woude

BACKGROUND

• Integration of PROs in clinical practice remains challenging, leading to suboptimal utilization by the end-users
• Within the Erasmus Medical Center, PROMs have been implemented hospital wide since 2020
• Aim: to identify facilitators and barriers for optimal use of PROMs in clinical practice

METHODS

Mixed methods design
Semi structured interviews
• Inclusion of (future) healthcare professionals (HCPs) and patients (both PROM non-responders and responders)
• Recorded, transcribed and coded
• Organized until theoretical saturation was reached

CONCLUSIONS

Ensure adequate training on PROMs at different levels in the education of (future) healthcare professionals
Motivate and reduce the burden for the healthcare professionals in opening and interpreting the results
Implement generic and disease-specific PROMs simultaneously
Motivate, activate and reduce the burden of the patient

RESULTS

Inclusion Interviews Questionnaires
Patients 15 543
Healthcare Professionals 14 24
Future HCPs 9 40

1. Integrate PROMs into the training of future healthcare professionals to ensure they have a good understanding of the advantages, disadvantages and potential application of PROMs
2. Prior to implementation, provide healthcare professionals with training, including practical guidance and when and how to use PROMs in the consultation room
3. PROMs offer the most value to healthcare providers when linked to scheduled appointments
4. Ensure seamless integration of the dashboard into the electronic health record without compromising system speed, and make sure that (summary) results are immediately visible upon EHR access
5. Clarify legal responsibilities in cases where negative consequences may arise due to the non-viewing or discussion of completed PROMs by healthcare providers

1. Consideration of when and by whom PROMs are discussed is crucial to ensure prompt signaling of deviations by the care team, minimize burdens, and maximize their value for the entire healthcare team
2. Assess and adjust the care pathway to seamlessly integrate PROMs into healthcare professionals’ routines, minimizing additional time requirements and reducing burdens for both patients and healthcare providers
3. Enhance generic PROMs acceptance and use by implementing them alongside disease-specific PROMs
4. Improve PROMs acceptance and use by adding a open question for patients, with answers directly visible in the dashboard for the healthcare profession