Facilitators and barriers in the implementation of Patient Reported Outcomes Measurements in daily practice

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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

Questionnaire

- Inclusion of (future) HCPs, responders and non-responders
- To identify overarching themes and associated advices

Delphi questionnaire

- Preliminary themes and advices were presented to a VBHC expert group
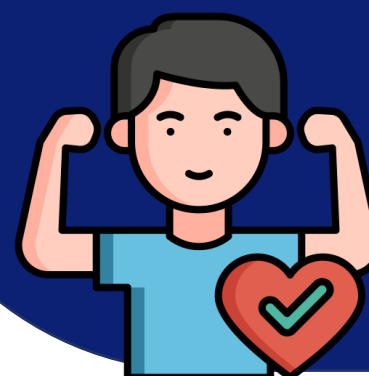
CONCLUSIONS

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

1. Patients should be able to access their results through a patient dashboard

2. Patients should be able to compare their data with similar individuals (''patients like me'')

3. When requesting PROMs, obtain informed consent for linking to clinical data to avoid duplicate questioning in research

4. Educating patients about the purpose of PROMs is crucial for effective communication

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. 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 (summery) 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. Enhance generic PROMs acceptance and use by implementing them alongside disease-specific PROMs

2. Improve PROMs acceptance and use by adding a open question for patients, with answers directly visible in the dashboard for the healthcare profession