

# What are the determinants of the use of patient-reported measures (PROMs and PREMs) among healthcare professionals and managers? A comparison between Italy and Wales

## INTRODUCTION

Patient-reported measures (**PROMs and PREMs**) have gained significant attention as valuable tools for creating a value-based healthcare system (EXPH, 2019). **Barriers** have been highlighted in the literature in relation to the **use of these measures as a routine management tool**.

One key factor is data sharing and dissemination, also using **digital infrastructure** to turn data into relevant insights for decision-making.

To identify and put in place **the right levers to facilitate and encourage the use of PROMs and PREMs** in real-life, it is crucial to understand the determinants influencing their use among healthcare professionals and managers.

Table 1: Characteristics of participants in the interviews

Variables	Categories	Values (n)	Values (%)
Country	Wales	7	54%
	Italy	6	46%
Sex	Female	9	69%
	Male	4	31%
Role	Manager with a clinical background	5	38%
	Manager, with another background (non-clinical)	6	46%
	Clinician	2	15%
Familiarity with PREMs and PROMs	Yes, partially	2	15%
	Yes, totally	11	85%
Seniority: Years working in the current position	Less than 3 years	4	31%
	3-5	3	23%
	6-10	2	15%
	More than 10	4	31%
Seniority: Years working in healthcare	less than 5 years	2	15%
	10-20	2	15%
	20-30	6	46%
Use of PREMs and PROMs in the healthcare organization in which participants work	More than 30	3	23%
	Yes	11	85%
	No	2	15%

## RESULTS

The findings of this study confirm that **all the hypothesized factors can act as barriers or facilitators for the use of PREMs and PROMs among healthcare professionals and managers**.

Participants confirmed the importance of performance expectancy, effort expectancy, social influence, facilitating conditions, habit, perceived security, and anxiety as the main determinants, as well as the **model's completeness**, without the need to add new factors.

**Future results** will provide a comprehensive view of these factors in diverse scenarios, considering **different types of digital platforms** currently used in Wales and Italy to report and monitor patient-reported measures.

## CONCLUSIONS

The study explores **factors affecting PREMs and PROMs utilization in healthcare organizations**. The study is currently ongoing, with a first qualitative phase already completed, and a quantitative phase in progress. The results of the interviews confirm **the importance of the hypothesized factors as determinants of the use of PREMs and PROMs** within healthcare organizations. **This insight is important for use of these measures by managers and healthcare professionals to become routine**. **Future results** will provide a comprehensive view of these factors in **diverse user feedback scenarios and digital platforms**. Understanding these determinants can inform strategies for **enhancing healthcare quality and patient-centred care**.

## AIM

We draw on the Unified Theory of Acceptance and Use of Technology (UTAUT) model to investigate the main determinants of the use of user evaluation data among healthcare professionals and managers.

The more general research question is: *What factors determine the use of patient-reported measures among healthcare professionals and managers?*

## METHODS

The study uses a **qualitative methodology**. **13 semi-structured interviews** were conducted with healthcare professionals and managers from **Italy and Wales** (Table 1).

This study is ongoing. The results from this phase will inform a subsequent quantitative survey involving a larger sample.

The **factors used in this study** hypothesized as the main determinants are the following:

- Performance expectancy**
  - the degree to which using these data will provide benefits in performing certain activities.
- Effort expectancy**
  - ease of use of these measures
- Social influence**
  - the degree to which participants believe that others, e.g., colleagues, top management, and policymakers, believe patient-reported measures should be used
- Facilitating conditions**
  - in terms of organizational resources available to support the use of these measures
- Habit**
  - if the use of PREMs and PROMs is required by the organization, and how likely is the use of these data in healthcare professionals' and managers' daily work
- Perceived security**
  - in terms of data security and privacy law
- Trust**
  - in terms of value and role of data in supporting good service delivery and managerial decisions
- Anxiety**
  - in terms of confidence in the use of data and/or any platforms