

Enhancing Adoption of Patient Reported Outcome Measures in SGH through Implementation Science

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Introduction

Amidst ongoing transformation towards a more personalized and patient-centric healthcare approach, the utilization of Patient Reported Outcome Measures (PROMs) within healthcare institutions is on the rise. It captures patients' views on health and treatment outcomes, enabling healthcare professionals to assess effectiveness and track progress.

In 2023, Singapore General Hospital (SGH) established a multidisciplinary PROMs Workgroup to spearhead hospital-wide PROMs initiatives. With a focus on leveraging Implementation Science to enhance PROMs adoption within SGH and its interventions, the team has devised a five-phase plan. This poster offers an overview of phase 1 journey undertaken by the SGH PROMs Workgroup, the initial step to assess our stage of PROMs implementation as a hospital.



SGH PROMs Five Phases Framework Plan

Methods

We adopted the PROMs Healthcare System Implementation Stages (HCSIF) framework, which delineates five implementation phases across seven operational dimensions. The team conducted a systematic evaluation through:

- Targeted online surveys with key departmental stakeholders
- Mapping of departmental positions within the framework
- Identification of potential pilot initiative candidates

This comprehensive analysis provided insights into SGH's PROM implementation landscape, enabling the formulation of tailored strategies to optimise implementation efforts within the hospital.

Results

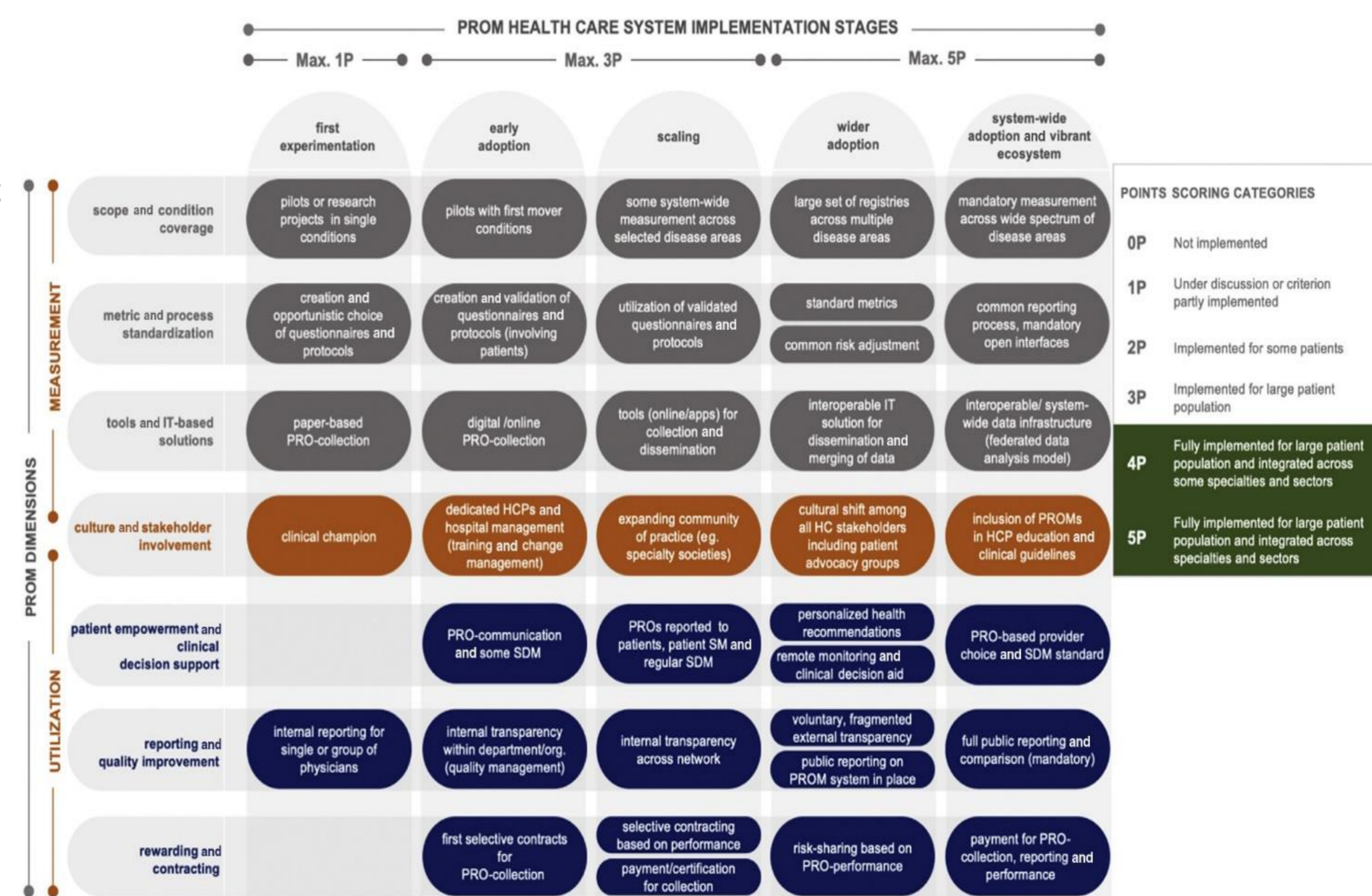
The outreach efforts targeted 49 departments, engaging specifically with 88 individuals serving as Heads of Department and key clinician leads involved with PROMs. Our survey yielded:

- 42 responses (47.7% response rate)
- Representation from 28 departments (57% of those surveyed)

The survey revealed significant interest in utilizing PROMs, although familiarity with their implementation varied from not familiar to somewhat familiar. Key findings include:

- 3 out of 49 surveyed departments are proficient in implementing PROMs
- Results slightly favoured the departments that participated most actively

Overall, SGH appeared to be in scaling stage, with some departments at higher ratings in the implementation stage. However, as the survey only represented half of the hospital's departments, it may not fully reflect the actual ground-level PROMs implementation. Our aim is to bridge the gap between early adopters and full-scale implementation, ensuring consistent PROMs use throughout SGH. Insights from our initial evaluation will guide our subsequent initiatives as we proceed with the remaining phases of our plan.



Reference

Ernst SK, Steinbeck V, Busse R, Pross C. Toward System-Wide Implementation of Patient-Reported Outcome Measures: A Framework for Countries, States, and Regions. Value Health. 2022 Sep;25(9):1539-1547. doi: 10.1016/j.jval.2022.04.1724. Epub 2022 May 21.