



HOW TO ENCOURAGE THE USE OF PATIENT-REPORTED MEASURES BY HEALTHCARE PROFESSIONALS AND MANAGERS: A STUDY OF FIVE INFLUENCING FACTORS

PROMs and PREMs have received significant attention as valuable tools in creating value-based healthcare systems. However, **barriers exist** in using patient-reported measures as routine management tools.

This study aims to **investigate the effect of 5 factors on healthcare professionals' and managers' intention to use patient-reported measures**, using an extended version of the UTAUT model (Venkatesh et al., 2003):

1. performance expectancy
2. effort expectancy
3. social influence
4. facilitating conditions
5. one additional factor: trust (Venkatesh et al., 2011).

METHOD

An **online survey** was developed based on a literature review. The items were validated through interviews with healthcare professionals and managers (no. 13). Participants included professionals and managers in Italy, Wales, and other countries, who are very familiar with the topic and/or already using PREMs and PROMs. A total of **170 participants were invited** to complete the questionnaire.

Data analysis includes: descriptive statistics, principal component analysis (PCA), and regression analysis. After PCA, factor mean scores were calculated by averaging responses to items in each latent factor. Simple linear regression models with robust estimation were used to detect the influence of each factor on the intention to use patient feedback.

Future developments of the study will concern other factors in addition to those already considered, namely habit and perceived security.

This study provides **significant insights into factors that enhance professional engagement** with PREMs and PROMs as tools for improving healthcare services. The findings help healthcare organisations identify **the right strategies and incentives to facilitate the use of these measures.**

RESULTS

90 healthcare professionals and managers participated in the study, with an overall response rate of 53%.

Preliminary results confirm the importance of the five factors as determinants of the intention to use PREMs and PROMs (see the table below for the statistical results of the regressions).

n.	Hypothesis	β	ρ	Hypothesis supported
H1	Performance expectancy has a positive effect on the intention to use patient feedback among healthcare providers and managers.	0.24	***	Supported
H2	Effort expectancy has a positive effect on the intention to use patient feedback among healthcare providers and managers.	0.29	***	Supported
H3a	Social influence (internal) has a positive effect on the intention to use patient feedback among healthcare providers and managers.	0.27	***	Supported
H3b	Social influence (external) has a positive effect on the intention to use patient feedback among healthcare providers and managers.	0.11	NS	Not Supported
H4	Facilitating conditions has a positive effect on the intention to use patient feedback among healthcare providers and managers.	0.20	***	Supported
H5	Trust has a positive effect on the intention to use patient feedback among healthcare providers and managers.	0.68	**	Supported

Number of observations: 90
The independent variable items are based on the PCA results.
** p value < 0.01.
*** p-value < 0.05

Performance expectancy and effort expectancy positively influence the intention to use patient-reported measures.

Facilitating conditions, particularly human resources, time, support, and training, are crucial when planning patient feedback collection systems. Material resources and knowledge about using patient feedback were less significant, probably because participants were already experts in the field.

The results of the PCA highlighted the existence of two currents of **social influence: internal to the organisation, and external.** Only the internal social influence (from senior management and peers) positively impacts the intention to use patient-reported measures.

Trust in patient feedback emerged as the main predictor of intention to use, highlighting the importance of high-quality, well-validated information that can be translated into actionable insights.