

VALUE-BASED HEALTHCARE CONFERENCE 2024

22-23 AUGUST 2024

Enabling Value-Based Care: Strategies to Improve Adoption of Patient Reported Outcome Measures (PROMs) and their Outcomes

Adj Asst Prof Chan Lai Gwen, Dr Ng Tat Ming, Teo Kaiting, Tham Yingwei Allister, Leong Pei Qi, Quek Li Qin, Nur Aqidah Azhari

BACKGROUND

PROMs provide valuable insights into patients' perspectives on their health status, enabling healthcare providers to deliver patient-centered care and improve healthcare outcomes. In Tan Tock Seng Hospital, baseline low awareness of the value of PROMs for both patients and clinicians was identified as a key barrier, leading to an uptake of PROMs by only 51% of disciplines.

AIM

The aim of this project is to empower healthcare providers to drive patient-centered care and engage patients in playing an active role in their healthcare journey by increasing the adoption of PROMs.

METHODOLOGY

IT Enablers

To increase accessibility of PROMs to patients and healthcare providers via 2 approaches:



Robotic Process Automation: Auto-calculates PROMs score and transcribes total score into Excel database. This enables easy data analysis of patients' scores for progress tracking.



PROMs Kiosks: Tablet for patients to self-administer PROMs digitally in 8 Specialist Outpatient Clinics (SOCs).

Patient Education

To raise awareness and educate patients, patient education materials such as videos, brochures and posters were developed covering the following areas:

- What PROMs are
- Value of PROMs
- How patients can actively contribute to their own healthcare journey



Clinician Education

To educate clinicians on the use and value of PROMs in clinical practice to promote point-of-care engagement with patients. Initiatives rolled out include:

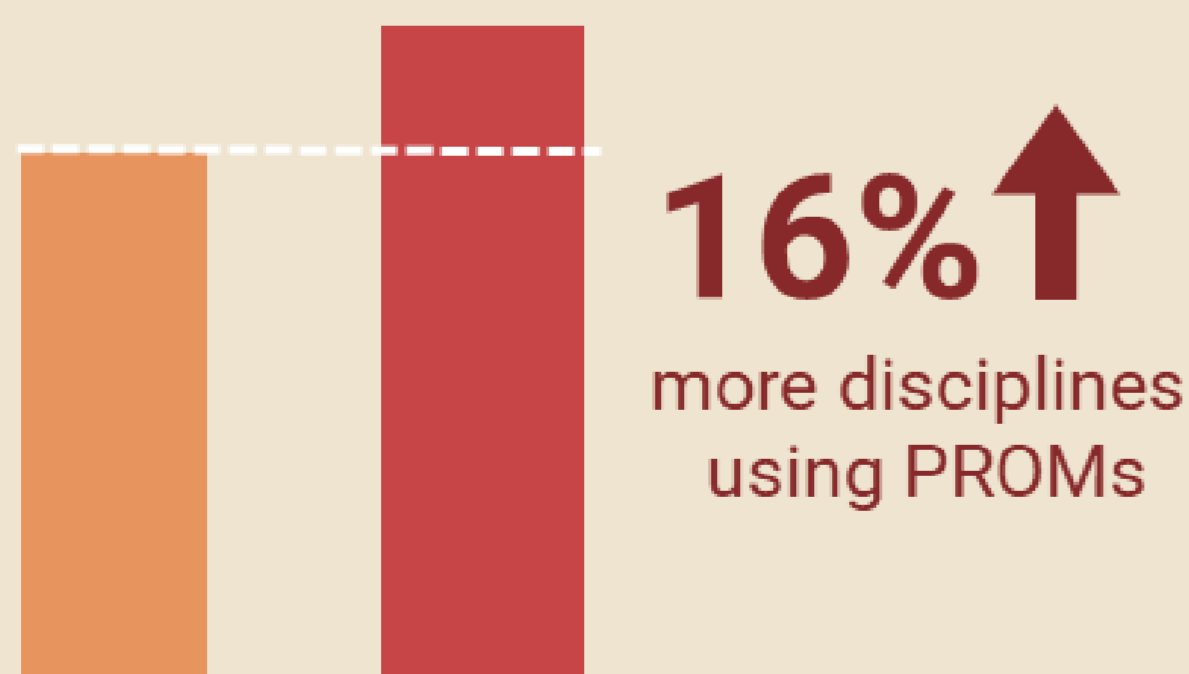
- Department Roadshows
- Sharing Best Practices Among Clinicians
- PROMs Clinic for 1-on-1 Consultation
- Survey and focus groups with clinicians to gauge their awareness, attitude and knowledge of PROMs
- Creation of a clinician's toolkit based on survey results and feedback to provide guidance and enable clinicians to use PROMs effectively



RESULTS

Since the rollout of PROMs strategy, comparing to pre-rollout period in 2021:

New Disciplines Adopted PROMs

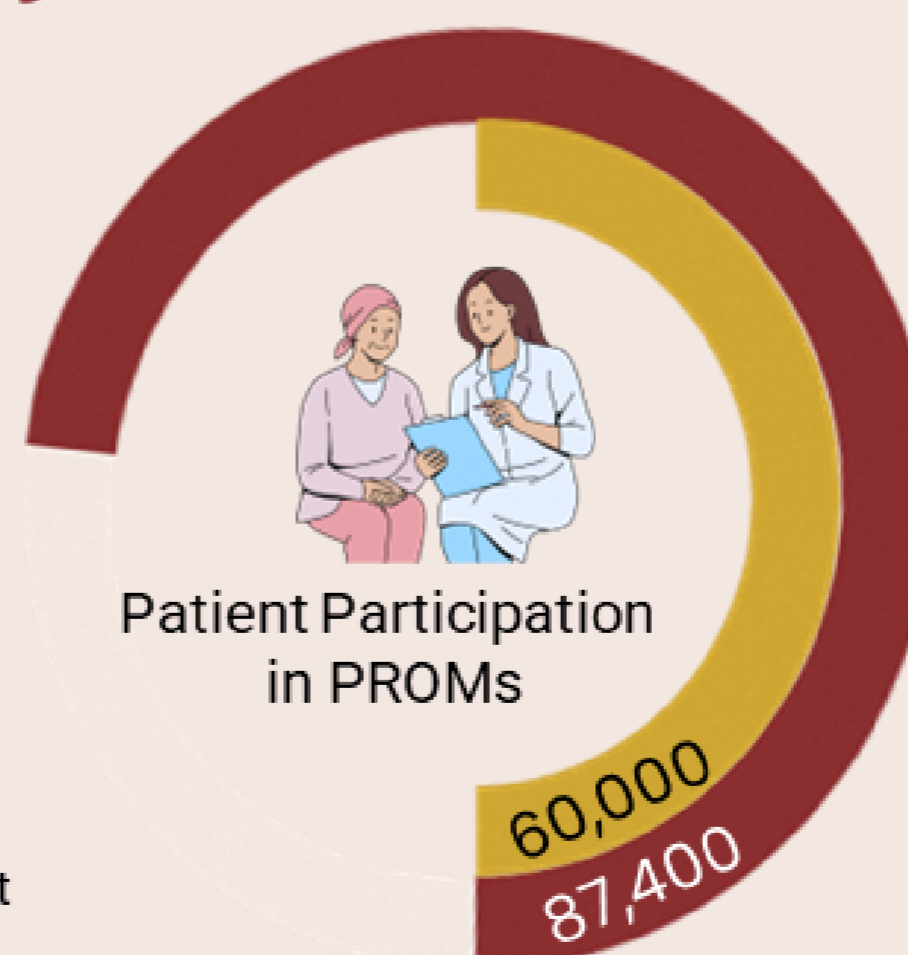


with **82 unique PROMs** implemented across disciplines

Increase In Patient Participation

Number of patients participating in PROMs Questionnaire

grew by **46%**



IT Enablers for PROMs

IT enablers used in PROMs administration

increased by **120%**

Cost Savings

IT Enabler: RPA generating cost savings in 2 clinics:

Auto-calculates PROMs total score

Auto-transcribes PROMs data into Excel database

Estimated manpower effort savings:

\$71,520 per annum

CONCLUSION

This three-pronged strategy was effective in increasing PROMs adoption in a measurable way, and the team will continue deploying the above methods to scale the usage of PROMs by care teams. In line with value-based care, further strategies and analyses can be developed to measure the impact and value of adopting PROMs from both patient's, clinician's and operations' point of view.