IMPLEMENTING PRO – HOW TO SUCCEED?

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CONTEXT & PURPOSE

In Center for Diabetes and Heart diseases we have developed and tested a generic guide on how to implement patient reported outcome (PRO). PRO is to be used as a dialogue- and decision-making tool in consultations between patients and Health Care Professionals (HCP) the health care sector.

The poster demonstrate how a PRO questionnaire can be successfully implemented in a context of rehabilitation for citizens in the municipality of Copenhagen. It is much more than implementing a new IT system. It also includes organizational change, involvement of HCPs, and leadership.

APPROACH

Implementing can create concerns in an organization due to:
- New IT-system
- New questionaries and ways of meeting patients in consultations
- Changes in workflows.

Four steps help to succeed, when implementing PRO.

Step 1
BOTTOM-UP APPROACH

Give a few HCPs an expert role in PRO: They have trust from colleagues and experience from practice. Their role is to create motivation and ownership in the organization and use their knowledge for local adjustments. This implies:

- Teaching and sharing their experiences with PRO with colleagues, e.g.; support with guidelines and phrases on how to use PRO as a dialogue support in consultations
- Give input to workflow and develop and test PDSA's.

Step 2
DIFFERENT KINDS OF SUPPORT

Create different kinds of support besides meetings and instructions papers. To support the HCPs:

- Create a feedback system about the use of PRO for HCPs
- Cope with daily worries, IT or questions through touch points, follow-ups and an available support team.
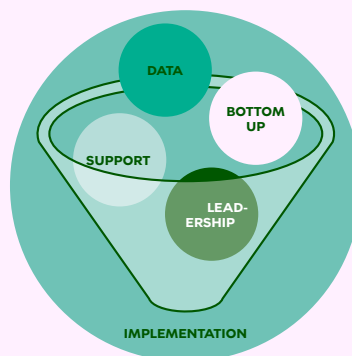
Step 3
THE IMPORTANCE OF LEADERSHIP

Leaders' communication of the purpose and value of PRO is significant for the organization to get involved. This is done by:

- Explaining why to use PRO and how
- Setting goals and ambition
- Giving resources and time to get familiar with PRO e.g., for a period giving extra time (15 min) preparation before consultations.

Step 4
USING DATA

- Follow the progress of defined data goals (e.g. 90% response rate) to support decisions on where to improve and adjust workflow.
- Quality research reveals the underlying reasons for data decline. E.g., patients forget to answer PRO, where an adjustment could be to add reminders in workflow, for the patients to remember.

OUTCOMES & LEARNINGS

FOLLOWING THE FOUR STEPS
- HCPs felt involved and had less uncertainty and resistance toward the implementation, which helped the process of anchoring the use of PRO.

LEARNINGS
- Implementing step by step, i.e., not all HCPs and patients start using PRO at the same time, made it possible and easy to improve and adjust

- workflow etc. before scaling the use of PRO to the rest of the organization.
- Through touch points it's easier to offer help and support
- where and when it is needed to HCPs individually - it can save time on meeting with all employees.

FOR MORE READING

CfDH has developed a generic guide on how to implement PRO: