

PATIENT REPORTED OUTCOME (PRO) IN CONSULTATIONS 360-DEGREE PERSPECTIVE



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CONTEXT & PURPOSE

In Denmark, a national PRO-questionnaire for patients with type 2-diabetes was developed and pilot tested across the Danish Health care sector.



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This poster demonstrates both how consultations have changed and how the value creation after pilot test have changed:

PRO supports dialogue, shared-decision making and a person-centered approach in rehabilitation in consultations between patients and healthcare professionals (HCP) in Center for Diabetes and Heart diseases (CfDH).

APPROACH

Changes to workflow

PREPARATION PRIOR TO CONSULTATION

Patients fill out the PRO-questionnaire about aspects of life with diabetes, mental and physical health, symptoms, the quality of life and functional capacity.



DURING CONSULTATION

The answers are colored on a dashboard and are structured accordingly to highlight important focus areas for the individual patient.

HCP and patient go through the answers together to ensure patient involvement.

The dashboard supports HCP in recognizing the needs and motivations of the patient, so it can be connected to their care.

National evaluation:

- Evaluations workshops with 31 HCPs
- Interviews with 56 patients
- 770 evaluation questionnaires among patients
- 352 evaluation questionnaires among HCPs

OUTCOMES & LEARNINGS

VALUE CREATION

- Patients feel better prepared prior to consultation
- Consultations focus on what is important for the patient
- Meaningful goals and plans are set based on patients' needs

As one patient puts it:

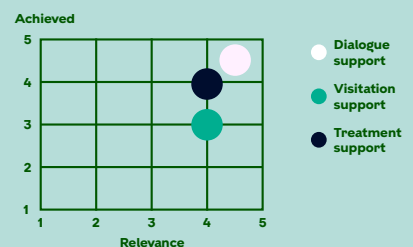
"I feel that the whole of me is in focus."

Despite different professional backgrounds, HCP apply a patient approach that is attributed by person-centered care in consultations.

"Now I quickly form an overview of what is most important to the person with diabetes.

Previously, the conversation could well have taken a turn in a direction that was not as important and perhaps more targeted training, as it is my area of expertise"

- HCP, CfDH



HCP's assessment of value in relation to dialogue support, visitation support, treatment support after pilot testing.