

Getting Started— Keys to Successful PRO Implementation

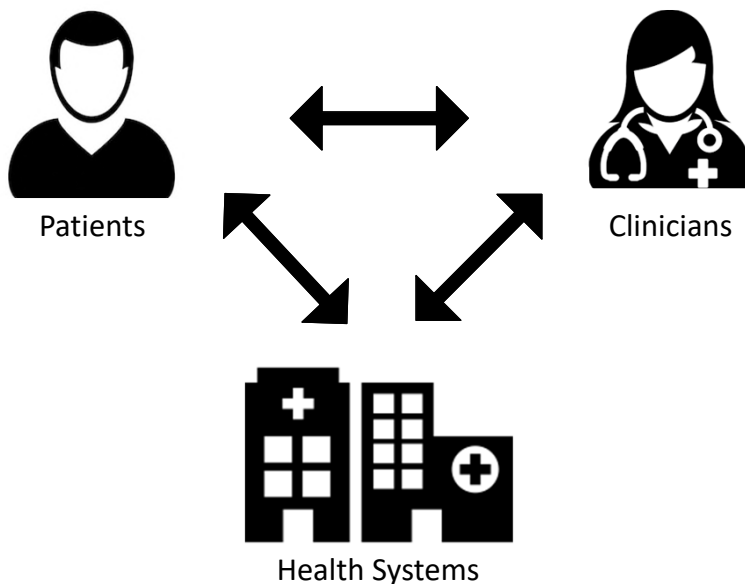
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Implementation Starts with Acknowledging Challenges



Overcoming Barriers to Success



Patient Concerns Related to PRO Implementation



Patients

- Burden of the questionnaire
- Frequency of data collection
- Location for completion
- Methodology of administration
- Provision of adequate instruction
- Appropriate literacy level
- Feasibility (cognitive/physical impairment)
- Privacy concerns
- Value to “me”
- Uncertainty about use by clinicians

Clinician Concerns Related to PRO Implementation



Clinicians

- Reluctance to change
- Who is/should be accountable
- Level of extra effort/time required
- Represents just “one more thing”
- Timing of data availability
- Incorporation into existing workflows
- Theoretical/unsubstantiated benefits
- Worries about data deluge
- Uncertainty about how best to use data
- Capability to handle uncovered issues

Health System Concerns Related to PRO Implementation



Hospitals



Clinics

- Capital investment
- Selection of a solution (in-person/remote)
- Clinician (multi-stakeholder) engagement
- Data warehousing/management needs
- Integration of data from varied sites
- Prioritization of PRO measures
- “Boots on the ground” implementation
- Privacy/security concerns
- Linkage to other data sources
- Management of critical/missing data

What's Required for a Viable Solution?



Technology



Health System

Technology Questions We Should All Be Asking



Technology

- Is there a flexible format (customization)?
- Can it be used across different platforms?
- Is the interface bi-directional?
- What data collection devices can be used?
- What is the level of EHR integration?
- Can it integrate with analytics programs?
- How easy is it to query missing data?
- Does it support clinical and research uses?
- Is there clinical decision support?
- What is the level of privacy protection?

Implementation Questions We Should All Be Asking



Hospitals



Clinics

- Which outcomes are most important?
- How should PRO measures be selected?
- What does PRO governance look like?
- How, where, and at what frequency?
- How will the PRO data be shared?
- How will PRO data be acted upon?
- Is there an EHR integration strategy?
- What is the roll out plan (pilot/scale)?
- What's the engagement/training plan?
- How should data be shared externally?

Leaving More Questions Than Answers

