



Operationalizing PROs Within My Health System, Hospital, and Practices?

ACC Forum on the Implementation of Patient Reported Outcomes

November 6, 2018

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Providence St Joseph Health's patient-reported outcomes program at a glance

- **Began in 2016 with Orthopedics and has expanded to Neurosciences, Cardiovascular, Digestive Health, and Oncology**
- **Approximately 130 clinics // 30,000 patients // 50,000 assessments per year**
- **Currently using third-party platform, but also piloting Epic**
 - Some clinics have basic scheduling interface, but most have no integration
- **Complex and challenging IT environment**
 - Combination of employed and aligned practices
 - Consolidating 3 separate Epic builds and MediTech
 - Transitioning to new enterprise infrastructure for data warehousing

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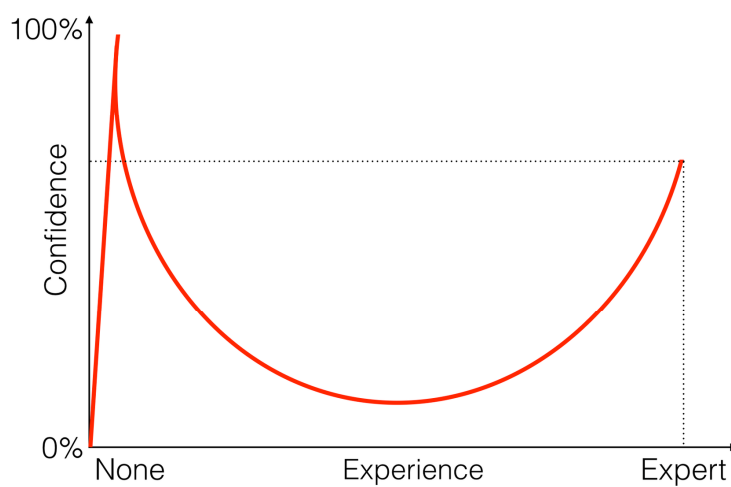
“Patience and perseverance have a magical effect before which difficulties disappear and obstacles vanish.”

- John Quincy Adams

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Dunning-Kruger Effect



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Lessons learned from our experience implementing patient-reported outcomes across a large health system

- **History is Not on Your Side:** past failures loom large in the minds of many
- **Have a Clear and Compelling Purpose:** be able to articulate the “why”
- **Play the Long Game:** be patient for growth, and impatient for results
- **Pick Low-Hanging Fruit:** look for easy wins to build on
- **Work with the Willing:** start small and take the path of least resistance
- **Make it Personal:** find ways to add value at every level
- **Design for Scale:** realize that there is no such thing as a “standard workflow”
- **Measure What Matters:** allow meaningful metrics to inform whether / when to scale
- **The Devil is in the Details:** remember Murphy’s Law

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Discussion

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