

The Consumer-Purchaser Disclosure Project (CPDP) hosted a webinar on July 11, 2013 to discuss opportunities and challenges for furthering widespread implementation of patient reported outcome measures (PROs). The webinar included an overview of why having information on outcomes and using patient-reported data is so important to improving health care quality and clinical outcomes, and included subsequent presentations demonstrating examples of where PROs are being used. The webinar concluded with a discussion among attendees and presenters on opportunities for embedding PROs in the nation's performance measurement infrastructure.

A brief summary of the webinar presentations and key themes from participants' discussion follow below:

Jennifer Eames Huff, MPH, Director, CPDP, provided an overview of the ways PROs can facilitate the delivery of patient-centered care to improve clinical quality and efficiency. She reviewed evidence to dispute common concerns with implementing PROs, emphasizing their use in existing clinical trials and practice in the U.S. and other countries, and opportunities to accelerate change through accountability programs.

Eugene Nelson, DSc, MPH, Professor, the Dartmouth Institute and Carolyn Kerrigan, MD, MS, Professor of Surgery, Geisel School of Medicine at Dartmouth, presented [three case studies](#) demonstrating the use of patient reported outcomes to drive improvement in direct patient care. Key points from this presentation highlighted:

- Physician feedback indicating that patient-reported data enables them to provide better care;
- Evidence of PROs contributing to better outcomes across entire health systems; and
- Opportunities for patient-generated data to support better care in real time, as well as improved research, systems, accountability, and public reporting.

Phyllis Torda, PhD, Vice President for Strategy and Quality Solutions, National Committee for Quality Assurance (NCQA), discussed current work underway to develop PROs of functional status related to hip and knee replacement, congestive heart failure, asthma, and rheumatoid arthritis. Dr. Torda shared lessons learned and provided suggestions on next steps for the development of useful and meaningful measures of functional assessment, including:

- Identifying standard approaches to risk adjustment that allow for accurate comparisons across PROs;
- Pairing outcomes from functional status assessments with recommendations for process changes; and
- Identifying appropriate generic- and/or condition-specific assessment tools to evaluate dimensions of care that are most relevant to specific patient populations (e.g., patients with multiple chronic conditions), or procedures.

Rachel Brodie, Senior Manager, California Joint Replacement Registry (CJRR), Pacific Business Group on Health, discussed how the CJRR uses three patient survey tools, both before and after surgery, including the SF-12, WOMAC, and the UCLA Activity Index to collect data on patient outcomes. Ms. Brodie discussed how this data drives high-value care and promotes:

- Quality improvement: Use of data in breakout sessions with providers and other hospital staff involved in quality for internal monitoring and bundled payment program assessment
- Patient-centered care: Improved physician and patient access to outcomes data
- Promotion of public reporting and accountability: CJRR has started publicly reporting aggregated, de-identified data and aims to release hospital- and physician-level data by 2014.

David Hopkins, PhD, MS Senior Policy Advisor, CPDP, provided closing comments and facilitated a discussion of key concerns moving forward.

Webinar participants agreed that some PROs, such as those associated with back surgery and joint replacement, are ready for widespread use in assessing care and building into provider accountability and payment programs. Yet, there are still several key challenges to systematically collecting and reporting PROs, such as:

- Lack of incentives for providers to build PROs into practice and report them;
- High costs of proprietary patient survey instruments that may prohibit their use;
- Need for infrastructure to support the efficient collection of PROs; and
- Standardization across instruments to allow data to be compared across systems.

Despite potential barriers, webinar participants agreed that consumers and purchasers must become engaged in driving solutions to these challenges. They identified a number of important next steps to support widespread implementation of PROs, such as:

- Promoting the concept that collecting and using PROs is a necessary element of patient-centered care;
- Leveraging registries to collect meaningful performance data directly from patients;
- Finding and cultivating physician champions that will drive implementation and increase buy-in;
- Encouraging consumers to engage in their own care through tools like online patient surveys;
- Advocating for improved infrastructure support and building a requirement for PROs into Stage 3 of Meaningful Use;
- Incorporating PROs into value-based payment programs and new delivery models, starting with the PROs already in use (e.g., for back surgery, joint replacement, and chronic care); and
- Leveraging community-based quality improvement projects that already have consumer and purchaser representatives at the table to spread the conversation and raise awareness about the potential benefits of implementing and reporting PROs.