

CONFERENCE ABSTRACT

Putting the Patient Voice at the Heart of Service Redesign: an introduction to the use of patient reported measures to improve person centred coordinated (integrated) care.

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Background: Patient Reported Measures (PRM) are questionnaires that were originally designed as research tools to measure the outcomes of intervention studies (1). This often encompassed measuring treatment satisfaction or symptoms from the perspective of the patient. PRMs have now evolved into a diverse range of tools measuring constructs such as health quality of life (HQoL), self-defined health status, illness experiences and evaluations of care delivery. Current UK health policy strongly advocates the use of PRMs to drive the redesign of new models of integrated or Person Centred and Coordinated Care. If chosen wisely and linked to a theory of change, these tools can help improve care delivery through a variety of novel ways, including system-level feedback for healthcare management and commissioning and delivery level improvements in care planning for individual patients (2). This can be particularly useful for individuals with long term conditions and complex health and social needs (3-5). Using such measures within healthcare settings can however be problematic, with support and guidance required to maximise their potential contribution for quality improvement (6).

Aims and Objectives: This interactive session will provide an overview of how measures can be used in practice, the evidence base for their use and practical guidance about how to access and implement measures:

a) Present the international evidence for using PRMS to improve the delivery of Person centred coordinated care

Discussion (5 mins.)

b) Outline the ways in which PRMS can be used to support the development of care

Discussion (5 mins.)

c) Discuss the problems, barriers and facilitators to implementing PRMS

Discussion (10 mins.)

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Target audience: Researchers, health and social care commissioners and professionals who are either evaluating or delivering models of integrated or person centred care.

Learnings/Take away:

- a) An understanding of the evidence for using the patient voice via patient reported measures to drive quality improvement in service redesign efforts.
- b) Practical guidance on how to find and use suitable measures and an appreciation of some of the barriers and facilitators to their use.

Keywords: patient reported measures; quality improvement; patient reported outcomes; data driven improvement
