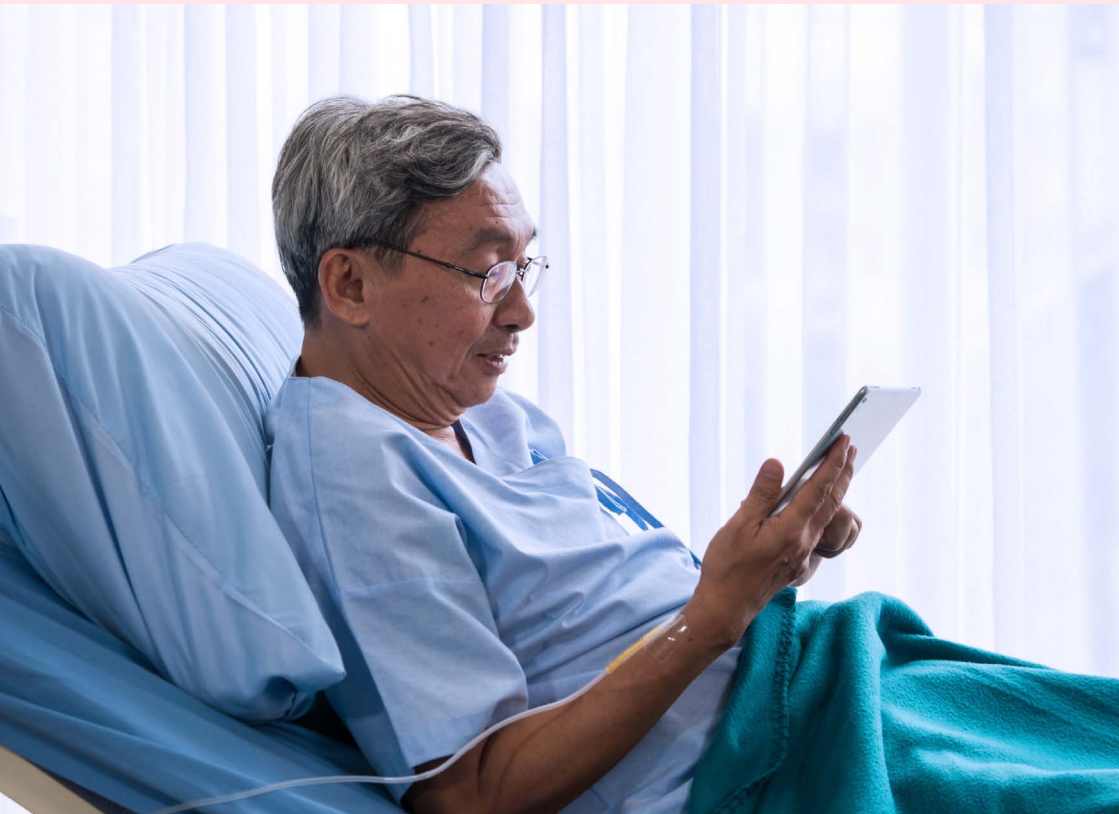




# Patient Reported Measures improving healthcare experiences and outcomes



# The Challenge

With technological advancements, there is a lot we can tell about a patient without talking to them such as their heart rate, blood pressure and recent admission history. However, unless patients and carers are asked what is important to them, how they rate their quality of life and their experiences of healthcare, we do not know the whole picture.

Evidence shows that clinical indicators often do not correspond with how a patient is feeling. Therefore, it is important to routinely ask for the patient's perceptions of their own health and wellbeing, at the point of care.

By collecting Patient Reported Measures (PRMs) through surveys, patients can provide a snapshot of their overall health, such as their ability to socialise, shop or walk unaided, how they are feeling and sleeping, as well as outcomes specific to their health condition. This information can then inform conversations with the clinicians about what matters to the patient. This helps to provide a more holistic picture of a patient's healthcare needs.

# The Solution

Patient Reported Measures (PRMs) can be captured electronically, enabling patients and carers to report on their health outcomes and experiences that matter to them, at the point of care.

Health Outcomes and Patient Experience (HOPE) is a purpose-built IT platform that was co-designed with NSW Health consumers, clinicians and managers, in partnership with the Agency for Clinical Innovation (ACI), eHealth NSW and the NSW Ministry of Health. It includes custom-built patient, carer and clinician portals that allow clinicians and consumers to access real-time information.

The patient and carer portals can be accessed from any device to provide consent and complete PRMs surveys. The patient and carer portals have been translated into 9 languages other than English, and all PRMs surveys have been translated to support culturally safe and inclusive care for patients.

The clinician portal provides clinicians with the ability to routinely collect, access and use survey results in real-time. This gives them a better understanding of patient needs and informs shared decision-making discussions with patients.

The platform went live in February 2021, and the statewide rollout continues with 531 services using the platform, and more than 65,000 patient surveys completed as at 31 May 2023. HOPE is being embedded into everyday clinical practice and can be easily transferred to multiple health settings.

HOPE is being integrated with the NSW Health electronic Medical Record (eMR) and Patient Administration System (PAS). This is helping to deliver better patient outcomes and drives improvements in care across the NSW health system.



**For more information:**

Visit [aci.health.nsw.gov.au/statewide-programs/prms](https://aci.health.nsw.gov.au/statewide-programs/prms)

or search 'HOPE' at [ehealth.nsw.gov.au](https://ehealth.nsw.gov.au)