

Optimizing Patient Compliance with Patient-Reported Outcome Measures

THE CHALLENGE

University of Missouri Health Care (MU Health Care) sought to collect patient-reported outcomes (PROs) on every patient to facilitate outcome measurement and continuous quality improvement. The system knew, however, that collecting outcomes could be a challenge, as patients had to self-report the needed information. Because of this, MU Health Care began a comprehensive initiative to prioritize patient compliance.

THE RESEARCH

The first step in improving and ensuring patient compliance with PROs was to identify the factors that motivated or inhibited compliance. For example, the system found surgical patients were inherently more compliant with self-reporting than other patients because providing answers directly tied to the care they would be receiving. Because of this, new or returning patients not undergoing a surgical procedure would likely require additional encouragement to complete PROs.

Similarly, regardless of care plan, the system recognized compliance relied upon patients having multiple opportunities to self-report. Patients would need to be contacted outside of the four walls of the organization and reminded, more than once, to provide the necessary information.



At the same time, not all patients would have access to technology that would allow them to complete PROs outside of the clinical setting. Therefore, MU Health Care determined part of its collection effort would need to take place on-site.

Lastly, and most importantly, the system recognized that patient compliance was directly tied to understanding – if a patient did not understand why it was necessary for them to provide the requested information, they were less likely to do so. The system and its providers would need to clearly communicate the value of patient participation.

"The quality of our outcomes data depends on strong patient involvement. PatientIQ is our partner in improving and maintaining compliance over time and providing the analytics we need to ensure high-quality care."

Maria Luisa Suzzarini, MD, IBCLC
Patient Outcomes Manager

THE METHOD

To accomplish all of the above, MU Health Care determined it would blend the scalability and reach of technology with the familiarity and trust of its providers and clinical staff.

Technology

The system utilized the PatientIQ platform as its main source of outcomes collection. The platform automatically enrolled patients into clinically appropriate digital care pathways that prompted patients to provide information at key intervals. The platform also provided education, custom content from MU Health Care, and email and text reminders .

On-Site Support

At the point of care, patient access representatives would check-in patients for their visits and assess if they had PROs that needed to be completed. If patients had PROs to complete, they would be given an iPad to provide the necessary information before being seen.

Provider Prioritization

Collecting patient-reported outcomes builds a robust database that providers can utilize to improve clinical care – so it's essential that providers take part in prioritizing patient compliance with PROs.

To do this, MU Health Care began a provider compliance competition. Providers educate patients about the importance of interacting with the PatientIQ platform and providing key health information. Then, over the course of a year, MU Health Care monitors compliance rates by provider via PatientIQ. The provider with the highest annual compliance rate wins lunch and bragging rights amongst his/her peers.

THE RESULTS

Compliance

The MU Health Care initiative to ensure patient compliance has yielded tremendous results.

1.5M patient-reported outcomes collected

88%

non-surgical patient compliance rate

81%

overall patient compliance rate

Patient-Reported Outcome Measures

By focusing on maintaining and increasing compliance, MU Health Care was able to build a database for clinical quality improvement. With this database, they were able to improve several patient-reported outcome measures, *in less than a full fiscal year.*

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|---|------------------------------------|
| • HOOS JR.
52.87% improvement | • ODI
42.29% improvement |
| • KOOS JR.
37.52% improvement | • NDI
36.23% improvement |

Compliance Competition Winner:



Theodore Choma, MD
Orthopedic Surgeon

95% Compliance Rate

Missed collecting PROs from only four patients that came into his clinic

"PatientIQ enables my team to easily monitor patient progress, assess the impact of my treatment decisions, and ensure we are consistently providing evidence-based care to our patients. I would like to recognize our outstanding support staff for helping to achieve our high compliance rate."