

# Patient Reported Experience Measures: The CAHO Journey

Dr. Rahul Deshmukh

# Top 4 reasons for attending a conference

- Networking 82%



- Learning 71%



- Time off 16%



- Entertainment 38%





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Theme

**Leadership is the Key  
to Quality**

Patient reported  
experience  
measures

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Patient centered care



Patient driven care



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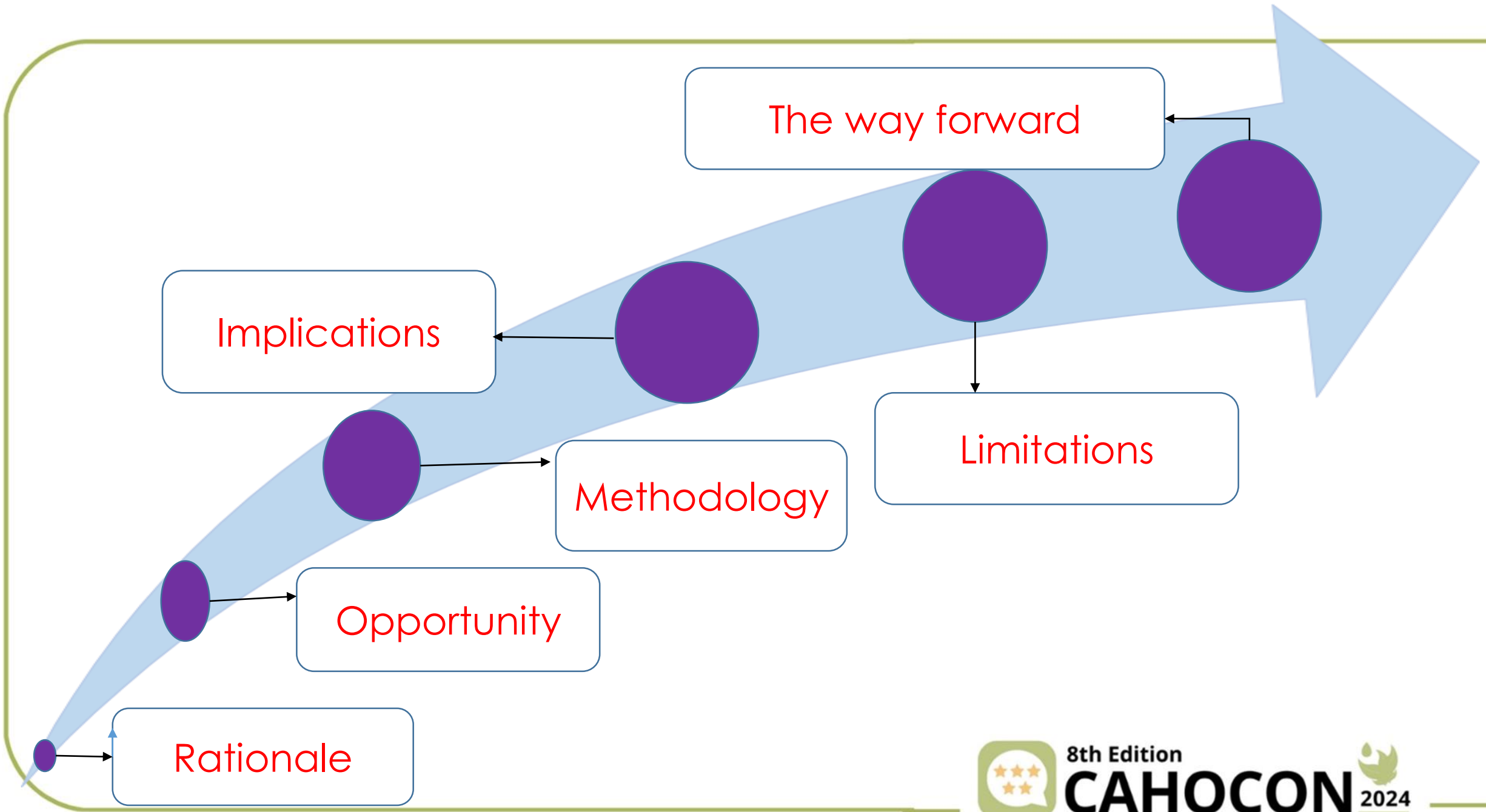
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Development of validated, context-specific patient-reported experience measures (PREMs) tools to enhance quality and patient safety

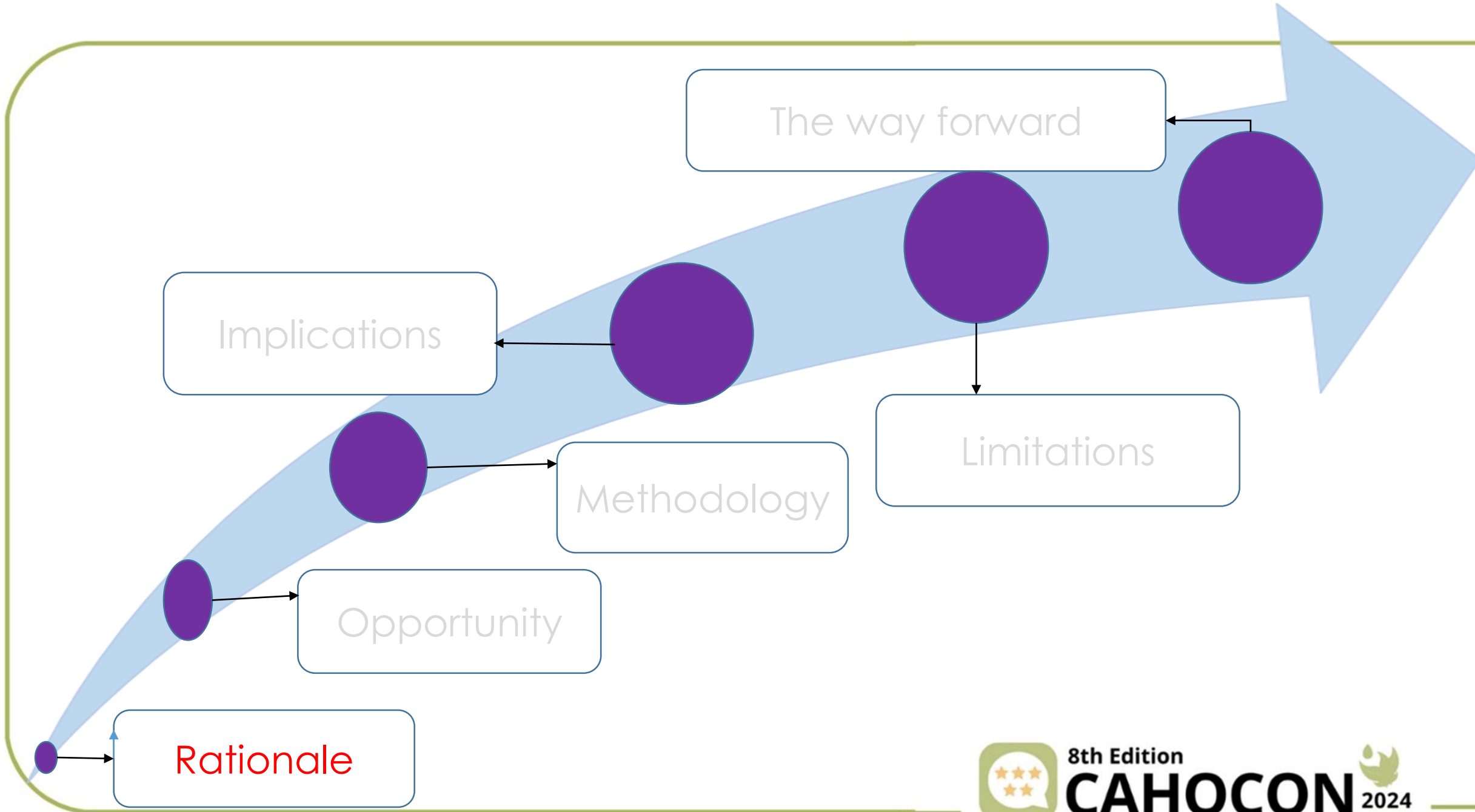
# Aims

- Creating awareness about PREMs
- Co-assessing quality of care
- Creating a repository of PREMs at national level
  - Developing clinical PREMs
  - Indian context-specific PREMs
  - Validated tools









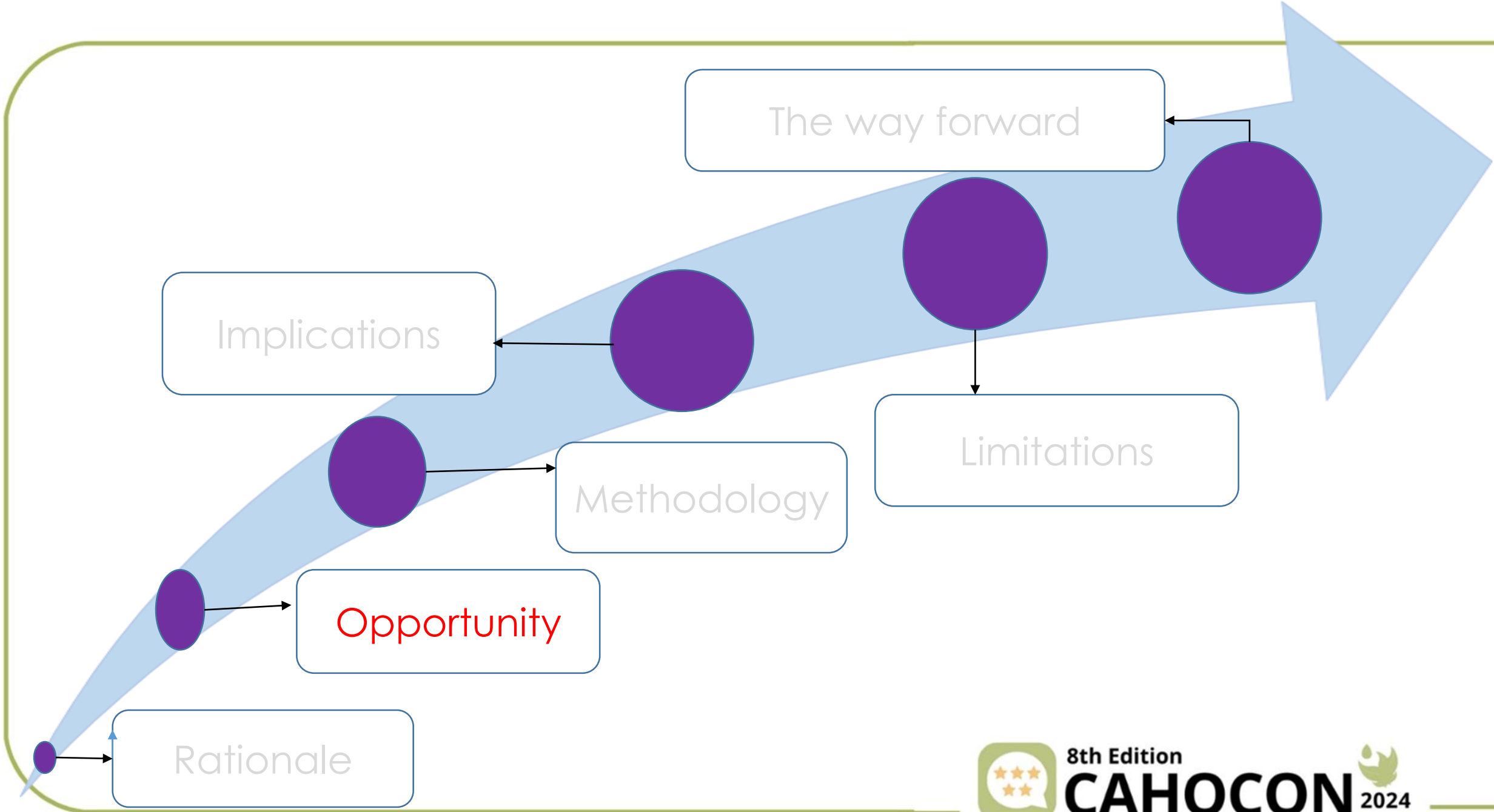
# Rationale for the project

## CAHO OBJECTIVES

- To create a "Resource Centre" to help all member organizations.
- To create consensus documents and white papers.
- To assist developing "Patients For Patients Safety Initiative"

Engaging patients  
for patient safety

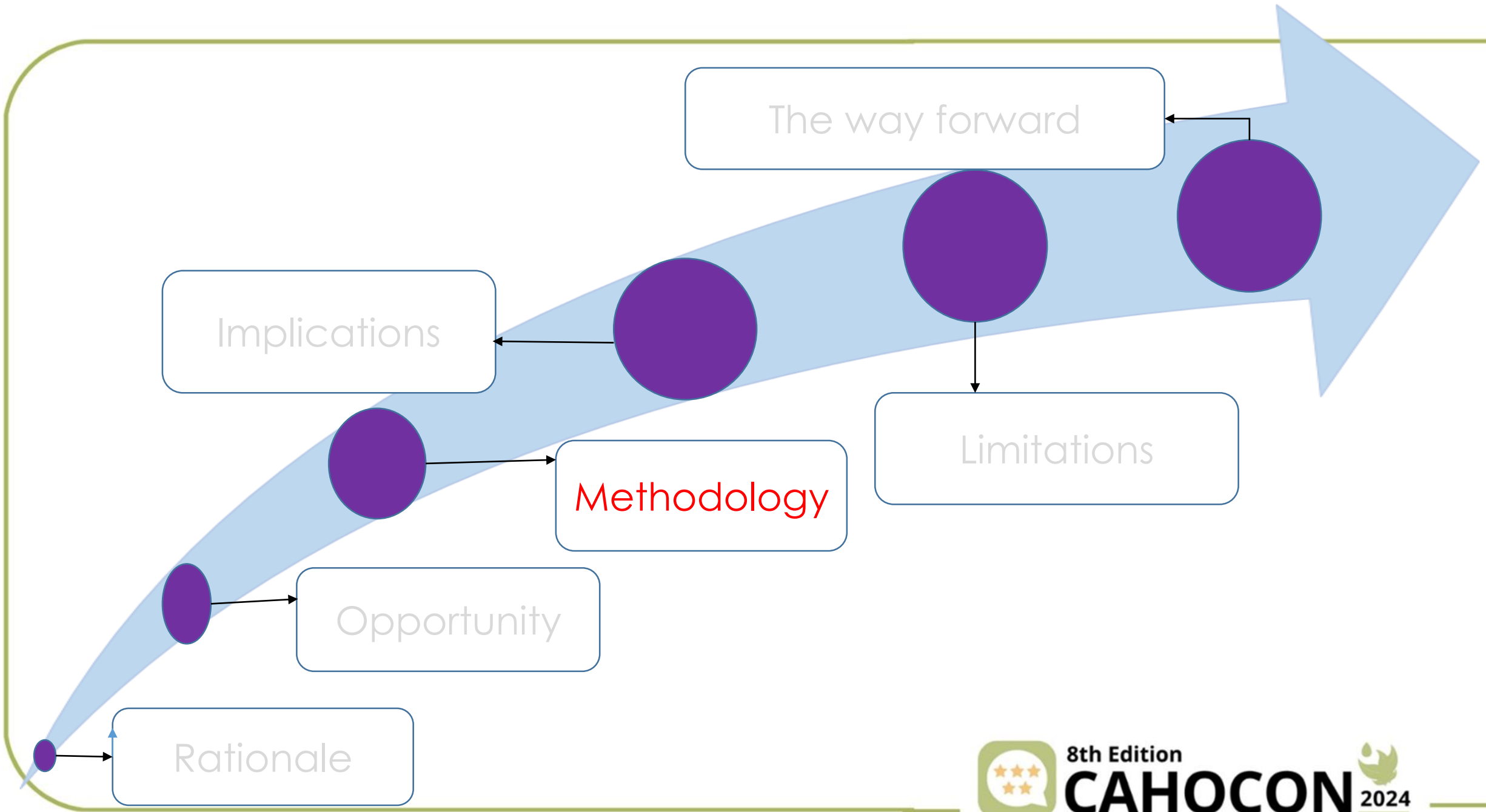
*Elevate the voice of patients*



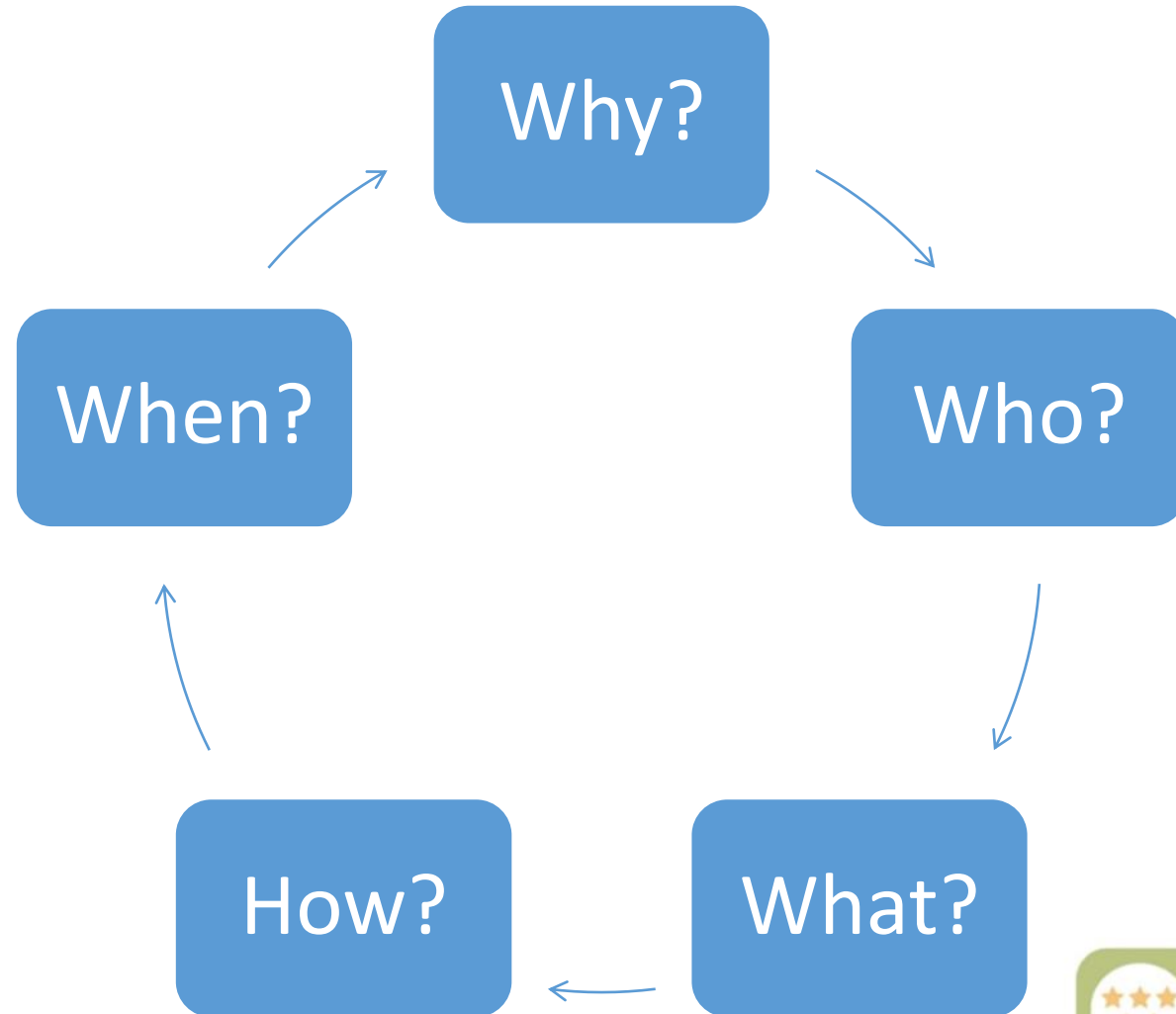
# Opportunity



- Lack of standardization –
  - Accredited / Non-accredited
  - Urban / Rural
  - Resourceful/ Resource poor
- Lack of awareness about PREMs



# Methodology



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# Methodology - Why?

- Engage patients and their families in co-assessing the quality of care
- Standardize critical steps to ensure patient safety
- Create a national snapshot of implementation of safety processes



**Patient  
Safety**



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# Methodology – who?



- Core group –  
To identify opportunities and focus areas.
- Study groups–  
Multidisciplinary teams of experts to identify SOPs.
- Subject matter experts –  
To verify the SOPs
- Stakeholders –  
Clinicians, nurses, quality managers, patients, families, administrators etc.

# Core group



Dr. Vijay Agarwal  
President- CAHO



Dr. Lallu Joseph  
Secretary General- CAHO



Dr. Rahul Deshmukh  
Project lead



Dr. Neesha Nair  
Project co-lead



Dr. Pratheesh Ravindran  
Project co-lead



Dr. Malathi Murugesan  
Project co-lead



Mr. Ganesan  
Statistician



Mr. Venkatesakumar  
Statistician

# Methodology – what?

Surgical safety

Endoscopy and safety

Hemodialysis safety

Perioperative care

Infection prevention

Wound management

Medication safety

Antenatal safety

Geriatric care

Cardiac cath. safety

Orthopedic safety

Emergency care

Fall prevention

Discharge process

Cataract safety

Blood donor safety

MRI Safety



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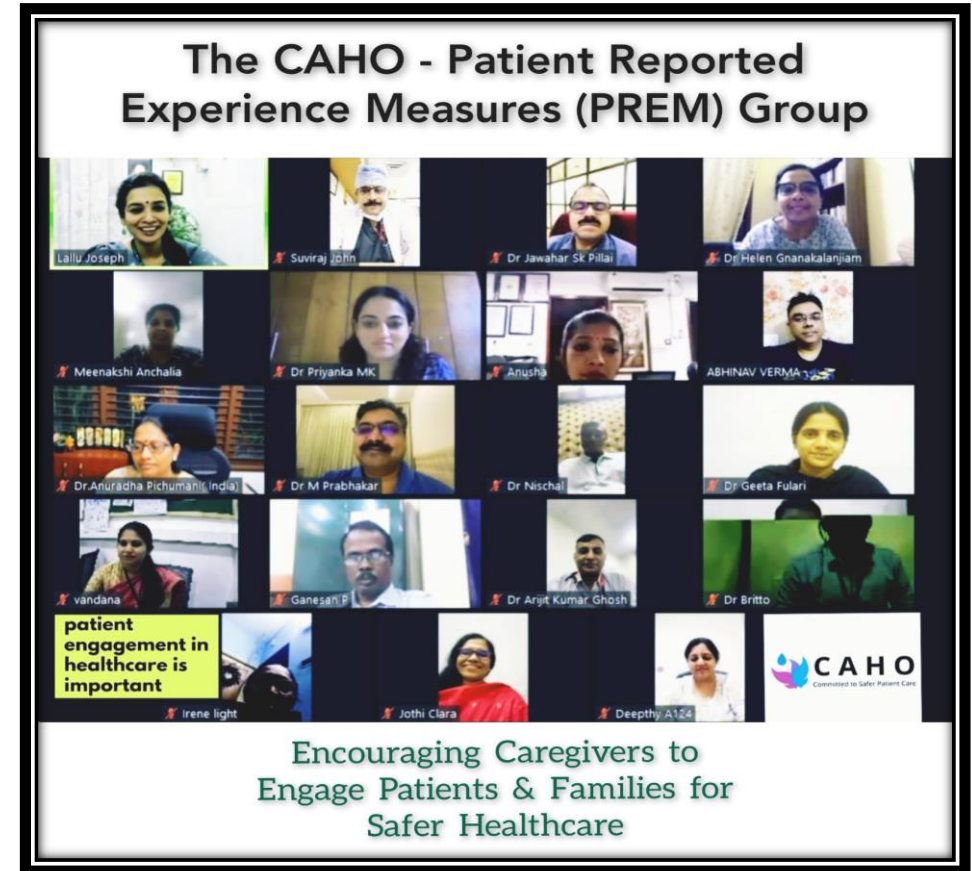
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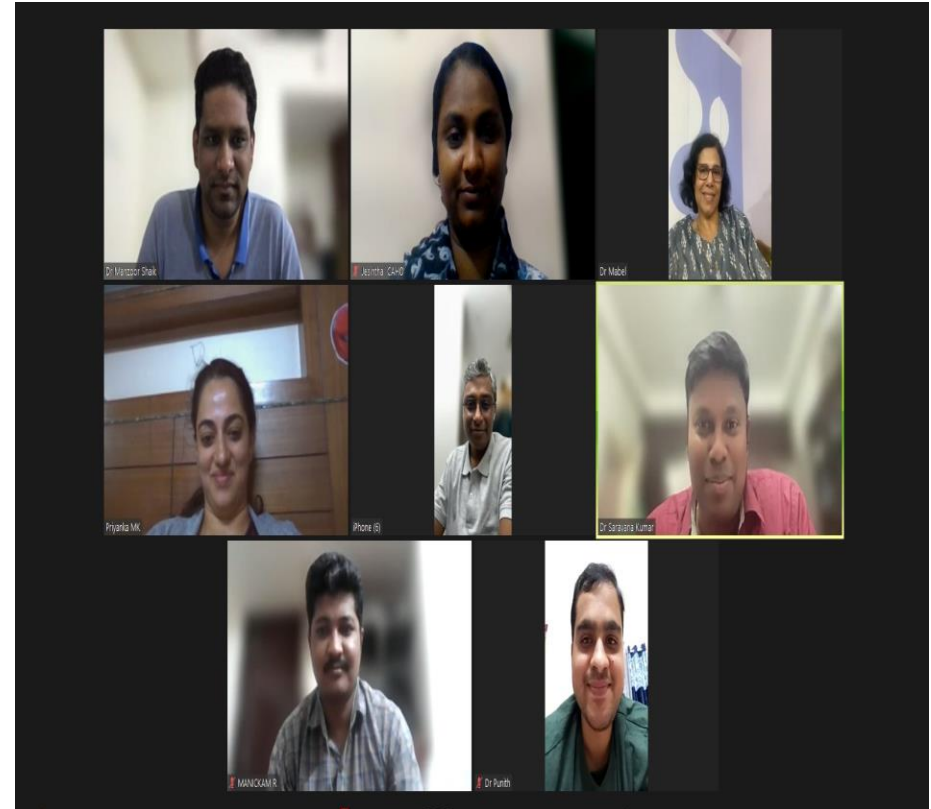
# Study group

- Principal investigator
- Co-principal investigator
- Members
  - Clinicians
  - Nurses
  - Technicians
  - Quality professionals
  - Managers
  - Service excellence team members



# Focus group discussion

- Literature review
- Identification of SOPs
- Person responsible for each step
- Creation of questionnaire
- Consultation with core group



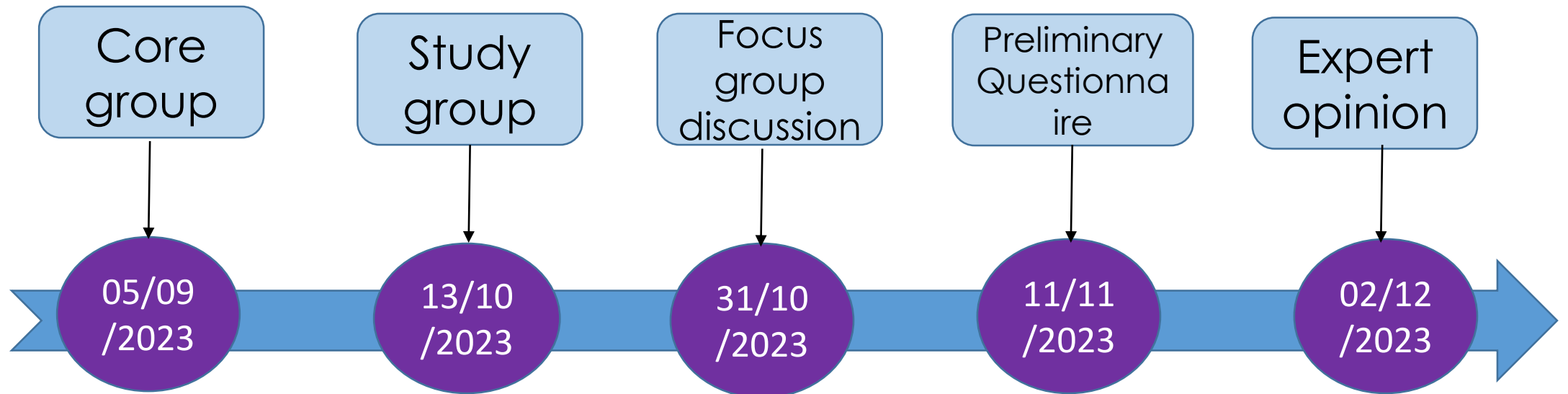


# Expert opinion



- Experts from across India -
  - Patients
  - Families
  - Clinicians
  - Nurses
  - Administrators
  - Quality team members

# Project timeline

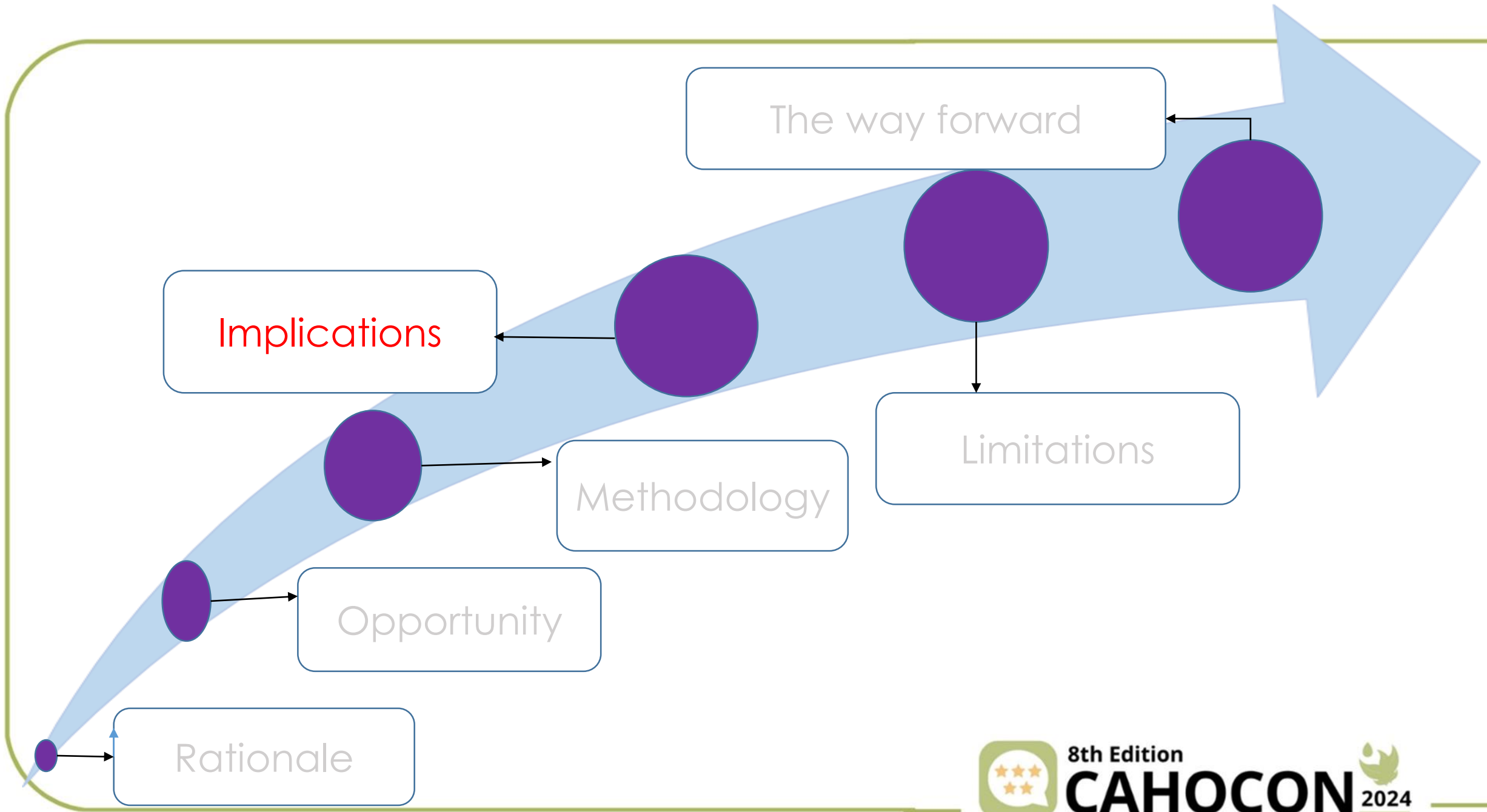


# PREMs project in numbers

**It is not in numbers, but  
in unity, that our great  
strength lies.**

THOMAS PAINE

- 150 Pan-India professionals in various study groups
- 510 experts from different hospitals in India
- 17 PREMs validated tools



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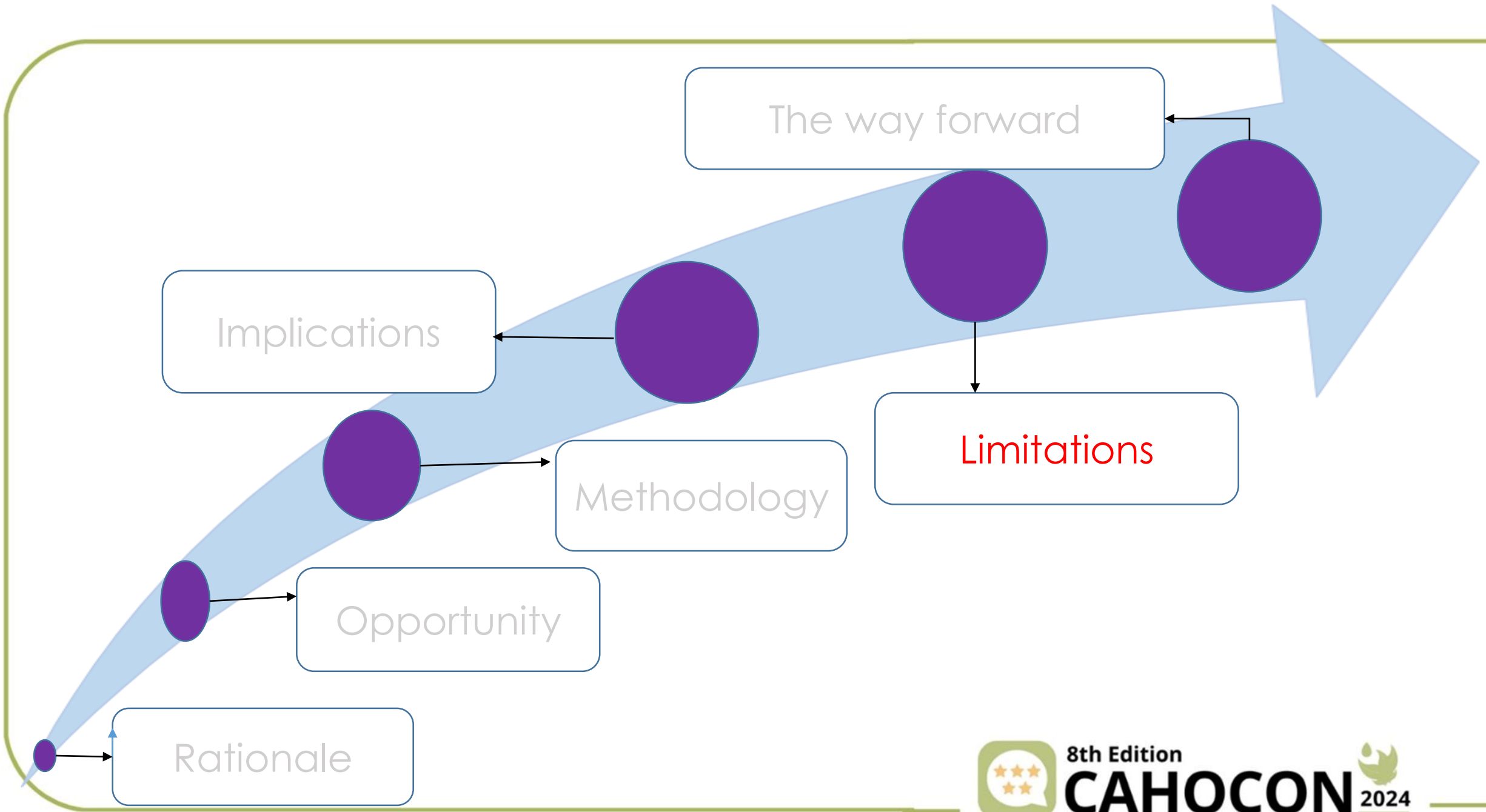
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# Implications of the project

1. Empowering patient's voice in co-assessing quality of care
2. Creating a repository of Indian context-specific PREMS for future use
3. Creating a snapshot of current practice in clinical areas across India
4. Standardizing quality of care across the delivery systems by encouraging good practices across all participating facilities.
5. Evaluating improvement in practice over



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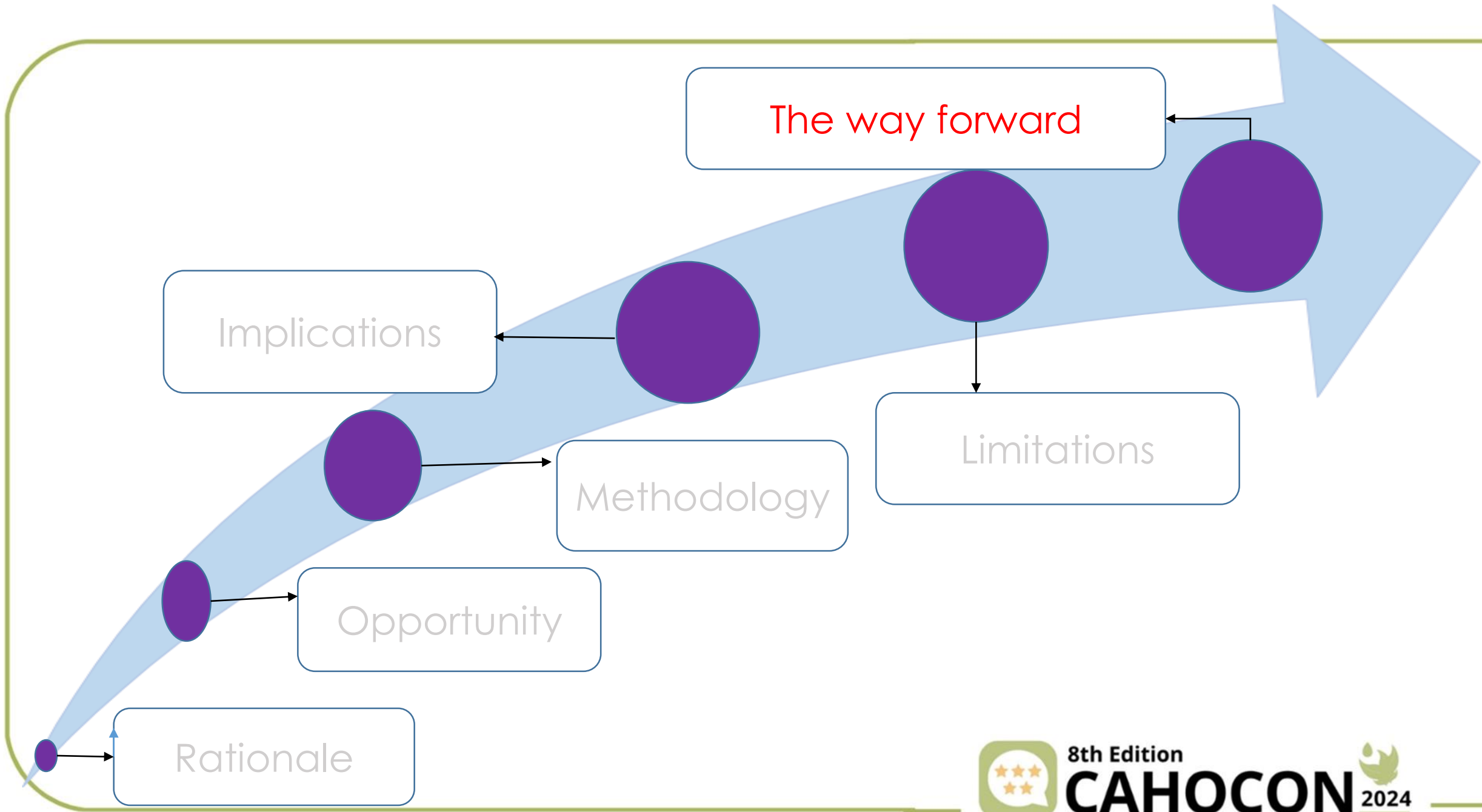
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# Limitations

1. All forms are in English language only
2. Despite our best efforts, the representation is still small considering the population that we cater to



# The way forward

- Baseline study – 15 hospitals for each tool, Minimum 50 patients from each hospital i.e. minimum 750 participants in each study.
- Research publications
- Multilingual forms
- More tools to be developed



**KORBO  
LORBO  
JEETBO  
RE**



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