

# Experiences of implementing PREMs - GCC



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# Disclosure and abbreviations

- Disclosure – None
- Abbreviations

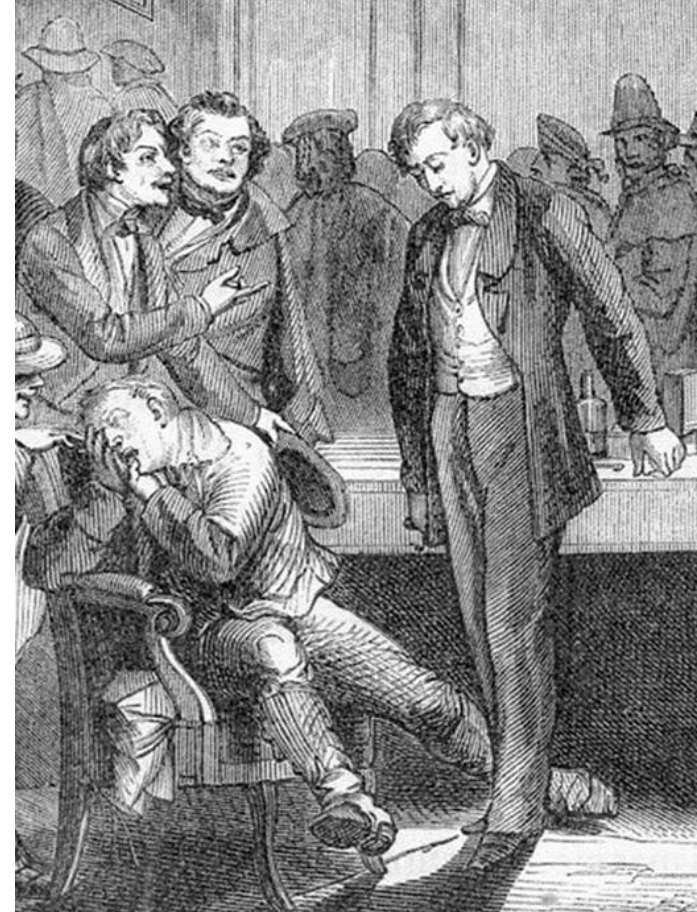
SSI	Surgical site infection
PROMs	Patient reported outcomes measures
PREMs	Patient reported experience measures
HCAHPS	Hospital consumer assessment of healthcare providers and systems
ASA	American society of Anesthesiologists
OVR	Occurrence variance report
EMR	Electronic medical record



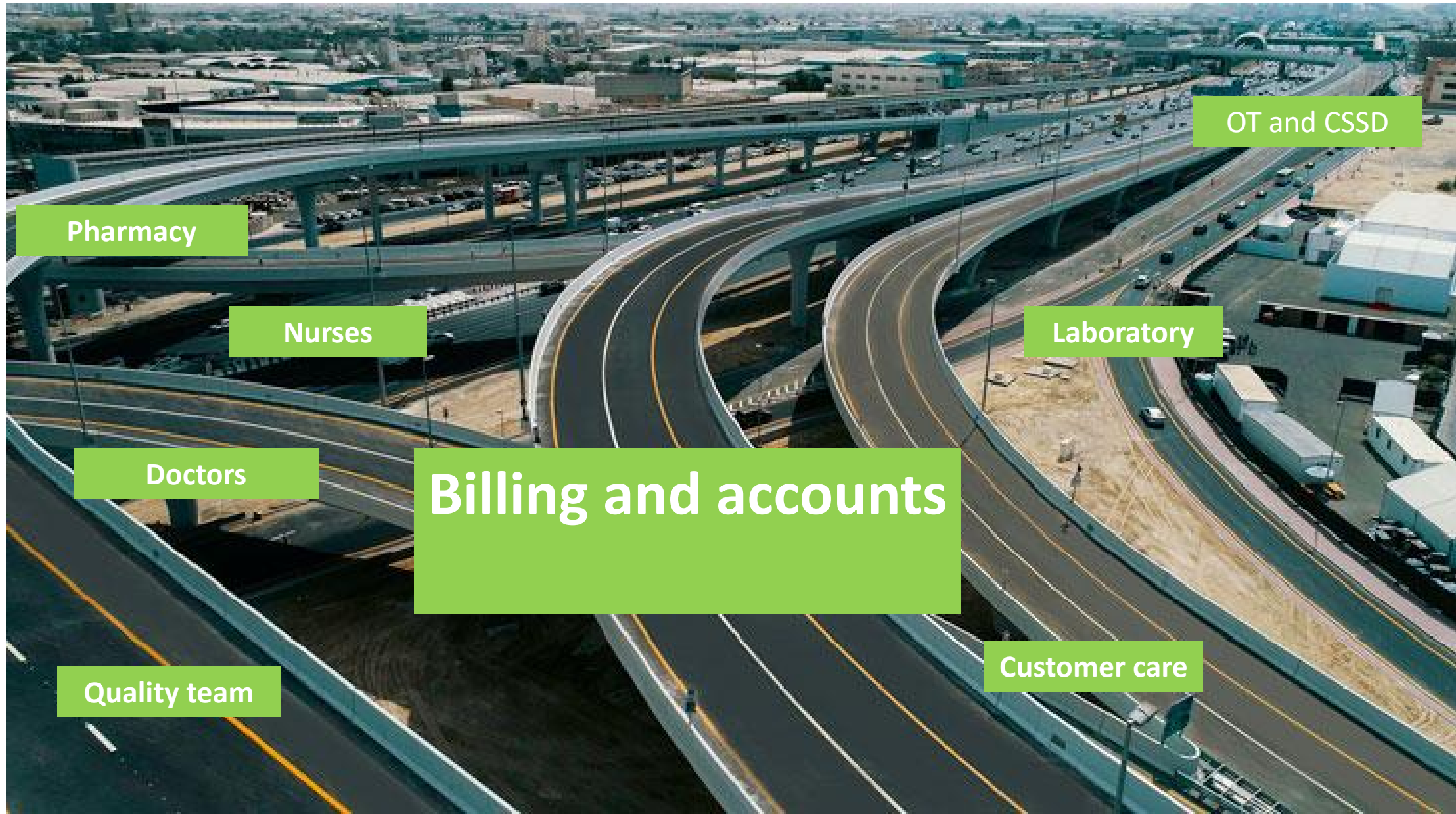
# Power of patient experience reports



This is no humbug



Humbug Affair



OT and CSSD

Pharmacy

Nurses

Laboratory

Doctors

**Billing and accounts**

Customer care

Quality team





OT and CSSD

Pharmacy

Nurses

Laboratory

Doctors

Patient and family involvement

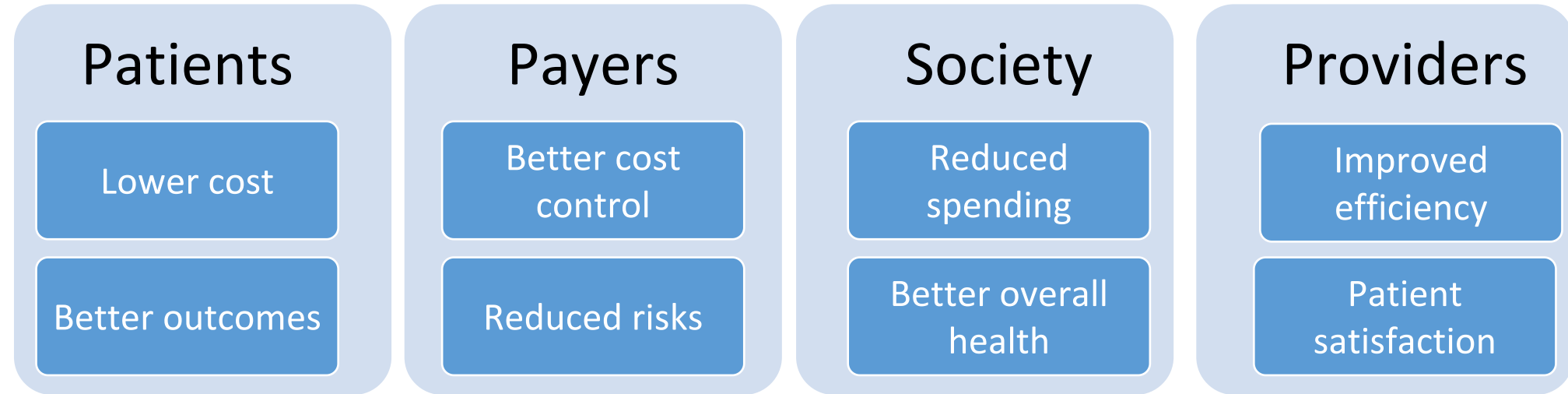
Customer care

Quality team





# Value based care



- Value revolves around the customer
- Value is measured by outcomes and not by the inputs of services offered (e.g. state of the art implant followed by SSI )

# Value

Outcome



Value

Experience

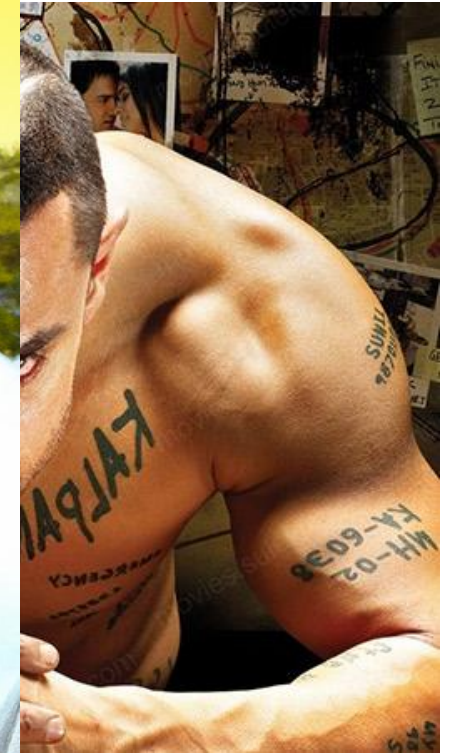
# Patient memory

- 40-80% of information is forgotten in 24 hours

- Complexity of information
- Amount of information
- Number of items
- Age of the patient
- Ability to understand
- Language barrier
- Time since onset



Practitioners is





# Patient and family involvement in care

- Better recall <sup>2</sup>
- Improved outcomes <sup>2</sup>
- Improves safety <sup>3</sup>
- Less litigation <sup>5</sup>
- Patient satisfaction <sup>6</sup>
- Better financial performance <sup>4</sup>
- Competitive advantage <sup>7</sup>



# PROMS and PREMS

## PROMs

- Are about outcome measures
- Impact of treatment on quality of life
- Progression of disease
- E.g. – Degree of pain relief, Blood sugar control

## PREMs

- Pertains to experience measures
- Overall journey during the care episode
- Perception of the patient
- E.g. – Longer waiting time, difficulty in checking lab results

# PREMs

- Self-reporting instruments which measure a patients' perception of their experience while receiving care.
- PREMS can be used for –
  - Gaining insights into what actually happens during care episode
  - Identifying areas for improvement
  - Streamlining patient journey
  - Assessing impact of corrective measures



# PREMs to assess

- Communication with healthcare providers
- Coordination of care
- Access to care
- Quality of care
- Responsiveness of healthcare providers
- Patient safety



# HCAHPS survey

- HCAHPS (Hospital consumer assessment of healthcare providers and systems) survey<sup>8</sup>
  - Comprehensive survey having 29 questions
    - Care from nurses
    - Care from doctors
    - Hospital environment
    - Experience in the hospital
- Aims:
  - To provide patients with useful information to make better hospital choice
  - Incentivize hospitals to improve the quality of their care through public reporting
  - Increasing transparency of the quality of care.

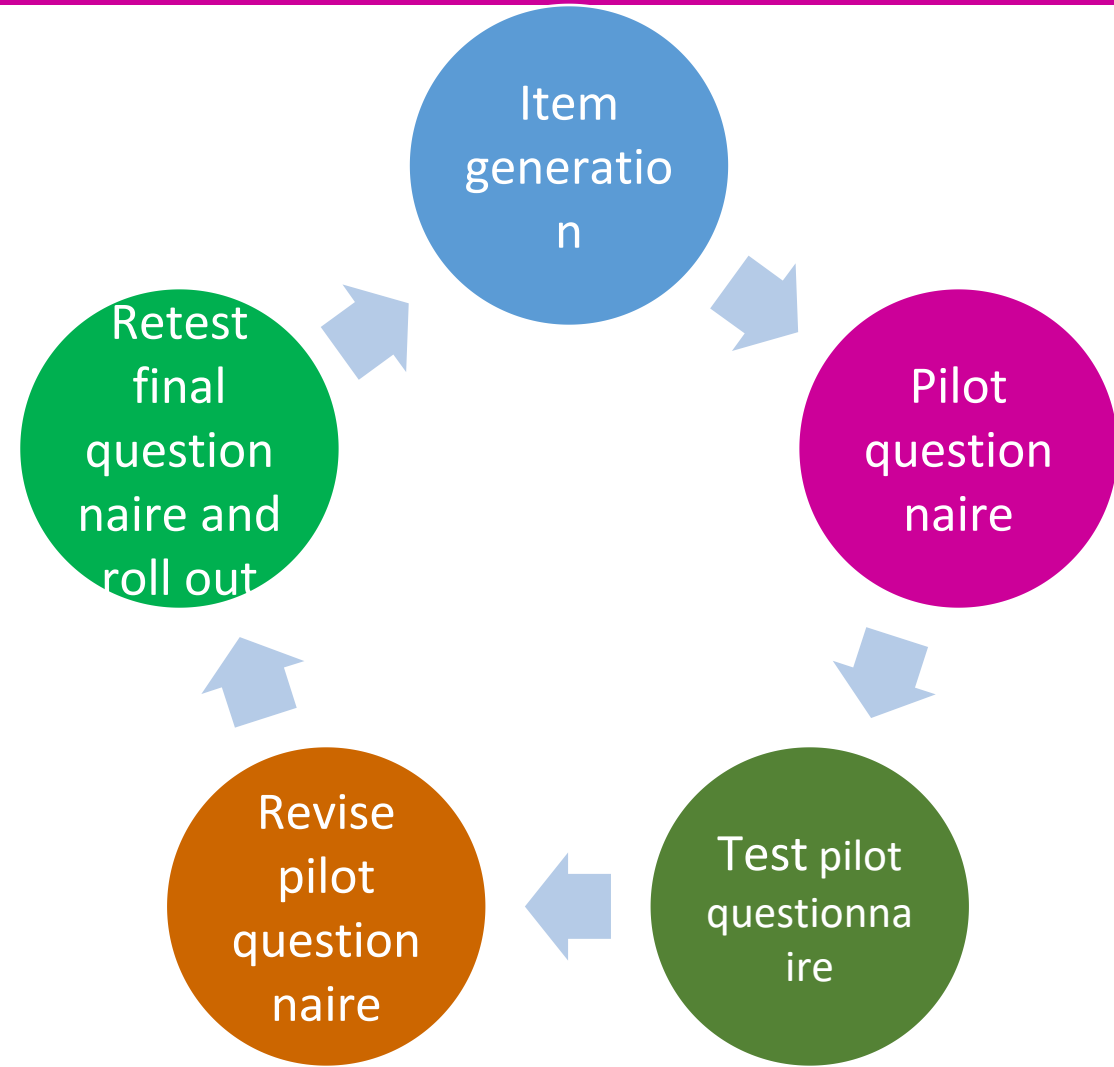






# Building own questionnaire

- ASA recommendation<sup>9</sup>



# Our experience



## December 2021 to December 2022

Middle East	61%
Asia	24%
Europe	10%
North America	3%
South America	2%



# Our experience


- Misinterpretation of information by one patient
- 2 PREMs initiated
  - Perioperative experience
  - MRI experience
- Perioperative PREMs captured while preparing for discharge
- MRI experience captured at the end of the MRI
- Use of Microsoft forms for ease of data analysis



# PREMs




**MED CARE** HOSPITALS & MEDICAL CENTRES

**PLEASE SCAN THIS QR CODE**



To fill out your medcare experience for procedure/ surgery


**3 easy steps**

- 1**  Scan code
- 2**  Fill the form as per the details in your passport or EID
- 3**  Handover your ID proof at the reception

Total responses : 2394




**MED CARE** HOSPITALS & MEDICAL CENTRES

**PLEASE SCAN THIS QR CODE**



To fill out your medcare experience for MRI

**3 easy steps**

- 1**  Scan code
- 2**  Fill the form as per the details in your passport or EID
- 3**  Handover your ID proof at the reception

Total responses : 1145

# Perioperative PREMs

Preoperative  
planning



Intraoperative  
stage



Postoperative  
care



# Perioperative PREMs- Questions

- Were you advised about fasting before the surgery?
- Have you been explained about detail anesthesia plan?
- Were all your questions related to surgery answered?
- Were you involved in surgical site marking?
- How often did you witness our staff use the hand sanitizer?
- Clear guidance about discharge medication
- Advise about wound care at home
- Advise about follow up visit



# MRI PREMs – Questions

- Advise about pregnancy
- Inquiry about metal implants/ past surgeries?
- Avoiding movement during the scan
- Information about calling for help during MRI
- Did the MRI start on time?
- Extent of delay

# Advantages of PREMs

- Direct feedback from patients, more transparent system than depending on OVR/ IR.
- Immediate feedback to the healthcare professional even before a near miss happens.
- Proactive communication to the patients such as site marking
- Hands on management leading to addressing concerns on-time.





# Limitations of PREMs

- Subjective assessment based on patient expectation, any previous experience forms basis of the patient expectation
- Experience can be confounded by other issues apart from quality of clinical care
- Data collection challenges –
  - Need to have dedicated tablet/ forms
  - Paper based forms
    - Increase in manual labour
    - Consumption of paper
- QMS compatibility with the EMR

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