

A Practical Guide to Measuring and Monitoring Clinical Outcomes Using

# Patient Reported Outcome Measures (PROMs)

**High Quality Care For All** states that “we will make payments to hospitals conditional on the quality of care given to patients as well as the volume. A range of quality measures covering safety, clinical outcomes, patient experience and patient's views about the success of their treatment – known as patient reported outcome measures or PROMs – will be used.”

HIGH QUALITY CARE FOR ALL, NHS NEXT STAGE REVIEW FINAL REPORT, JUNE 2008

## Topics include:

- Patient Reported Outcome Measures (PROMs)
- Involving patients and service users in outcome measurement
- Commissioning and rewarding on the basis of PROMs Results
- Using generic and disease specific PROMs in practice to support decision making and improve the outcomes information given to patients
- Validation of a simple tool for routine health outcome measurement in long term conditions
- Implementing PROMs – a UCLH perspective
- PROMs on a small scale: using PROMs at an individual clinical practice level case study: Mid Cheshire Hospitals NHS Foundation Trust
- Case studies of national tools in practice: focus on surgical PROMs
- PROMs: looking forward

## Speakers include:

### Professor John Browne

Associate Professor of Epidemiology and Public Health University College Cork

### Janet Ledward

Programme Director  
Advancing Quality in the North West



An IHM recognised conference

A Practical Guide to Measuring and Monitoring Clinical Outcomes Using

# Patient Reported Outcome Measures (PROMs)

“The good news is that from 1 April 2009 the NHS will become the first health system in the world routinely to collect patient-reported outcome measures. Newly released guidance for PCTs and hospitals – including independent sector organisations supplying care to NHS patients – sets out what needs to be collected, when, and by whom and how the new data will be integrated with other routine patient statistics ”

THE KINGS FUND INSIGHT. PROMS: COUNTING WHAT MATTERS MOST TO PATIENTS. FEBRUARY 2009 ISSUE 7

Traditionally the focus of measuring the effectiveness of care has been on measuring process and clinical indicators rather than patient outcomes, but in April 2009 it became essential for clinicians to be able to monitor and provide information on individual patient reported outcomes.

Chaired by **Professor John Browne** Associate Professor of Epidemiology and Public Health University College Cork, this one day conference provides a practical guide to measuring and monitoring clinical outcomes using PROMs. You will hear how practitioners are leading the way in using PROMs from involving patients and service users in outcome measurement, using generic and disease specific PROMs in practice to support decision making and improve the outcomes information given to patients and integrating clinical and patient reported outcomes in clinical practice.

For the first time, patients own assessments of the success of their treatment and the quality of their experiences will have a direct impact on the way hospitals are funded. **Janet Ledward** Programme Director Advancing Quality in the North West will look at commissioning and rewarding on the basis of PROMs results, including using key quality indicators to benchmark and improve clinical quality and rewarding advancements in quality.

“Establishing a clear framework and standard ways to measure results will allow us to demonstrate the high quality of what we do, and identify what we need to sustain and improve that high quality.”

HIGH QUALITY CARE FOR ALL, NHS NEXT STAGE REVIEW FINAL REPORT, JUNE 2008



## 10.00 Chairman's introduction: Patient Reported Outcome Measures (PROMs)

### Professor John Browne

Associate Professor of Epidemiology and Public Health  
University College Cork

- PROMs explained
- PROMs as a tool for local and national improvement and benchmarking
- making effective use of the results at national and local level
- tips for success in introducing PROMs locally
- national PROMs requirements and local PROMs development
- what's next for national PROMs?

## 10.40 Involving patients and service users in outcome measurement

### Professor Robert Hunter

Associate Director of Research and Development  
NHS Greater Glasgow and Clyde and Clinical Director  
The Psychiatric Research Institute for Neuroscience, Glasgow

- focusing on the outcomes that matter to patients
- involving patients in setting individual outcome goals
- trends in outcome data: The Scottish Schizophrenia PROMs study

11.10 Questions and answers, followed by coffee and exhibition at 11.20

## 11.40 Commissioning and rewarding on the basis of PROMs results

### Janet Ledward

Programme Director  
Advancing Quality in the North West

*For the first time, patients own assessments of the success of their treatment and the quality of their experiences will have a direct impact on the way hospitals are funded.*

- using key quality indicators to benchmark and improve clinical quality
- rewarding advancements in quality
- learning from the wave one sites

## 12.10 Using generic and disease specific PROMs in practice to support decision making and improve the outcomes information given to patients

### Dr Emma Stanton

Clinical Advisor to Chief Medical Officer  
BUPA

- translating clinical outcomes data into patient friendly information which can be used to inform decisions about treatment
- using generic tools such as SF-36 in practice
- what are the most relevant indicators of clinical quality to patients, GPs and consultants
- the impact of this information on patients, commissioning, choice and quality

## 12.40 Validation of a simple tool for routine health outcome measurement in long term conditions

### Dr Justin Whatling

Director Routine Health Outcomes and Visiting Professor,  
Centre for Health Informatics and Multiprofessional Education  
University College London

- description of howRU a simple tool for PROMs
- validating the tool in patients with long term conditions against SF12

13.00 Questions and answers, followed by lunch and exhibition at 13.10

## 14.00 Implementing PROMs – a UCLH perspective

### Mr Tom Wright

Divisional Business Manager  
University College London Hospitals NHS Foundation Trust

- lessons from administering the pre-operative questionnaires for hips, knees, veins and hernias
- maximising participation rates
- expectations for data analysis and the outcome improvement process
- progressing non mandatory outcome surveys

14.30 Questions and answers

## 14.35 PROMs on a small scale: using PROMs at an individual clinical practice level

Case study: Mid Cheshire Hospitals NHS Foundation Trust

### Dr Paul Dodds

Medical Director Mid Cheshire Hospitals NHS Foundation Trust

- using PROMs to monitor individual clinical outcomes
- developing PROMs as a quality indicators within clinical dashboards
- how the results of PROMs can be used to inform individual appraisal and revalidation

## 15.10 Case studies of national tools in practice: focus on surgical PROMs

*From April 2009 there will be a national rollout of PROMs for elective NHS patients undergoing Hip or Knee replacements, Groin Hernia surgery or Varicose Vein procedures*

### Jiri Chard

Senior Project Coordinator Patient Outcomes  
in Surgery (POIS) The Royal College of Surgeons

- a walkthrough the national surgical PROMs tools and how they are being used at an individual practice level
- acting on the results to drive improvement
- developments from The Royal College of Surgeons

15.40 Questions and answers, followed by tea and exhibition at 15.50

## 16.00 PROMs: looking forward

### Dr Jeremy Hobart

Senior Lecturer/Consultant Neurologist  
Peninsula College of Medicine and Dentistry

- understanding the tools and the psychometrics behind PROMs
- choosing the appropriate tools carefully
- how the tools and thinking behind PROMs are changing: the PROMs of the future

16.30 Questions and answers

## 16.35 Closing remarks: looking forward

### Professor John Browne

Associate Professor of Epidemiology and Public Health  
University College Cork

16.45 Close

# A Practical Guide to Measuring and Monitoring Clinical Outcomes Using Patient Reported Outcome Measures (PROMs)

Wednesday 8 July 2009 Manchester Conference Centre, Manchester

## Conference Registration



All of our brochures are made from paper manufactured from sustainable forests. Once you have finished with this brochure please recycle the paper.

e m

<b>How to book</b>	Fax the booking form to 020 8547 2300	Through our website at: <a href="http://www.healthcare-events.co.uk">www.healthcare-events.co.uk</a>	Post this form to Healthcare Events 2 Acre Road, Kingston, Surrey KT2 6EF
--------------------	--	---	--

**► Your details** (Please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please circle)

First name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by e-mail.  
If you prefer confirmation by post please tick this box.   
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

**This form must be signed by the delegate or an authorised person before we can accept the booking**  
(By signing this form, you are accepting the terms and conditions below)

Name

Signature

Date

**► Payment**

**By cheque** A cheque for  is enclosed  
*Please make cheques payable to: Healthcare Events Ltd. Cheques can be £ or Euros (1 Euro = £0.90)*

**By invoice** Please send an invoice to

Name (IN BLOCK CAPITALS)

Organisation

Address

Postcode

Purchase order number if applicable

**By BACS**

For payments in £: Sort Code 16-22-24 Account No. 1011198  
For payments in Euros: Sort Code 16-10-90 Account No. 10048291

Please send your BACS remittance form as confirmation of payment

Your BACS reference

**By credit card** Please debit my Visa/Mastercard/Switch **All sections must be completed**

Cardholder's name

Card No.

Valid from  Expiry date

Issue No. (Switch only)

Card security code  (This is the last three digits of the number printed on the back of your card)

Signature

Card billing address

*For office use only*

**IHM Members**  I am an IHM Member  IHM membership number  *To find out more about becoming an IHM member, please visit [www.ihm.org.uk](http://www.ihm.org.uk)*

**Conference handbook**  I cannot attend the conference but would like a copy of the conference handbook which includes speaker slides @ £69 a copy.  
*The handbook will be sent out a week after the conference, please fill in the 'Your details' section above for delivery.  
Handbooks ordered up until two months after the conference will be supplied as a hardcopy in an A4 ring binder, those ordered after this time will be posted as a PDF document on CD.*

**Venue**  
Manchester Conference Centre, UMIST, Weston Building, Sackville Street, Manchester, M1 3BB. A map of the venue will be sent with confirmation of your booking.

**Date**  
Wednesday 8 July 2009.

**Conference fee**

£355 + VAT (£408.25) for NHS, social care and private healthcare organisations.

£300 + VAT (£345.00) for voluntary sector/charities.

£495 + VAT (£569.25) for commercial organisations.

£300 + VAT (£345.00) for IHM members

The fee includes lunch, refreshments and a copy of the conference handbook.

**Group rates**  
A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

**Terms and conditions**  
A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this time cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

**Confirmation of booking**  
All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

**Accommodation**  
On confirmation of your booking you will receive details of accommodation.

**Exhibition**  
If you are interested in exhibiting at this event, please contact Gemma Belford on 020 8541 1399, or email [gemma@healthcare-events.co.uk](mailto:gemma@healthcare-events.co.uk)

**Credits**  
The conference is recognised by the IHM. CPD Accreditation is being sought.

For more information contact Healthcare Events on **020 8541 1399** or email **[matt@healthcare-events.co.uk](mailto:matt@healthcare-events.co.uk)**

The information you provide will be held on the Healthcare Events' database and may be used to update you with details of other events that we organise. If you DO NOT wish to receive this information, please tick this box

We occasionally release your details to companies sponsoring or exhibiting at our events. If you DO NOT wish to receive information from these companies, please tick this box

Healthcare Events reserve the right to make changes to speakers and programmes without prior notice. © Healthcare Events Ltd 2009.

For a full list of our conferences, please visit [www.healthcare-events.co.uk](http://www.healthcare-events.co.uk)