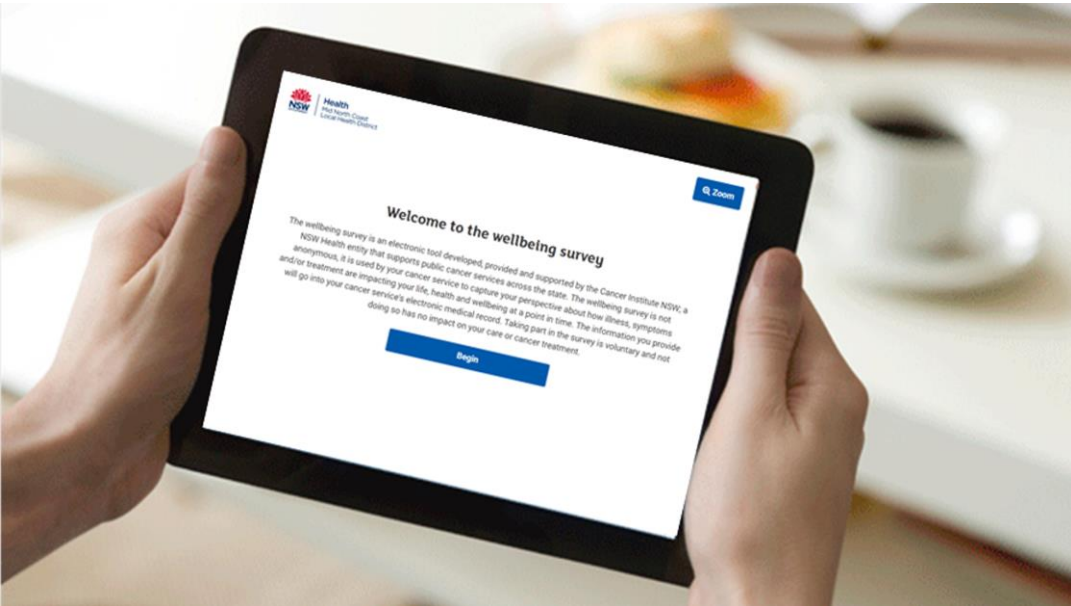


CINSW Patient Reported Measures

Hunter New England LHD



Alexis Gazzard – Change and Quality Improvement Lead,
Patient Experience and System Redesign

Acknowledgement of Country

I acknowledge the Traditional Custodians of the lands on which we work and live, and recognise their continuing connection to land, water and community. I pay my respects to Elders past and present.

Artwork by D.Golding 2016



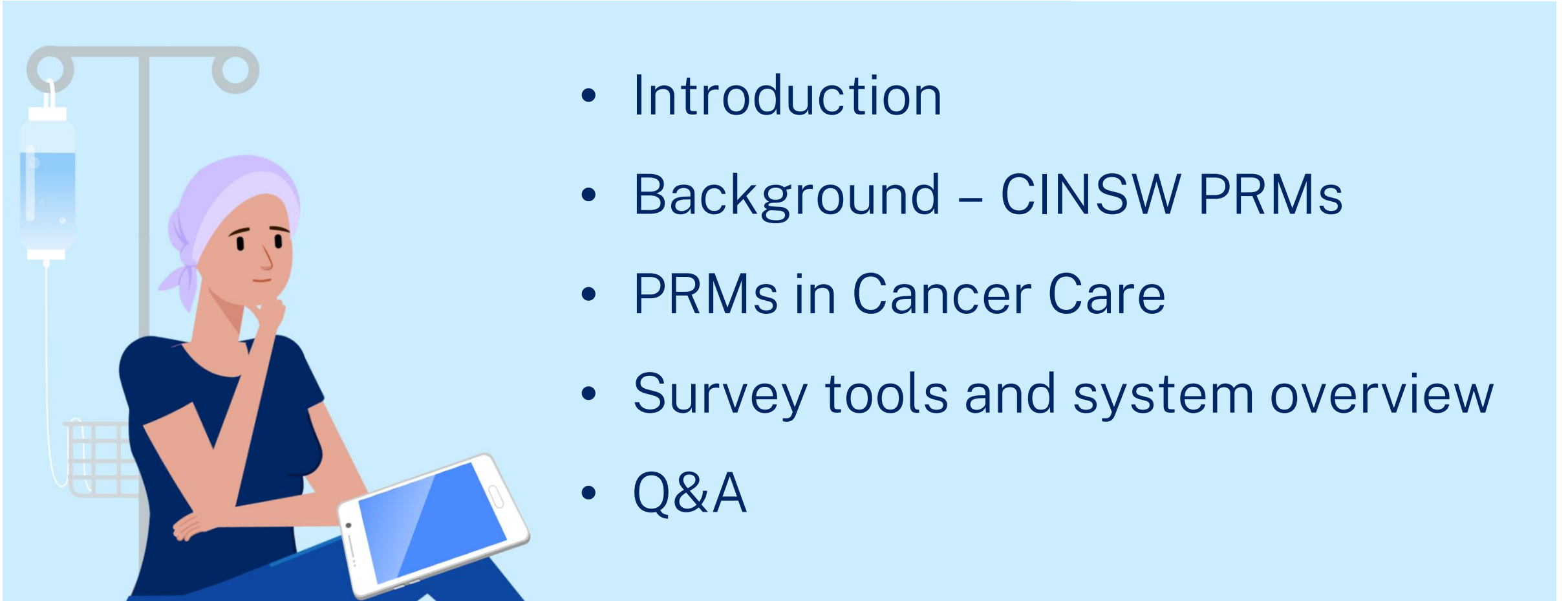
Learning outcomes:

- Increased knowledge of PRMs use in cancer care
- Learn what survey tools are being used and their application
- Learn how PRMs were used through a Patient Story



Presentation overview:

- Introduction
- Background – CINSW PRMs
- PRMs in Cancer Care
- Survey tools and system overview
- Q&A



CINSW PRMs

- Cancer specific PRMs
- Focus on Patient Experience
- Integrated with OIS
- Designed in partnership
- State-wide roll out



The purpose of CINSW PRMs system

The PRMs system has been designed to:

- Enable clinicians to identify and triage what matters most to the patient.
- Encourage communication and shared decision making.
- Facilitate earlier engagement of support services.
- Support clinical review and improvements to care.
- Link patients to tailored information based on their survey responses.
- Supports equity of care – CALD and Aboriginal specific survey



• Multi-Language

- Arabic
- Chinese Simplified
- Vietnamese
- Italian
- Chinese Traditional
- Korean
- Spanish
- Greek
- Macedonian
- Maltese

• Culturally appropriate survey

- What Matters 2 Adults

Benefits of PRMs: *Patients*



PRMs are a critical enabler for person-centred healthcare.

- ✓ Captures the perspectives and experiences of patients and identify what matters to the patient
- ✓ Early identification and management of issues
- ✓ Improved detection and symptom monitoring
- ✓ Longer tolerance for continued treatment
- ✓ Reduced presentations to hospital Emergency Departments

“I didn’t know I could raise these issues or that these services were available”

Benefits of PRMs: *Patients*



PRMs responses alerted a clinician to take action on high levels of pain and distress

A patient reported extreme levels of distress and pain via PRMs while in palliative care. On receiving the clinical alert notification, the patient's care coordinator was able to address pain medication immediately and to help address other aspects of the patient's distress.

"I had a patient who scored 10 out of 10 for pain on PRMs while in another institution. It was something we could sort out really quickly for him."



The PRMs completion process informed a carer about a patient's needs

A family member of a patient told their clinician:

"We were doing the survey together, and I didn't realise their pain was so high. Please can we make sure we see someone about that today?"



PRMs responses alerted a clinician to a need for treatment review

PRMs responses indicating a poor appetite prompted one patient's care coordinator to check their weight records. This revealed significant weight loss during treatment and prompted the care coordinator to request an urgent treatment review with the patient's oncologist.

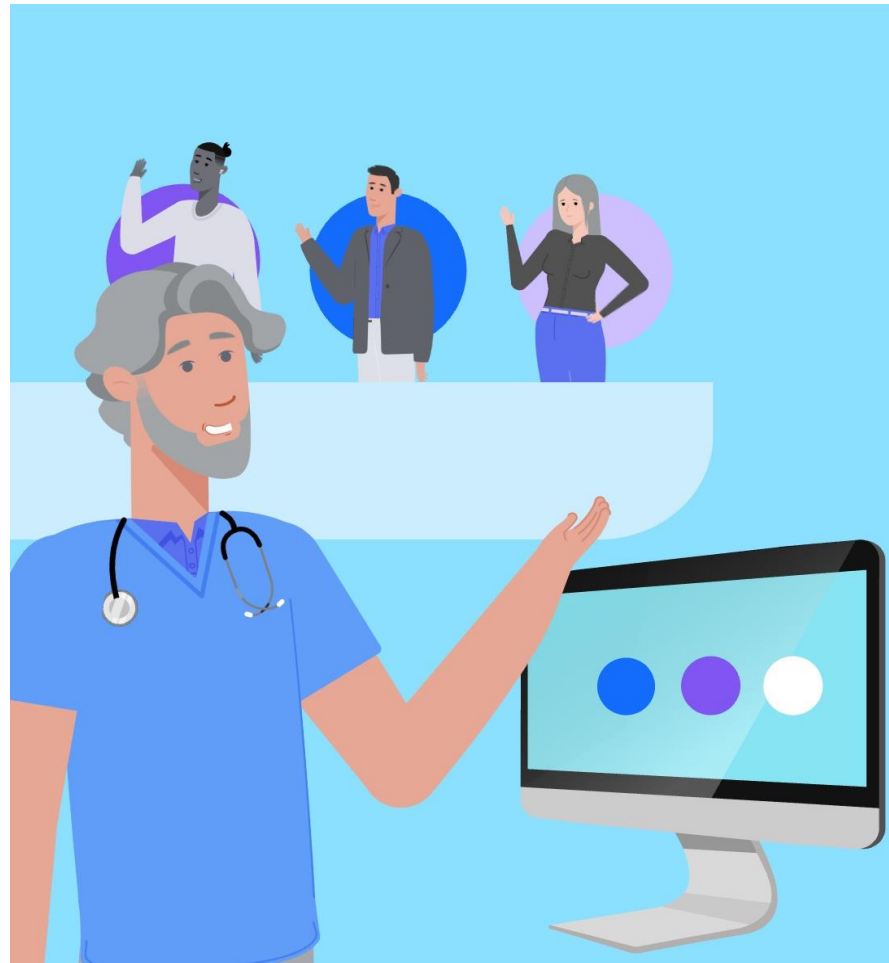
"I saw his PRMs reports on poor appetite, then looked up his weight trends and flagged with the medical oncologist that his dose needed to be reviewed."

Benefits of PRMs: *Clinicians*

PRMs are a critical enabler for person-centred healthcare.

- ✓ Encourage communication and shared decision making
- ✓ Facilitates earlier engagement of support services
- ✓ Enables clinicians to identify and triage what matters most to the patient
- ✓ Supports clinical review and improvements to care

“I use this data to prioritise patients that need interventions and by surveying earlier, I can put referrals and interventions in place before the escalate for my patients”



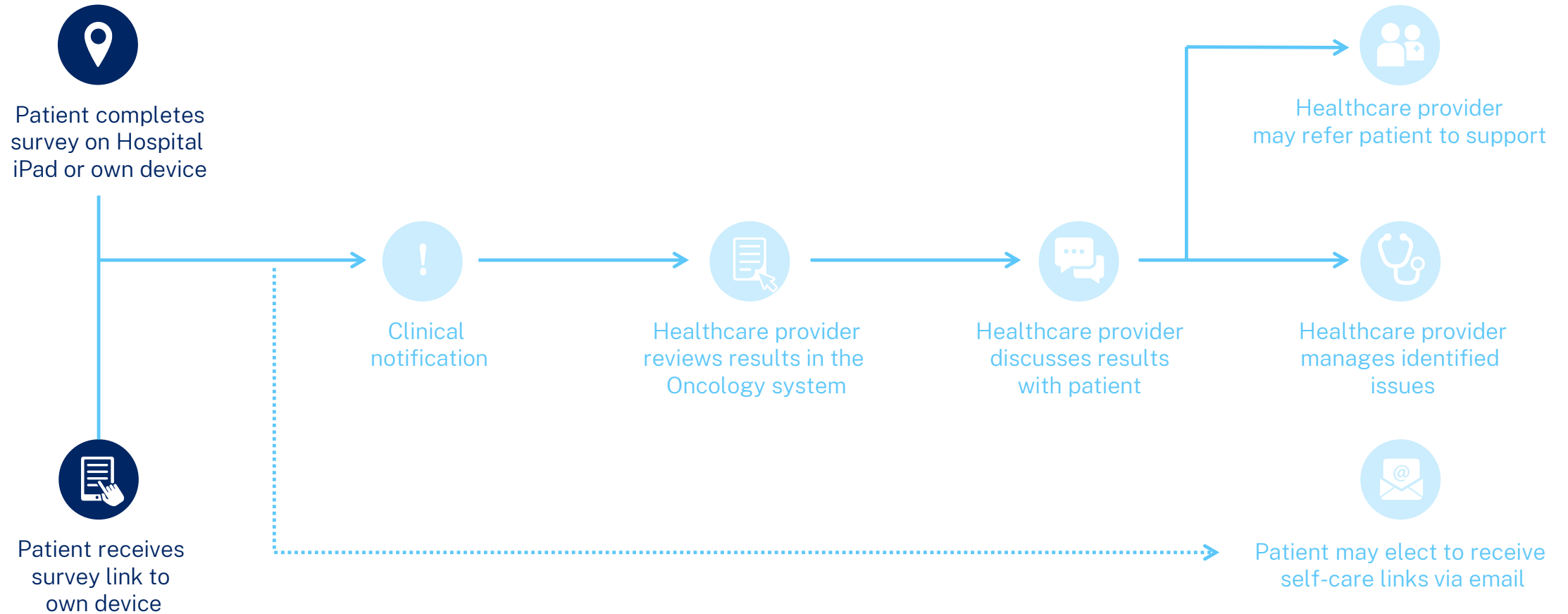
Benefits of PRMs: *Clinicians*

Healthcare system

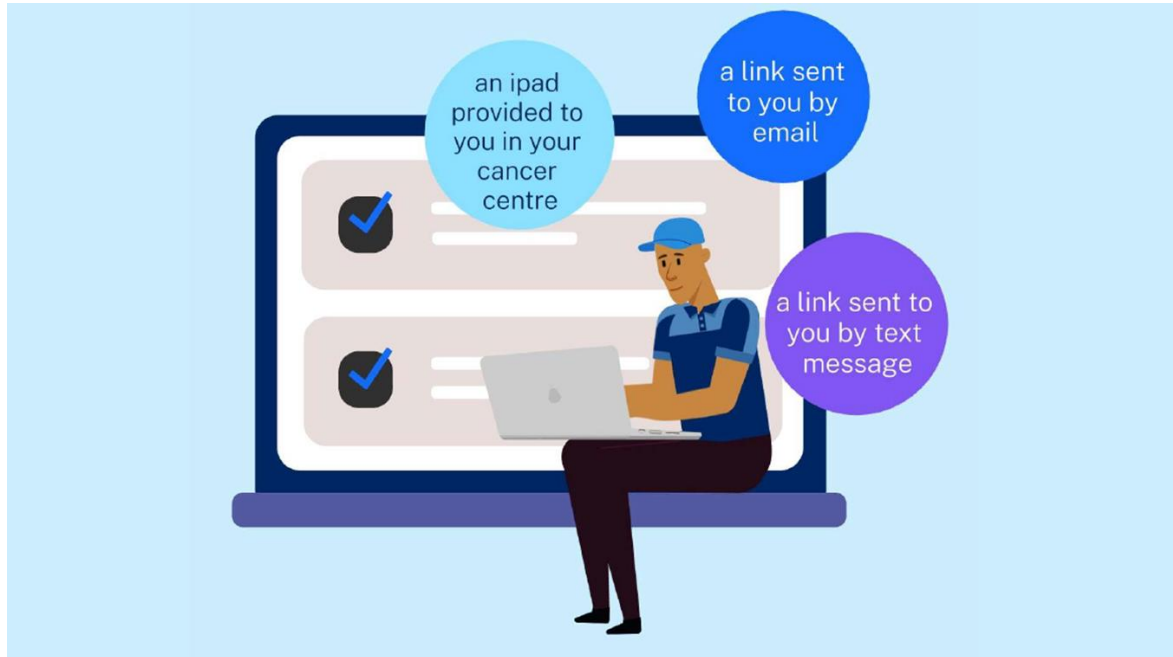
- Integrated to local ARIA and MOSAIQ systems enabling all healthcare teams to be able to review and be aware of PRMs responses.
- Longitudinal view of patient responses.
- Improve cancer services delivery of care.
- Evaluate the effectiveness of care.
- Understand the value of the care provided.



System Workflow



PRMs survey tools



Modes of completing surveys:

At Point of Care (APOC):

Via an iPad within the cancer centre

Outside Point of Care (OPOC):

Via links sent via SMS or email

Survey Tool 1 – Edmonton Symptom Assessment Scale (ESAS)



Edmonton Symptom Assessment Scale (ESAS)

Please circle the number that best describes:

- | | | | | | | | | | | | | |
|---------------------------|---|---|---|---|---|---|---|---|---|---|----|-------------------------------------|
| No pain | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Worst possible pain |
| Not tired | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Worst possible tiredness |
| Not nauseated | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Worst possible nausea |
| Not depressed | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Worst possible depression |
| Not anxious | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Worst possible anxiety |
| Not drowsy | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Worst possible drowsiness |
| Best appetite | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Worst possible appetite |
| Best feeling of wellbeing | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Worst possible feeling of wellbeing |
| No shortness of breath | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Worst possible shortness of breath |



ESAS Survey

Exit

Zoom

QUESTION 1

Pain

Please select the number that best describes your pain.

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

No pain Worst possible pain

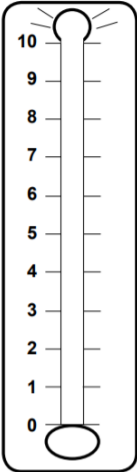
1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

Next >

Survey Tool 2 – Distress Thermometer and Problem List

Distress Thermometer & Problem Checklist

Instructions: Please circle the number (0–10) that best describes how much distress you have been experiencing in the past week including today.



PROBLEM LIST
Please indicate if any of the following has been a problem for you in the past week including today.
Be sure to check YES or NO for each.

YES NO <u>Practical Problems</u>		YES NO <u>Physical Problems</u>			
<input type="checkbox"/>	<input type="checkbox"/>	Child care	<input type="checkbox"/>	<input type="checkbox"/>	Appearance
<input type="checkbox"/>	<input type="checkbox"/>	Housing	<input type="checkbox"/>	<input type="checkbox"/>	Bathing/dressing
<input type="checkbox"/>	<input type="checkbox"/>	Insurance/financial	<input type="checkbox"/>	<input type="checkbox"/>	Breathing
<input type="checkbox"/>	<input type="checkbox"/>	Transportation	<input type="checkbox"/>	<input type="checkbox"/>	Changes in urination
<input type="checkbox"/>	<input type="checkbox"/>	Work/school	<input type="checkbox"/>	<input type="checkbox"/>	Constipation
<input type="checkbox"/>	<input type="checkbox"/>	Treatment decisions	<input type="checkbox"/>	<input type="checkbox"/>	Diarrhea
			<input type="checkbox"/>	<input type="checkbox"/>	Eating
			<input type="checkbox"/>	<input type="checkbox"/>	Fatigue
<u>Family Problems</u>		<input type="checkbox"/>	<input type="checkbox"/>	Feeling swollen	
<input type="checkbox"/>	<input type="checkbox"/>	Dealing with children	<input type="checkbox"/>	<input type="checkbox"/>	Fevers
<input type="checkbox"/>	<input type="checkbox"/>	Dealing with partner	<input type="checkbox"/>	<input type="checkbox"/>	Getting around
<input type="checkbox"/>	<input type="checkbox"/>	Ability to have children	<input type="checkbox"/>	<input type="checkbox"/>	Indigestion
<input type="checkbox"/>	<input type="checkbox"/>	Family health issues	<input type="checkbox"/>	<input type="checkbox"/>	Memory/concentration
			<input type="checkbox"/>	<input type="checkbox"/>	Mouth sores
<u>Emotional Problems</u>		<input type="checkbox"/>	<input type="checkbox"/>	Nausea	
<input type="checkbox"/>	<input type="checkbox"/>	Depression	<input type="checkbox"/>	<input type="checkbox"/>	Nose dry/congested
<input type="checkbox"/>	<input type="checkbox"/>	Fears	<input type="checkbox"/>	<input type="checkbox"/>	Pain
<input type="checkbox"/>	<input type="checkbox"/>	Nervousness	<input type="checkbox"/>	<input type="checkbox"/>	Sexual
<input type="checkbox"/>	<input type="checkbox"/>	Sadness	<input type="checkbox"/>	<input type="checkbox"/>	Skin dry/itchy
<input type="checkbox"/>	<input type="checkbox"/>	Worry	<input type="checkbox"/>	<input type="checkbox"/>	Sleep
<input type="checkbox"/>	<input type="checkbox"/>	Loss of interest in usual activities	<input type="checkbox"/>	<input type="checkbox"/>	Substance abuse
			<input type="checkbox"/>	<input type="checkbox"/>	Tingling in hands/feet
<input type="checkbox"/>	<input type="checkbox"/>	<u>Spiritual/religious concerns</u>			

Other Problems: _____

Practical problems

Please indicate if any of the following have been a problem for you in the last week including today.

Child Care	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Housing	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Insurance/financial	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Transportation	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Work/ school	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Treatment decisions	<input type="checkbox"/> YES	<input type="checkbox"/> NO

Survey Results – Clinical Alert Notification

When a patients' responses exceed the localised threshold set for a question or group of questions, an email will be sent to a designated inbox.

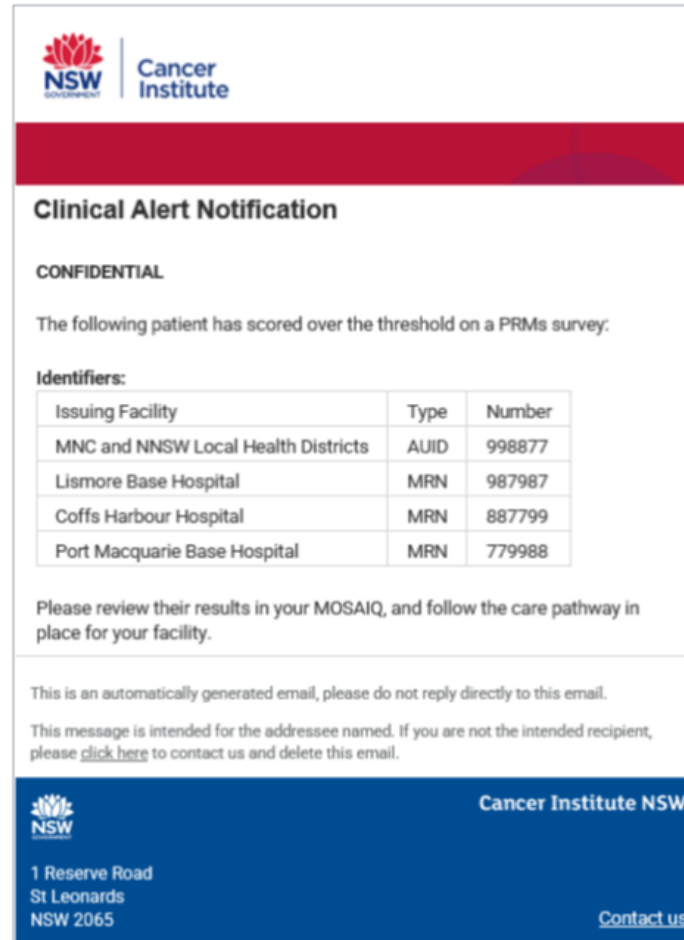
State-wide determined thresholds:

ESAS: 4>

DT: 5>

Problem list: Yes

CANs configured to local settings.



The screenshot shows an email notification from the Cancer Institute NSW. The header includes the NSW Government logo and the Cancer Institute logo. The subject is "Clinical Alert Notification". The email is marked as "CONFIDENTIAL". The main body of the email states: "The following patient has scored over the threshold on a PRMs survey:". Below this, there is a section titled "Identifiers:" which contains a table with three columns: "Issuing Facility", "Type", and "Number". The table lists three facilities: MNC and NNSW Local Health Districts (AUID: 998877), Lismore Base Hospital (MRN: 987987), and Coffs Harbour Hospital (MRN: 887799). The table also includes Port Macquarie Base Hospital (MRN: 779988). Below the table, the email instructs the recipient to review results in their MOSAIQ and follow the care pathway in place for their facility. A disclaimer states: "This is an automatically generated email, please do not reply directly to this email." Another disclaimer states: "This message is intended for the addressee named. If you are not the intended recipient, please [click here](#) to contact us and delete this email." The footer of the email includes the NSW Government logo, the Cancer Institute NSW logo, the address "1 Reserve Road, St Leonards, NSW 2065", and a "Contact us" link.

Issuing Facility	Type	Number
MNC and NNSW Local Health Districts	AUID	998877
Lismore Base Hospital	MRN	987987
Coffs Harbour Hospital	MRN	887799
Port Macquarie Base Hospital	MRN	779988



Cancer
Institute

Information you have requested

Hello Firstname,

Thank you for completing a wellbeing survey at the Cancer Centre today. You have requested to receive additional information based on your survey responses. Links to this information have been provided below.

Your health care team are here to support you and have the experience to discuss all aspects of your current treatment and wellbeing. If you have any questions, please contact the Cancer Centre to speak to a member of your healthcare team.

Feeling tired (fatigue)



Patient information

Being diagnosed with cancer can be stressful and confusing, and you probably have many questions. Having the right information can help you talk to your cancer care team and be more involved in your care.



In this Section

Cancer types

There are many different cancer types. This is why the experience of having cancer is not the same for everyone.

Diagnosis

To get a diagnosis, you will need some tests, and you may have to see more than one doctor. The information in this section will help you know what to expect.

Treatment

Use the information in this section to learn about treatment plans, what treatment involves, possible side effects, and what happens at the end of treatment.

Coping with cancer

Whatever your situation, there are things you can do to stay as well as possible, and people and services that can support you.

Finding support

Use this section to find out where you can get help and support.

Understanding cancer

There are many different types of cancers, which behave in different ways. This is why the experience of having cancer is not the same for everyone.

Patient Reported Measures in Language



Zoom

[Welcome to the wellbeing survey](#)

[أهلاً بك في استطلاع الصحة والعافية - Arabic](#)

[欢迎参加有关健康的调查问卷 - Chinese Simplified](#)

[Chào mừng quý vị đến với cuộc khảo sát sức khỏe toàn diện - Vietnamese](#)

[Benvenuto al questionario sul benessere - Italian](#)

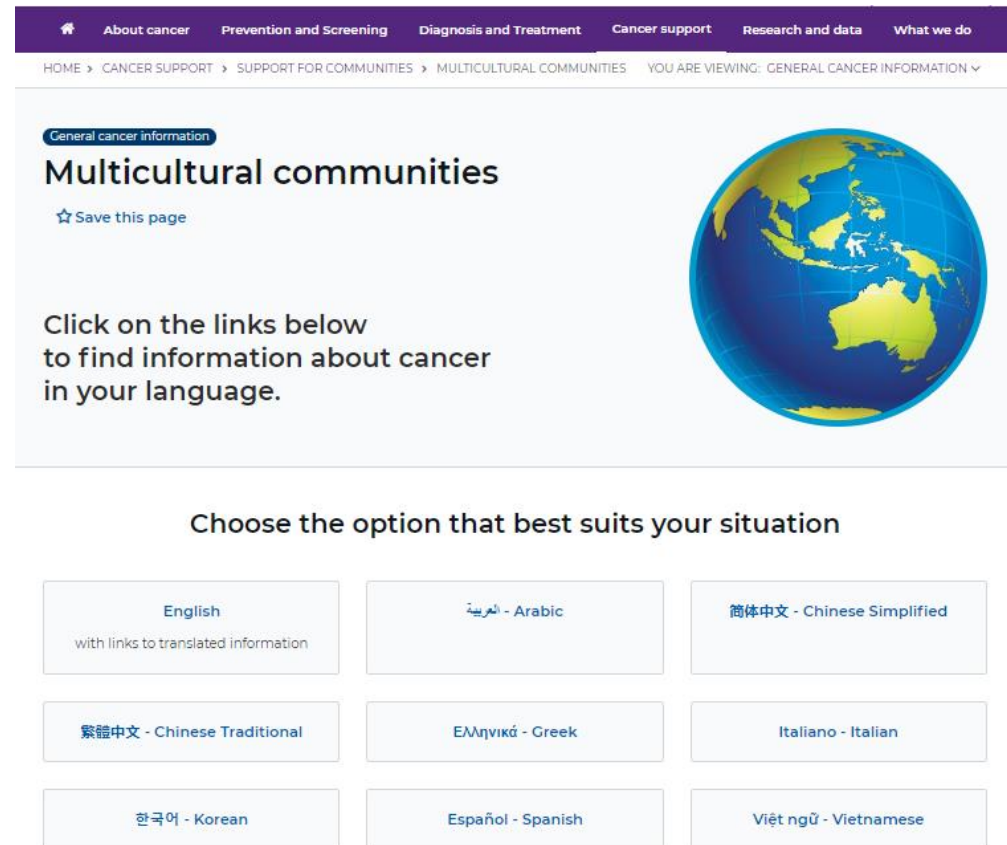
[歡迎填寫健康問卷調查 - Chinese Traditional](#)

[Bienvenido a la encuesta de bienestar - Spanish](#)

[Καλώς ήλθατε στην έρευνα ευεξίας - Greek](#)

[웰빙 설문조사에 오신 것을 환영합니다 - Korean](#)

(Switch Facility)



HOME > CANCER SUPPORT > SUPPORT FOR COMMUNITIES > MULTICULTURAL COMMUNITIES YOU ARE VIEWING: GENERAL CANCER INFORMATION

General cancer information

Multicultural communities

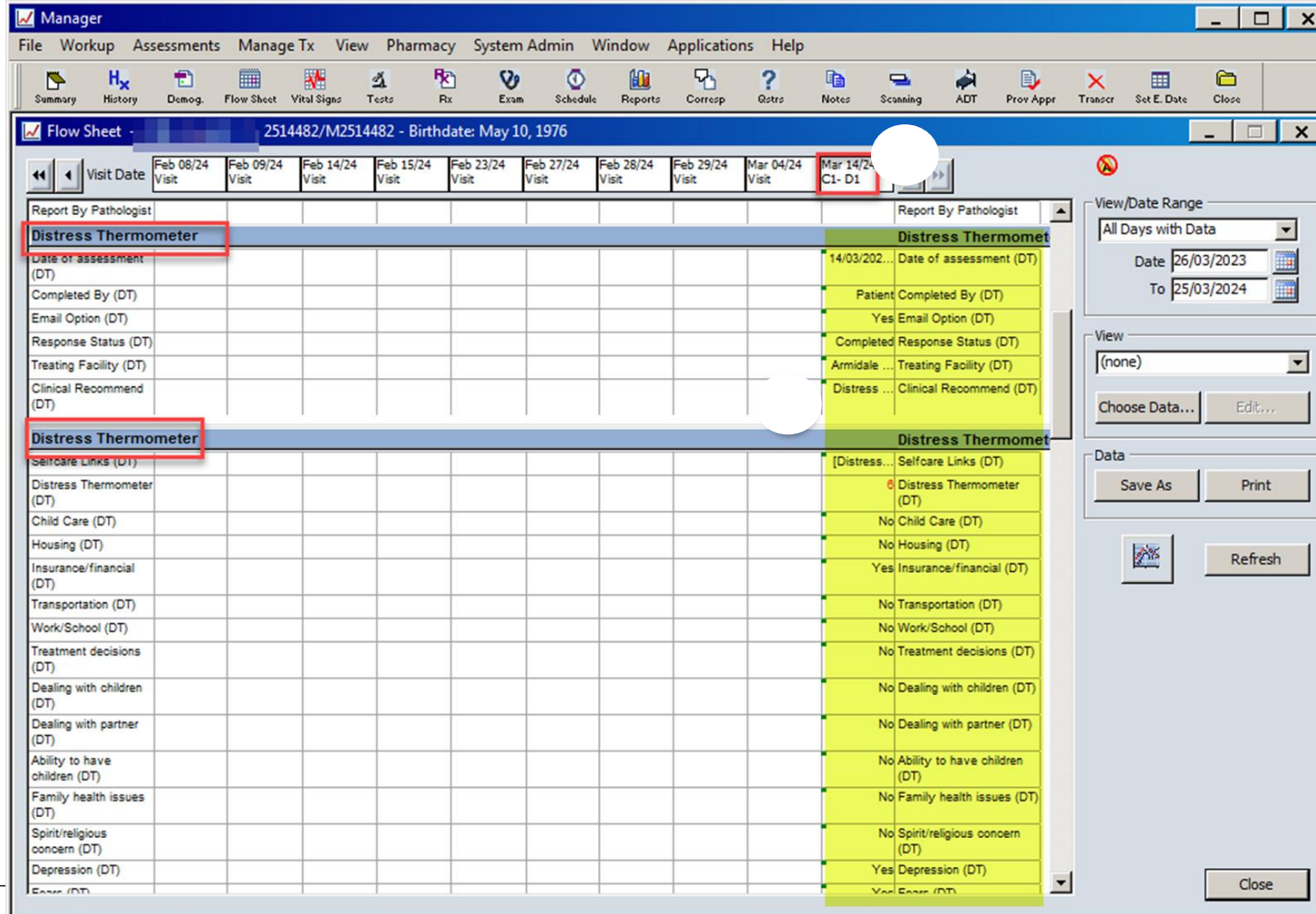
☆ Save this page

Click on the links below to find information about cancer in your language.

Choose the option that best suits your situation

English with links to translated information	العربية - Arabic	简体中文 - Chinese Simplified
繁體中文 - Chinese Traditional	Ελληνικά - Greek	Italiano - Italian
한국어 - Korean	Español - Spanish	Việt ngữ - Vietnamese

Survey Results in ARIA MO – Flow sheet



Manager

File Workup Assessments Manage Tx View Pharmacy System Admin Window Applications Help

Summary History Demog. Flow Sheet Vital Signs Tests Rx Exam Schedule Reports Corresp Qtrs Notes Scanning ADT Prov Appr Transcr Set E. Date Close

Flow Sheet - 2514482/M2514482 - Birthdate: May 10, 1976

Visit Date Feb 08/24 Visit Feb 09/24 Visit Feb 14/24 Visit Feb 15/24 Visit Feb 23/24 Visit Feb 27/24 Visit Feb 28/24 Visit Feb 29/24 Visit Mar 04/24 Visit Mar 14/24 C1- D1

Report By Pathologist

Report By Pathologist	Distress Thermometer
Date of assessment (DT)	14/03/2024
Completed By (DT)	Patient
Email Option (DT)	Yes
Response Status (DT)	Completed
Treating Facility (DT)	Armidale ...
Clinical Recommend (DT)	Distress ...
Selfcare Links (DT)	[Distress...]
Distress Thermometer (DT)	8
Child Care (DT)	No
Housing (DT)	No
Insurance/financial (DT)	Yes
Transportation (DT)	No
Work/School (DT)	No
Treatment decisions (DT)	No
Dealing with children (DT)	No
Dealing with partner (DT)	No
Ability to have children (DT)	No
Family health issues (DT)	No
Spirit/religious concern (DT)	No
Depression (DT)	Yes

View/Date Range

All Days with Data

Date 26/03/2023

To 25/03/2024

View

(none)

Choose Data... Edit...

Data

Save As Print

Refresh

Close

Survey Results in ARIA MO – Assessments > Tests

View Distress Thermometer (520100005) - Bondi, Clay - 5200000004 - Birthdate: Jun 04, 1998

Collected 28/08/2020 Time 13:56 Abn. Only Result Set Full Approve

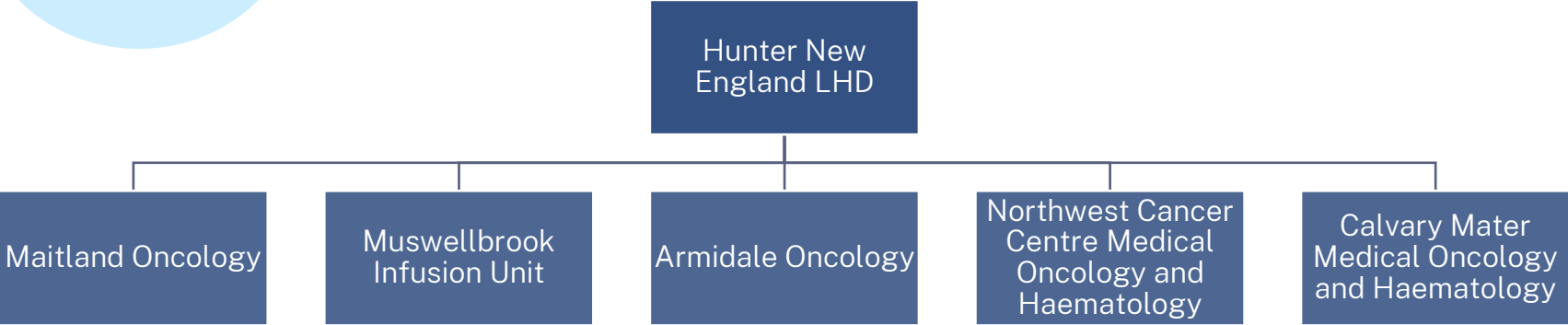
DT Survey Metadata					
Date of Assessment (DT)	28/08/2020 13:56:46				
Response Status (DT)	Completed				
Completed By (DT)	Patient				
Email Option (DT)	No				
DT Clinical Recommendations					
Clinical Recommend (DT)	Distress ScaleDistress scaleTHIS PATIENT HAS A H ...				
Distress Thermometer					
Distress Thermometer (DT)	HH 5 (-)				
Practical Problems					
Child Care (DT)	HH Yes				
Housing (DT)	No				
Insurance/financial (DT)	No				
Transportation (DT)	HH Yes				
Work/School (DT)	HH Yes				
Treatment decisions (DT)	No				
Family Problems					
Dealing with children (DT)	HH Yes				
Dealing with partner (DT)	No				
Ability to have children (DT)	No				
Family health issues (DT)	HH Yes				
Other					
Spirit/religious concern (DT)	HH Yes				
Emotional Problems					

Print New Error... Close

PRMs & Hunter New England LHD



265 surveys submitted
(since Nov 2023)



Questions?

