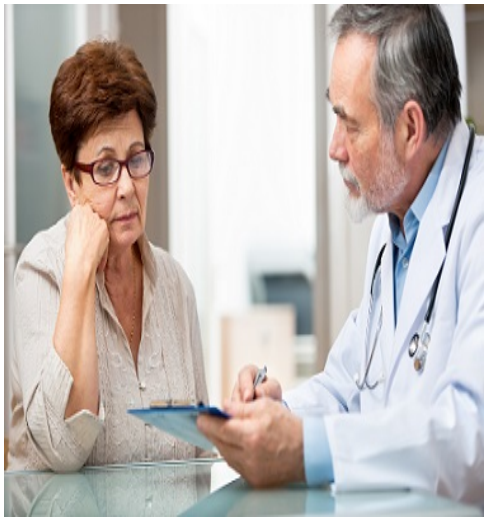
Using Patient Reported Outcome Measures for Personalized Cancer Care: Impact on Patient Activation & Health Care Use



iPEHOC
Improving Patient Experience and Health Outcomes Collaborative

Exceptional Care, Personalized Experience
Des soins exceptionnels, une expérience personnalisée

Why are Patient Reported Outcomes Important?

- PROs Defined:
  - Direct, patient-derived, assessment of health status or treatment effect – provide a language for patients to communicate experience.
- Multiple systematic reviews assert PROMs:
  - Improve patient/provider communication
  - ?Impact on health outcomes equivocal
- Need to pay attention to implementation in practices.

Howell et al, Annals of Oncology, 2015; Kotronoulos et al, 2014 JCO

The iPEHOC Collaborative Partners

Funded by Canadian Partnership Against Cancer
Project Leads: Doris Howell PhD, Madeline Li, MD, & Zeev Rosberger, PhD

Partners in Ontario

- Cancer Care Ontario
- Princess Margaret Cancer Centre
- Juravinski Cancer Centre
- Northeast Cancer Centre
- Patient Advisors - CCO Patient and Family Advisory Committee

Partners in Quebec

- The Rossy Cancer Network-Similar mandate to CCO
- Jewish General Hospital (JGH)
- McGill University Health Centre
- Saint Mary's Hospital
- Patient Advisors from The Rossy Cancer

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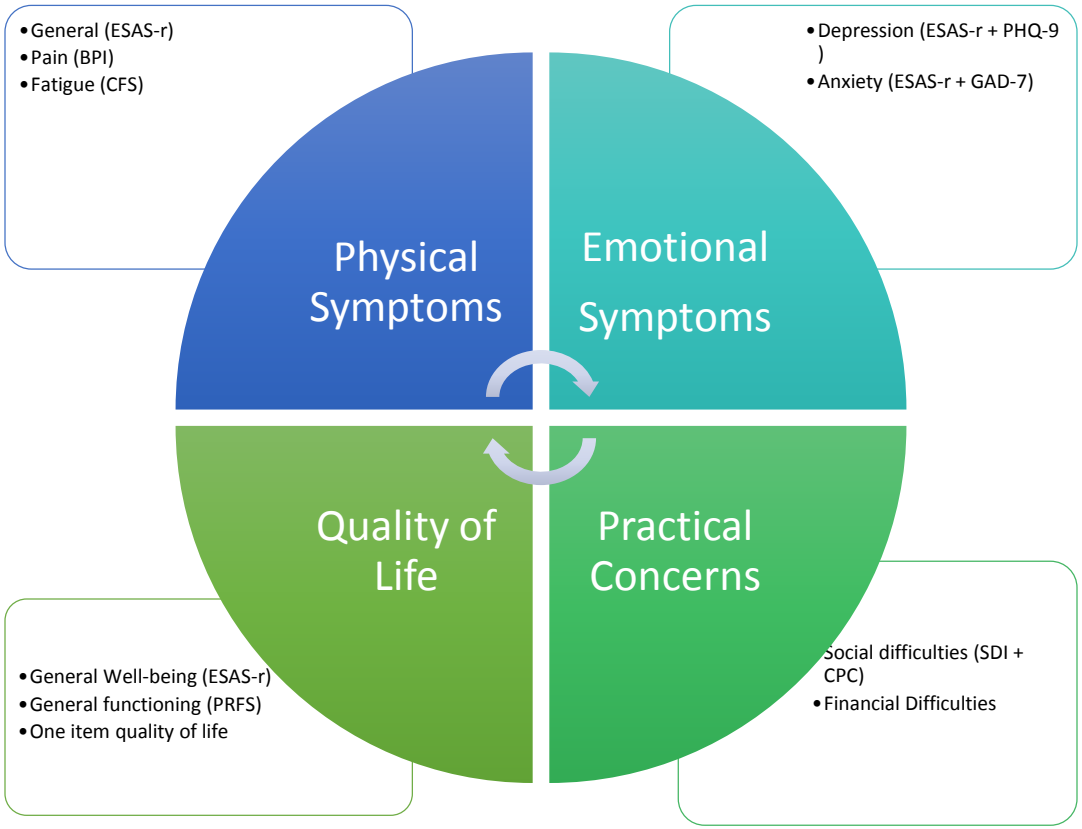
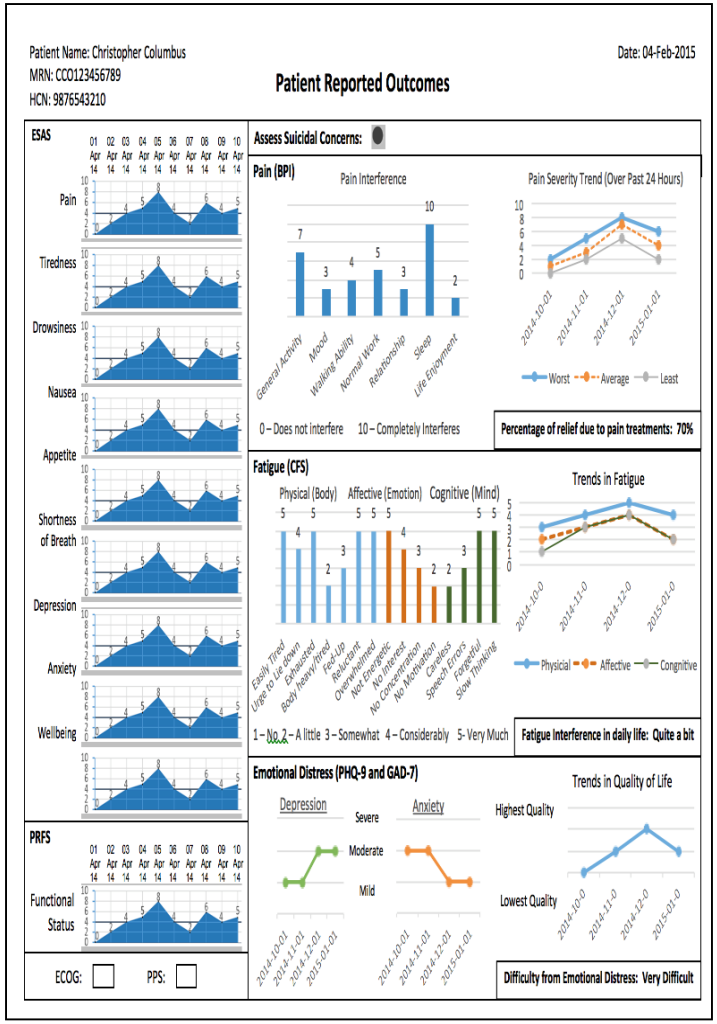
Improving Patient Experience and Health Outcomes Collaborative: Project Overview

PROJECT GOAL: The iPEHOC project will facilitate UPTAKE of a standardized core set of patient-reported outcome measures (PROMs) for ACTIONABLE use by clinicians and patients and EVALUATE impact on patient experience (PREMs) and health outcomes.

Aim 1	Implement use of PROMs (ESAS-r, Pain, Fatigue, Anxiety and Depression) in routine practice to improve symptom management.
Aim 2	Integration of PROs in clinical care for person-centered communication, specifically collaborative treatment planning and patient activation.
Aim 3	Evaluate the impact of the iPEHOC measurement system on care processes and health outcomes.
Aim 4	Facilitate pan-Canadian uptake of the iPEHOC measurement system and key lessons learned for successful implementation.

iPEHOC- e-Patient Reported Outcomes
A Person-Centered Measurement Information System





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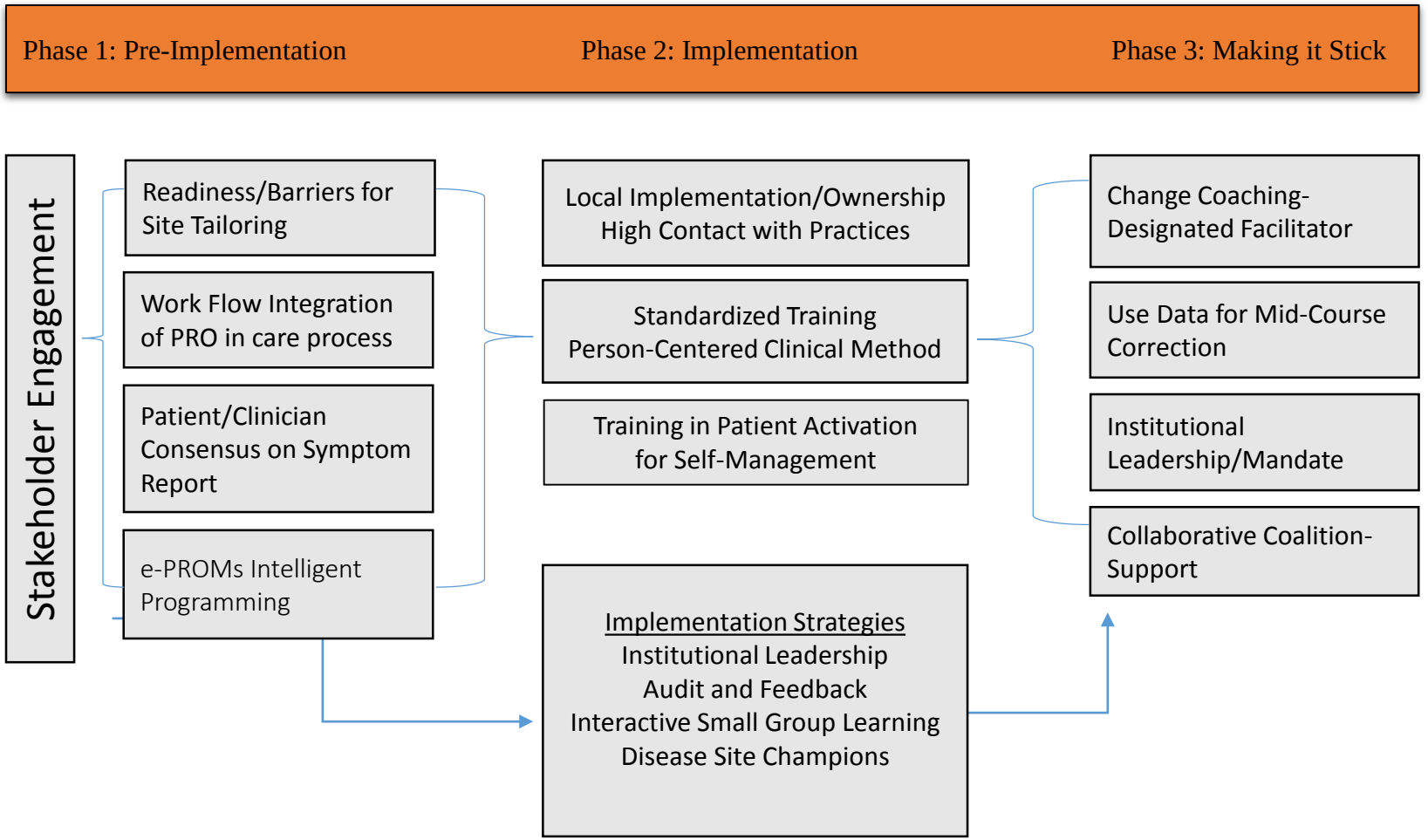
iPEHOC Intervention



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iPEHOC

The iPEHOC Toolkit
Standardized Patients: Case-Based Clinician Education

Cancer Care Ontario
Action Cancer Ontario

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    - Person-Centred Care Report
    - Person-Centred Care Guideline
    - iPEHOC Toolkit
  - Prevention
  - Screening
  - Diagnosis
  - Treatment
  - Palliative Care

iPEHOC Toolkit

This toolkit was developed to support the six pilot sites across Ontario and Quebec that are implementing the Improving Patient Experience and Health Outcomes Collaborative (iPEHOC) project. The ultimate goal of the project is to develop a common and sustainable patient-reported outcome (PRO) and patient experience measurement system that is applicable to all jurisdictions in Canada. The primary aim of this project is to reduce symptom burden and improve patient experience of care by engaging clinicians in the meaningful use of Patient-Reported Outcome data in routine clinical care.

iPEHOC
Improving Patient Experience and Health Outcomes Collaborative
Exceptional Care, Personalized Experience
Des soins exceptionnels, une expérience personnalisée

iPEHOC Project Documents

Asset	Description	Download
iPEHOC Project Summary	Overview of the iPEHOC project	iPEHOC Project Summary (PDF)
Governance Structure	iPEHOC project Governance	iPEHOC Governance (PPTX)
Key Messages	High level overview of the iPEHOC project	iPEHOC Key Messages Slide Deck - Nov 2015 (PPTX)
Implementation Checklist	Implementation Checklist	iPEHOC Implementation Checklist (DOCX)

Pain

Fatigue

Anxiety & depression

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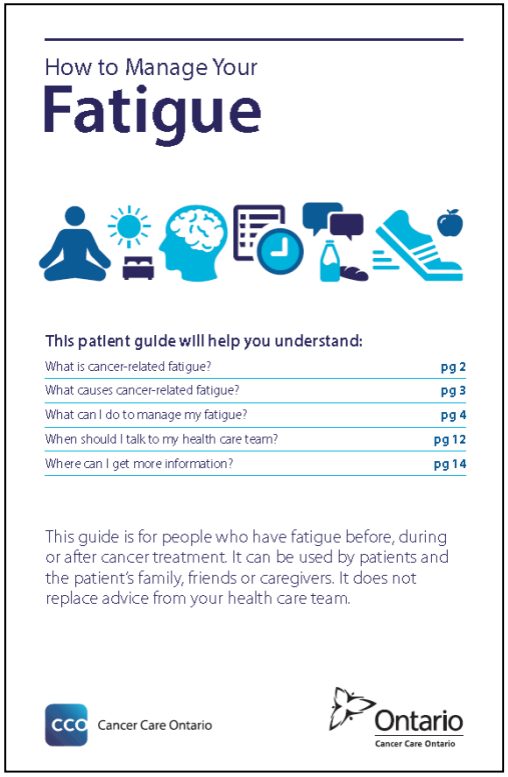
Improving Patient Experience and Health Outcomes Collaborative

Patient Activation in Symptom Management

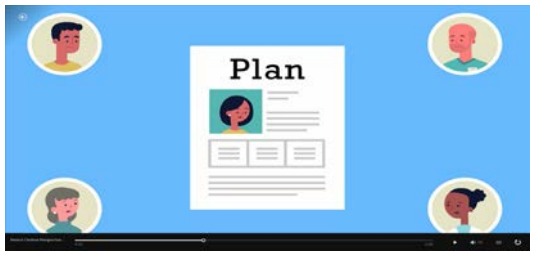

How to Manage Your
Fatigue

This patient guide will help you understand:

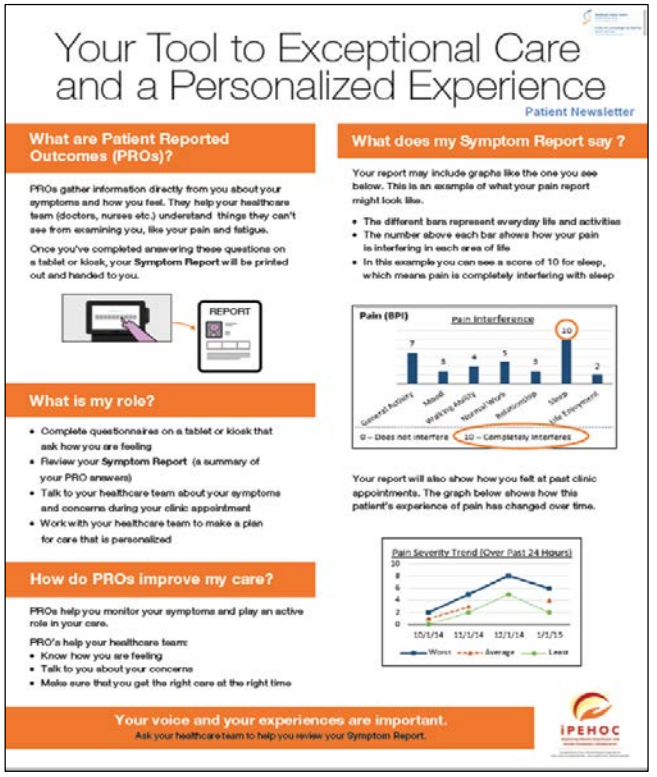
This guide is for people who have fatigue before, during or after cancer treatment. It can be used by patients and the patient's family, friends or caregivers. It does not replace advice from your health care team.

Cancer Care Ontario

Ontario Cancer Care Ontario



https://www.youtube.com/watch?v=GtshFS1p70w


Your Tool to Exceptional Care and a Personalized Experience

Patient Newsletter

What are Patient Reported Outcomes (PROs)?

PROs gather information directly from you about your symptoms and how you feel. They help your healthcare team (doctors, nurses etc.) understand things they can't see from examining you, like your pain and fatigue.

Once you've completed answering these questions on a tablet or kiosk, your **Symptom Report** will be printed out and handed to you.

REPORT

What is my role?

- Complete questionnaires on a tablet or kiosk that ask how you are feeling
- Review your **Symptom Report** (a summary of your PRO answers)
- Talk to your healthcare team about your symptoms and concerns during your clinic appointment
- Work with your healthcare team to make a plan for care that is personalized

How do PROs improve my care?

PROs help you monitor your symptoms and play an active role in your care.

PRO's help your healthcare team:

- Know how you are feeling
- Talk to you about your concerns
- Make sure that you get the right care at the right time

What does my Symptom Report say ?

Your report may include graphs like the one you see below. This is an example of what your pain report might look like.

- The different bars represent everyday life and activities
- The number above each bar shows how your pain is interfering in each area of life
- In this example you can see a score of 10 for sleep, which means pain is completely interfering with sleep

Your report will also show how you felt at past clinic appointments. The graph below shows how this patient's experience of pain has changed over time.

Your voice and your experiences are important.
Ask your healthcare team to help you review your Symptom Report.

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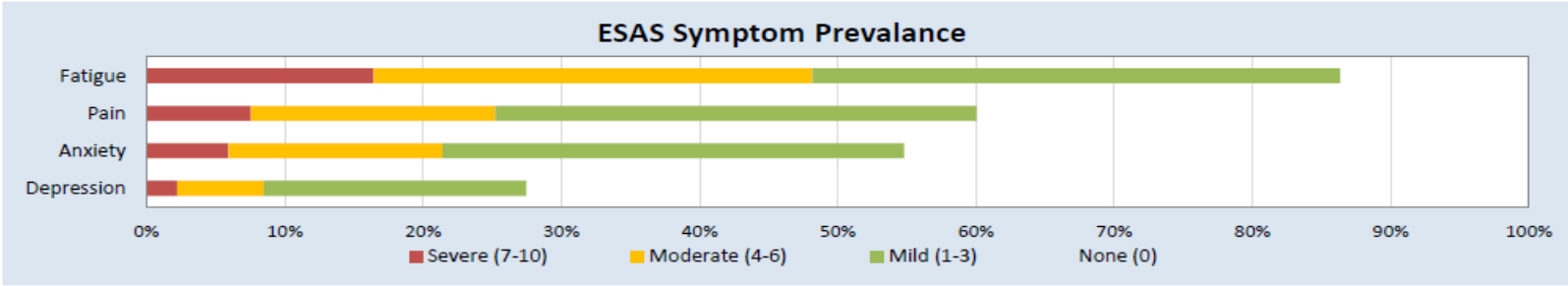
Audit and Feedback- Dashboard

LUNG IPEHOC DASHBOARD

February 2016, n=555

80% Screening Rate

5% decrease from previous month



IPEHOC Highlights

Next case debrief: April 8, 2-2:30 PM.

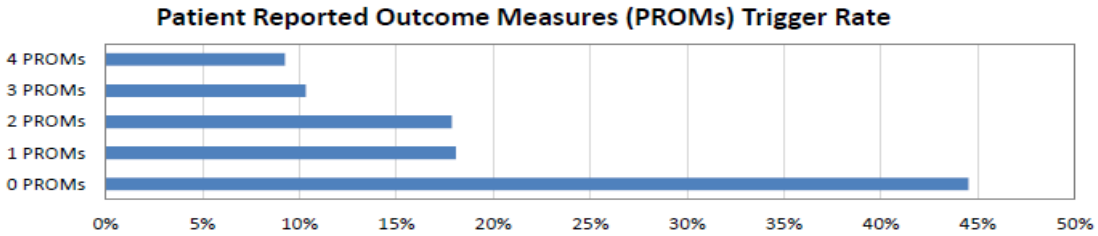
Missed the pain education session?
Another session has been added for March 29, 8-9 AM in PM 2-631.

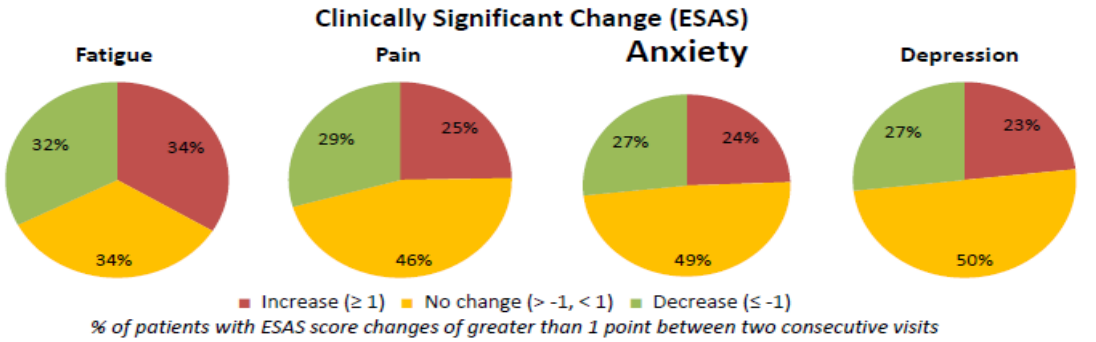
Symptom Management Pearls of Wisdom

If the pain medication taken as prescribed is not working, consider:

1. Is this a new pain? Is the change in pain due to a clinical reason?
2. Do the medications fit the pain type?
3. Has the dose of the adjuvant been titrated as tolerated?
4. Has the WHO ladder for cancer pain and CCO guide been followed?

Need clarification? See the pain education video in the IPEHOC toolkit accessible from the DART Intranet site!

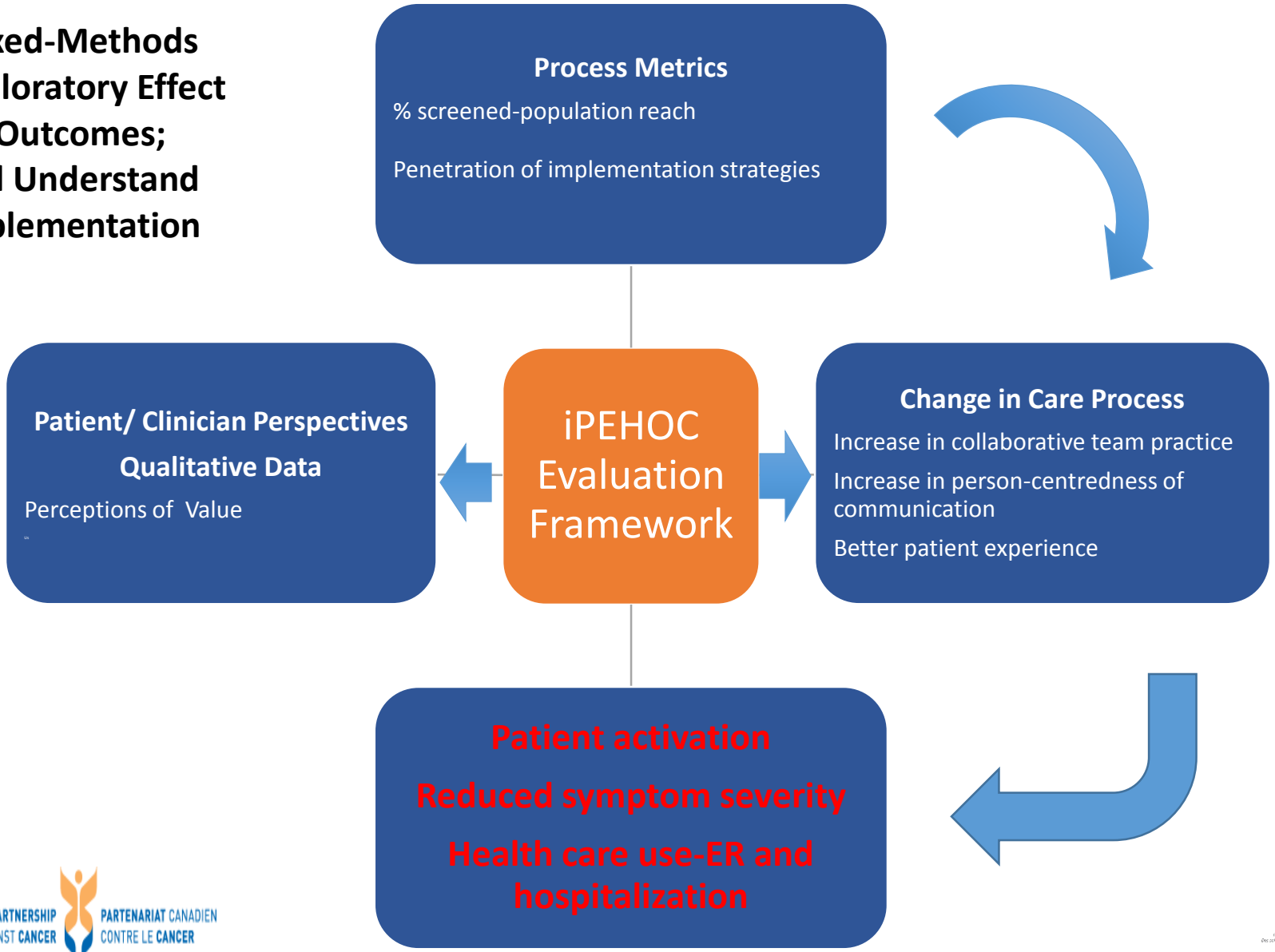




% of patients with ESAS score changes of greater than 1 point between two consecutive visits

iPEHOC Evaluation-Pre/Post Population Cohort

Mixed-Methods Exploratory Effect on Outcomes; and Understand Implementation



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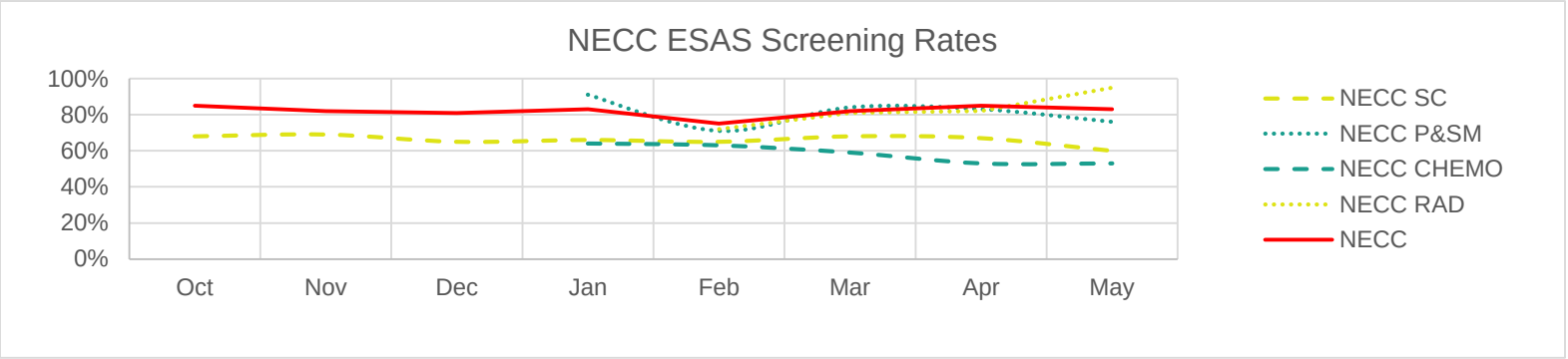
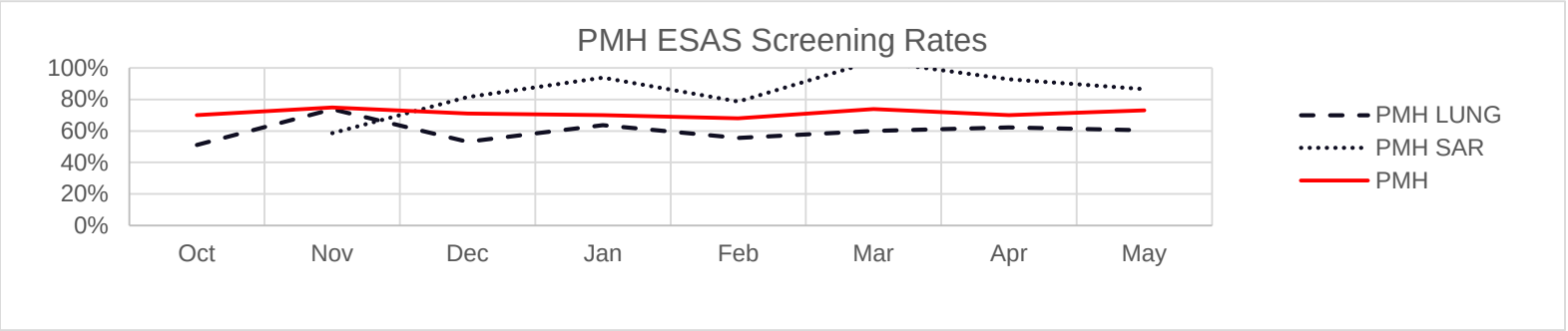
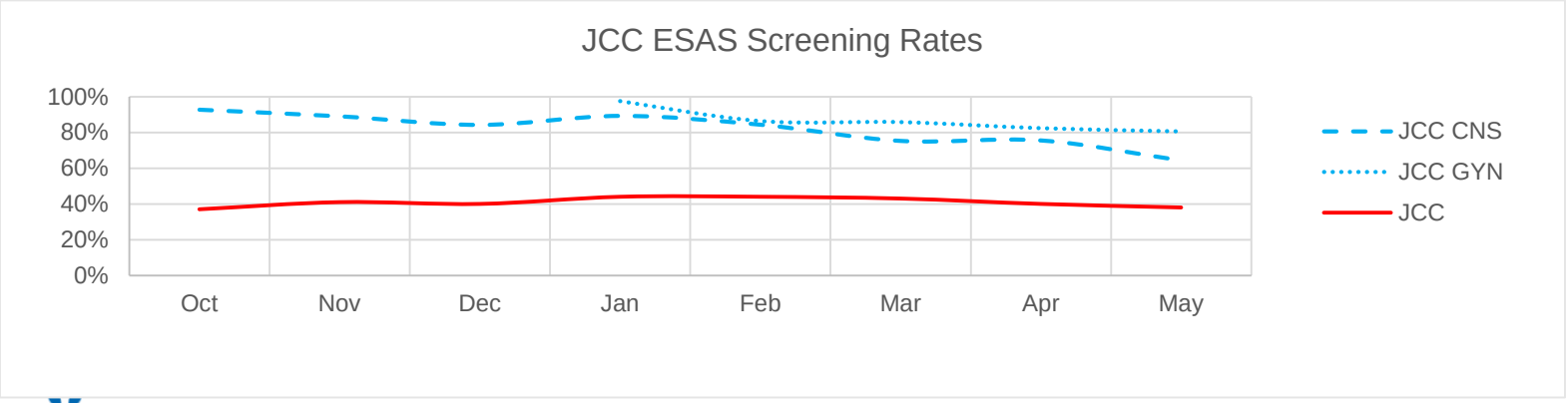
Symptom Screening-Uptake



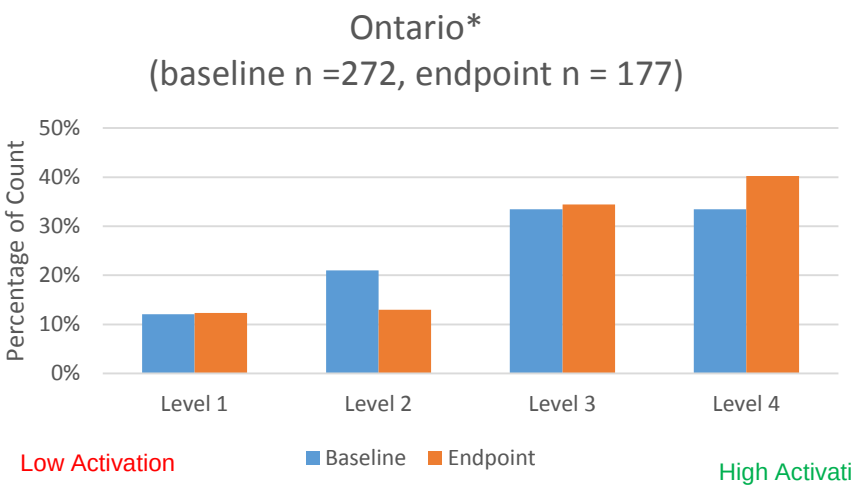


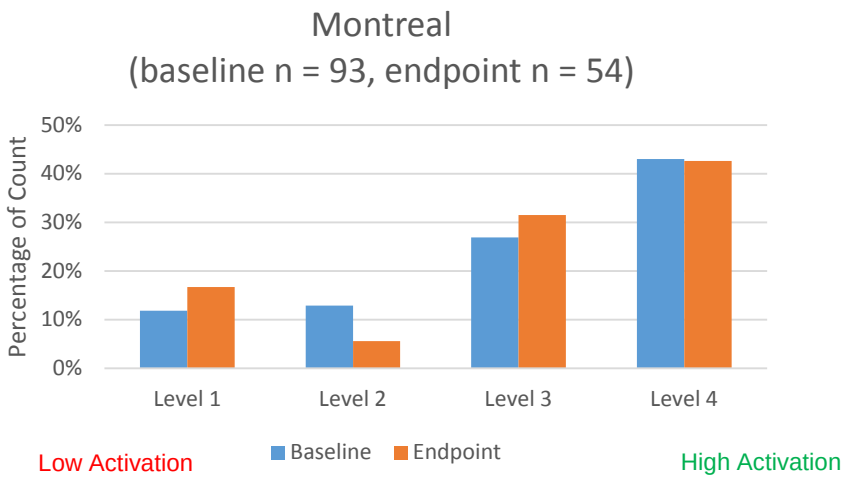


Patient Outcomes – Activation

Level 1= Individuals lacking confidence, knowledge or skills to self-manage “my doctor is in charge of my health”

Level 4 = Individuals have adopted new behaviours “I’m my own advocate”





* Median of scores at end-point was significantly higher than the median of scores at baseline (p=0.045)

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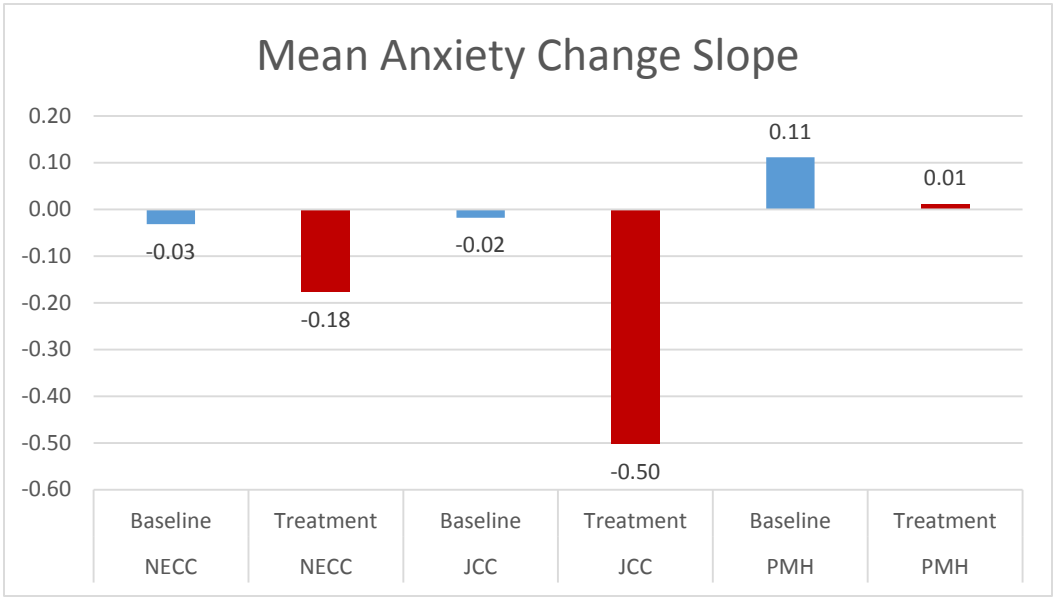
Symptom Outcomes: Slopes of Change for Anxiety

- Examination of the slope of intra-individual change scores over time for anxiety.
- Significantly larger reduction during the 6 months post-iPEHOC site exposure, compared to 6 month pre-iPEHOC baseline (p=0.004).



Health Care Utilization

Patient health care utilization within 30 day of symptom screening
(JCC and PM only)

	Pre-implementation			Post-implementation			
Utilization Outcome	**%**	**Numerator**	**Denominator**	**%**	**Numerator**	**Denominator**	**p (χ2)**
ED visits	14.8%	359	2429	12.8%	205	1598	0.081
In-patient admissions	12.3%	299	2429	10.1%	162	1598	0.034

Lessons Learned

- Organizational leaders important to PROM use in clinical care and accountability for performance.
- Clinician engagement and training is key to sustaining PROM response
- Create education tools with staff input and engagement; iterative and ongoing
- Target all Change Drivers/Barriers
- Feedback data and evidence of value add to clinicians

Ref: http://mountainsandmountaineers.blog.com/

iPEHOC Investigators

- Doris Howell, Princess Margaret Cancer Centre
- Madeline Li, Princess Margaret Cancer Centre
- Zeev Rosberger, Jewish General Hospital
- Carole Mayer, Northeast Cancer Centre
- Usman Aslam, Cancer Care Ontario
- Marc Hamel, McGill University Health Centre
- Rosanna Faria, St. Mary's Hospital Center
- Alyssa Macedo, Princess Margaret Cancer Centre
- Anne Snider, Juravinski Cancer Centre
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