

FREQUENTLY ASKED QUESTIONS

Patient Reported Measures: Help us measure outcomes that matter to you

Patient Information Sheet

'I was actually able to fill the questionnaires out on my computer at home and email them in, so it was no trouble at all. In one instance I forgot to fill them out before coming to the clinic and simply filled it out on a tablet before my appointment which was fine.

When I first saw the volume of questions that I had to answer, I was quite put off as it appeared quite time consuming. However, as I started answering the questions, they prompted me to think of aspects of my life which had been affected by my knee, so I was able to give a more detailed, thorough explanation. They also showed me that I was improving throughout the program, which was actually very motivating.

Patients will have a greater understanding and literacy around their condition, and I feel patients will have a role in decision making.' Consumer, Osteoarthritis Chronic Care Program

What are Patient Reported Measures (PRMs)?

Patient Reported Measures (PRMs) are outcomes that matter to patients. They enable patients to provide direct timely feedback on their general health related outcomes to their health care providers.

Patients are asked to respond to questions about their general health and wellbeing, their particular health condition, and their experience of care. This information helps let the health care provider know which treatment is working.

How are Patient Reported Measures (PRMs) currently being used?

Patient Reported Measures are currently being used in four sites across NSW for direct, timely feedback about outcomes that matter to patients.



How can I be involved?

Your local hospital or general practice will discuss the program with you, if you are able to take part.

What happens when I agree to take part in the program?

Once you register with the program you will be required to answer some important questions about your health.

After you have answered these questions, the results will be sent to your health care provider who will review your responses and discuss them with you at your next appointment.

Your responses to these questions about your health care are highly valued by the members of your health care team.

Your health care providers will review and discuss your responses with you and together you will make supported decisions about your health care and treatment.

How do I get the questions?

There are a number of ways you may receive and complete the questions:

- they may be sent to you electronically for you to fill in at home, before an appointment
- you may fill the questions in at your health care providers' place of practice on an electronic device
- If you prefer to fill in these questions with paper and pen that option will also be provided.

What happens next?

Once you have completed your outcome questions and discussed these with your health care provider you will also receive further information about your health care and the management options available.

Your health care provider may provide you with information to take home and read, as well as information on other services that may help you best manage your health care at home.

These plans and education will be developed between you and your team.

These questions are designed to add to or improve your interactions with your health care team.

Who can I contact for more information?

Local contact details:

Or you can contact:

Ms Melissa Tinsley

Program Manager, Patient Reported Measures, ACI

Phone: 02 9464 4649

Email: melissa.tinsley@health.nsw.gov.au

Website: www.aci.health.nsw.gov.au/resources/integrated-care/aci/integrated-care/patient-reported-measures