



**An open access electronic  
PROM/PREM system**

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# Background



- Regular PROM/PREM collection felt to be important
  - for practices
  - for patients
  - for the profession
- Difficulties to implement
- Difficult to make use of data

Devlin, N., Appleby, J. & Buxton, M., 2010. Getting the most out of PROMs: putting health outcomes at the heart of NHS decision-making, London: The King's Fund.

Snyder, CF. & Aaronson, NK., 2009. Use of patient-reported outcomes in clinical practice. *The Lancet*, 374(9687), pp.369\_370.

Institute for Alternative Futures, 2013 *Chiropractic 2025: Divergent Futures*, Available from <http://www.altfutures.org/pubs/chiropracticfutures/IAF-Chiropractic2025.pdf>. accessed 4th May 2016

Fung, CH. & Hays, RD., 2008. Prospects and challenges in using patient-reported outcomes in clinical practice. *Quality of Life Research*, 17(10), pp.1297\_1302



## Setting up a patient

- Name
- Date of birth
- Date of appointment
- Clinician
- Assessments sent automatically at timed intervals

### Patient Search\Creation

System Ref Id:	<input type="text"/>	Address Line 1	<input type="text"/>	Email	
Client File No:	<input type="text"/>	Address Line 2	<input type="text"/>	No Email Circulars:	
Title	<input type="text"/>	Address Line 3	<input type="text"/>	Opted In To PHD Study:	
First Name	<input type="text" value="Samantha"/>	Address Line 4	<input type="text"/>	Email Delivery Problems:	
Last Name	<input type="text" value="Jones"/>	Address Line 5	<input type="text"/>	Default Practice	
Date Of Birth	<input type="text" value="05"/> <input type="text" value="11"/> <input type="text" value="1986"/>	Address Line 6	<input type="text"/>	Number of Email Chang	
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Unknown	County	<input type="text"/>	Created Date:	
		Post Code	<input type="text"/>	Created By:	
		Mobile No.	<input type="text"/>	Last Amended Date:	
		Other No.	<input type="text"/>	Last Amended By:	

### Appointments

<b>Appt Date</b>	<b>Practice</b>	<b>Practitioner</b>
<input type="text" value="04-May-2016"/>	<input type="text" value="Petersfield"/>	<input type="text" value="Jonathan Field DC PGD FCC"/>

#### First Appointment Updates

**The presentation and initial assessment were created successfully**

An email address for the patient has been found. Please choose whether you would like the system to email the a the patient, or whether you want to view the initial assessment now. Viewing the initial assessment enables you to off in preparation for the customer to complete at the practice or if the customer is present, set the assessment to online now.

[View Assessment](#)

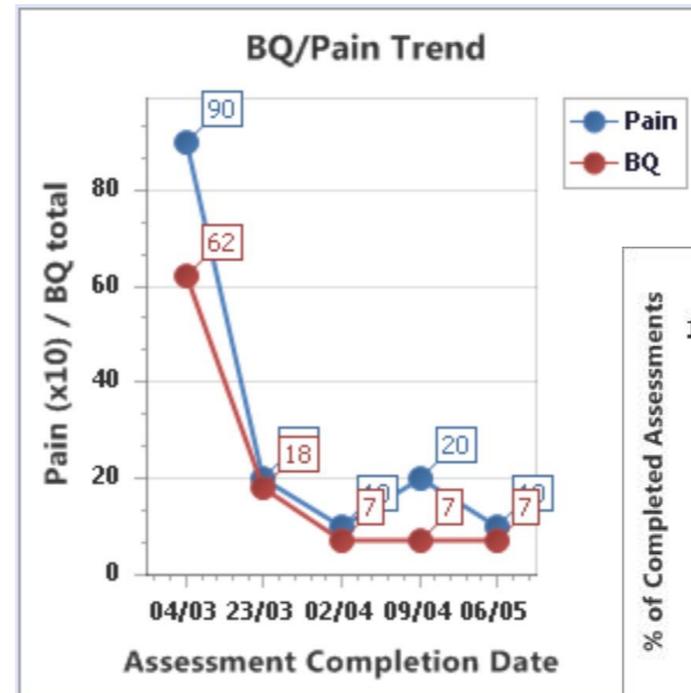
[Allow System To Email Assessment](#)

[Go To Worklist](#)

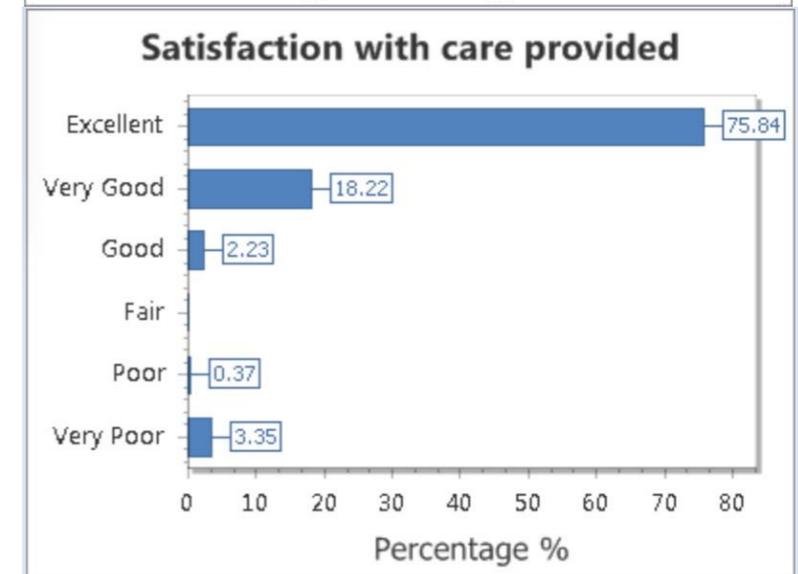
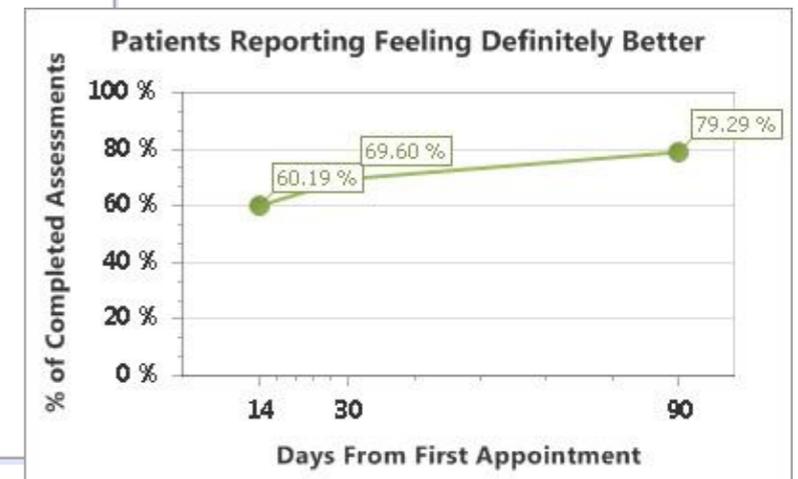


## Results

- Individual patients - either online or via email summary
- Collated PROM/PREMs - live graphical reports online
- Download available in excel format



Single patient



All patients in clinic



## Clinical use

- 414 chiropractors
- 201 clinics
- 12 countries
- 778500 patients
- @ 2000 new patients per month





## **Impact of Care Response data.**

### **Service purchasers**

- Influenced commissioning intent
- Chiropractic service now providing over half of all non-tertiary care for spinal patients in North Hampshire CCG (population = 250,000)





## Educational use

- 5 undergraduate chiropractic clinics



AECC



Welsh Institute of Chiropractic



## Research awards

### Research

- 15 peer reviewed publications (3 papers under review)
- Putting researchers in touch with appropriate patients (3 PhD's and 2 MSc's)
- Research collaboration

Newell, D.J. & Field, J.R., 2008. **Who will get better? Predicting clinical outcomes in a chiropractic practice.** *Clinical Chiropractic*, pp.1–9. (ECU research prize)

Field, J.R. & Newell, D.J., 2013. **Does the Start Back Tool shortly after the initial visit compared to before better predict outcomes in LBP patients.** British Pain Society Academic Conference, Bournemouth (BPS Conference Research Prize)

Newell, D.J. & Field, J.R., 2014. **The management of Start Back high risk groups by chiropractic care: A comparative description of outcomes stratified by risk.** ECU, Dublin (ECU Research Prize)

Field, J.R. & Newell, D.J., 2016. **Clinical Outcomes in a Large Cohort of Musculoskeletal Patients Undergoing Chiropractic Care in the United Kingdom: A Comparison of Self- and National Health Service-Referred Routes.** *Journal of Manipulative and Physiological Therapeutics*, 39(1), pp.54–62. (WFC research Award)



ma (HEALTH AND SOCIAL CARE I... 26 April 2016 at 09:43

ian Field

356: IG Toolkit version 13 assessment - Care Response

1065)

NI

## Information Governance

- Data 'belongs' to the clinic registering patients
- Comprehensive IG policies and protocols
- All data encrypted before transmission and storage
- Audit trail of any access to data
- Unique user access maintained by password login
- Hosted in secure data center

Dear Jonathan,

This is to inform you that your version 13 IG Toolkit assessment has been reviewed and is satisfactory.

Please note: IG Toolkit assessments are required on an annual basis and you should ensure that version 14 is completed by the anniversary of the date you published your last assessment.

Best wishes

Magi

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Please send new IG queries to:  
[exeter.helpdesk@hscic.gov.uk](mailto:exeter.helpdesk@hscic.gov.uk)



Provides:

- Collection of PROM/PREM with minimum work by practice
- Tracking individual patients progress and experiences with care
- Describing outcomes for chiropractors or practices
- 'Big data' for research and national level reporting

Supported and promoted by







- The wide scale adoption of this system by clinics, academic institutions and the support / collaboration with national organisations demonstrates the perceived value and practicality of ePROM/PREM systems.
- The publications and academic partnerships illustrates the power of routinely collecting large data sets in research and in promoting cross professional partnership.
- Further work is called for to understand barriers to using ePROMs systems and also into the proportion of clinics who enrol subsequently stop drop out.

Supported and promoted by





- Developed by chiropractic clinicians and academics.
- Very simple to use - register patients once and all other activity is automated including their consenting.
- Currently provided at no cost for clinical use.
- No adverts etc
- Registration via online wizard.

# ePROM systems

- Paper and electronic versions of PROM/PREM surveys can be used interchangeably
- Computer-based technology can significantly improve completeness and quality of the data returned.
- Savings in administration, clinicians time and resources



Muehlhausen, W. et al., 2015. Equivalence of electronic and paper administration of patient-reported outcome measures: a systematic review and meta-analysis of studies conducted between 2007 and 2013. *Health and quality of life outcomes*, 13(1), pp.1\_20.

Shervin, N. et al., 2011. Comparison of Paper and Computer-Based Questionnaire Modes for Measuring Health Outcomes in Patients Undergoing Total Hip Arthroplasty. *The Journal of Bone and Joint Surgery*, 93(3), pp.285\_293.