# RESOLVE - Understanding the processes underpinning the successful implementation of Patient-Centred Outcome Measures
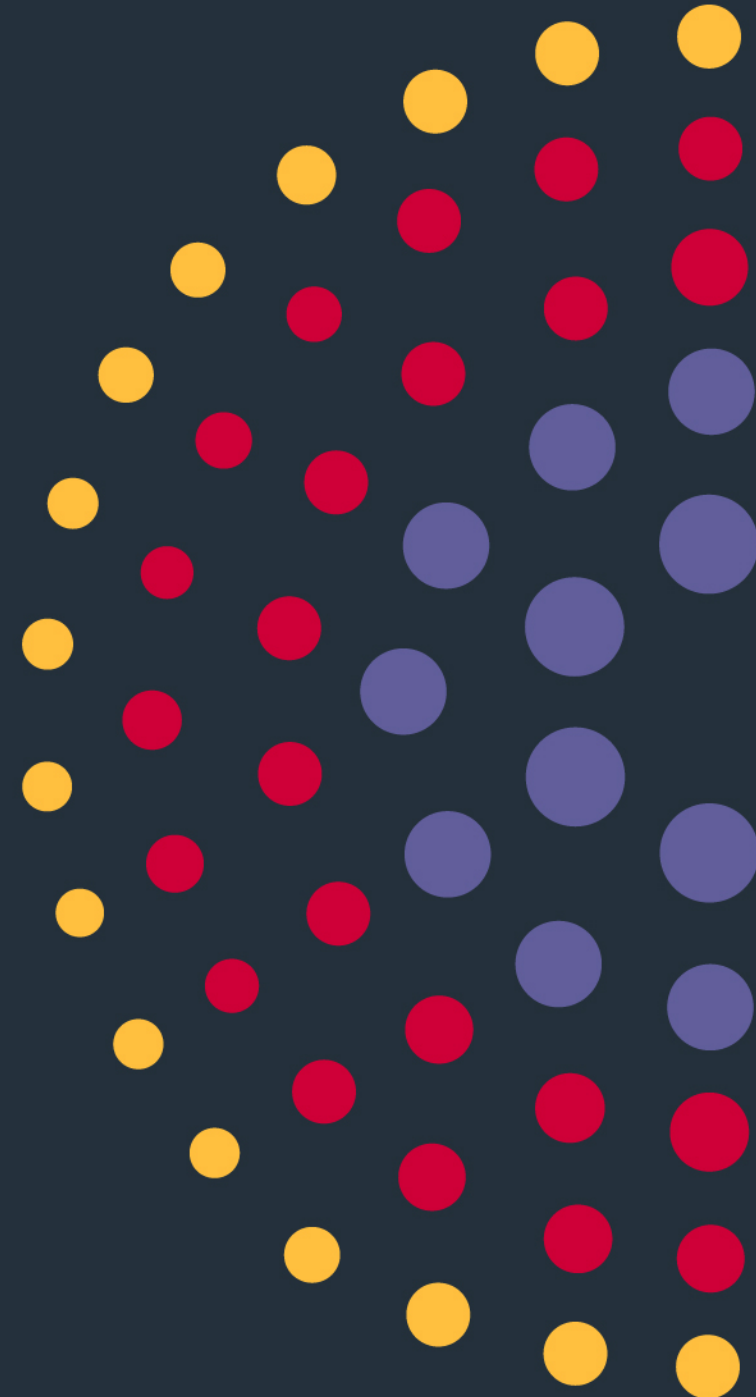
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# What are patient-centred outcome measures?

Outcome = "the change in a patient's current and future health status that can be attributed to preceding healthcare"

# What are patient-centred outcome measures?

Patient-centred outcome measures (PCOMs) – standardised and validated questionnaires that provide us with information about a person's health and well-being



**Palliative Phase Of Illness**



**Integrated Palliative care Outcomes Scale (IPOS)**



**The Australia-modified Karnofsky Performance Scale (AKPS)**

# Uses of patient-centred outcome measures

**For better individual patient care:**
- Person-centred
- Supports assessment
- If responded to well, improves care
- Person-level outcomes

**For better team working:**
- Focuses patient reviews
- Improves team workload planning
- Enhances intra and inter-team communication

**Organisation quality improvement:**
- Aggregated cohort data
- Service evaluation and development
- Quality improvement
- 'Business intelligence' to support/sustain resourcing

**To improve care at population level:**
- Who is accessing palliative care with what benefit?
- Population-level benchmarking
- Integration with other health and social care services

# The RESOLVE project

Aims

1. To use implementation theory to understand and explain the causal mechanisms that underpin successful implementation of Person-Centred Outcome Measures within palliative care.

2. Collaboratively develop theoretically informed strategies to address challenges



RESOLVE
Resolving Symptoms in Cancer

# Theoretical Framework: Normalisation Process Theory (NPT)
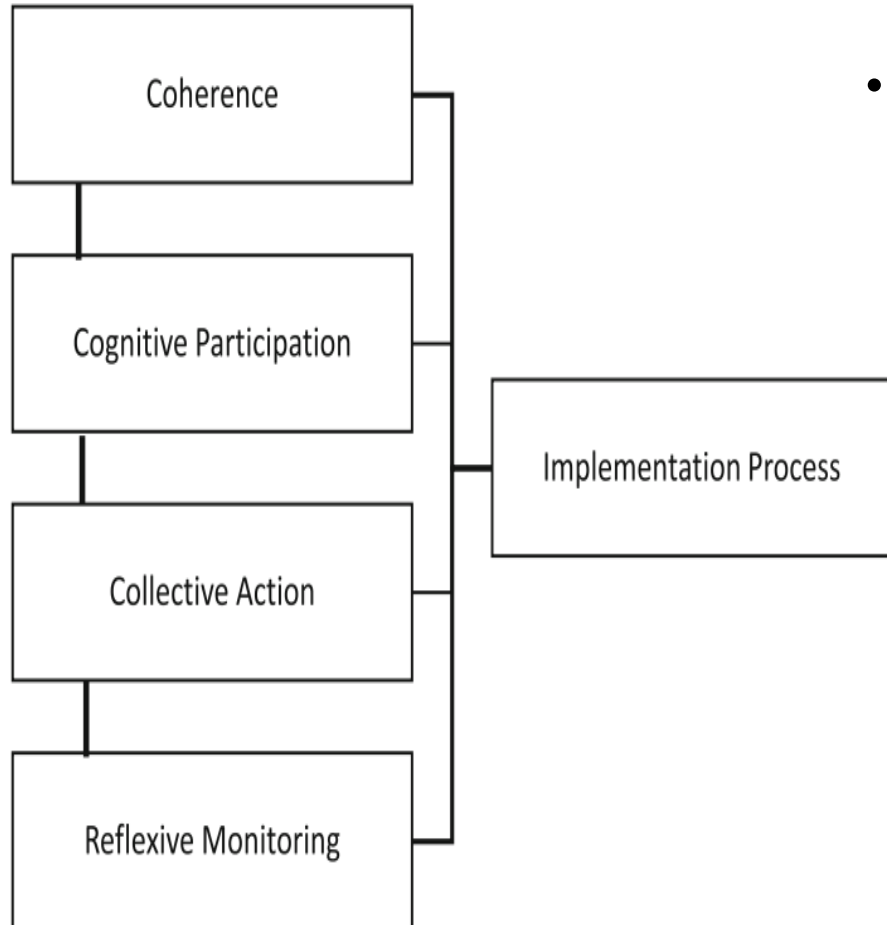


- Consists of 4 constructs that explore the inter-connected processes through which outcome measures are implemented into routine practice:

1. Coherence: how individuals and groups <u>understand</u> outcome measures

2. Cognitive Participation: what people do to <u>engage in, legitimize, and build a community around</u> the use of outcomes measures

3. Collective action: <u>skills and resources</u> within the organisation

4. Reflexive Monitoring: how people <u>assess the value</u> of oucome measures

# Key findings: Coherence

### General challenges

- *Difficulty scoring:* Due to perceived subjectivity of measures

### Measure-specific challenges

- *Ambiguity/confusion over Phase of Illness meaning*

- *Frequency of use and version of IPOS*

# Key findings: Cognitive participation

- *Top down approach to implementation:* An autocratic approach led to people feeling detached from the implementation and use of measures

- *Inconsistent (or lack of) communication:* 'Out of sight, out of mind'
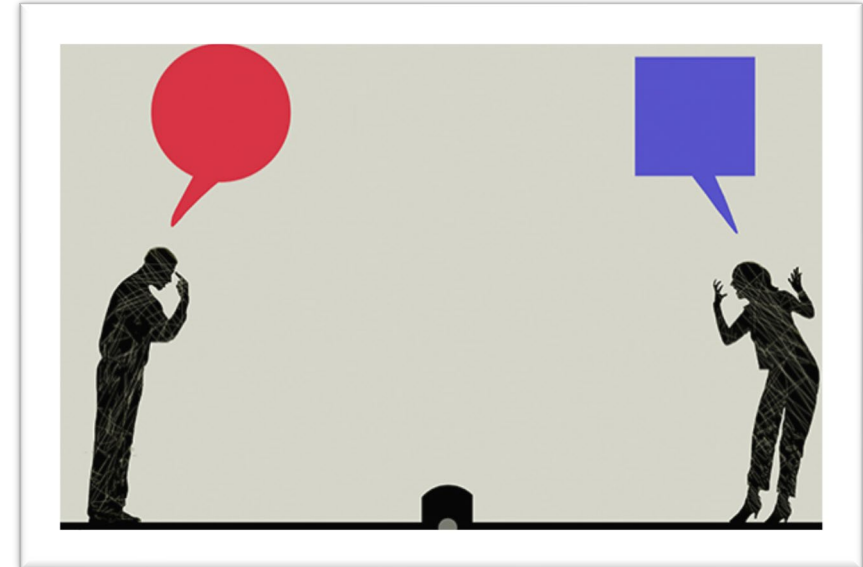
# Key findings: Collective action

- *Battling with electronic systems:* To input data onto, use it within, and extract it off the electronic systems used within a service

# Key findings: Reflexive monitoring

- *Reinforcing use through demonstrating value:* Through feedback of data to those who use outcome measures. When this was not done, outcome measures were often seen as a 'tickbox exercise'

# To summarise putting outcome measures into practice

Bradshaw, A., Santarelli, M., Mulderrig, M., Khamis, A., Sartain, K., Boland, J. W., Bennett, M. I., Johnson, M., Pearson, M., & Murtagh, F. E. M. (2020). Implementing person-centred outcome measures in palliative care: An exploratory qualitative study using Normalisation Process Theory to understand processes and context. Palliative Medicine.
https://doi.org/10.1177/0269216320972049



| Coherence | Healthcare professionals need to understand the **value** of PCOMs and **how** they can be used to improve/drive patient care |
| Cognitive Participation | A **collaborative approach** in which staff feel a sense of **ownership, responsibility and involvement** in the implementation of PCOMs |
| Collective Action | Essential to have **I.T. infrastructure and resources** in place to be able to use data and feed it back to staff meaningfully |
| Reflexive Monitoring | **Constant feedback** of PCOMs data (at patient, team, service, and population level) |

# Recommendations and ways forward

Those leading implementation and using outcome measures:

- Is there sufficient training/educational support?

- Do people know how to use outcome measures appropriately?

- Are efficient I.T. systems in place that can be easily used?

- Is everybody included in implementation?

- Are there people championing change?

- How are outcome measures being integrated into team working?

- Are outcome measures being fed back?
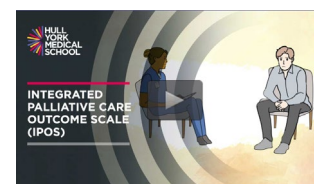


For more training/educational resources, visit:
**https://www.hyms.ac.uk/research/research-centres-and-groups/wolfson/resolve/resolve-training-resources**

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# Thank you

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