Sociotechnical Evaluation of Patient-Reported Outcome Measures

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• Nothing to disclose.
Benefits of Sociotechnical Evaluation

Formative evaluation

Examines workflow, quality, successes, challenges, burden & satisfaction.

Helps answer the question: “Is anyone better off?”
My Questions for You

- Useful in your institution?
- Other primary aims to consider?
- Capturing the 360-degree experience?
- Suggestions about the target interviewees?
- Evaluation comments, ideas or experience?
Challenges

- Varying aims
- Varying roles
- Varying customizations
Interview Target Population

Preliminary:
- Primary Aim
  1. Clinical Care
  2. External Mandate
  3. Research
- Also: Customizations, Planning

Also:
- Clinic Leader
- Provider(s)
- Clinic Manager
- Patients
- Medical Assistants
- Technical Personnel
360-Degree Interview Questions

• Introduction
• Who are you and what do you do?
  • Current position and role?
• What is your vision?
  • Clinical goals?
  • Biggest worry?
  • Biggest goal or dream?
• What impact have PROs had on practice?
  • Right measures?
  • Maximize time with patients?
• What was your implementation experience?
  • Barriers to launching?
• What about workflow?
  • Prepared and trained?
  • Correct population?
  • Optimal schedule?
  • Collection between appointments?
  • Improve PRO completion rate?
  • Need a reminder?
  • Opt-out?
  • Efficiency and operational smoothness?
• Can you find things?
  • Finding PRO results?
• Do the technology work?
  • System ease of use & speed?
  • PRO support?
• Are PRO scores useful and interpretable?
  • Accessed and used PROs yourself?
  • Understand meaning of scores?
  • Changed care for better or worse?
  • Value or downside?
  • Accurately monitor?
  • Subtle changes?
  • Your satisfaction overall?
• What is your perception of the patient's experience?
  • Patients understand?
  • Patient satisfaction with PROs?
  • Patient communication?
  • Patient engagement?
  • Overall satisfaction?
• What question were you expecting that I didn't ask?
Interview: Physician Champion with a Goal of Improving Clinical Care

• Who are you and what do you do?
• What is your vision?
• What impact have PROs had on practice?
• What was your implementation experience?
• What about workflow?
• Can you find things?
• Does the technology work?
• Are PRO scores useful and interpretable?
• What is your perception of the patient's experience?
• What question were you expecting that I didn't ask?
In Progress

• Data collection, analysis, and sharing are in progress.

• Satisfaction:
  • It’s great! It’s a tremendous improvement over paper.
  • It fulfills clinical goals—screening and monitoring.
  • Leader envisions expansion.

• Opportunities:
  • Workflow.
  • Ongoing training.
  • Reminders on MyNM app.
  • Dot phrases.
What Did We Learn about the Evaluation?

• Customize by role
  • 30 minutes for physicians. MAs group 15-20 minutes. Non-user 15 minutes or less
  • Length: Physician champion = 32 questions. MA = 10 questions.

• Gather site implementation choices in advance
  • Interviewer training

• Interviewees
  • Physician champion importance
  • Challenge of talking to non-users

• Instrument
  • Single item bank for maintenance
  • REDCap database
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