

# Sociotechnical Evaluation of Patient-Reported Outcome Measures

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# Benefits of Sociotechnical Evaluation

Formative  
evaluation

Helps answer  
the question:  
“Is anyone  
better off?”

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



# My Questions for You



Useful in your institution?



Other primary aims to consider?



Capturing the 360-degree experience?

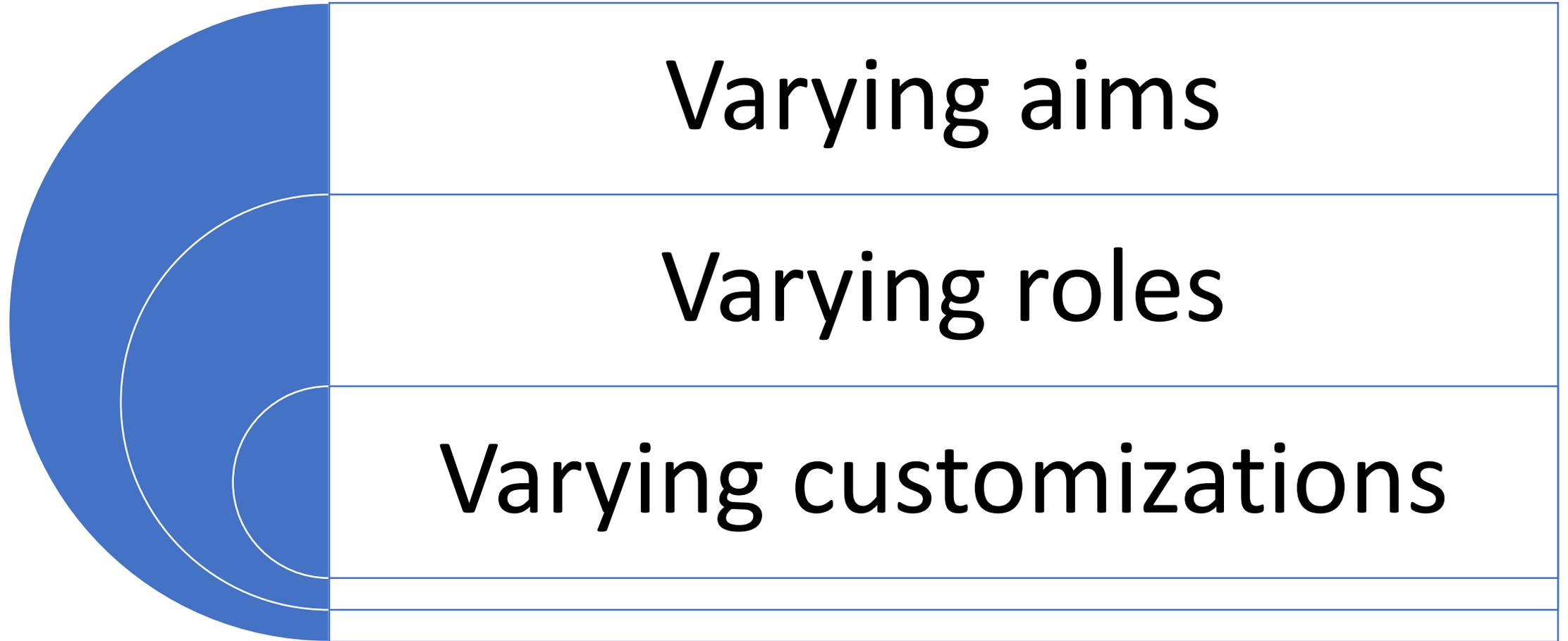


Suggestions about the target interviewees?



Evaluation comments, ideas or experience?

# Challenges



# Interview Target Population



# 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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