Implementing automated electronic collection of patient-reported outcomes (PRO) in patients with head and neck cancer may improve patient survival, satisfaction, and decrease unnecessary hospitalization

Jed A. Katzel, MD, Stephen Van Den Eeden, PhD, Raymond Liu, MD, Amy Gillis, MD, Chuck Meltzer, MD, Fidelia Butt, MD

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| Challenge | **Routine use of Patient Reported Outcomes (PRO) Tools integrated within the electronic medical record has not yet become a standard practice even though it has been suggested to improve health care outcomes and reduce resource utilization.** |
| Existing Evidence | Timely interventions for these patients has been shown to result in better long-term outcomes. In particular, the use of PRO has been shown to: a) reduce ER visits and hospitalizations; b) address pressing patient concerns; c) standardize symptom reporting;  d) improved patient satisfaction  e) be useful for all patients even those with lower education and less computer experience  f) improve patient-physician communication  g) lead to improved survival |
| Target Population | Head and Neck Cancer patients treated with radiation therapy |
| Intervention or Exposure | Weekly PRO tool surveys sent electronically to patients. There will also be satisfaction surveys sent to patients and to providers to assess the overall symptom management process. |
| **Outcomes/Key Findings** | **Our pilot project demonstrated a high compliance rate with PRO tool use within the electronic medical record.**  Out of a total of 597 electronic surveys initiated, 585 (97.9%) were completed. The percentage of patient completing each survey ranged from 92-100%.  The prospective implementation portion is ongoing with data analysis anticipated late 2021. |
| **Resulting Action/Change** | **Analysis of best practices for implementation of PRO Tool use are anticipated at the end of the analysis phase** |
| Additional Recommendations | Operational leaders may benefit from lessons learned in the implementation of PRO use for head and neck cancer patients that can be incorporated in the care of patients with other cancers and to other medical conditions. |
| Implementation Tools | PRO response dot phrase, PRO satisfaction questionnaires, symptom management standardization protocols |
| Implementation Measurement | Qualitative analysis of patient and provider satisfaction surveys |
| Reference |  |