

**MEASURING**

**PATIENT-CENTRED CARE FORUM**

 Nov 27th/28th, 2014

 Calgary

Dear Attendee,

Welcome to the forum!

We are glad that you are able to join us and wish you a delightful stay in Calgary.

It is a pleasure for us to have assembled a strong team of national experts, key stakeholders and the health research community, to: 1) share knowledge on national experiences regarding collection & utilization of PROMs and PREMs 2) build consensus regarding collection of PROM and PREM data and 3) explore a strategy for data linkage through development of a national PROMs database and integration in EHRs.

We have a full agenda during the next two days, so please take a few minutes to read through the information in this packet. It includes the agenda and other important information.

We look forward to spending this time with you. If we can do anything to make your stay more pleasant, please let us know. Thank you for joining the forum.

Sincerely,

Maria J. Santana

**MEASURING PATIENT-CENTRED CARE**

Traditionally, healthcare systems have been mainly monitored from physician perspectives. Numerous indicators have been developed for monitoring outcomes of procedures, drugs and settings of care. The measures from patient perspectives have not been routinely integrated into the evaluation of healthcare system performance. Patient-reported outcome and experience measures (PROMs and PREMs) facilitate patient-centric measurements of health outcomes and quality of care. PROMs and PREMs are validated questionnaires that place the perspectives of the patient at the center.

In Canada there is a diversity of PROMs and PREMs used. This heterogeneity impedes benchmarking across institutions and provinces. In addition, standardized approaches for linkage of PROMs and PREMs data with electronic health records (EHRs) is far from present.

Our goal is to produce guidance for Canadian decision makers on where and how best to utilize PROMs and PREMs data to improve the quality of patient care.

**Objectives**

We will stage a meeting at the University of Calgary that invites national experts, patients, key stakeholders and the health research community:

1) To share knowledge on national experiences regarding collection and utilization of PROMs and PREMs;

2) To explore the selection and collection of PROM and PREM data

3) To explore a strategy for data linkage through development of a national PROMs database and integration in EHRs

Additionally we will present on the “actual landscape of PROMs in Alberta” which is output from our successful Campus Alberta 2013 meeting grant.

**Dates:** November 27-28 2014

**Location:** W21C Multipurpose Room, Teaching, Research & Wellness Building, Faculty of Medicine, University of Calgary. 3330 Hospital Drive NW, Calgary, AB

**Attendees:** 50 faculty & staff who are leaders in PROMS/PREMS

**Meeting Moderator**- Sandra Zelinsky, Patient and Community Engagement Research

**Program at-a-Glance**

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| **DAY 1- Thursday, November 27, 2014** |
| **TIME** | **DESCRIPTION** | **DETAILS** | **LOCATION** |
| **7:45-8:30**  | **Registration & Breakfast** | **Poster/Booth session - networking** | **HMRB Atrium** |
| 8:30-8:45  | Welcome  | Welcome – Hude QuanOverview of agenda – Maria Santana | W21C Multipurpose Room |
| 8:45-10:00  | PROMs initiatives in Canada PREMs in British Columbia and Alberta | * Ellis Chow - Canadian Institute for Health Information
* Lena Cuthbertson
* Carolyn De Coster (AHS)
 | W21C Multipurpose Room |
| **10:00-10:30** | **Break** | **Poster/Booth session -- networking** | **HMRB Atrium** |
| 10:30-11:00 | PROMs and PREMs in Primary Care | * Scott Oddie (PCN-AHS)
 | W21C Multipurpose Room |
| 11:00-12:00 | The HQCA: Overview, PREMs, PROMs and Patient Engagement Activities | * Tim Cooke
* Markus Lahtinen
* Carmella Steinke
 | W21C Multipurpose Room |
| **12:00-1:00**  | **Lunch**  | **Poster/Booth session -- networking** | **HMRB Atrium** |
| 1:00-1:30 | PROMs and PREMs Environmental Scan in Alberta | * Danielle Southern
 | W21C Multipurpose Room |
| 1:30-2:30 | PROMs in Clinical Care | * Maria J. Santana
* Shannon Groff
* Christopher Smith
 | W21C Multipurpose Room |
| **2:30-3:00** | **Break** | **Poster/Booth session -- networking** | **HMRB Atrium** |
| 3:00-3:30  | Integration of PROMs/PREMs into EHRs | * Francis Lau
 | W21C Multipurpose Room |
| 3:30-4:00 | The Validation and Utilization of PROMs and PREMs for Health Services and Clinical Practice | * Richard Sawatzky
 | W21C Multipurpose Room |
| **4:00** | **Closing Remarks – Maria Santana** | W21C Multipurpose Room |

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| **DAY 2-Friday, November 28, 2014** |
| **TIME** | **DESCRIPTION** | **DETAILS** | **LOCATION** |
| **8:30-9:00**  | **Registration & Breakfast** |  | **HMRB Atrium** |
| 9:00-9:10 | Welcome /Introduction | Overview of agenda – Maria Santana | W21C Multipurpose Room |
| 9:10-9:30 | Patient-Centred Care | * Charles Leduc
 | W21C Multipurpose Room |
| 9:30-11:30 | Working Group session | * What should be priorities?
* Building consensus regarding:
* Collection
* Use
* Integration & Implementation
 | W21C Multipurpose Room |
| **11:30-12:00** | **Lunch** |  | **W21C Multipurpose Room** |
| 12:00-1:00  | O’Brien IPH seminar | * Patient Engagement Researchers -Hidden Pathways Project: Enriching PROMs and PREMs?
 | HSC G500 |
| 1:00-1:15 | Return to W21C |  |  |
| 1:15-2:30 | Next Steps  | Open discussion – Hude Quan and Maria Santana | W21C Multipurpose Room |
| **2:30** | **Closing Remarks – Maria Santana** | W21C Multipurpose Room |

**Presenters**

*PROMs and PREMs initiatives in Canada* ***, Ellis Chow,*** Project Lead, Patient-Reported Outcome Measures (PROMs), Canadian Institute for Health Information (CIHI)

*Lessons learned from a decade of provincially-coordinated measurement of patient reported experiences in British Columbia,* ***Lena Cuthbertson,*** Provincial Director, Patient-Centred Performance Measurement Ministry of Health Services, Vancouver, BC

*PREMs and PROMs in AHS: Measurement and dissemination strategies,* ***Carolyn De Coster,*** Executive Director, Clinical Analytics & Primary Data Support Analytics (DIMR), Alberta Health Services, Calgary, AB

*Demonstrating the Value of Patient Reported Outcome Measures in Primary Care,* ***Scott Oddie,*** Director, Primary Care Research Primary Health Care, Red Deer College, Alberta Health Services, AB

*The Health Quality Council of Alberta: Overview, PREMs, PROMs and Patient Engagement Activities,* ***Carmella Steinke, Markus Lahtinen***, ***Tim Cooke***

***Carmella Steinke***, Team Lead- Quality & Safety Reviews, Health Quality Council of Alberta, Calgary, AB

***Markus Lahtinen,*** Measurement Team Lead, Health Quality Council of Alberta, Calgary, AB

***Tim Cooke,*** Senior Health System Measurement Lead, Health Quality Council of Alberta, Calgary, AB

*PROMs and PREMs Environmental Scan in Alberta,* ***Danielle Southern,*** Analyst, Methods for Research in Public Health, O’Brien Institute for Public Health, University of Calgary, Calgary, AB

*The role of PROMs in Health and Healthcare****, Maria J. Santana,*** Research Assistant Professor, W21C, O’Brien Institute for Public Health, University of Calgary, Calgary, AB

*Utilizing Patient Reported Outcomes to Drive Person-Centred Care across cancer****, Shannon Groff,*** Provincial Screening for Distress Coordinator, Person-Centred Care Integration, Provincial Practices, Cancer Control Alberta, Alberta Health Services

*Using PROMS & PREMS to Impact Clinical Care.* ***Christopher Smith ,*** Director, Bone and Joint

*Integration of PROMs/PREMs into EHRs****, Francis Lau,*** Health informatics, School Of Health Information Science, University of Victoria, Vancouver Island, BC

*The Validation and Utilization of PROMs and PREMs for Health Services and Clinical Practice* ***Rick Sawatzky ,*** Associate professor-Canada Research Chair in Patient Reported Outcomes, Nursing School, Trinity Western University, BC

*Patient-Centred Care in Primary care,* ***Charles Leduc,*** Head of Department of Primary Care Medicine, U of C

**Committee Members**

Danielle Southern

Anna Consoli

Pietro Ravani

Hude Quan

**Communication Team**

Barb Cowley

Julia MacGregor

Leora Rabatach

**Acknowledgements**

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**Notes**