Alberta Health Services
CancerControl Alberta

Using Digital Patient Reported Outcome (PRO) Reports in Ambulatory Oncology Care: Establishing What is Meaningful

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THE BACKGROUND

Multiple studies have confirmed that routine use of PROs can improve patient/provider communication, shared decision making and tailors supportive care to individual needs; however, wide scale integration of PROs has been slow due to technological and operational barriers. To strengthen person centeredness, symptom management and clinical efficiencies, CancerControl Alberta (CCA) developed a process to enter PROs into our Electronic Medical Record (EMR) and designed three new digital PRO reports for clinical use. These reports were tested at the Central Alberta Cancer Centre (CACC).
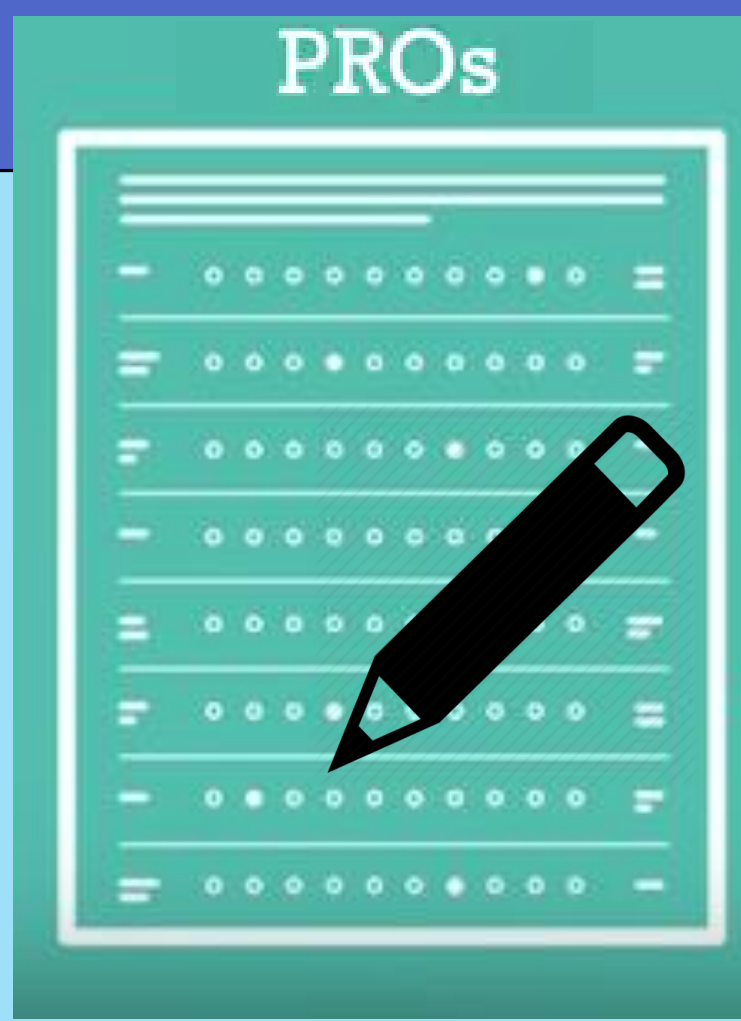
THE CHALLENGES

PRE-CLINIC

- Clinicians did not have a way of quickly identifying which patients coming into clinic may need more supportive care than others due to high symptom burden

IN-CLINIC

- Clinicians could not easily see how a patient's symptoms and concerns had changed over time
- Patients could not clearly recall or visualize their own changing symptoms

POST CLINIC

- Unless referred, Allied Health Care providers had no way of knowing which patients were struggling with specific symptoms that would benefit from their professional support

THE PRO DASHBOARDS

CLINIC LIST

- Shows all patients booked into the clinic and a color code representing their self reported symptom burden at their last clinic visit
- Designed to be used as part of clinician preparation for their clinic
- With a single click the clinician can access each patient's **Individual Trended Dashboard**
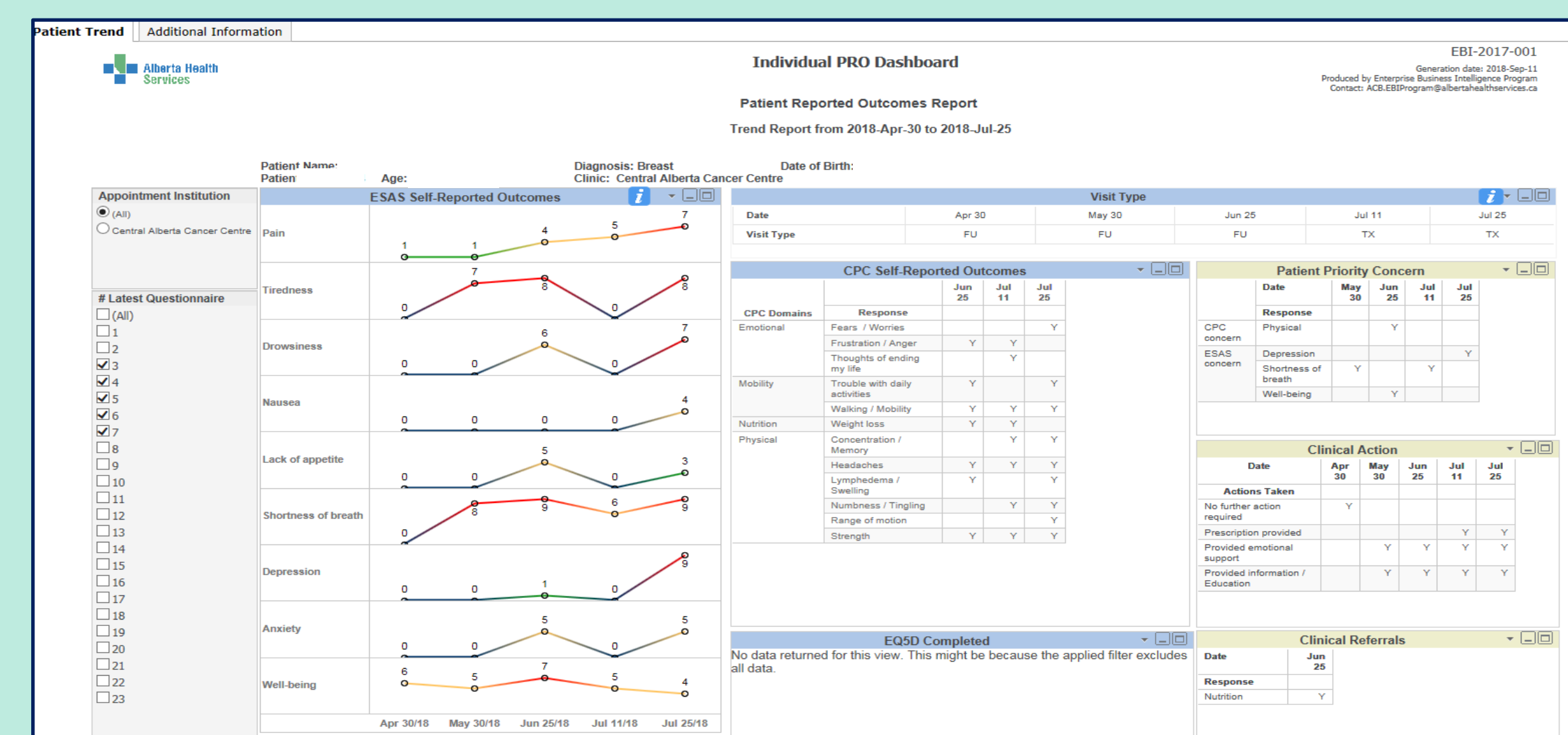
INDIVIDUAL TRENDED DASHBOARD

- Reports the last 6 chronological PRO questionnaires and associated clinical responses
- Symptom burden is trended and color coded to draw attention to change
- A "patient-friendly" version called a "**Symptom Tracking Report**" is given to each patient when they check-in for their visit

SYMPTOM CLUSTER REPORTS (SCR)

- Reports patients who are experiencing high symptom burden with a specific symptom cluster or who received a new referral to that supportive care service
- Includes other relevant clinical information pulled from EMR
- Replaces traditional paper referral process

THE LESSONS LEARNED

32 Clinicians tested PRO Dashboards

CLINICIAN BENEFITS:
- Quick recall of patient symptom burden/highlights which patients may need more time in the clinic
- Initiates team communication about patients needing more support
- Allows staff to prepare self-management resources prior to clinic visit
- Focuses patient assessment and improves communication about supportive care

3297 PRO tools completed

PATIENT BENEFITS:
- Allows patients to recognize how their symptoms have changed over time, talk with their family members and their health care team about symptom management

154 Referrals via SCR

ALLIED HEALTH CARE TEAM BENEFITS:
- An efficient and effective way to receive referrals
- Identified patients experiencing a particular symptom cluster but who have not been referred creates opportunities for collaborative care