# THE PATIENT'S VOICE: PATIENT-REPORTED OUTCOME MEASURES AND TELEHEALTH

**Profs Sharona Hoffman & Andy Podgurski**

**Case Western Reserve University**

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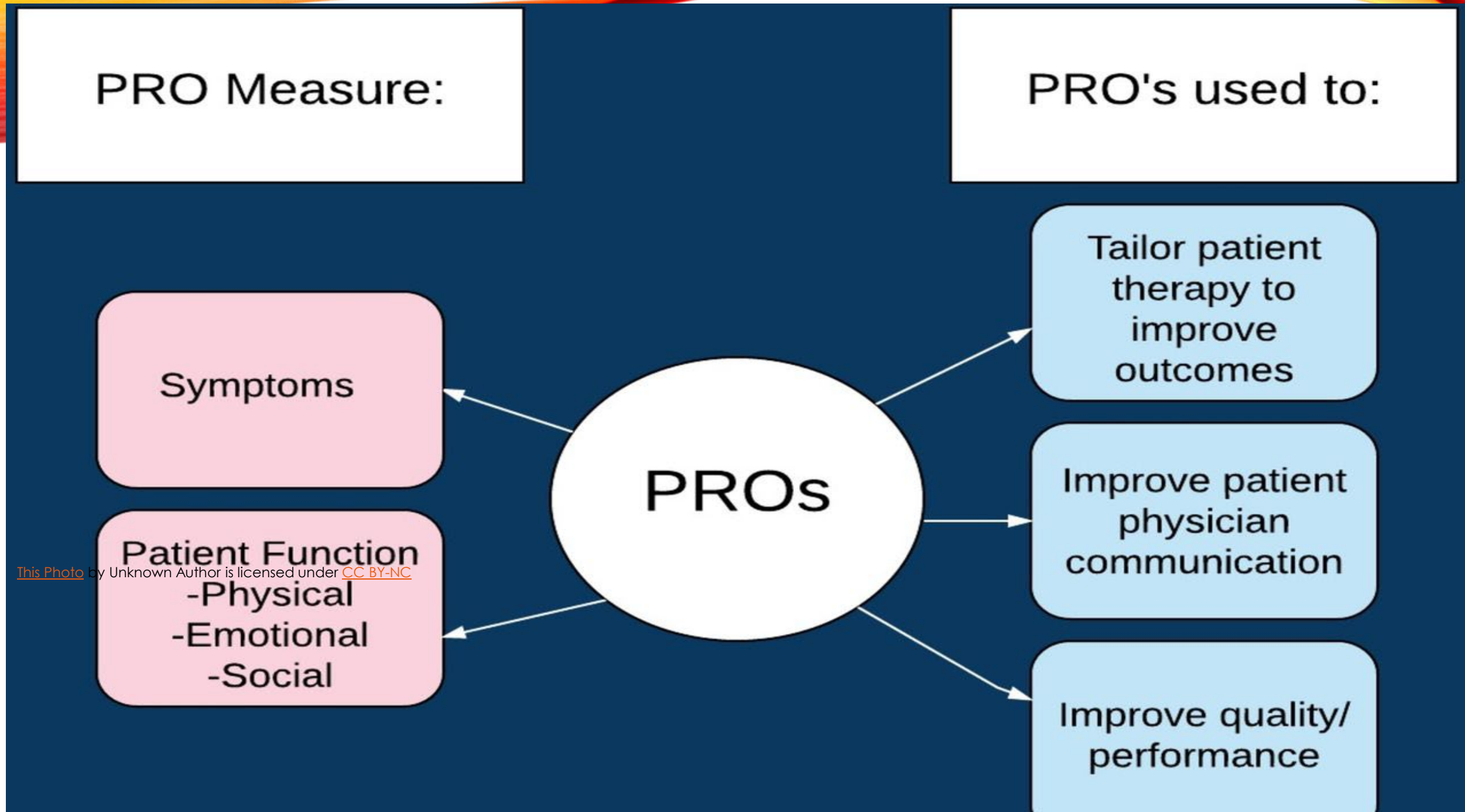
# WHAT ARE PROMS?

- Questionnaires
  - Usually completed on tablet or computer
- Data re: health status that come directly from patients
- Employed for purposes of
  - clinical care (adoption rate unclear)
  - research
  - quality improvement
  - FDA
  - insurance

# Sleep Impact Short Form

**Please respond to each question or statement by marking one box per row.**

| | | Never | Rarely | Sometimes | Often | Always |
|---|---|---|---|---|---|---|
| SleepImpactQ2 | In the past 7 days, how often did you stay up most of the night because you could not fall asleep? ..... | ☐ 5 | ☐ 4 | ☐ 3 | ☐ 2 | ☐ 1 |
| SleepImpactQ5 | In the past 7 days, how often was it very easy for you to fall asleep? ..... | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| SleepImpactQ8 | In the past 7 days, how often did you have a lot of trouble falling asleep ..... | ☐ 5 | ☐ 4 | ☐ 3 | ☐ 2 | ☐ 1 |
| SleepImpactQ10 | In the past 7 days, how often did you stay up all night because you could not fall asleep? ..... | ☐ 5 | ☐ 4 | ☐ 3 | ☐ 2 | ☐ 1 |
| SleepImpactQ11 | In the past 7 days, how often did you stay up half of the night because you could not fall asleep? ..... | ☐ 5 | ☐ 4 | ☐ 3 | ☐ 2 | ☐ 1 |

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# OTHER PROM BENEFITS

- Provide valuable data directly f/ patient w/o clinician interpretation
- Save time
- Save costs

# PROM SHORTCOMINGS AND CONCERNS

- Data Quality
  - Reliability (internally consistent and reproducible)
  - Responsiveness (ability to discern change over time)
  - Validity (does measure assess what it claims to measure)?
- Response shift & response bias
- PROM selection
- Missing data (e.g. survey fatigue or disabilities)
- Interpretability

# OTHER CONCERNS

- Exacerbate burnout
- Cost
- Reduce visit length
- Privacy
- Medical Malpractice
  - Ignoring PROM data
  - Over-relying on PROM data

# TECHNICAL & ADMINISTRATIVE RECOMMENDATIONS

- Conduct pilot program
- Minimize burden of collecting & reviewing PROMs
  - Computer adaptive technology
- Harness Artificial Intelligence
- Incorporate into electronic health records

# LEGAL AND POLICY INTERVENTIONS

- Default rule: PROMs should be withheld from HIPAA disclosures absent special request & justification
- Litigants should be aware of PROM use
  - Discovery queries
- Patient notice & education

# GOVERNMENT & INSURERS

- Agencies should develop guidance & assess PROM quality (e.g. PROMIS)
- Insurers can provide financial incentives for PROM adoption w/o penalties for poor PROM scores
  - BCBSMA approach