



# Getting started with Patient-Reported Outcomes (PROs) in Clinical Care

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# Using Patient-Reported Outcomes in Clinical Care



*Focus on what matters*



*Build knowledge and confidence*



*Build shared accountability  
and viable payment models*



*Make it easy*

# What is a Patient-Reported Outcome?

*How do you measure it? How is it different from a performance measure?*

Table 1: Distinctions Among PROs, PROMs, and PRO-PMs

Concept	Definition	Example
Patient-Reported Outcome (PRO)	What gets measured. The status of a patient's health condition or health behavior that comes directly from the patient (i.e., outcome data) <sup>3</sup>	Symptom: depression
Patient-Reported Outcome Measure (PROM)	How PROs are measured. The tools/instruments used to collect data <sup>3</sup>	Patient Health Questionnaire 9 (PHQ-9) <sup>®</sup> , a standardized tool to assess depression
Patient-Reported Outcome Performance Measure (PRO-PM)	How PROs are calculated. A way to aggregate the information from patients into a reliable, valid measure of performance <sup>3</sup>	Percentage of patients with a diagnosis of major depression or dysthymia and an initial PHQ-9 score >9 with a follow-up PHQ-9 score <5 at 6 months (NQF #0711)

# What are examples of patient-reported outcomes?

Access to Care

Patient Activation

Person-Centered Care

Physical Functioning

Pain

Social Participation

# What are examples of tools used to assess patient-reported outcomes?

## CAHPS

How often did you get an appointment as soon as you needed?

How often did you get an answer to your medical question that same day?

## Patient Activation Module

I know what each of my prescribed medications do.

I am confident I can figure out solutions when new situations or problems arise with my health condition

## Person-Centered Primary Care Measure

My doctor or practice knows me as a person

My doctor or practice stands up for me

My practice coordinates the care I get from multiple places

## VR-12

Does your health now limit you in...Climbing several flights of stairs?

Have you had any of the following problems with your work or other regular daily activities as a result of your physical health...Accomplished less than you would like.

## PEG

What number best describes how pain has interfered with your enjoyment of life?

What number best describes how pain has interfered with your general activity?

## PROMIS – Social Participation

I have to limit the things I do for fun with others

I have trouble doing all of the work that is really important to me (include work at home) .

# What are examples of patient-reported outcomes that have a performance measure?

Outcome	Tool for measuring the outcome	Performance Measures	Current Use
Care Coordination	CAHPS	CAHPS care coordination	Medicare Advantage Medicare Shared Savings Program
Depression Symptoms	PHQ-9	Depression Remission or Response for Adolescents and Adults	HEDIS
Patient activation (self-efficacy)	Patient Activation Measure	Gains in Patient Activation (PAM) Scores at 12 Months	Kidney Care Choices Model
Physical Functioning	VR-12	Improving or Maintaining Physical Health	Medicare Advantage
Functioning	Oxford Knee Score (OKS) or Knee injury and Osteoarthritis Outcome Score, Joint Replacement (KOOS, JR)	Functional Status After Primary Total Knee Replacement	MIPS

CMS Measures Inventory <https://cmit.cms.gov/cmit/#/>

National Quality Forum [https://www.qualityforum.org/measures\\_reports\\_tools.aspx](https://www.qualityforum.org/measures_reports_tools.aspx)