

Patient Reported Outcomes (PRO) Platform User Guide for EHR-Integrated Platform

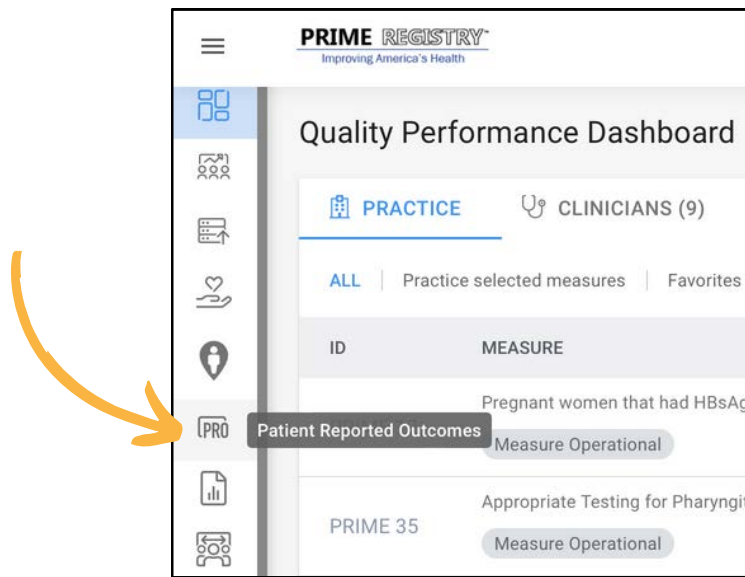
Revised 2024

About the PRO Platform:

The PRO Platform fields PRO surveys and presents collected data in an easy to access, analyze and act on graphical format. This tool also allows the user to review and compare practice level, location level and clinician level scores on individual PRO survey questions, receive alerts for actions needed, and send survey reminders to patients with unsubmitted surveys.

Let's get started.

First, log into the PRIME Registry Quality Performance Dashboard, and navigate to the PRO platform icon in the left hand tool bar:



The PRO platform home dashboard will open. This view will show an overview of all the PROs for the selected practice, including the total number and completion rate of each survey issued for the selected time period.

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Patient Reported Outcomes

SETTINGS PATIEN

About PROs (Click the 'SETTINGS' button in the upper hand corner to select the PROs you want to)

Select Year * 2023 | Select Practice * 474131 Demo Practice 1436 | Select Clinician * All Clinicians, clicnian Test 1598263261, MAEN ... | Select Survey * All Surveys | Group data * Weekly

Total Surveys Issued

Measure	Percentage
Person-Centered Primary Care Measure	17.89%
PHQ-9	68.73%
Physician Trust	38%

Compare PRO Completion Status Practice: Demo Practice 1436 PCPCM-
 PM Practice Average Completion Percentage: 87.85% | PHQ-9 Practice Average Completion Percentage: 7.79% | Physician Trust Practice Average Completion Percentage: 80.00%

SURVEYS	SURVEY ISSUED	SURVEY SUBMITTED	COMPLETION PERCENTAGE
PCPCM-PM	107	94	87.85%
Physician Trust	80	64	80.00%
PHQ-9	411	32	7.79%

Total Records: 3

If the practice has not yet selected any PRO measures, the user will see the message screen below.

No data to display

Select above option to display data

To opt in to PRO instruments:

Please note: For users without EHR integration (PRO-only platform users):

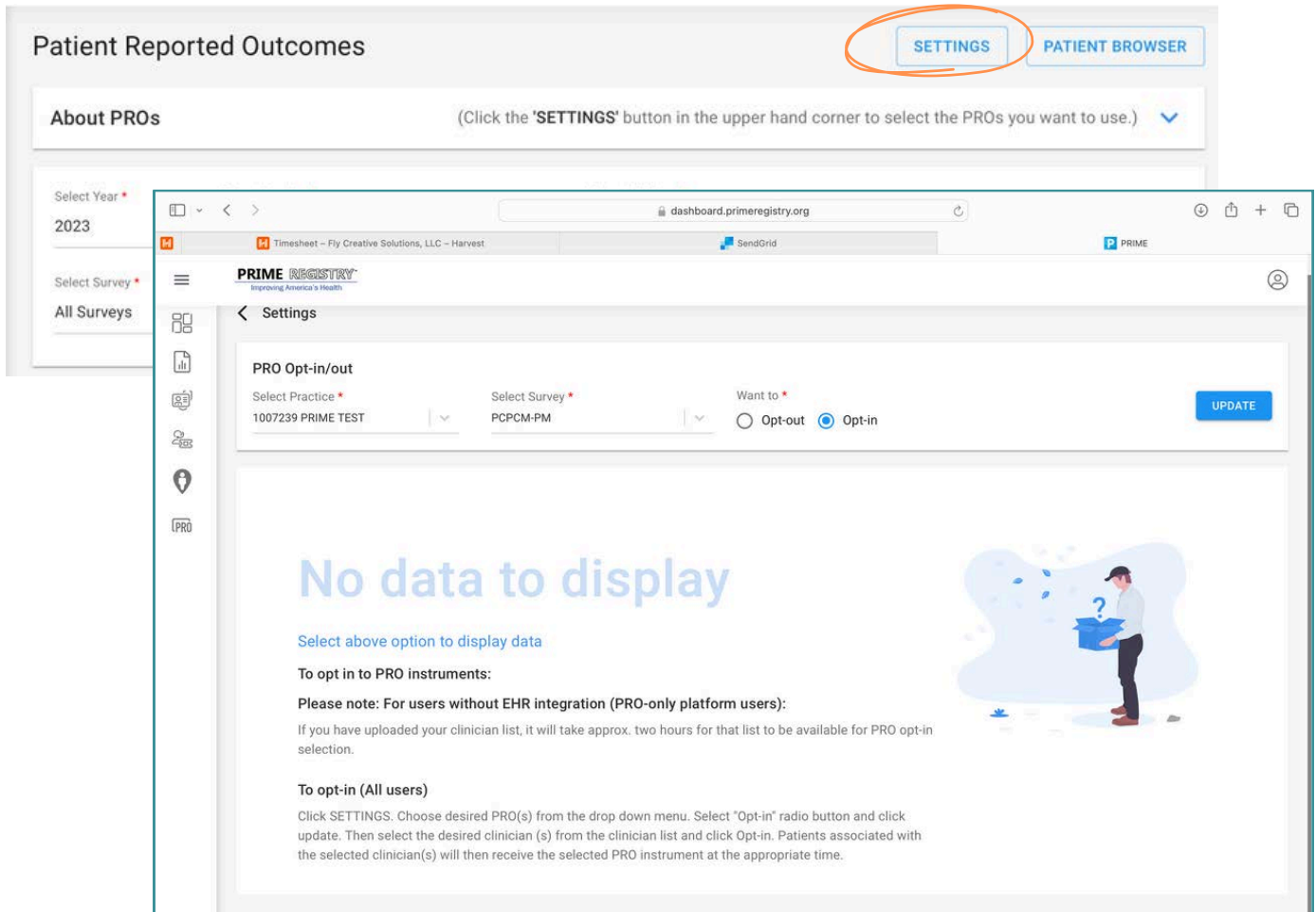
If you have uploaded your clinician list, it will take approx. two hours for that list to be available for PRO opt-in selection.

To opt-in (All users)

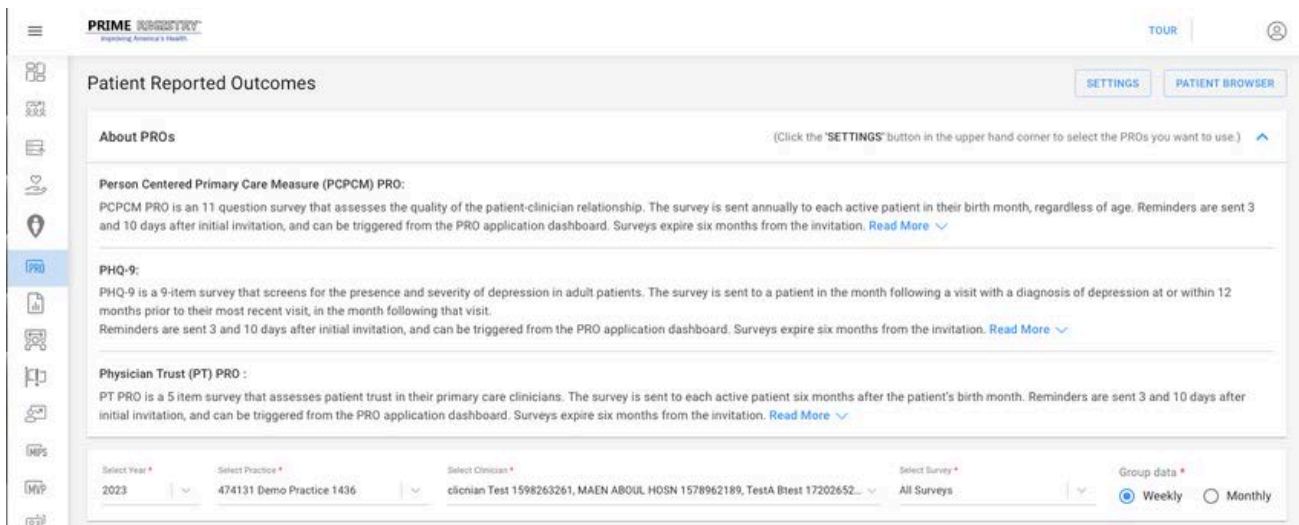
Click SETTINGS. Choose desired PRO(s) from the drop down menu. Select "Opt-in" radio button and click update. Then select the desired clinician (s) from the clinician list and click Opt-in. Patients associated with the selected clinician(s) will then receive the selected PRO instrument at the appropriate time.



It's easy to add PRO measures. Just select "settings" in the upper right hand corner of the PRO home screen, and a new screen (shown below) will open where you can opt in to any of the available PROs.



Clicking "About PROs" will display explanations of the PROs available to make it easy to select the PRO measures that are best for your practice, or for reference for new users..



Once data is available on the selected PROs, you can use the dashboard to review that data. You can drill down on a specific PRO from the home screen in a few ways:

1. select it from the drop down menu under “Select Survey”
2. click on the pie chart in the Total Surveys Issued box
3. click the eyeball icon to the right of the listed PRO in the list on the right
4. change the data grouping by clicking the radio button next to “Weekly” or “Monthly”

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SETTINGS PATIENT BROWSER

About PROs (Click the 'SETTINGS' button in the upper hand corner to select the PROs you want to use.)

Select Year: 2023 | Select Practice: 474131 Demo Practice 1436 | Select Clinician: All Clinicians, clicnian Test 1598263261, MAEN... | Select Survey: All Surveys | Group data: Weekly Monthly

Total Surveys Issued

2

17.89% 68.73% 3.38%

- Person-Centered Primary Care Measure
- PHQ-9
- Physician Trust

Compare PRO Completion Status Practice: Demo Practice 1436 PCPCM-PM Practice Average Completion Percentage: **87.85%** PHQ-9 Practice Average Completion Percentage: **7.79%** Physician Trust Practice Average Completion Percentage: **80.00%**

SURVEYS	SURVEY ISSUED	SURVEY SUBMITTED	COMPLETION PERCENTAGE	ACTION
PCPCM-PM	107	94	87.85%	3
Physician Trust	80	64	80.00%	
PHQ-9	411	32	7.79%	

Total Records: 3

Drilling down on a specific PRO will show you the completion status breakdown, and the scores on each survey broken out by clinician average and practice average.

Physician Trust

80.00% 17.50% 2.50%

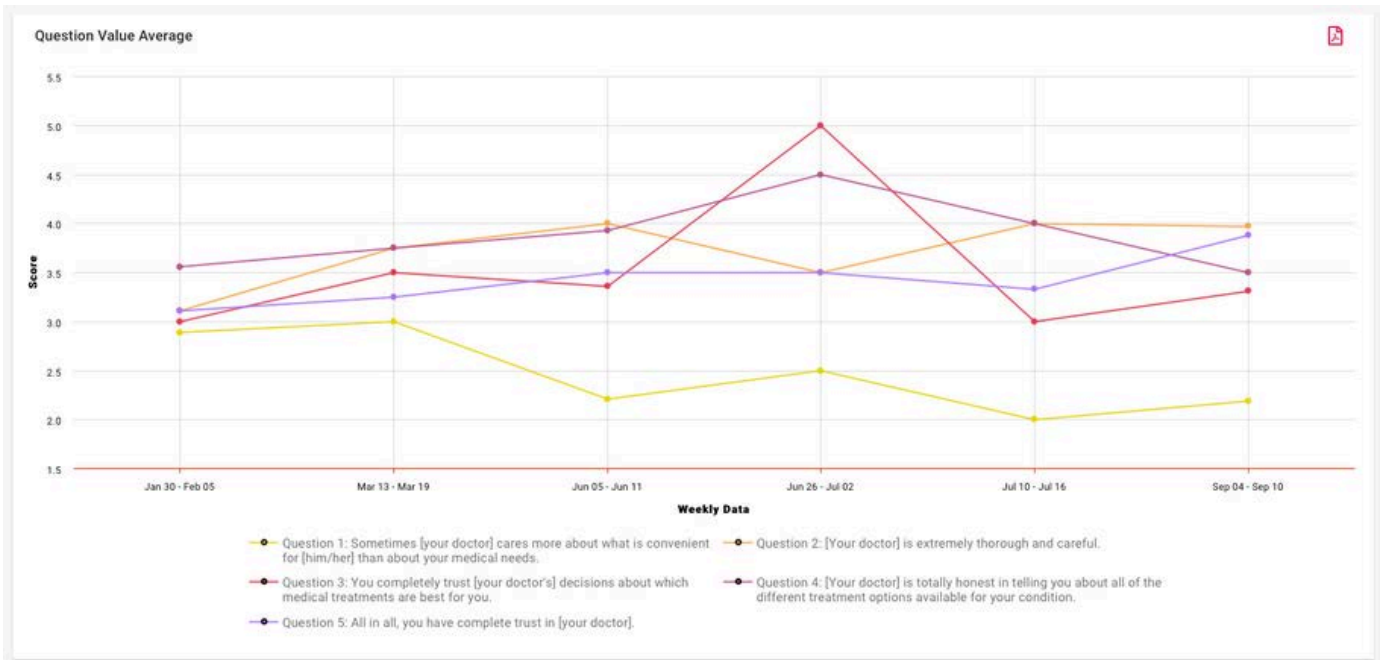
- Submitted
- Expired
- PRO Consent Decline

Score by Clinician Practice: Demo Practice 1436 Practice Average Physician Trust Score : **59.84**

CLINICIAN NAME	PHYSICIAN TRUST SCORE	ACTION
TestProviderD TestGray	59.72	
TestProviderE TestBrooks	60.50	

Total Records: 2

Lower on the same drill-down screen, you can view the scores on each survey question in the selected PRO:



Beneath that, you can view a comparison of the average scores on each survey question in the selected PRO at the practice level and the clinician level.

Q.NO.	QUESTION	PRACTICE AVERAGE	CLINICIAN NAME	CLINICIAN AVERAGE	ACTION
1	Sometimes [your doctor] cares more about what is convenient for [him/her] than about your medical needs.	2.34	TestProviderD TestGray	2.40	
2	[Your doctor] is extremely thorough and careful.	3.83	TestProviderD TestGray	3.79	
3	You completely trust [your doctor's] decisions about which medical treatments are best for you.	3.33	TestProviderD TestGray	3.40	
4	[Your doctor] is totally honest in telling you about all of the different treatment options available for your condition.	3.67	TestProviderD TestGray	3.70	
5	All in all, you have complete trust in [your doctor].	3.61	TestProviderD TestGray	3.66	

Total Records: 10

Records 1-5 of 10

PRO Expiring in 14 days

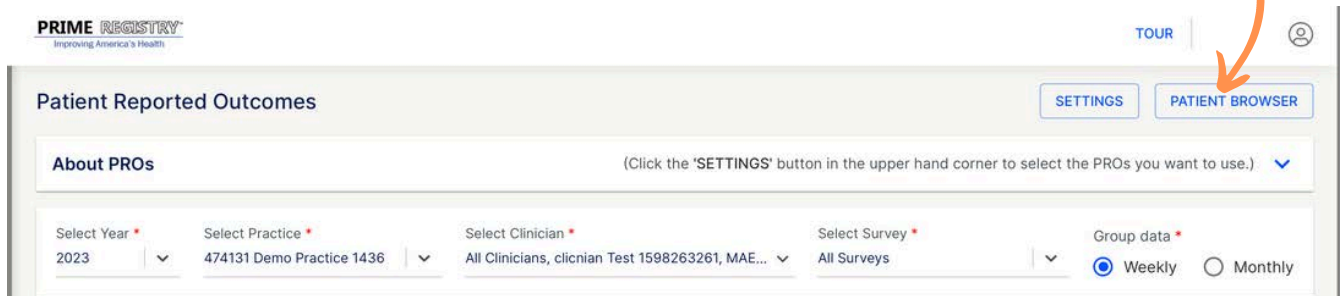
Search by Patient Name or MRN

Note: Please search using "First Name" and/or "Last Name" or "MRN".

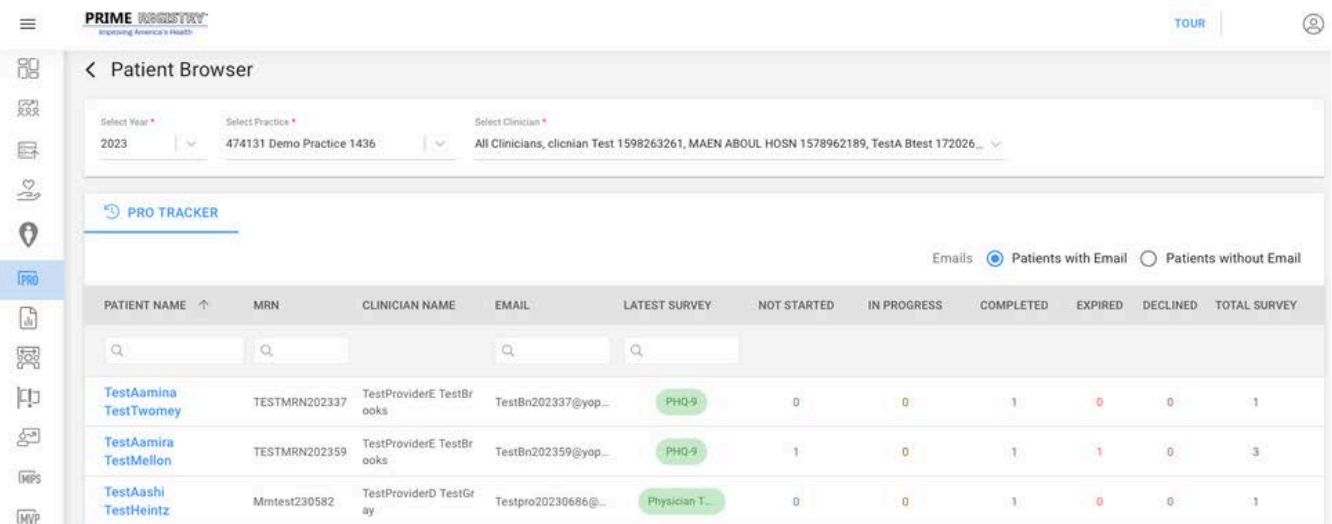
[SEND REMINDER](#)

Patients with PROs expiring in the next 14 days will display below. Clicking “send reminder” will send an email to the patient to remind them that they have a survey waiting.

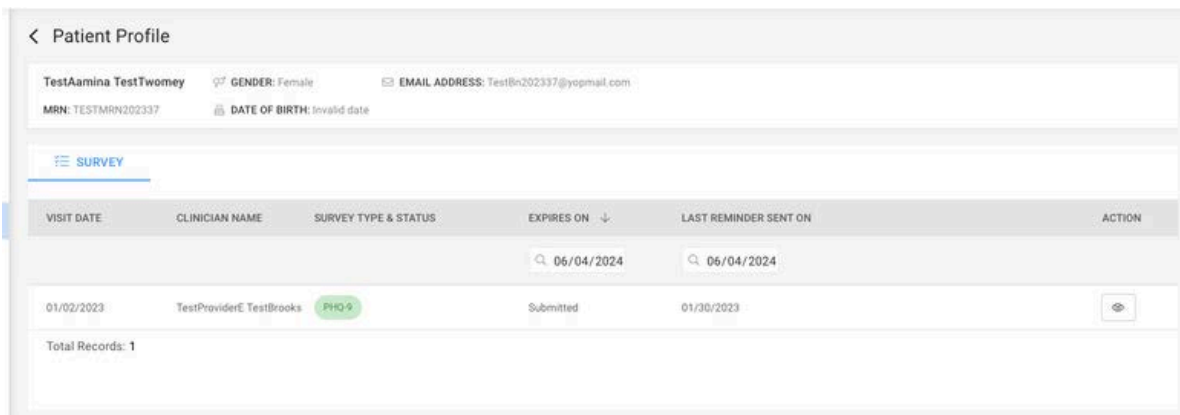
To view data on individual patient responses and response rates, select Patient Browser in the upper right of the screen.



The Patient Browser view shows the patient name, medical record number, associated clinician, and patient email address, as well as the status of the most recent survey sent to the patient



Click on a patient record to drill down on the survey data for that patient, if available.



Click the eyeball icon to view the patient responses to the survey, if available.

PHQ-9

MRN : TESTMRN202337 PATIENT NAME : TestAamina TestTwomey ASSIGNED ON : 01/07/2023
VISIT DATE : 01/02/2023 CLINICIAN NAME : TestProviderE TestBrooks Submitted 100% completed 9/9

Questionnaires

Patient Health Questionnaire (PHQ-9)
 Expiry date : 07/07/2023

Patient Health Questionnaire (PHQ-9)

PHQ-9 Score: 8
PHQ-9 Interpretation: Mild depression

PHQ-9

Over the last 2 weeks, how often have you been bothered by any of the following problems?

Little interest or pleasure in doing things

Not at all
 Several days
 More than half the days
 Nearly every day

Feeling down, depressed, or hopeless

Not at all
 Several days
 More than half the days
 Nearly every day

Trouble falling or staying asleep, or sleeping too much

Not at all

If a survey is anonymous, survey responses are not viewable except in aggregate.

Patient Profile

TestAlajah TestGaughan GENDER: Male EMAIL ADDRESS: Testpro20230631@yopmail.com
MRN: Mmtest230527 DATE OF BIRTH: Invalid date

SURVEY

VISIT DATE	CLINICIAN NAME	SURVEY TYPE & STATUS	EXPIRES ON	LAST REMINDER SENT ON
			06/25/2024	06/25/2024
04/06/2023	TestProviderE TestBrooks	PCPCM-PM Submitted		

Total Records: 1

The PCPCM-PM survey is anonymous. Patient responses are only accessible in aggregate.

Still need help?

Contact the PRIME Registry Team at primeteam@primeregistry.org with questions, or to schedule a demo!