

THE VALUE OF LISTENING TO PATIENTS

Patient-Reported Outcomes (PROs) inform patient-centered care, drive value, and empower system-wide quality improvement

“PROs...may be the best measure of delivering value in health care...”

Rachel Sisodia, MD,
Chief Quality Officer,
Mass General Brigham,
writing in [JAMA](#)

The trend is clear: Patient-reported outcomes (PROs) are fast becoming an important – and sometimes required - part of the business of healthcare.

- PROs offer a **unique set of benefits** to health systems, clinicians, researchers, and patients.
 - Patients who participate in PRO surveys have been [shown](#) to achieve **better health outcomes**—even increased survival in some patient populations.
 - PRO collection is being mandated as a **key performance measure** by federal payers (CMS), some commercial insurers, patient registries, and [business groups](#) in settings including some orthopedic [surgeries](#) and cancer care [models](#) and many [alternative payment models](#).
- Adding PROs to the clinical workflow can be challenging. But clear goals, a clinical champion, internal support, and expert guidance [can help](#) generate **powerful results**.

PROs: CRITICAL HEALTH INFORMATION ONLY THE PATIENT CAN PROVIDE

A Patient-Reported Outcome (PRO) is any report of the status of a patient's health condition that comes directly from the patient, without interpretation of the patient's response by a clinician or anyone else.

PROs are patients' own reports of how they feel, function, live their lives, and survive.

PRO BENEFITS FOR HEALTH SYSTEMS



Financial/regulatory

- Comply with payer and regulatory mandates
- Continuous quality improvement and benchmarking
- More efficient resource use
- Qualify for alternative payment models
- Differentiation from competitors

Clinical

- Facilitate patient communication
- Inform patient monitoring and management
- Help evaluate treatments
- Drive innovation
- Help meet certification requirements
- Improve patient satisfaction



- Strengthen communication with healthcare providers
- Feel heard and supported
- Raise issues and symptoms that might get missed or are hard to talk about
- Help track progress
- Inform decision-making
- Improve functioning, quality of life, and even survival in some contexts

WHAT PURCHASERS ARE SAYING

“Value-based care initiatives ultimately need PROMs, the only measurement approach that incentivizes integrated care and captures the patient's own assessment of value.”

Purchaser (formerly Pacific) Business Group on Health

FIND PRO SUCCESS WITH EXPERT, NON-COMMERCIAL GUIDANCE

The PROTEUS Consortium offers core resources and original tools to help navigate the use of patient-reported outcomes (PROs) in clinical trials and clinical practice.

Resources include *The PROTEUS-Practice Guide*, users' guides for each stage in the PRO process, checklists, and videos by PRO experts.

The PROTEUS Consortium is a distinguished international body that includes leading PRO researchers and representatives from key patient, clinician, research, health system, industry, policy, government, and regulatory groups.

PROTEUS is non-commercial and nonpartisan.

The PROTEUS Guide to Implementing Patient-Reported Outcomes in Clinical Practice

A Synthesis of Resources

A Resource from the
PROTEUS
CONSORTIUM