

PROMs Case Study

Introducing PROMs into rheumatology care at a leading hospital in South-East Asia to support daily care delivery

Summary

The ZEDOC platform was deployed at a leading public hospital in South-East Asia to introduce the RAPID3 patient-reported outcome measure (PROM) into routine rheumatology care.

The aim of the pilot project was to use the high-quality PROMs data captured remotely from patients to support daily care delivery.

Implementation with ZEDOC



2-way integration to automate recruitment and push results back to the information system used by clinicians



Automated SMS sent to patients 1 day prior to their outpatient rheumatology clinic visit with a link to the ZEDOC patient app



Different patient engagement approaches were deployed to boost response rates in community



Symptom and quality of life data was fed back to clinicians via integration, allowing them to hone in on patients' key problems

Results

The pilot produced very positive results with response rates in community well above the industry average and PROM outcomes data used to focus in on the problems most pertinent to patients during their short consultations with their clinicians.

Key Figures



13
CLINICIANS



3,670
RESPONDERS



>70%
RESPONSE RATE

Learnings

- Integration is key for provider adoption - reducing workload is of the most important factor in provider satisfaction.
- Personalising patient communication and adding multiple languages to the patient app significantly boosts response rates.
- Progressive web application (PWA) technology improves patient engagement and retention.

The key findings and learnings from this project have played an important role in further validating the ZEDOC platform technology and highlighting the value of introducing collection of PROMs in routine care.