

# Patient Reported Outcome Measure in Older People living with frailty receiving Acute Care (PROM-OPAC): A guide for healthcare services

Patient Reported Outcome Measures (PROMs) assess the quality of NHS care from the patient perspective. These are a validated approach to measure and compare healthcare interventions.

PROMs are questionnaires completed by the patient or sometimes by their proxy. These enable health-related quality of life to be quantified for the person overall or with specific regard to a certain condition or situation.

The PROM-OPAC was developed for older people living with frailty who are receiving acute care. PROM-OPAC measures enablement by considering self-determination and situational security. This can be administered alongside a measure of functional health such as the EQ-5D-5L.

Typically, administering the PROM-OPAC would involve:

- Collection of patient identifiers such as hospital number, so that data can be linked to healthcare records for use during consultations or in service evaluation
- Eight questions considering self-determination and situational security. Patients respond using five options from agree strongly to disagree strongly
- Collection of a generic measure of functional health-related quality of life such as the EQ-5D-5L or the Self-Rated Health

Interviews with healthcare professionals suggested these implementation strategies for services considering incorporating PROMs into their pathways:

- Use PROM data for patient benefit by facilitating its relay and availability to clinical professionals
- Use PROM data to prompt clinical or referral interventions
- Use PROM data when determining the quality of emergency care
- Use PROM data to support clinical supervision and professional development
- Seek to integrate PROM data into clinical record systems

There are recommendations with local discretion as to when precisely PROM-OPAC is administered. The earliest possible administration allows the greatest patient value during the healthcare episode: for instance, a questionnaire completed while the person is in the ED waiting room could later be discussed with professionals during goals-based care consultations. Administration a second or further times, for instance at the point of discharge or after two weeks, would allow evaluation of the patient benefit achieved. PROMs participation is voluntary for the patient and local governance requirements should be considered.