Understanding Health Outcome Measures: Global Perspectives and Key Considerations for Outcome-Driven Healthcare

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Why Use Measures in Healthcare?

Improving Population Health

Identify
- Patient & Population Needs
- Health Inequalities
- Areas of improvement

Understand
- Experiences and Determinants
  - Health Inequalities
- Impacts of healthcare

Inform
- Patient Care
- Healthcare Policies
- Clinical Guidelines
- Spending

Measures Used to Improve Care

**Inputs**

- **Services/Interventions Delivered:** Timely, Informed, Patient-Focused¹
  - E.g. Following clinical standards?
- **Availability and Access to Care**
  - E.g. Multiple transportation options?

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Measures Used to Improve Care

Indicators (Measure interim progress)¹
• Lab Results, Technical Details
  • E.g. Blood Pressure, Cholesterol

Currently Measured

### Indicators vs. Outcomes

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Pressure</td>
<td>Frequency and Severity of Symptoms</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>Mental health</td>
</tr>
<tr>
<td>Blood Sugar</td>
<td>Quality of Life</td>
</tr>
<tr>
<td>...</td>
<td>Impact on Daily Life</td>
</tr>
</tbody>
</table>

For more information, see: ichom.org/standard-sets

Outcomes are the results of treatment that patients care about most. Outcomes are not “outputs”; they are not lab results; they are not technical details. They’re real-world results, like physical functioning or level of pain.

International Consortium for Health Outcome Measurement, 2016
Patient-Reported Outcomes
“Report of the status of a patient’s health condition that comes directly from the patient”
- Deshpande et. al, 2011

Needs increased adoption
How outcomes can make healthcare more Patient-Centered
20 Years of Outcome-Driven Improvement

Martini Prostate Cancer Clinic
University of Hamburg, Germany

- 2,400 prostate cancer surgeries per year
- Patients report outcomes after receiving care (every year – for life)
- Regular collaboration and discussions on patient outcomes
  - Identify strengths and areas of improvement
20 Years of Outcome-Driven Improvement

Martini Prostate Cancer Clinic
University of Hamburg, Germany

• Results:
  • Extra steps routinely done during cancer removal surgeries – focused on improving quality of life

Source: martini-klinik.de/en/results/

How outcomes can make healthcare more Sustainable
Driving Sustainability Through The Use of Patient Reported Outcomes

- Healthcare accounts for **35-45%** of provincial budgets ¹
  - 4.6% increase per year (2015-2030) ¹
  - ‘Crowd out’ funding of initiatives that address upstream determinants of health (e.g. education, community programming)

Shift focus to care quality - as opposed to solely cutting costs

\[
\text{Value} = \frac{\text{Quality (Outcomes)}}{\text{Cost (public and out-of-pocket)}}
\]

1: Barua et al. 2016. Fraser Institute
Outcomes & Sustainability: Case Study

St. Joseph’s Healthcare Hamilton
Hamilton, Ontario, Canada

Piloting Value-based care since 2015
- Looking at the big picture: Outcomes Achieved vs. Cost
- Proactive care leads to lower costs and better outcomes

“It can look like you’re saving money when people are discharged without support, but those costs are just shifted into the community or return as a re-admission”
Melissa Farrell (SJHH President) ¹

¹ Excerpt from: Wilson T. 2019, Hospital News

How outcomes can make healthcare more Equitable
Identify and Address Health Disparities

Social Determinants as Healthcare Factors

• Greater focus on addressing social drivers of health
  • Food Insecurity
  • Transportation etc.

Care Delivery

• Need to ensure the just and fair allocation of resources
  • Including access to timely and effective care


Considerations for Collecting Patient Outcomes
For All with All: Cultural Validity and Appropriateness

New South Wales Government
NSW, Australia

Creation of “Aboriginal Health Working Group” for Patient Health Measures

• Ensure that the outcome data that is collected can benefit everyone

• Highlights the importance of collaborating with stakeholders with diverse experiences, to ensure that nobody is left out


Methods of Data Collection

- Face-to-Face Interview/Self-Completed In-Clinic:
  - Computer-Assisted
  - Paper-Based

- Postal:
  - Paper Survey
  - Access Code

- EMR Patient Portal
  - E-mail
  - e.g., Access Code

- Phone Survey
  - SMS
Considerations for the Use of Patient Outcome Data
Patients Should Retain The Right to Control Their Data

Health Outcomes Observatory Europe

Launched 2020

• Pan-European initiative to collect patient reported outcomes to help with decision making
• Ensure that patients retain control of their data
  • Control who sees their data
  • Control how that data is used

Source: health-outcomes-observatory.eu/about/

Need to Ensure First Nations Data Rights

• Health measure programs should coordinate with First Nations stakeholders to ensure that data-rights are respected

• OCAP® principles should be followed in all data collection projects, in addition to ensuring that measures are culturally valid.

OCAP® is a registered trademark of the First Nations Information Governance Centre (FNIGC). For more information, see: www.FNIGC.ca/ocap-training
Summary

• Outcomes are distinct from other commonly used measures; they capture the results of care from the patient’s perspective

• Outcomes can help drive improvement efforts to make healthcare more patient-centered, sustainable, and equitable
Recommendations for Canada

• Creation of National Standards for the collection of outcome data for common health conditions
  • Methods of data-collection need to be condition and population specific
  • Need to engage stakeholders with diverse perspectives
  • Need to consider the how data is used, and ensure that First Nations rights to data-ownership are followed
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Healthcare Stakeholders, National Organization Directors and Staff
Measuring Health Outcomes:
Getting started with outcome-driven healthcare

What are health outcomes?
Outcomes relate to a patient’s health status and experiences with their health. They capture the impacts of disease and interventions that matter most to patients, including quality of life and physical functioning.

Health outcomes are key in helping us understand the impact of interventions on patient health.

How are health outcomes measured?
Outcomes can be assessed through the use of standardized questionnaires that have been clinically validated within patient populations. Measures that examine results from the patient’s perspective are called Patient-Reported Outcome Measures (PROMs).

Tips for getting started with PROMs

1. Identify
   - Purpose and objectives
   - Condition(s)/Patient Group(s)
   - Stakeholders

2. Plan
   - Create/adapt a set of patient reported outcome measures that align with patient priorities and are measurable and meaningful
   - Consider methods of data collection
   - Ensure transparency and accountability

3. Pilot
   - Communicate goals and significance to those involved
   - Small steps
   - Gather feedback

4. Learn and Share
   - Look for opportunities to learn and improve
   - Share insights and experiences with others

Poster to help catalyze the adoption of outcome measure projects

For Patients
Participating in health outcome projects can help support patient-centered care

For Changemakers and Care Providers
Patient-reported outcomes can support improvements in patient- and system-level care delivery.
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