

Challenges to implementing electronic collection and use of patient-reported measures in older adults' care

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1. Introduction

Patient-reported measures (PRMs), in the form of patient-reported outcome or experience measures allow capturing patient perception of health status, impairment, disability, health-related quality of life and experiences of the care process¹.

In the recent times, PRMs are used in the provision of value-based care². In older adults' care, these factors are important given multi-morbidities and complex care needs in this population³.

Digitalisation of PRMs collection and use come with many benefits. Yet, little evidence exists about the challenges to digitalising PRMs collection and use in older adults' care.

2. Aim

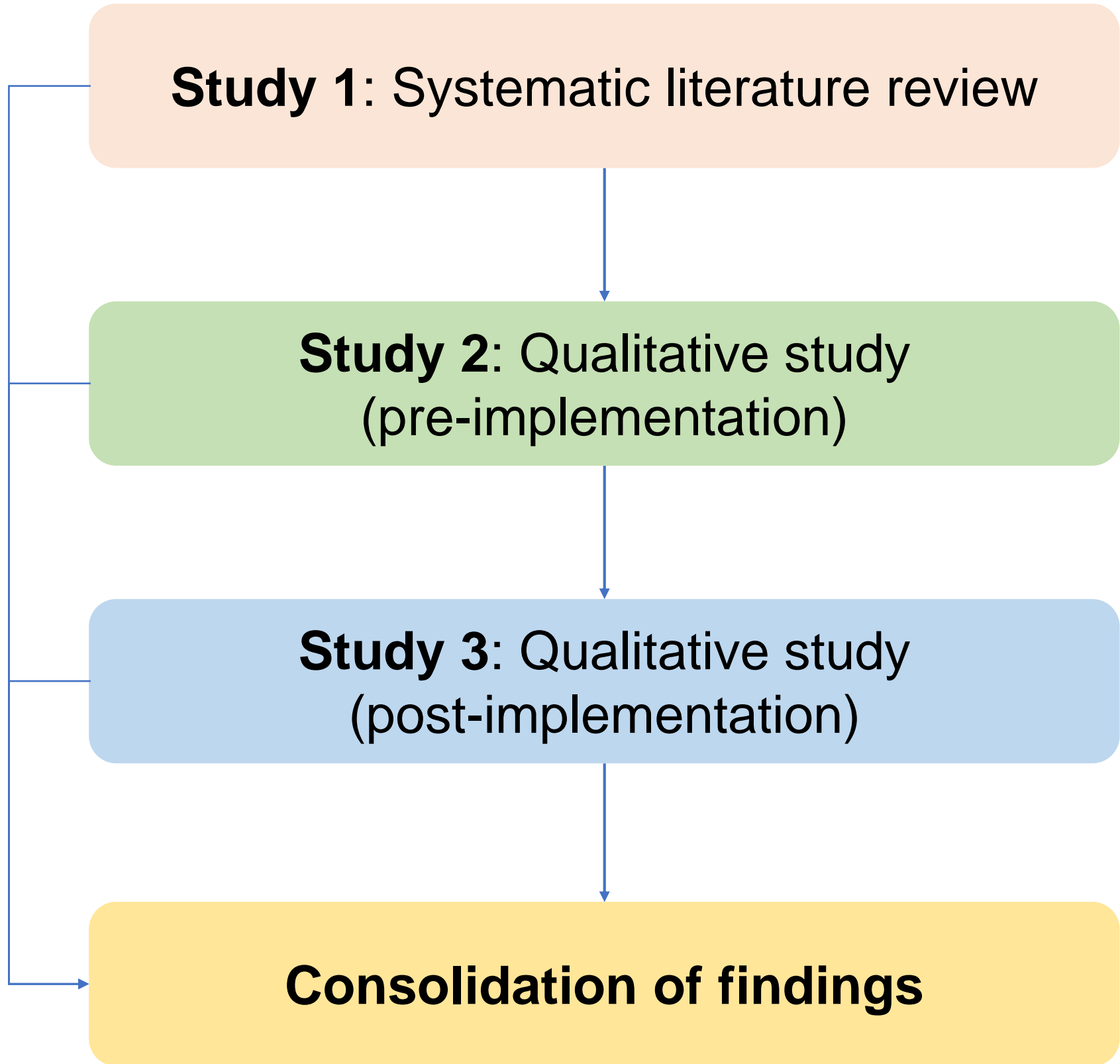
To investigate challenges to implementing electronic collection and use of patient-reported measures in older adults' care, from various stakeholder perspectives.

3. Methods

A program of research consisting of three studies was conducted to draw on stakeholder perspectives reported in the literature, pre- and post-implementation contexts.

Perspectives of older adults, healthcare professionals, carers, administrative staff, program managers, information technology professionals and organisation leaders were gathered.

The Non-adoption, Abandonment, challenges in Scale-up, Spread and Sustainability and the Capability, Opportunity, Motivation – Behaviour frameworks were used to collect and analyse data in this research



4. Findings

Older adults' capacity to engage in electronic completion of PRMs is determined by level of ageing related limitations, digital literacy and access to digital technology

Planning at an early stage and co-design of solution with users is important to ensure acceptability and sustainability of solution

Leveraging existing organisational resources and investing in seamless information technology solutions were regarded important for future sustainability

5. Conclusion

Findings from this research will inform future implementations and guide hospitals and implementation specialists on challenges to consider when designing a solution for electronic collection and use of PRMs

6. References

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