ISOQOL SYMPOSIUM

6-8 MAY 2025 | VIRTUAL EVENT

ADVANCEMENTS IN THE ENGAGEMENT AND PREPARATION OF HEALTHCARE PROVIDERS FOR THE ROUTINE INTEGRATION OF PROMs IN CLINICAL PRACTICE

FORMERLY KNOWN AS MEASURING WHAT MATTERS

Symposium Description: There are many challenges that healthcare providers (HCPs) encounter in the integration of PROMs into routine practice, regardless of clinical care setting. These include the (a) knowledge and skill to modify their current practice; (b) beliefs and attitudes that motivate and engaged HCPs in PROM use; (c) ability to visualize, interpret, and use the PROM score to inform patient care (e.g., clinical decision making and planning care); and (e) implementation strategies needed for various settings and professional types (e.g., physicians, nurses, physiotherapists, dieticians, and so forth). Given that HCPs are the lynchpin to successful and sustained PROMs use, the aim of this symposium is to provide a forum to learn how to leverage Implementation Science and hear about real-world examples to provide guidance to address these challenges that might be unknown, overlooked, or unforeseen.

In this interactive symposium, we explore the many factors that influence HCP behavior change by showcasing theory-informed approaches and best practice from current clinical research in diverse clinical care settings.

The objectives are to:
1. Identify the knowledge, attitude/beliefs, and supports/resources to facilitate adoption of PROMs by HCPs
2. Demonstrate the skills HCPs need to (a) collect PROMs data (e.g., fill out the PROMs questionnaire), (b) discuss results with patients, (c) score and interpret PROMs, and (d) incorporate PROMs data into clinical reasoning and shared decision making with patients.
3. Identify evidence-based strategies and design theory-informed training approaches for initial and ongoing PROM adoption.
4. Examine the role of HCPs in advancing equitable PROM use.

Level: Intermediate
Some prior training or work experience relevant to the topic is recommended to aid in understanding of the symposium content.

DAY ONE

Session 1: What Does it Mean to Implement PROMs in Clinical Practice?

Description: Although the use of patient-reported outcome measures (PROMs) in practice is increasing, sometimes healthcare providers (HCPs) face barriers when trying to use PROMs across various clinical settings and inter-professional teams. Implementing PROMs on a wide scale poses significant challenges, as it requires engaging providers and changing their clinical practice (e.g., workflow and roles). This first session provides an overview of Implementation Science (IS) frameworks to guide the workshop and illustrate the intersection between the "user" and "implementation process" domains. Also, we will review key terms/nomenclature and discuss the underlying assumptions that frame this symposium. Finally, examples of the various ways in which PROMs can be adopted in clinical practice (e.g., screening, assessment, monitoring, planning, and evaluating care/treatment) will be discussed.

Objective: Provide an overview of the implementation of PROMs by HPCs in clinical practice and the importance of Implementation Science to guide the process.

Speakers:
- **Angela Wolff, PhD RN**, Associate Professor, School of Nursing at Trinity Western University, British Columbia, Canada
- **Elizabeth J. Austin, PhD MPH**, Research Scientist in the Department of Health Systems and Population Health at the University of Washington, Seattle, Washington, United States

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Session 2: Using the COM-B model and Theoretical Domains Framework (TDF) to Unpack Barriers and Facilitators of Healthcare Provider Adoption of PROMs

Description: In session two, the focus is on the specific needs of HCPs to adopt PROMs into practice for both initial and sustained use. Specifically, provided will be a review of the TDF and COM-B model (Capability, Opportunity, Motivation and Behavior) to understand barriers and facilitators to change. This includes defining the factors that are influential when seeking to change HCP behavior. Participants will prioritize the factors that matter most to their context to increase provider adoption of PROMs. This interactive session is foundational to subsequent sessions.

Objectives:
- Describe Implementation Science theory pertinent to changing HCP behavior for the adoption of PROMs in clinical practice.
- Identify key factors of HCP behavior that are applicable to participants' local context.

Speakers:
- **Angela Wolff, PhD RN,** Associate Professor, School of Nursing at Trinity Western University, British Columbia, Canada
- **Julia Moore, PhD,** Executive Director, The Center for Implementation, Toronto, Ontario, Canada

Moderator: Elizabeth J. Austin, PhD MPH, Research Scientist in the Department of Health Systems and Population Health at the University of Washington, Seattle, Washington, United States

DAY TWO

Session 3: Building the *Capabilities* of HCPs to Integrate PROMs into Care Consultations

Description: Most often HCPs have little experience with PROMs in their formal education. To use PROMs effectively, the first step for HCPs is to develop the knowledge and skills to use PROMs in routine practice. This session focusses on *capabilities,* the first component of the COM-B model. Practical knowledge (knowing what PROMs are) is crucial for HCPs to feel confident using them. Many studies show that providers need to understand these measures and how to apply them in practice. They also need procedural knowledge (knowing how to use PROMs) to fit them into their routines. As providers become more familiar with PROMs, they need to develop practical skills (e.g., administering PROMs, scoring and interpreting the results to guide patient care, and integrating PROMs into clinical conversations). This session will explore how knowledge and skills needed can vary for HCPs from various professional backgrounds and in different clinical settings.

Objectives:
- Illustrate the knowledge (capabilities) needed for optimal application of PROMs to meet the specific needs of clients for preventive care (screening), chronic care (monitory symptoms and functions), and population-based care (interventional care such as oncology and surgery).
- Demonstrate the skills (capabilities) HCPs need to (a) collect PROMs data (e.g., fill out the PROMs questionnaire), (b) discuss results with patients, (c) score and interpret PROMs, and (d) incorporate PROMs data into clinical reasoning and shared decision making with patients.

Speakers:
- **Angela Wolff, PhD RN,** Associate Professor, School of Nursing at Trinity Western University, British Columbia, Canada
- **Liv Marit Valen Schougaard, PhD,** AmbuFlex - Centre for Patient-reported Outcomes, Gødstrup Hospital, Denmark

Moderator: Elizabeth J. Austin, PhD MPH, Research Scientist in the Department of Health Systems and Population Health at the University of Washington, Seattle, Washington, United States

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Session 4: Identifying Environmental *Opportunities*, Resources, and Cues that can Aid HCPs Adoption of PROMs

Description: Implementation does not happen in a vacuum, and the opportunity component of COM-B considers the local environment factors. In this session, we review known environmental factors that often impede HCP use of PROMs, including organizational operations (infrastructure and logistics), physical resources (e.g., clinic layout), technological resources (e.g., electronic medical records systems), people resources (e.g., clinic support staff). Furthermore, the dynamic interplay between HCPs and their surroundings/practice environment is a key influential factor. To reduce the burden on providers, implementors require foresight to address environmental impacts such as workload, time, workflow, and usability of the PROM(s). Multiple practice examples will be shared of how environmental barriers can be redirected to become environmental support via thoughtful implementation design.

Objectives:
- Illustrate the role local environment plays in facilitating HCP adoption of PROMs.
- Identify opportunities to enhance the local environment, including physical, technological, and human resources.

Speakers:
- **Elizabeth J. Austin, PhD MPH,** Research Scientist in the Department of Health Systems and Population Health at the University of Washington, Seattle, Washington, United States
- **Lotte Haverman, PhD,** Amsterdam University Medical Center, Amsterdam, Netherlands
- **Selina Limmen, MSc,** PhD Student, Amsterdam University Medical Center, Amsterdam, Netherlands

Moderator: Angela Wolff, PhD RN, Associate Professor, School of Nursing at Trinity Western University, British Columbia, Canada

Session 5: Engaging and *Motivating* HCPs to Adopt PROMs in Clinical Practice

Description: Adoption of PROMs in clinical practice is influenced by providers' *motivation* for the change. *Motivation*, the third component of the COM-B model, is essential an essential ingredient. This session will address the part attitudes and beliefs play in facilitating HCP adoption of PROMs in general and for the specific activities of PROM score interpretation and clinical decision-making. Through practice examples offered by a panel of clinical experts, this session will show the importance of assessing HCP attitudes and beliefs before implementation. Furthermore, we will focus on specific approaches to address motivational barriers for clinical audiences to ensure that the benefits of PROMs outweigh the burdens to both providers and patients. Lastly, this session will explore how perspectives might vary for HCPs of different professional backgrounds and/or in different clinical practice settings.

Objectives:
- Illustrate the motivational aspects (e.g., attitudes and beliefs) required for optimal adoption of PROMs in practice
- Identify approaches to assess, diagnose, and address motivational barriers for HCPs

Speakers:
- **Elizabeth J. Austin, PhD MPH,** Research Scientist in the Department of Health Systems and Population Health at the University of Washington, Seattle, Washington, United States
- **Natasha Roberts, PhD BN(hons),** Research Fellow/Clinical Specialist Nurse, Royal Brisbane and Women's Hospital, Queensland, Australia
- **Lisa Edwards, PhD,** Assistant Professor, University of Bradford, United Kingdom
- **Patricia Franklin, MD MBA MPH,** Professor, Northwestern University, Feinberg School of Medicine, United States

Moderator: Angela Wolff, PhD RN, Associate Professor, School of Nursing at Trinity Western University, British Columbia, Canada

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DAY THREE

Session 6: The Role of HCPs in Advancing Equitable PROM Use

Description: PROMs have the potential to add great value to patient care, yet they also can perpetuate health disparities if not implemented equitably. Current approaches to evaluating PROM implementation often fail to consider the social and structural determinants of health that may influence PROM use across patient populations and the specific role HCPs play in worsening or lessening those disparities. This session explores how measuring and collecting patient-reported outcomes may reinforce inequities and increase health disparities by hiding or misrepresenting health outcomes of diverse people. By accounting for these individual differences, HCPs can better understand and address health inequities, ensuring more equitable care for all patients.

Objectives
- Explain how information about social determinants of health can be used to enhance fair and equitable use of PROMs
- Examine strategies for the routine collection of PROMs to ensure inclusivity and equity

Speakers:
- **Elizabeth J. Austin, PhD MPH,** Research Scientist in the Department of Health Systems and Population Health at the University of Washington, Seattle, Washington, United States
- **Richard Sawatzky, PhD RN,** Professor & Canada Research Chair, Trinity Western University & Centre for Advancing Health Outcomes, Langley, British Columbia, Canada
- **Angela Stover, PhD,** Associate Professor, University of North Carolina at Chapel Hill, United States

Moderator: Angela Wolff, PhD RN, Associate Professor, School of Nursing at Trinity Western University, British Columbia, Canada

Session 7: Selecting Implementation Strategies and Evaluating HCP Adoption of PROMs

Description: Facilitating adoption of PROMs often necessitating flexible and tailored strategies to support HCP behavior change. Building on previous sessions, this session will help participants translate known factors that matter most into actionable implementation strategies. Implementation strategies showcased will be based on Implementation Science and current evidence-based practices. A real-world example of tailored strategies for a local setting will be featured. Finally, this session will briefly review approaches to evaluate implementation strategies used in practice, using common evaluation frameworks from Implementation Science.

Objectives:
- Demonstrate how implementation strategies should align with the factors that influence HCP adoption of PROMs in the local setting.
- Identify and tailor evidence-based strategies to provide ongoing support for PROM adoption.
- Review approaches to guide the evaluation of PROM implementation efforts.

Speakers:
- **Angela Wolff, PhD RN,** Associate Professor, School of Nursing at Trinity Western University, British Columbia, Canada
- **Anouk Groenewegen, MSc,** PhD Student, Amsterdam UMC, The Netherlands
- **Julia Moore, PhD,** Executive Director, The Center for Implementation, Toronto, Ontario, Canada

Moderator: Elizabeth J. Austin, PhD MPH, Research Scientist in the Department of Health Systems and Population Health at the University of Washington, Seattle, Washington, United States