

AGENDA

Patient-Reported Experience and Outcome Measures (PREMs and PROMs)

A Virtual Research Meeting

September 17, 2024

****11:00 am – 4:00 p.m. ET****

MEETING PURPOSE

Efforts to measure and improve healthcare quality are increasingly focused on the experiences and outcomes of care. Patient-reported **experience** measures (PREMs), such as AHRQ's Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys, are patient reports about their experiences with their healthcare. Patient-reported **outcome** measures (PROMs) are patient reports of their physical and social functioning, emotional well-being, and general health perceptions. PREMs and PROMs provide complementary information.

This meeting explores the differences between PREMs and PROMs, how they are connected, and how they can measure and improve quality, safety, equity, and value in healthcare. The event will bring together CAHPS survey users, researchers, healthcare organization leaders, patient advocates, policymakers, and federal partners to understand the collective value of PREMs and PROMs, including their potential to elevate the patient's voice.

MEETING OBJECTIVES

The goal of this meeting is to share current research and practice related to the following questions:

1. What is the difference between PREMs and PROMs?
2. How are PREMs and PROMs interconnected?
3. How can PREMs and PROMs best be used to improve quality and promote value-based healthcare?
4. In what way can PREMs and PROMs be used to better understand the patient's voice?
5. What are future research directions for PREMs and PROMs and use in clinical practice?

MEETING STRUCTURE

The meeting will include plenary and panel sessions highlighting research and clinical practice with patient-reported experience and outcome measures. Attendees will be asked to submit questions in advance. In addition, sessions will include time for questions and moderated discussion.

MEETING AGENDA

11:00 – 11:15 a.m. Welcome & Goals of the Meeting

- **Welcome and Online Meeting Logistics:** Joann Sorra, PhD, Vice President, Westat (3 min)
- **Welcome from AHRQ and Meeting Overview:**
 - Karen Chaves, MHS., Director, Division of Quality Measurement and Improvement, Center for Quality Improvement and Patient Safety (CQuIPS), AHRQ (5 min.)
 - Craig Umscheid, MD, MS, Director, Center for Quality Improvement and Patient Safety, AHRQ (7 min.)

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11:15 –12:00 p.m. **How Patient Experience and Patient-Reported Outcome Measures Are Interconnected**

- **Moderator:** Ron D. Hays, PhD, Distinguished Professor of Medicine, UCLA Division of General Internal Medicine & Health Services Research (3 min.)
- **Keynote Presentation:** Eugene Nelson, Sc.D, Professor of Community and Family Medicine, Geisel School of Medicine at Dartmouth (27 min.)
- **Participant Q/A** (15 min.)

Part I: PREMs and PROMs in Research

Moderator: Ron D. Hays, PhD, Professor, UCLA Department of Medicine (5 min.)

12:00 – 12:45 p.m. **Panel Presentations and Discussion**

Panelists will each have 10 minutes to present their perspectives on the role of PREMs and PROMs in research, with specific attention to the following questions:

- What are the significant challenges with using PROMs in research?
 - How are these challenges different or similar to those related to PREMs?
 - What are key research directions for enhancing the interconnections of PREMs and PROMs?
- **Panelists:** (20 min.)
 - David Cella, Director, Institute for Public Health and Medicine, Center for Patient-Centered Outcomes, Feinberg School of Medicine, Northwestern University
 - Ashley Wilder Smith, Chief, Outcomes Research Branch, Healthcare Delivery Research Program, National Cancer Institute
 - **Participant Q/A** (20 min.)

Part II: Use of PREMs and PROMs in Value-based Healthcare

Moderator: Dale Shaller, MPA, Principal, Shaller Consulting Group (5 min.)

12:45 – 2:00 p.m. **Panel Presentations and Discussion**

Panelists will each have 10 minutes to present their perspectives on the role of PREMs and PROMs in value-based healthcare, with specific attention to the following questions:

- What are the major challenges with using PROMs in value-based healthcare?
 - How are these challenges different or similar to those related to PREMs?
 - What are future directions for enhancing the interconnections of PREMs and PROMs in value-based healthcare?
- **Panelists:** (40 min.)
 - Elizabeth Teisberg, PhD, Executive Director, Value Institute for Health & Care, and Professor, Dell Medical School, The University of Texas at Austin.
 - Dana Gelb Safran, Sc.D, President & CEO, National Quality Forum
 - Gregg Meyer, MD, Professor of Medicine, Massachusetts General Hospital and Harvard Medical School, Professor of Health Policy and Management, Harvard Chan School of Public Health
 - Susannah Bernheim, MD, MHS, Chief Quality Officer/Acting Chief Medical Officer, Center for Medicare and Medicaid Innovation
 - **Participant Q/A** (30 min.)

2:00 – 2:30 p.m. **BREAK**

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Part III: PREMS and PROMs in Clinical Practice

Moderator: Susan Edgman-Levitan, PA, Director, Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital (5 min.)

2:30– 3:50 p.m. Panel Presentations and Discussion

Panelists will each have 10 minutes to present their perspectives on the role of PREMS and PROMs in clinical practice, with specific attention to the following questions:

- What are the major challenges in implementing PROMs in clinical practice and improving health by their use?
- How are these challenges different or similar to those related to PREMs?
- What are future opportunities for enhancing the interconnections of PREMs and PROMs in clinical practice?

- **Panelists:** (50 min.)

- Eric Makhni, MD, MBA, Director, Quality and Informatics, Orthopaedic Service Line, Henry Ford Health System
- John Wasson, MD, Emeritus Professor of Community and Family Medicine, Emeritus Professor of Medicine, Geisel School of Medicine at Dartmouth
- Judy Baumhauer, MD, Senior Associated Dean for Academic Affairs, University of Rochester School of Medicine & Dentistry
- Rachel Hess, MD, Associate Vice President Research, Health Sciences, University of Utah Health Sciences
- Esther Burlingame, Patient Advocate

- **Participant Q/A** (25 min.)

3:50 – 4:00 p.m. Meeting Wrap-Up and Closing Remarks

- Ron D. Hays, PhD, UCLA Department of Medicine, RAND Corporation
- Karen Chaves, MHS., Director, Division of Quality Measurement and Improvement, Center for Quality Improvement and Patient Safety (CQuIPS), AHRQ