

PATIENT OUTCOMES MATTER INITIATIVE: PROJECT BRIEF

Pacific Business Group on Health (PBGH) develops, incubates and implements innovative strategies to improve the performance and value of the US health care system, including payment reforms, quality measurement, and clinical redesign. PBGH purchasers want to understand how their significant investments in health care and employee well-being lead to improved health **as reported by the patient**. The Patient Outcomes Matter Initiative aligns payers, providers, purchasers, patient advocates and policymakers on a measurement system that captures patients' concerns and outcomes, known as patient-reported outcome measures (PROMs). Our aim is to increase the capacity of the health care system to collect and use PROMs for clinical care, quality improvement, and in payment models that assure accountability for meaningful outcomes.

The Patient Outcomes Matter Initiative has three priorities:

1. Demonstrate the feasibility of collecting PROMs at large scale across a significant geographic region, sufficient to permit quality performance comparisons among providers and encourage clinical innovation.
 2. Create momentum by recruiting key stakeholders to support PROMs implementations.
 3. Encourage adoption of aligned payment and recognition methods that support universal use of PROMs in routine care.
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Demonstrate Feasibility

Patient reported outcome measures are now widely used in large health care systems and in many national health programs – as in the United Kingdom, Portugal, and Sweden. While there are many successes in US health systems – particularly in orthopedics, oncology, and mental health – they remain isolated and idiosyncratic, often relying on ad hoc methodology and inconsistent implementation practices. Most small- and mid-sized practices lack the resources to adopt PROMs in routine care. For the US health care system to evolve to make use of these patient outcome

reports to improve quality or to report performance, we need universal, standardized measurement practices. And we need these quality reports to be fully integrated into clinical workflow and routine, daily care. To that end, this initiative is demonstrating that consistent, standardized measurement can be achieved across all providers in large and diverse geographic areas.

The Initiative is governed by a National Steering Committee comprised of leaders from each stakeholder group, and an advisory Policy Committee. They provide strategic guidance and support PBGH staff to lead two major projects to demonstrate broad adoption of PROMs: one in oncology and one in depression.

POM Initiative Projects

PROMOnc

Patient-Reported Outcome Measures for Oncology Care

PROMOnc, a CMS funded program led by PBGH, is developing the national standard for patient-reported outcome measures for cancer patients related to quality of life, pain and fatigue. PBGH is working with 90% of the medical oncology practices in Michigan who are actively participating in the Michigan Oncology Quality Consortium (MOQC) and also institutions from the Alliance of Dedicated Cancer Centers (ADCC) across six additional states. A total of 23 sites are testing these measures and this number is expected to reach 48 by the end of 2020. CMS has supported this project as a means to introduce PROMs into the quality based MACRA payment system nationally. The penetration of cancer centers in Michigan is allowing us to demonstrate that PROMs can indeed be implemented at scale across disparate providers and payers in a community.

Patient-Reported Mental Health Measurement in California

In California, the Integrated Healthcare Association (IHA) administers a multi-stakeholder, pay-for-performance program that touches over 9 million Californians. Until recently, this program has relied on traditional HEDIS measures and a limited number of clinical outcome measures. However, to address the growing burden of disparate measures and requirements for shared-risk and performance-based payments such as ACOs, PBGH and IHA engaged health plans, provider organizations and purchasers to endorse a common set of 18 initial measures and 17 “developmental” measures to be applied to all California ACOs. PBGH advocated for prioritization of patient-reported mental health measurement for all patients in primary care—to facilitate measurement-based clinical care while also generating standardized measures to allow purchasers and patients to assess outcomes. California ACOs are now being asked to administer the most widely used depression screening and outcomes tool, the PHQ-9, in primary care. IHA will be generating benchmarks and feedback reports for ACO performance on depression screening and follow-up as well as rates of response and remission from depression symptoms at 12 months.

Create Momentum

PBGH is leading a movement for national PROMs adoption with strategic guidance from the PROMs National Steering Committee. Committee members represent federal programs, private payers, providers, purchasers, patients, and industry who have come together to oversee regional implementation programs and think through the long-term strategy for moving value-based care to a platform of outcomes measurement.

PBGH frequently speaks to industry audiences about the Patient Outcomes Matter Initiative and has authored papers and articles to help educate key stakeholders. In 2020-21, PBGH is amplifying its education efforts by conducting an integrated communications campaign utilizing traditional and digital media, events, and other multi-media tactics targeted at local and national leaders not yet familiar with PROMs. The aim is to target communications and outreach in new markets and national industry influencers. We will work to identify, recruit, and create networking opportunities for champions across national markets and equip them with the resources to be effective champions within their communities.

Additionally, PBGH is developing implementation tools such as a national replication toolkit that includes a model state implementation roadmap, staging of PROMs in public programs (over 3-5 years), and use of outcomes measures in payment and recognition programs.

Encourage Payer Adoption

PBGH is working to align a critical mass of payers to support sustained, integrated use of PROMs in patient care and for performance accountability. Work on other transformation projects has shown that when major healthcare payers in a market incent the same PROMs-based performance measurement, providers will have enough resources and external pressure to invest in the necessary changes in office workflow and data infrastructure. Our aim is to promote federal, state, and commercial payer adoption of a multi-year roadmap that will support implementation in up to four states by the end of 2025.

This effort depends upon help and buy-in from patients, payers, providers, and the entire healthcare community. For more information or to support the work of the Patient Outcomes Matter Initiative, please visit pbgh.org/proms or contact Rachel Brodie at rbrodie@pbgh.org

PROMs National Steering Committee

- Pacific Business Group on Health, Chair
- Center for Medicare and Medicaid Innovation (CMMI)
- Centers for Medicare and Medicaid Services (CMS)
- Council of Medical Specialty Societies (CMSS)
- Duke-Margolis Center for Health Policy
- Massachusetts General Brigham
- National Quality Forum
- PatientsLikeMe
- PhRMA – Novo Nordisk
- Providence Health
- UnitedHealthCare