ISAAC User Training Webinar

HIP & KNEE PROMS COLLECTION

Ontario Health

Meeting Agenda

01

Background

02

ISAAC Demo Patient View

03

ISAAC Demo Admin View

04

Discussion & Questions

Audience
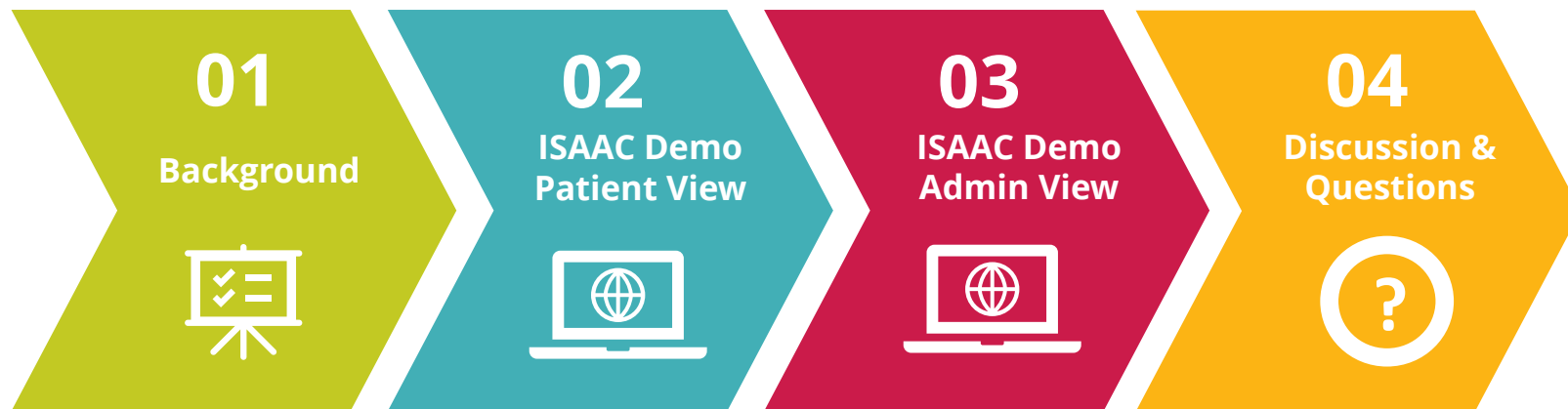
End Users - Patient Registration Users, Clinical Staff, Reports

Super Users - Administrative/IT (Configuring kiosks for ISAAC use)

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The Ministry's Strategy

- The Ministry of Health is expanding its musculoskeletal strategy by implementing systematic collection of patient-reported outcomes (PROMs) for patients having elective hip/knee replacement surgery at all 57 orthopedic clinics in Ontario.

- This initiative was part of the Quality Based Procedure (QBP) pilot

- PROMs collection is a requirement for sites participating in the hip and knee QBP (All orthopedic hospitals as of April 1, 2019)

Reasons that the Ministry is supporting Hip and Knee Replacement PROMs Collection:

Is patient-centred & evidence-based

Complement traditional patient data

Measure patient's view

Allow for comparative reporting and benchmarking

Ontario Health

Ontario Health's Role

Ontario Health

Agency created by the Government of Ontario, connecting and coordinating healthcare system across the province, ensuring that Ontarians receive the best possible care.

One of the **largest cancer symptom management databases** in the world.

More than a decade of experience implementing and **overseeing electronic PROMs collection** at over 70 cancer sites in Ontario.

OH leverages its existing experiences, change management expertise, and technological infrastructure to **spread PROMs collection to hip and knee patients**.

Ontario Health

PROMs Patient Pathway

When and where data will be collected

Participating hospitals will collect PROMs at **3 MANDATORY TIMEPOINTS** along the patient journey:
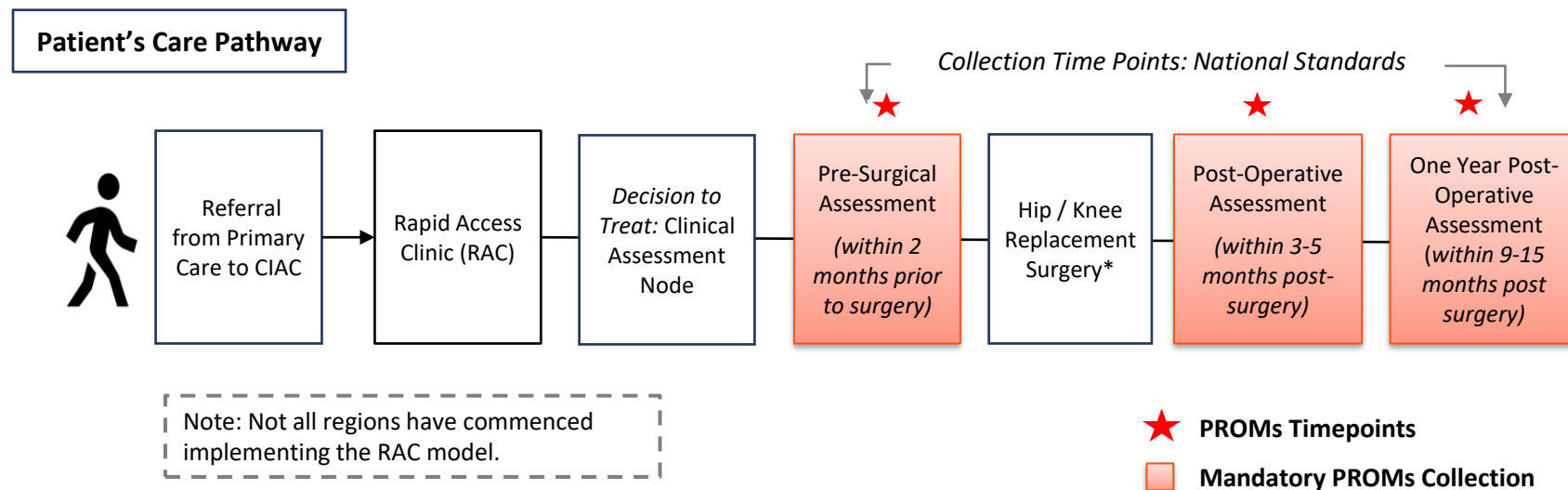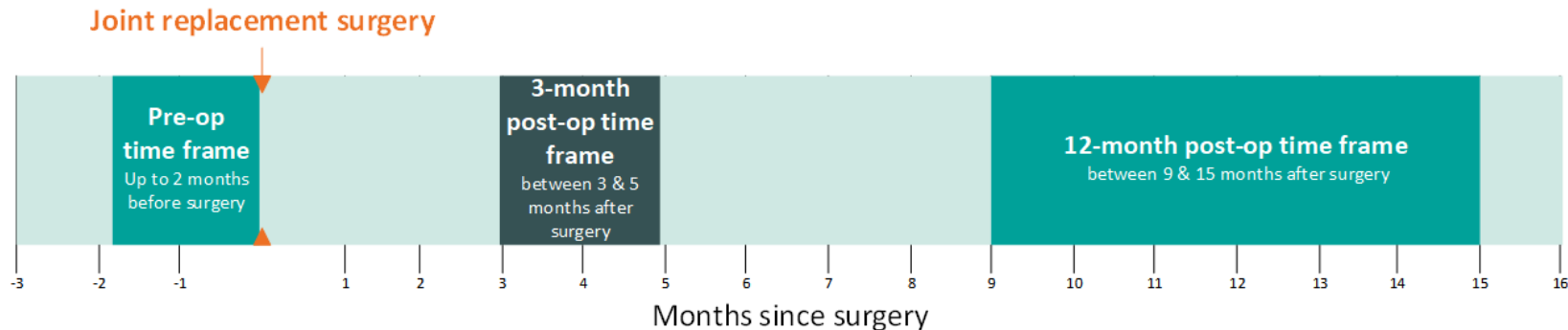
Report Methodology

CIHI links PROMs surveys to inpatient and day surgery databases to categorize them in relation to the timing of the surgery

Patient's PROMs and surgery data are included if they meet the following criteria:
- The surgery has been completed and reported in inpatient and day surgery databases.
- The surgery meets eligibility criteria for the QBP Program.
- The survey falls within the standard collection time frames for CIHI's health system reporting.

Joint replacement surgery

Pre-op time frame Up to 2 months before surgery

3-month post-op time frame between 3 & 5 months after surgery

12-month post-op time frame between 9 & 15 months after surgery

-3 -2 -1 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Months since surgery

Optional time point:
Rapid Access Clinic (RAC)

National PROMs standard time frame

Additional time frame specific to ON PROMs

PROMs for Hip and Knee Replacement Patients

Oxford Hip Scale	Oxford Knee Scale	Patient Post-Surgery Satisfaction	EQ-5D-5L	Patient General Health
12 items	12 items	1 item	6 items (including 1 visual analog scale)	1 item
Used to assess function and pain in the hip	Used to assess function and pain in the knee	Used to assess patient satisfaction with each joint/laterality being treated after surgery	Used to assess quality of life	Used to assess patient general health

- All PROMs will be available electronically (on ISAAC) in English and French.
- Certain language translations are also available via the licensor (managed by CIHI).

Ontario Health

ISAAC Functionality

ISAAC (Interactive Symptom Assessment and Collection) platform is a standardized and secure web-based tool accessible to patients and clinicians

- Adapted to accommodate PROMs collection for hip and knee replacement patients

- **Patient Portal:** Platform for patients to complete PROMs at different timepoints.

- **Administrative Portal:** Platform for clinic staff to enroll patients, upload survey data, access reports, configure devices.

Primary access points include:

- Kiosks (Desktop/laptop computers), Tablets, Paper

- Home/remote completion:
https://promsortho.ccohealth.ca/

Ontario
Health

ISAAC Patient Registration

Role of ISAAC Users and Super Users

End Users - Clinic staff (i.e., admin clerks, clinicians, OT/PT, physicians, nurse, etc.)
- ❑ Attend End User Training hosted by CCO
- ❑ Access the administrative portal
- ❑ Manually register patients
- ❑ Upload bulk patient registration list on pre-set schedule
- ❑ Usher patients to kiosks and help them complete surveys if needed
- ❑ Access/print single time point patient scores and view patient scores over time

Super Users- IT support/PM
- ❑ Attend Super User Training hosted by CCO
- ❑ Ensure tablets are properly configured according to hospital-level IT security requirements   (i.e., setting tablets into 'kiosk mode', etc.)
- ❑ Ensure hardware can be connected to the internet
- ❑ Troubleshoot any potential WIFI issues
- ❑ Ensure tablets are set to most efficient battery life
- ❑ Help clinical staff come up with plan for deploying tablets
- ❑ Help with the configuration of printers (if applicable)
- ❑ Conduct end-user training for any new users after ISAAC has been launched
- ❑ Access/print ISAAC generated reports

Ontario Health