

Collecting Patient Reported Outcomes Measures (PROMs) for Musculoskeletal Patients

Site Specific Requirements

To support the delivery of patient-centred, evidence-based care in Ontario, the Ministry of Health has partnered with Ontario Health and the Canadian Institute for Health Information (CIHI) to develop a robust platform for collecting and reporting patient reported outcome measures (PROMs) from patients undergoing elective hip and/or knee replacement surgery. PROMs are measurement instruments that patients complete to provide information on aspects of their health status and quality of life, including pain, functional status, and quality of life. PROMs provide insight into the effectiveness of care from the patient's perspective and are thus essential to understanding whether health care services and interventions make a difference to patients' functional status and experience.

Sites participating in the bundled hip and knee replacement Quality Based Procedure (QBP) initiative are required to collect PROMs in a systematic manner to inform patient care. To facilitate PROMs collection, the Integrated Symptom Assessment and Collection (ISAAC) platform, developed by Ontario Health, will be leveraged. ISAAC enables PROMs to be captured electronically via clinic kiosks or a website URL, and for the collected data to be available to clinicians in real time through a secure portal.

Participating sites will be provided with the tools and information they need to successfully collect and assess PROMs data. In addition to conducting orientation sessions at participating sites, Ontario Health will provide ongoing operational support.

To begin collecting PROMs, your site will first be required to complete the following approval and documentation steps:

1. **Participation Agreement:** This agreement will cover data sharing by providing Ontario Health with permission to access, use and disclose hospital-level data through the ISAAC database.
 - Action Required: Please have your hospital's CEO review and sign the Participation Agreement and the Software License and Services Agreement, and the hospital's PROMs main point of contact will be included in the communication.
2. **Funding Agreement (optional):** This agreement will cover funding for ISAAC hardware/software (e.g. tablets, desktop computers, health card readers, styluses). Please complete and submit Schedule C of the Participation Agreement if your site requires hardware/soft funding. Schedule C requires a high-level estimate of the type of hardware and funds required. The ISAAC team can provide a list of recommended hardware that is compatible with the ISAAC system, however sites should work closely with their IT department to ensure hardware meets hospital-level security and configuration requirements. Ontario Health Regional Programs will facilitate the transfer of funds in accordance with its schedules and processes.
 - Action Required: Please submit the signed Funding Agreement to Ontario Health Regional Programs (OH-CCO_RegionalPrograms@ontariohealth.ca).

3. **CIHI PROMs License Registration:** This agreement will provide your site with permission to use paper copies of the PROMs surveys, as facilitated by CIHI.
 - **Action Required:** Please list the appropriate contact person to provide consent to the terms and email the completed registration to CIHI (proms@cihi.ca). A signature is not required (the email will act as implied consent).
4. **Setting up ISAAC accounts:** The ISAAC team at Ontario Health will create ISAAC user accounts for all orthopedics staff who require access to the platform. A list of all usernames, emails and ISAAC roles will need to be submitted to your site's Local Registration Authority (LRA). If you are unsure who is listed as your site's LRA, please contact the ISAAC mailbox (ISAAC@ontariohealth.ca).
 - **Actions Required:** Please complete a bulk registration form listing all ISAAC user names, emails, and ISAAC roles. This list should include registration clerks who will be registering patients in ISAAC. Please instruct the LRA to submit the completed registration form to the ISAAC team (ISAAC@ontariohealth.ca).

ISAAC Administrator roles:

- **Site Patient Enrollment:** This role allows users to register patients on ISAAC, search patients, add patient responses manually, and view patient scores in real-time.
- **Site Administrator:** This role provides, maintains, and manages ISAAC user accounts for the site and provides all access to configure survey and kiosks. It is recommended that two site admins be designated so there is always a back-up person available.

Additionally, your site will be required to participate in the following meetings, conducted by conference call:

- **Kick-off meeting:** During this meeting, Ontario Health will introduce the PROMs collection portion of the Bundled Care Program and the ISAAC PROMs collection platform. Your team will also meet the team from Ontario Health and can share any comments, questions, or concerns. This meeting will take approximately 60 minutes.
- **ISAAC User Training:** Once you have provided a list of staff who will have access to ISAAC (step 4 above), the Ontario Health ISAAC team will facilitate a training session to walk these individuals through the ISAAC platform. This session will include training for both super users and end users, and it will take approximately 60 minutes.

Additional Information:

If you have any questions about the Hip and Knee PROMs Collection Program, please contact OH-CCO_orthoproms@ontariohealth.ca.