Outcome measurement in mental health

For routine outcome monitoring, diagnostics and questionnaire management

Value-based healthcare and patient outcomes

The healthcare system is moving to value-based reimbursement models – payment models in which providers are paid based on the outcomes they deliver rather than solely on the service delivered. One of the best examples of this are the Bundled Payments introduced by the Center for Medicare and Medicaid Services (CMS) for Comprehensive Joint Replacement. This shift requires providers to report based on outcomes and that requires systematic measurement of outcomes.

What are outcomes?

There is more to measuring outcomes than only patient experiences or only clinical data. There are multiple categories of outcomes; as shown below.

Patient reported health outcomes – Measured using validated surveys that are completed by the patient, like quality of life, vitality, and pain level.

Costs – To define value, you need treatment cost data; this comes from a cost system or Electronic Medical Record (EMR).

Patient experience measures – Measured using surveys like the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, which show outcomes related to communication, customer service, etc.

Clinical data outcomes – Reported by a physician in the EMR e.g., complications, diagnosis and vitals.

Patient generated data – Outcomes generated by smart devices e.g., activity trackers, scales, glucose meters, etc.
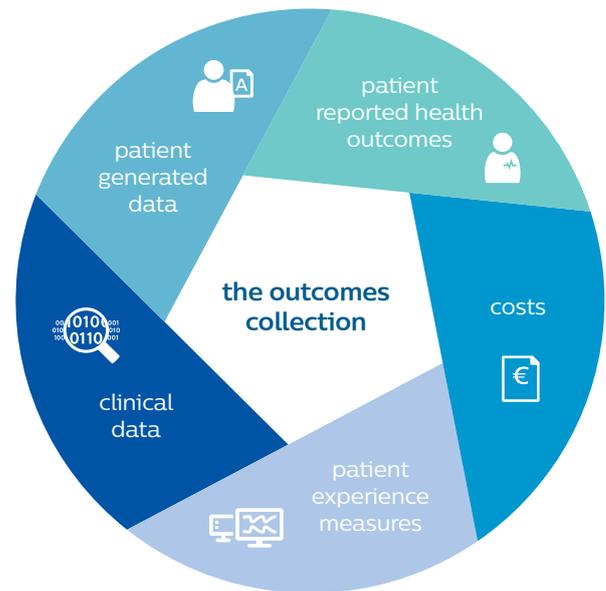
How do I measure outcomes?

Starting with measuring outcomes is not complex. Philips VitalHealth's QuestLink solution enables a quick–start outcome measurement plan within your organization. Our solution can be integrated with your EMR to reduce manual data entry and additional authentication steps for physicians. You can also phase your approach to measuring rather than trying to do it all at once.

No software installation required. Our solution facilitates the entire process of assigning, completing, processing, and visualizing outcomes. All you need is patients, a computer, the web and configuration to start measuring.

Once configured, your patients will receive notification by email or SMS text message to complete a survey. They select the device they prefer to complete the survey. Patients may also choose to receive reminders automatically. Prefer to have patients complete surveys in the waiting room? No problem. Use our secure tablet app for that.

Physicians are notified when a patient needs special attention based on survey answers. After a patient completes a survey, outcomes are available in a provider portal for physicians to view in easy–to–interpret dashboards. This enables outcomes tracking over time and provides important insights for physicians to use during patient consults.

How difficult is it to integrate with my EMR?

Not difficult at all; we have standard EMR connectors available. Measuring outcomes should not result in extra work, which is why we integrate with your EMR and patient portal. We exchange patient demographics data and make sure physicians do not have to login into separate systems. Examples of what is possible using our out-of-the-box integrations:

- Sync patient data.
- Automatically login to our outcomes solution from the EMR.
- Assign surveys based on appointments in the EMR.
- Assign surveys based on a diagnosis code.
- Display outcomes data in the EMR.

What are Philips VitalHealth's key benefits?

- Customizable surveys.
- Automation of the complete survey assignment/ delivery/follow-up process.
- Easily report on responses using our analytical tools or connect with business analytical tools.
- Native apps for iOS, Android, and Windows Mobile.

- SaaS solution, meaning no on-site hardware needed beyond existing infrastructure.
- Device agnostic solution which only requires a web browser.
- Proven solution within over 85 hospitals around the globe.

Underneath, we share sample dashboards and visualization tools.
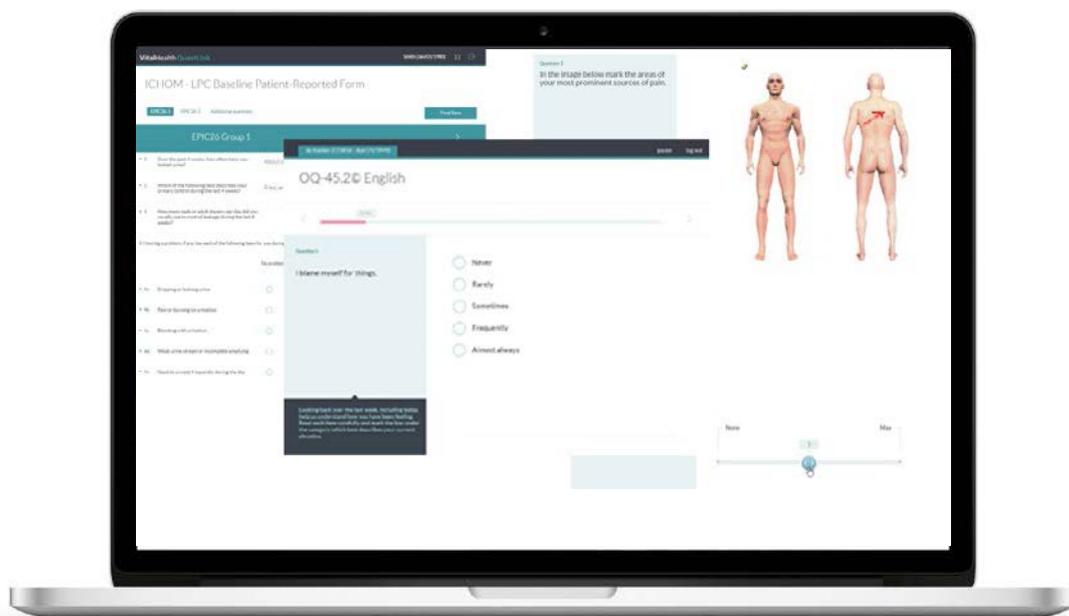
Figure 1: Wide range of available survey visualization options.
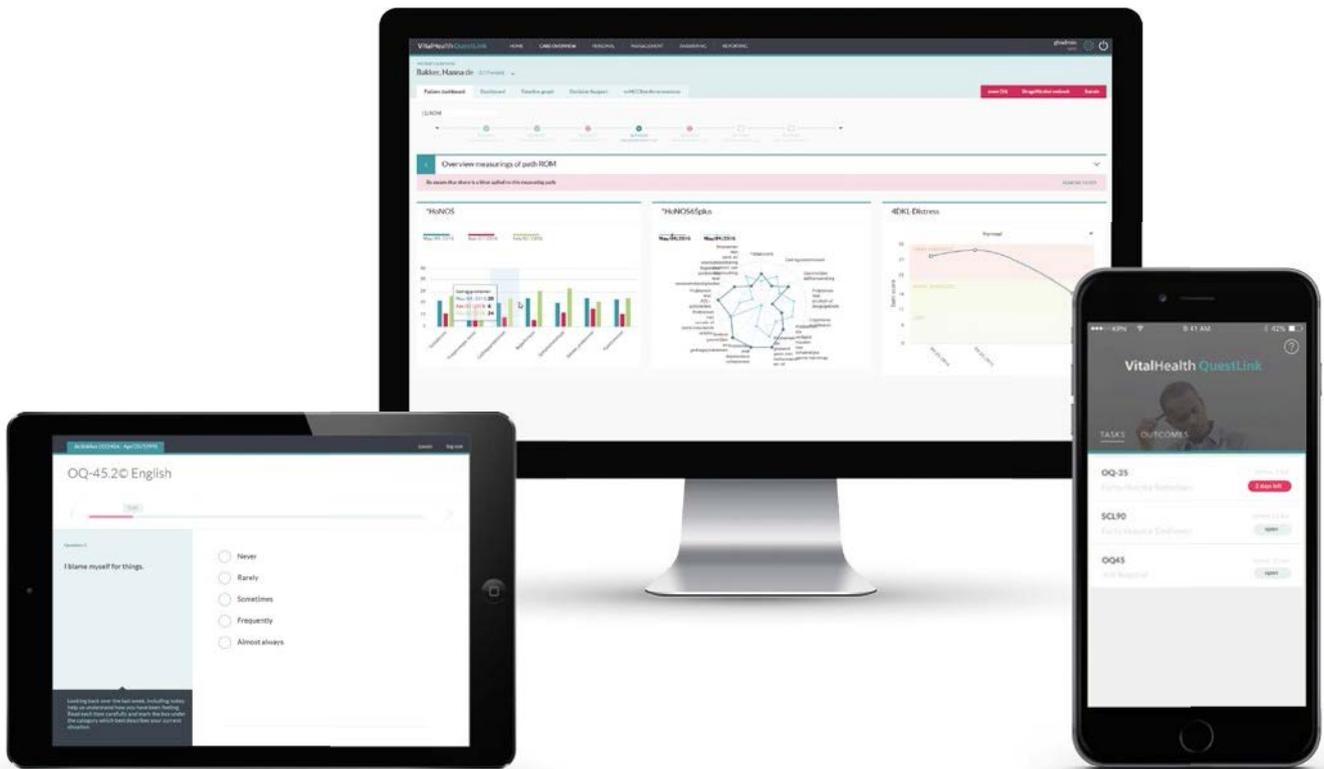
Figure 2: Configurable dashboards for physicians containing easy to interpret graphs.

Solutions for actionable population health management

Philips VitalHealth offers a suite of market leading cloud-based software solutions for population health management: care coordination, Outcome measurement, patient engagement and health care analytics. All software solutions are based on best practices – with a focus on ease of use – and can be implemented either standalone or integrated. In addition, all Philips VitalHealth solutions share the same underlying platform, which allows integration and data sharing amongst various health care functions. This enables value based health networks to provide personalized care collaboration across the care continuum.