

Short Generic Patient-Reported Measures of Outcome and Experience

Tim Benson

R-Outcomes Ltd

tim.benson@r-outcomes.com

078 5568 2037

@timbenson

Requirements










- Short
 - Minimal respondent burden
 - Use on smart-phone or tablet
- Generic
 - all patients irrespective of conditions
 - across health and social care

howRu – Outcomes

Anytown Hospital 
NHS Trust


Pick one item on each line to rate your past 24 hours

How are you today?

| | None | A little | Quite a lot | Extreme |
|----------------------------|--|---|---|---|
| Pain or discomfort | <input checked="" type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  |
| Feeling low or worried | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  |
| Limited in what you can do | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  |
| Require help from others | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  |

















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howRwe – Experience

Anytown Hospital 
NHS Trust

Pick one item on each line to rate our service today

How are we doing?

| | Excellent | Good | Fair | Poor |
|--------------------|--|---|---|---|
| Treat you kindly | <input checked="" type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  |
| Listen and explain | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  |
| See you promptly | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  |
| Well organised | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  | <input type="radio"/>  |

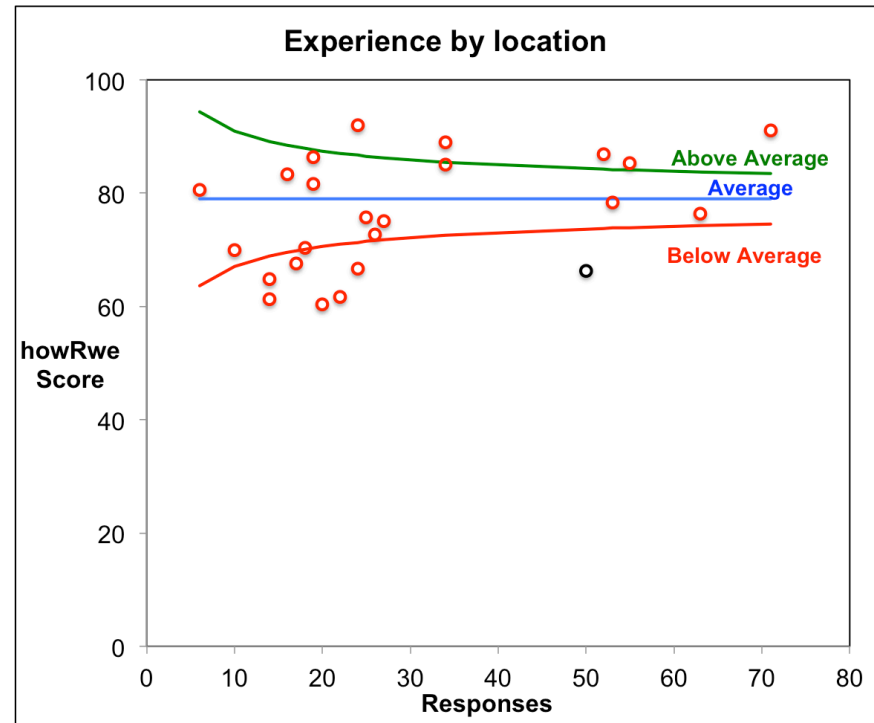
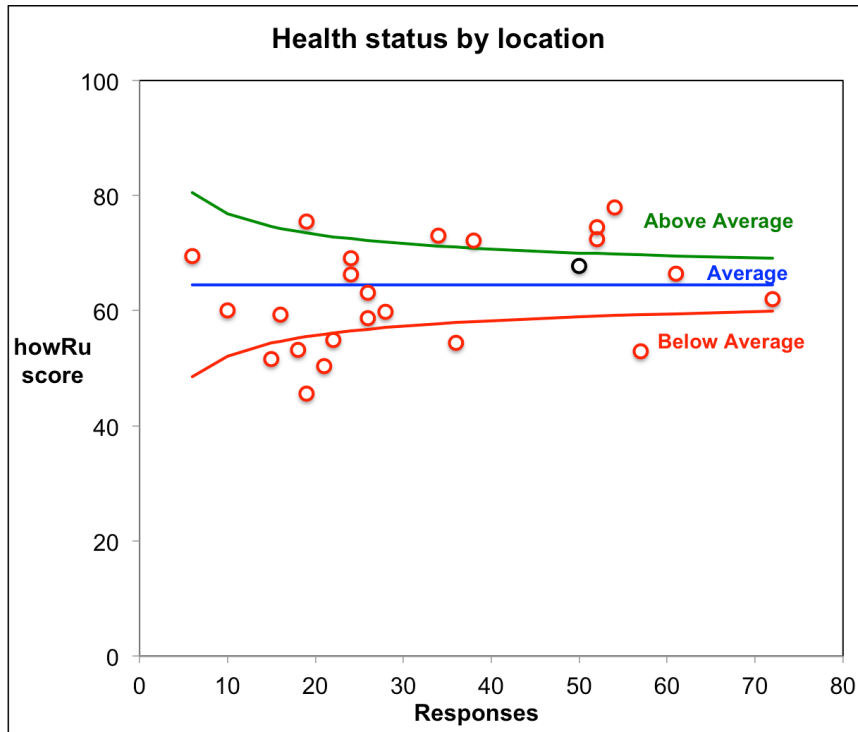
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Respondent Burden

| Outcome Measure | Questions | Words | Readability* |
|------------------------|-----------|-------|--------------|
| howRU | 4 | 37 | 2.0 |
| EQ-5D | 6 | 230 | 6.0 |
| SF-12 | 12 | 474 | 6.4 |
| SF-36 | 36 | 779 | 5.3 |
| NHS PROMs (Hip pre-op) | 27 | 1,485 | 6.3 |

| Experience Measure | Questions | Words | Readability* |
|----------------------------|-----------|-------|--------------|
| howRwe | 4 | 29 | 2.2 |
| NHS Friends & Family Test | 1 | 44 | 6.6 |
| PPE-15 | 15 | 467 | 7.1 |
| GP Patient Survey | 62 | 2,922 | 6.8 |
| NHS Adult Inpatient Survey | 76 | 3,353 | 7.3 |

Funnel Plots



Four stage business model

- Define questions and data
- Collect data
- Analyse and present feedback
- Use results to monitor progress