Navigating Challenges in Collecting Patient-Reported Outcomes Within a Statewide Consortium

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Problem and Importance:
The goal of this QI project was to increase the number of prostate cancer patients completing patient-reported outcomes (PROs) surveys during radiation treatment within the Michigan Radiation Oncology Quality Consortium (MROQC). The collection of PROs is crucial for providing patient-centered care and measuring care satisfaction. By standardizing materials, enhancing accessibility, streamlining distribution processes, and implementing effective tracking mechanisms, we aimed to improve access to and completion of these surveys. This initiative aligns with MROQC's mission to enhance the quality of patient-centered radiation therapy by ensuring comprehensive data collection.

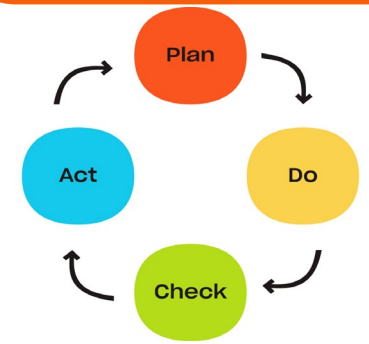
Understanding the Current State:
- **Low Completion Rates:** Only 36% of prostate cancer patients were completing baseline PRO surveys, falling short of the 60% target.
- **Systemic Challenges**: Issues such as patient reluctance, technical difficulties, and inconsistent data collection methods across facilities.
- **Impact on Care Quality**: Inadequate PROs data limited our ability to understand patient experiences and treatment outcomes, making it essential to focus on increasing completion rates.

How we measured the problem
- **Developed surveys** to capture information on treatment experiences, side effects, quality of life, and other relevant factors.
- **Data Collection Methods**: Email-based surveys and paper-based forms distributed during appointments or by mail.
- **Inclusion Criteria**: A survey was considered complete if the patient answered at least one question.
- **Data Compilation**: Compiled all completed surveys into a single dataset for analysis.
- **Monitoring**: Tracked survey completion rates to assess patient engagement and identify areas needing improvement.

Analysis and Interventions to Improve

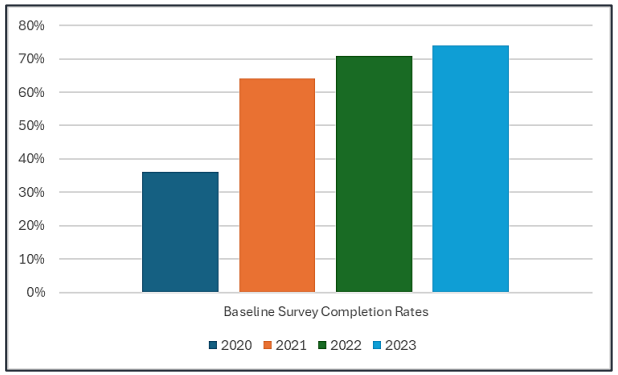
Problem: Low completion rate of baseline PROs among prostate cancer patients.
Goal: Increase the baseline completion rate to at least 60%.
Starting point:
- Design surveys to capture patient experiences, side effects, and quality of life.
- Select data collection methods (email and paper forms).
- Create a standardized workflow outline for data collection across all facilities.

Adjust and Improve
- Improved the patient welcome letter to emphasize survey benefits and address privacy concerns.
- Allowed facilities to tailor data collection methods while keeping core standards.
- Urged staff to report technical problems quickly for immediate fixes.
- Shared best practices and resources from facilities with high survey completion rates.
- Expanded the program to include all facilities through phased rollouts, incorporating periods for reevaluation and adjustments based on feedback and observations. (round 3 of the cycle)



Implement Plan
- Initiate data collection at pilot sites.
- Distribute surveys at the beginning of radiation treatment.
- Provide training sessions for staff on data collection processes (round 2 of the cycle).
- Update patient communication materials to emphasize the importance and confidentiality of PROs (round 2 of the cycle).

Monitor Progress
- Collected and compiled survey data from participating patients.
- Reviewed completion rates monthly, using line graphs to visualize trends and bar graphs for facility comparisons.
- Held monthly meetings to discuss challenges, successes, and completion rates.



Results and Conclusions
- **Outcome**: Achieved a 74% baseline completion rate in 2023.
- **Success Factors:** Commitment to the PDCA cycle and a culture of continuous improvement.
- **Ongoing refinement** of data collection methods and encouragement of innovative strategies at individual facilities to sustain and improve results.

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- For more information on MROQC, please visit www.mroqc.org or X @MROQC1.