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Value-Based Healthcare



Your health outcomes matter to us

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A **Value-Based Healthcare (VBHC)** approach means that patients will be asked how they feel and how their conditions impact on their lives before they come into hospital for an appointment or treatment and afterwards.

VBHC uses tools such as PROMs and PREMs for the collection and reporting of outcome data.

Currently CTMUHB have sourced two platforms to collect this data. We have a pilot platform for PROMS which is collected via the DrDoctor platform and we are currently in the process of rolling out PREMS throughout the health board which is done through our Civica platform.

What does PROM and PREM mean?

A Patient Report

Outcome Measure (PROM) assesses the quality of care that is being delivered to patients from the patient's perspective.

A Patient Reported Experience

Measure (PREM) it is a measure of patient's experience which is reported by the patient themselves.



Aim:

The focus of healthcare is shifting away from the measurement of outputs and volumes of service delivery towards a focus on achieving 'value'. While the concept of value has a strong economic element as service providers aim to deliver cost effective services to patients, there is also a focus on ensuring that the services delivered provide value to patients.

Why is this important?

We are providing patients across CTMUHB with the opportunity to use patient reported measures to evaluate their experience and outcomes of their care, clinicians and service providers will be able to use the information to improve person centred care to patients and use the information to identify areas for service improvement and evaluate the effectiveness of particular treatments in delivering health gains to patients.

It provides unique information on the impact of a medical condition and its treatment from the patient's perspective.

When we measure and report outcomes it can foster improvement and adoption of best practices which will then further improve the outcomes for patients.

It is important to understand patients' health outcomes so we know that the care we are providing meets their needs. This helps us to ensure we provide high value care.



How will it be done?

PROMs and PREMs are collected through the completion of short questionnaires about you and your health.

A PROM will be done online and at home. We will send you a text message with a link when you have a new digital assessment to complete. These PROM questions will ask you about your symptoms, physical health, and quality of life. Your care team will review your answers online.

A PREM can also be done online. There will be posters throughout the hospital with a link and QR code. You can also access it on our website . Alternatively there are paper copies available with designated drop off points throughout the hospital.

When will it be done?

This assessment will be done at the start of you healthcare journey within the Heart Failure department.

Your PROM journey will start either as an inpatient on the ward and follow you through your journey as an outpatient or will start when you receive you first Pre-clinic appointment, which will then follow you through your journey until post-clinic.



The PREM can be done at any point and several times throughout your health care journey. We understand how people's experiences can change while using our services and we would like to monitor these changes where these changes have improved or declined.

A full list of patient FAQs can be found on our website.

