REIMAGINE. RETHINK. REBUILD.

How patient-reported data is driving
value-based healthcare funding
DOWN UNDER

Voice of
the patient™

insight | foresight
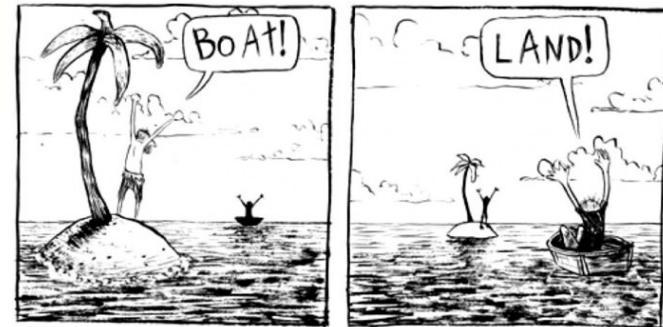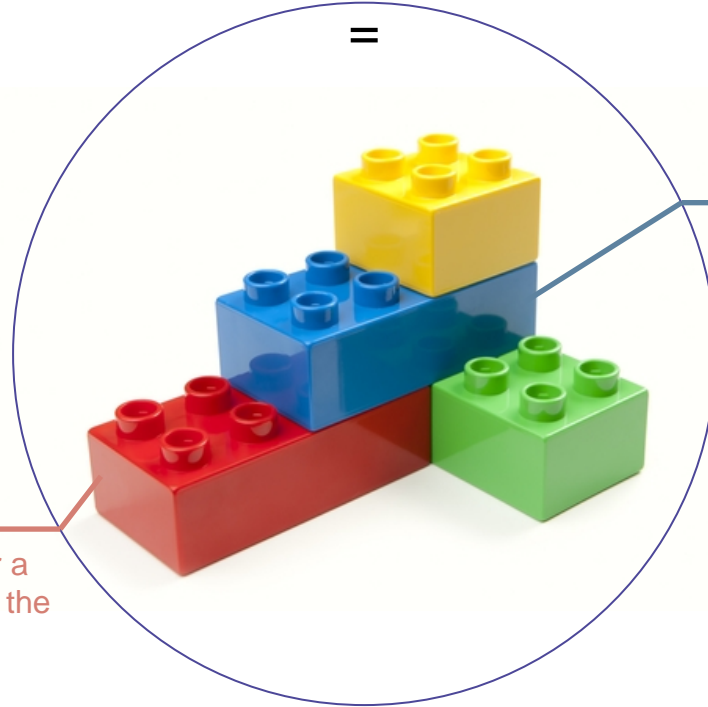dialogues 2021

VALUE PERSPECTIVE.

VALUE
=

OUTCOMES

"health results that matter for a patient's condition, over the care cycle"

COST

"total costs of care for a patient's condition over the care cycle"

AUSTRALIAN CONTEXT.

Both Medicare and PHI products can still leave some patients with out-of-pocket costs.

Private Health Insurance (PHI) offer top-up cover for nearly half of the Australian population. PHI mainly cover elective hospital procedures and auxiliary services.

Medicare is Australia's universal health care scheme that cover medical services, medicines and major medical treatment through the public hospital system.

TRADITIONAL CONTRACTING.

Volume, and …

HACS &
Adverse
Events

Claims &
Costing
Data

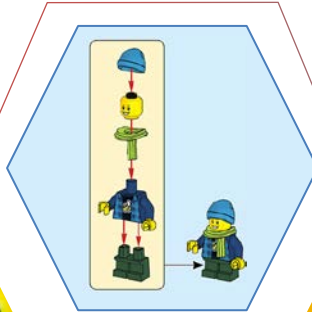foresight
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VALUE-BASED FUNDING BUILDING BLOCKS.

Value-based perspective

Patient Experiences

Patient Outcomes

Voice of the patient™

HACS & Adverse Events

Claims & Costing Data

Relative Performance

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PATIENT REPORTED DATA.

Experience

Staff responsiveness

Cleanliness

Noise

Satisfaction with nursing staff

Made to feel safe and supported

Outcomes

Related complications

Pain

Mobility

Activity levels

Depression/Anxiety

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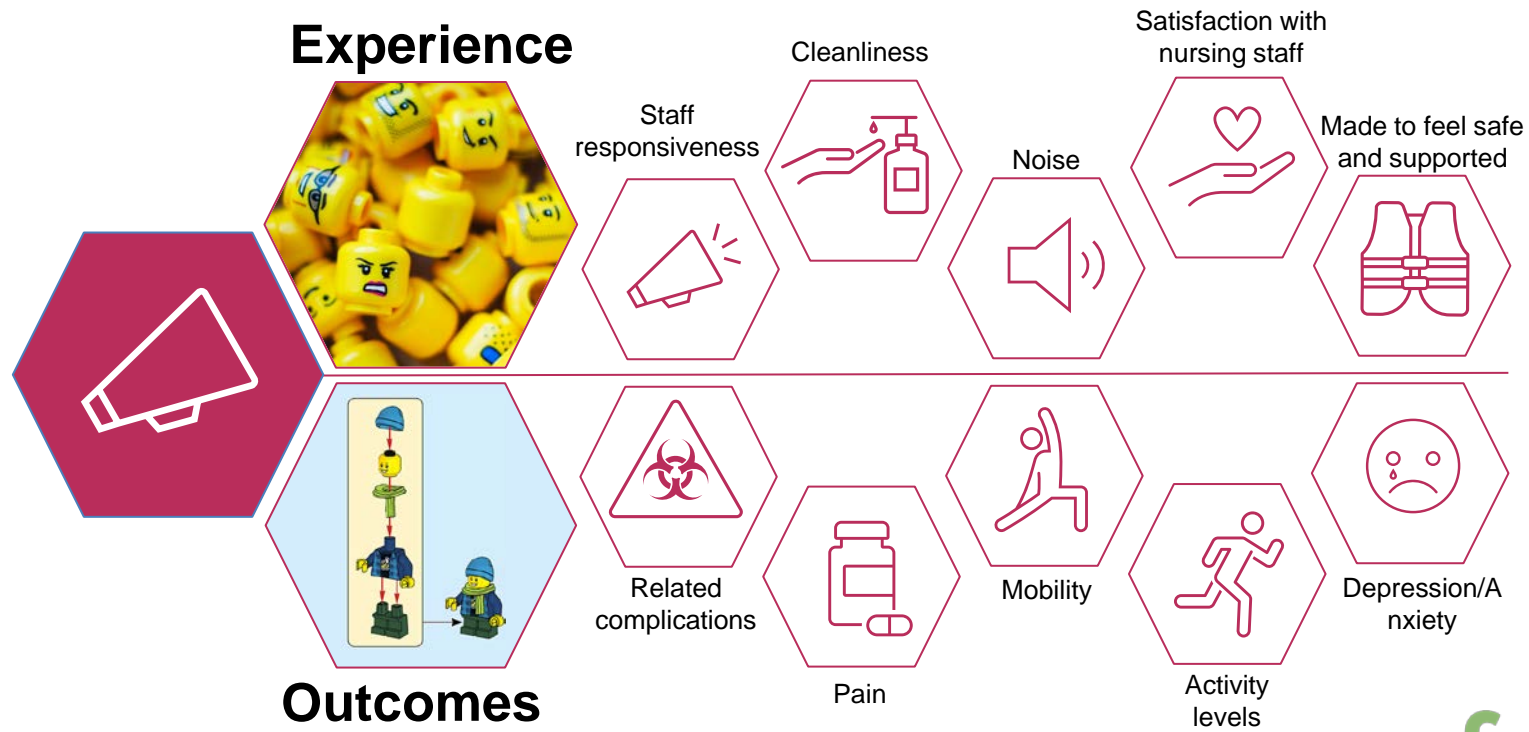
PATIENT REPORTED DATA IS…DATA.

PRO

Patient Reported Outcomes
Information on the patient, told by the patient without interpretation

Eg Symptom - Depression

PROM

Patient Reported Outcomes Measure
Instrument or tool used to collect and measure information from the patient
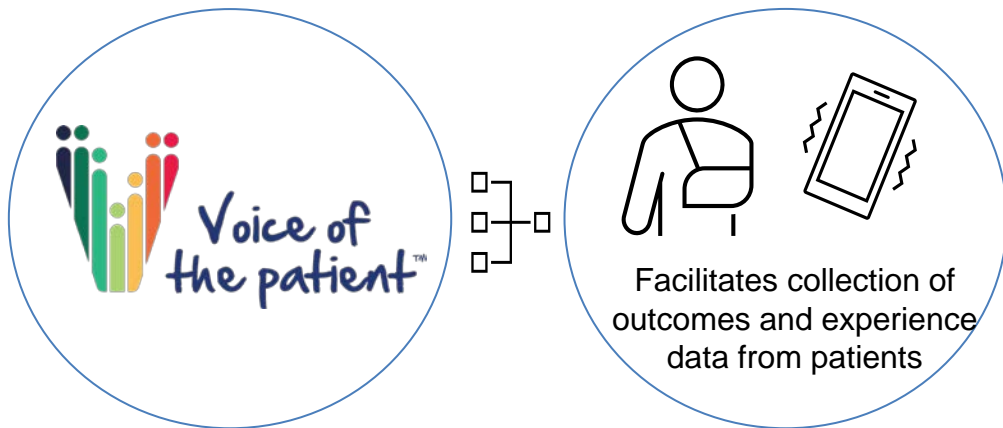
Eg PHQ-9

PRO-PM

Patient Reported Outcomes based performance measure
Aggregating information from patients in a reliable way to quantify performance
Eg PHQ-9 score above 9 improving to < 5 at 6 month follow-up

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MEASURING WHAT MATTERS.

Facilitates collection of outcomes and experience data from patients
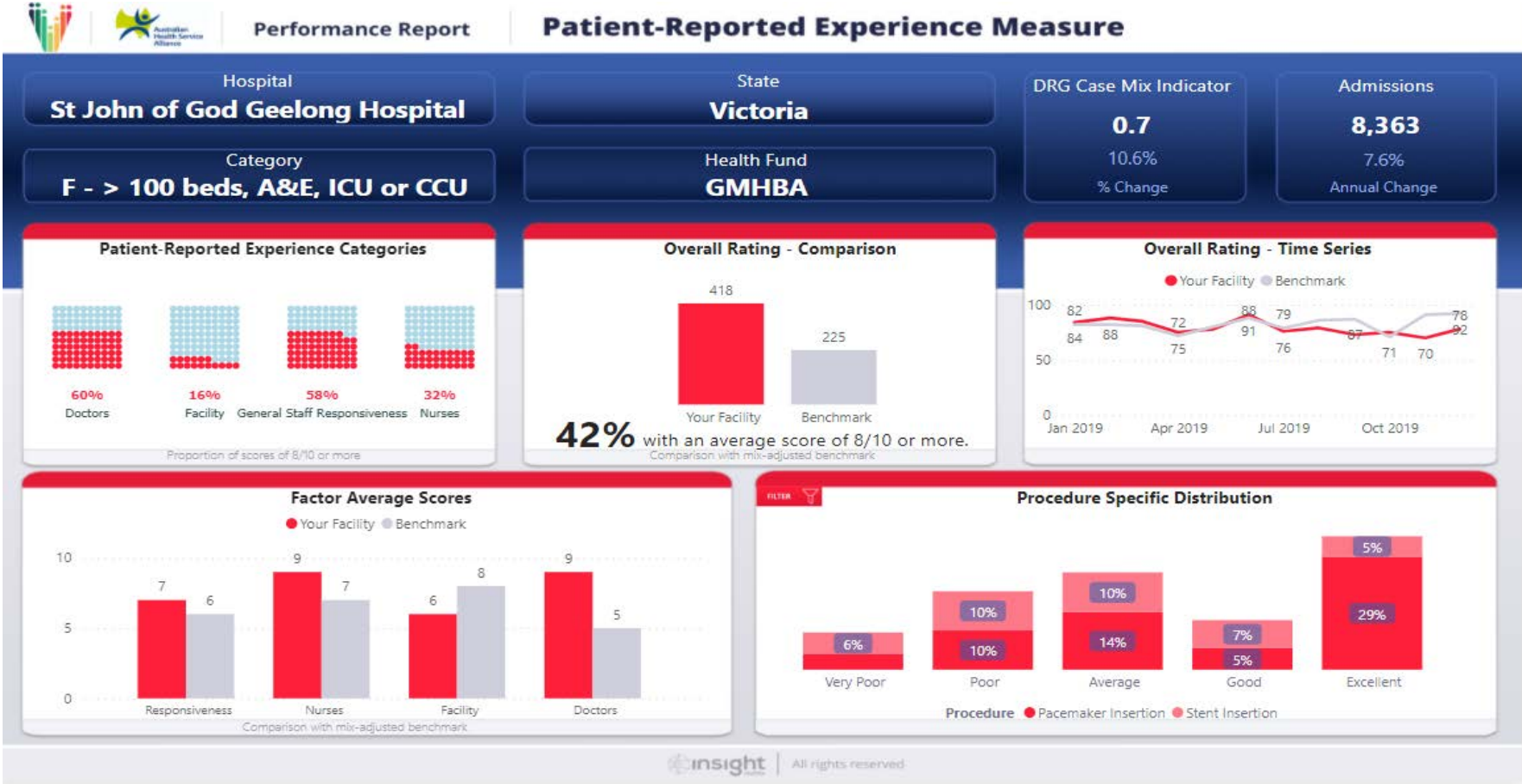
Patients are at the center of healthcare, without patients we cannot create healthcare

New scientific methods and technology give us an opportunity to measure what really matters to patients
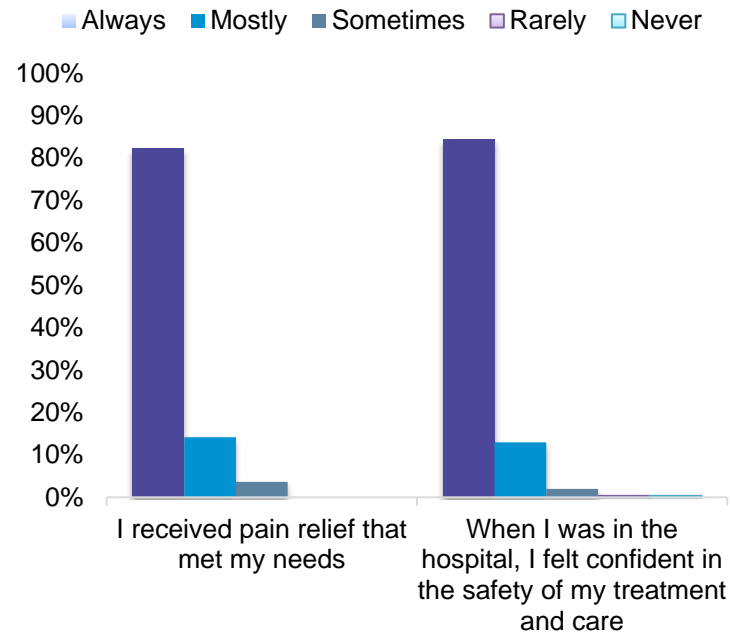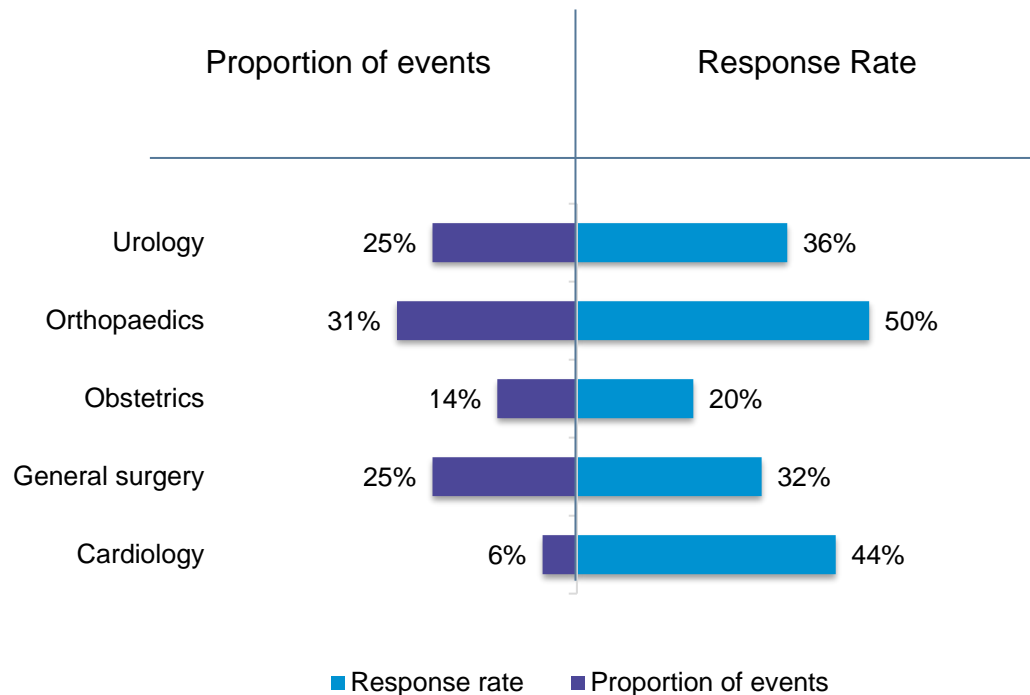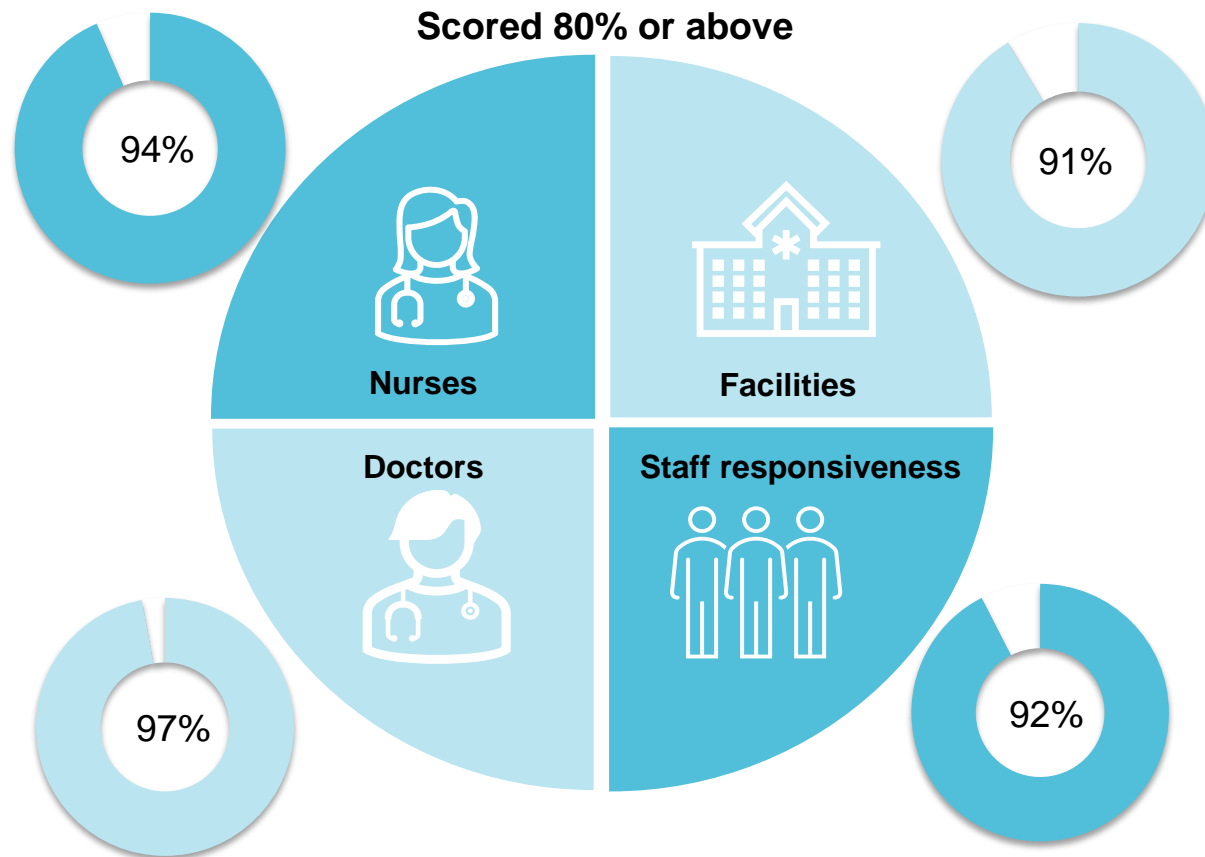
Bridging the information gap

Improving patients' understanding of their condition

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PATIENT REPORTED DATA VISUALIZED.

Performance Report | Patient-Reported Experience Measure

Hospital	State	DRG Case Mix Indicator	Admissions
St John of God Geelong Hospital	**Victoria**	**0.7**	**8,363**
		10.6%	7.6%
		% Change	Annual Change

Category	Health Fund
F - > 100 beds, A&E, ICU or CCU	**GMHBA**

Patient-Reported Experience Categories

60% Doctors
16% Facility
58% General Staff Responsiveness
32% Nurses

Proportion of scores of 8/10 or more

Overall Rating - Comparison

418 Your Facility
225 Benchmark

42% with an average score of 8/10 or more.
Comparison with mix-adjusted benchmark

Overall Rating - Time Series

● Your Facility ● Benchmark

82, 84, 88, 72, 75, 88, 91, 76, 79, 67, 71, 70, 78, 92

Jan 2019 — Apr 2019 — Jul 2019 — Oct 2019

Factor Average Scores

● Your Facility ● Benchmark

Responsiveness: 7 / 6
Nurses: 9 / 7
Facility: 6 / 8
Doctors: 9 / 5

Comparison with mix-adjusted benchmark

Procedure Specific Distribution

FILTER

Very Poor: 6%
Poor: 10% / 10%
Average: 10% / 14%
Good: 7% / 5%
Excellent: 5% / 29%

Procedure ● Pacemaker Insertion ● Stent Insertion

RESPONSES.

PATIENT REPORTED DATA IS POSITIVELY SKEWED.

Scored 80% or above

94%

91%

Nurses

Facilities

Doctors

Staff responsiveness

97%

92%

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EVIDENCE OF RELATIVE IMPROVEMENT.

Increase in EXPERIENCE score

1%

Decrease in READMISSION rate

5%

J Health Polit Policy Law 2016 Aug;41(4):675-96.

ADVERSE EVENTS

Noted harm

70%
60%
50%
40%
30%
20%
10%
0%

20%

■ Yes □ No

Uncontrolled bleeding | Nerve damage | Infection | Blood clot | Sudden drop in blood pressure
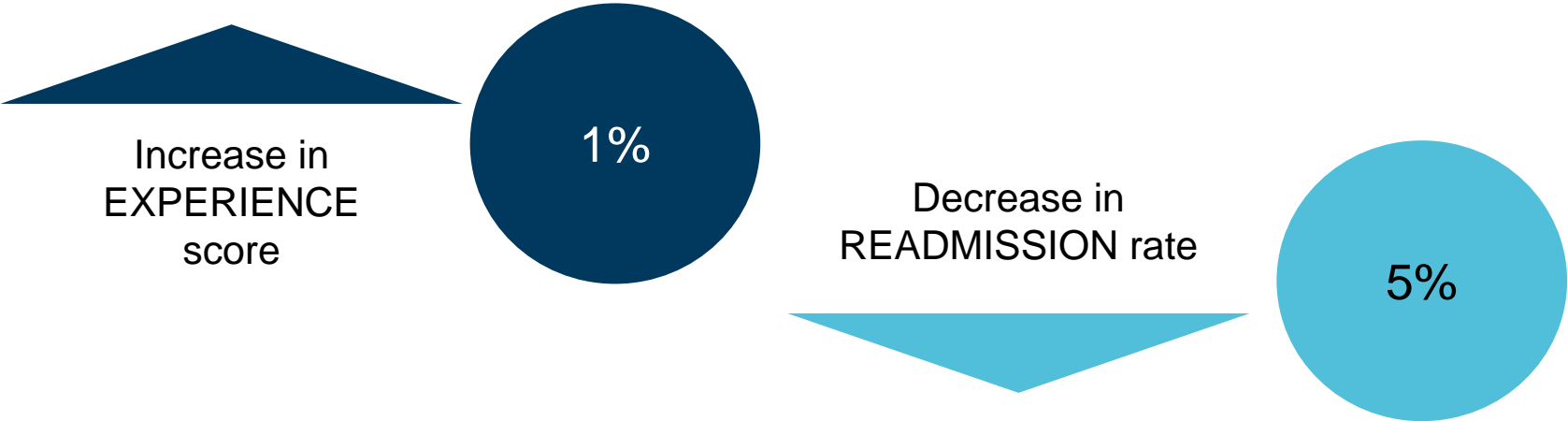
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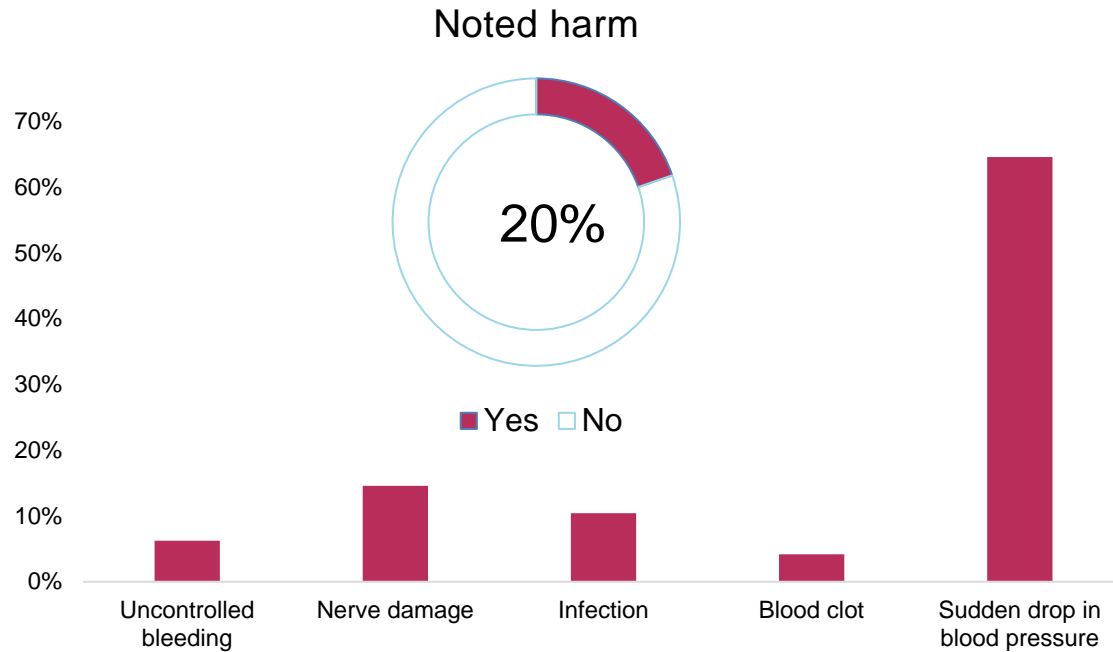
HOSPITAL ACQUIRED COMPLICATIONS (HACS).

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17.05.21