

# Outcome Measures: Integrating their use in clinical decision making and client centred goal setting

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**Background:** The Purpose of the Electronic Persistent Pain Outcomes Collaboration (ePPOC) is to provide outcome based information for both individual client management and benchmarking for quality improvement of Pain Management services across Australasia. Victorian services joined the collaboration in July 2014. Software for electronic entry and submission of data is provided by ePPOC. Completion rates of questionnaires is a pivotal issue for the success of this collaboration.

**Methods:** A retrospective analysis of questionnaire completion was undertaken in June 2015. Completion of outcome questionnaires is required in order to attend Caulfield Pain Management and Research Centre (CPM&RC). The number of entry questionnaires where the email address was provided was reviewed. Analysis of completion rates of subsequent questionnaires was undertaken and the time taken to return the questionnaires was calculated.

**Results:** Clients provided an email addresses in 45% of 520 entry questionnaires. Email links were used for all subsequent questionnaires for these clients. A total of 108 subsequent questionnaires were requested at time points throughout treatment. The average completion rate was 59% with a completion rate of 57% for email linked questionnaires and 62% for paper questionnaires. The time taken for clients to return questionnaires was an average of 7 days for email requests and 21 days for paper requests. Outcome data is now provided for clinical decision making and client centred goal setting when data is available.

**Discussion:** The use of this data in discussions between clients and clinicians is likely to a) increase compliance of clinicians in initiating questionnaire requests and b) increase completion rates by clients for future questionnaires. Paper completion rates were 5% higher than electronic requests. Electronically submitted data was available for clinical discussions in a more clinically relevant time frame. Processes that increase the uptake of electronic questionnaire submissions are the focus of future service development.