

Supplementary Material

Development of the ‘AusPROM’ recommendations for elective surgery patients

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1 Appendix 1: Final set of AusPROM Recommendations

	AusPROM Recommendations	Details
1	Response rate for new PROM surveys needs to be monitored alongside the response rate of other patient surveys already in place (e.g. patient experience surveys)	<ul style="list-style-type: none"> The recommendation domain: Implementation process The actor: Data manager / quality manager The action: Monitor PROM and all other existing patient survey response rates Action target: Establish a target response rate and report against this target Temporality: Ongoing Dose: Several time per year Implementation outcome affected: Sustainability (of PROM and other surveys) Justification: Ensure the introduction of a new patient survey does not negatively impact the response rate of previously established patient surveys
2	Patients need to have an easy way to opt out of the surveys without concern of repercussions	<ul style="list-style-type: none"> The recommendation domain: Patient characteristics The actor: The patient The action: Easy tick box to opt out of patient surveys Action target: The patient Temporality: Pre-admission Dose: Once Implementation outcome affected: Adoption (and non-adoption by choice) Justification: Ensure the patient has choice and control
3	In lieu of a pre-surgery PROM survey, patients are asked to recall pre-surgery state via a single recall question, when they completed the 1-week post-surgery survey, as a valid baseline measure	<ul style="list-style-type: none"> The recommendation domain: PROM characteristics The actor: The patient The action: Recall of pre-surgery state in the week following surgery Action target: The patient Temporality: In the week following surgery Dose: Once Implementation outcome affected: Sustainability (reduce patient burden) Justification: To reduce patient and health administration burden prior to surgery
4	Continue with electronic survey distribution, however monitor the PROM survey response rate across the different age groups to ensure appropriate age group representation	<ul style="list-style-type: none"> The recommendation domain: Implementation process The actor: Data manager / quality manager The action: Monitor response rate across the different age groups Action target: Ensure older patients are proportionately represented Temporality: Ongoing Dose: Several times per year Implementation outcome affected: Adoption (across all age groups) Justification: Resources needed for paper based surveys can be prohibitive
5	Each health service should build awareness of PROMs across all hospital staff from the ground up, using multiple means of communication	<ul style="list-style-type: none"> The recommendation domain: Staff characteristics The actor: Quality manager The action: Develop and disseminate multiple communication strategies Action target: All staff have awareness of PROM survey Temporality: Ongoing Dose: On initiation and twice per year ongoing Implementation outcome affected: Penetration (staff knowledge penetration) Justification: Organisational support for the PROM survey
6	The patient can decide if the individual survey results go back to the doctor/surgeon (and themselves) once the survey is complete	<ul style="list-style-type: none"> The recommendation domain: Patient characteristic The actor: The patient The action: Ticking box in survey to opt in to the survey results being sent to the surgeon Action target: No target (patient preference) Temporality: Ongoing Dose: With each survey

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		<ul style="list-style-type: none"> Implementation outcome affected: Penetration (survey results penetrating through to the individual surgeons) Justification: To enhance patient – doctor communication
7	Identify versions of the PROM tool which have been validated in other languages and offer these choices to the patients completing the PROM survey	<ul style="list-style-type: none"> The recommendation domain: PROM characteristics The actor: Quality manager The action: Identify versions of the PROM tool which have been validated in other languages Action target: Increase response rate by 10% (or as appropriate) Temporality: Ongoing Dose: With each survey distributed Implementation outcome affected: Acceptability (patient perspective) Justification: Inclusive survey distribution
8	Doctors and pre-admission nurses introduce the PROM pre-operatively during pre-operative visits, as well as develop a single page fact sheet on PROMs and include this in the pre-admission documentation.	<ul style="list-style-type: none"> The recommendation domain: Staff characteristics and healthcare organisation characteristics The actor: Doctors and pre-admission nurses The action: Noting the PROM survey during the consultation Action target: All patients are made aware of the PROM survey prior to admission Temporality: Ongoing Dose: Once per admission Implementation outcome affected: Adoption Justification: More likely to complete a survey noted as important by the doctor
9	Ensure that the email / SMS inviting PROM survey participation: (A) Provides a link to the health service website explaining PROMs (B) Notes that the survey takes 5 minutes to complete	<ul style="list-style-type: none"> The recommendation domain: PROM characteristics The actor: Data manager / quality manager (survey design) The action: Provide information when the survey invitation is sent out Action target: All patients Temporality: Ongoing Dose: Each survey Implementation outcome affected: Acceptability (patients fully informed) Justification: Ensure patients are informed of the rational for the PROM survey
10	When a PROM tool had a reversal of scale (0-10 to 10-0), use a colour gradient, to ensure patients see the reversal of the scale	<ul style="list-style-type: none"> The recommendation domain: PROM characteristic The actor: Data manager / quality manager The action: When a PROM tool had a reversal of scale (0-10 to 10-0), use a colour gradient, to ensure patients see the reversal of the scale Action target: All surveys Temporality: Ongoing Dose: All surveys Implementation outcome affected: Fidelity (PROM filled out correctly) Justification: Improve clarity of PROM questions
11	Develop a set of PROM related targets which focus on increased clinician and patient collaboration, as well as improving clinical care and patient reported outcomes. Develop a PROM dashboard, and model the PROM dashboard after other dashboards currently in use (e.g. patient experience dashboard).	<ul style="list-style-type: none"> The recommendation domain: Healthcare organisation characteristics The actor: Data manager / quality manager The action: Develop PROM KPIs and PROM dashboard Action target: Target response rate, target response scores Temporality: Ongoing Dose: Reviewed once per month (or as appropriate) Implementation outcome affected: Penetration (of results to all staff) Justification: Easy access to results will improve engagement

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12	Ensure reminders about PROM surveys are included on staff and patient discharge checklists.	<ul style="list-style-type: none"> • The recommendation domain: Staff and patient characteristics • The actor: Staff • The action: Remind patients about the PROM survey on discharge • Action target: All staff and all elective surgery patients • Temporality: Ongoing • Dose: On discharge from hospital • Implementation outcome affected: Adoption • Justification: Reminders to the patient may positively influence PROM adoption
13	Ensure adequate systems and processes are in place to automate the PROM survey distribution and data collection.	<ul style="list-style-type: none"> • The recommendation domain: Healthcare organisation characteristics • The actor: Data manager / quality manager • The action: Ensure adequate systems and processes are in place to automate the PROM survey distribution and data collection • Action target: 100% automated process • Temporality: Prior to implementation • Dose: Once, then review as needed • Implementation outcome affected: Feasibility • Justification: Large scale hospital survey distribution is more feasible when automated
14	Clinical staff are not required to administer the PROMs at point of care, instead this can be delegated to non-clinical staff providing a central point of electronic survey administration, such as a data manager.	<ul style="list-style-type: none"> • The recommendation domain: Healthcare organisation characteristics • The actor: Data manager • The action: Data manager oversees administration of the PROM survey • Action target: 0% of clinical staff administer the PROM survey • Temporality: Ongoing • Dose: All surveys • Implementation outcome affected: Feasibility • Justification: Clinical staff do not have the capacity for ongoing PROM survey distribution
15	Develop a health service PROM survey policy where participant exclusion and inclusion criteria are defined, in addition to other procedural aspects	<ul style="list-style-type: none"> • The recommendation domain: Healthcare organisation characteristics • The actor: Quality manager • The action: Develop a health service PROM survey policy • Action target: Once off action • Temporality: Prior to survey implementation • Dose: Once off, review as required • Implementation outcome affected: Feasibility • Justification: More feasible to implement and sustain a PROM survey when roles and responsibilities are defined
16	Each hospital will nominate a key contact person to champion PROMs. In addition to championing PROMs, this person will collate patient responses and determine how to best utilise responses to improve clinical care	<ul style="list-style-type: none"> • The recommendation domain: Staff characteristics • The actor: Quality manager • The action: Each hospital will nominate a key contact person to champion PROMs • Action target: Minimum of one champion per hospital • Temporality: Ongoing • Dose: Once, then as required • Implementation outcome affected: Sustainability • Justification: Prom survey most likely to be sustained when an individual is empowered to advocate the importance of PROMs on an ongoing basis
17	PROM survey distribution is built into routine processes to minimise the impact of external emergencies (e.g. COVID-19 pandemic). A contingency plan developed and is put in place during external	<ul style="list-style-type: none"> • The recommendation domain: External influences • The actor: Quality manager • The action: A contingency plan developed and is put in place during external emergencies to minimise staff resources required in the PROM process • Action target: Once off action • Temporality: Once, then reviewed as required • Dose: Only as required • Implementation outcome affected: Feasibility • Justification: At times of external emergencies PROM survey distribution may be minimised

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	emergencies to minimise staff resources required in the PROM process.	
18	When planning for PROM implementation, ensure that in the early phases of survey implementation, the hospitals seek patient feedback on survey acceptability.	<ul style="list-style-type: none"> • The recommendation domain: Patient characteristics • The actor: Quality manager • The action: Seek patient feedback on PROM survey acceptability • Action target: • Temporality: Prior to implementation / early implementation • Dose: Once • Implementation outcome affected: Acceptability • Justification: Patient acceptability is key to adoption and sustainability
19	Collaborate with the individual Surgeons' Practice Managers throughout PROM implementation, as surgeons Practice Managers have been identified as key stakeholders.	<ul style="list-style-type: none"> • The recommendation domain: Staff characteristics • The actor: Quality manager • The action: Communicate with individual Surgeons' Practice Managers • Action target: Communicate with all Practice managers • Temporality: Prior to implementation / early implementation • Dose: Once, then as required • Implementation outcome affected: Penetration • Justification: Practice managers can encourage surgeons to talk about the PROM survey with the patient
20	At the end of the survey there is a statement noting that if the patient has concerns, they need to contact their doctor.	<ul style="list-style-type: none"> • The recommendation domain: PROM characteristic • The actor: Data manager • The action: Build this into the survey • Action target: All surveys • Temporality: Once • Dose: All surveys • Implementation outcome affected: Acceptability • Justification: Patients feedback that completing a PROM can result in unexpected emotions, therefore a direction for seeking support is recommended
21	Use SMS as the preferred method of survey distribution	<ul style="list-style-type: none"> • The recommendation domain: PROM characteristics • The actor: Data manager / quality manager • The action: Distribute PROM surveys via SMS • Action target: All surveys • Temporality: Ongoing • Dose: All surveys • Implementation outcome affected: Adoption • Justification: Higher response rate with SMS versus email survey invitation
22	Consider an additional PROM survey at 8-12 weeks post-surgery to capture the final PROM score.	<ul style="list-style-type: none"> • The recommendation domain: Patient characteristics • The actor: Data manager • The action: Repeat PROM survey in the medium term • Action target: For overnight surgery patients only, not day surgery patients • Temporality: Ongoing • Dose: For each overnight surgery patient • Implementation outcome affected: Appropriateness (capture end point of recovery) • Justification: At four week post-surgery, not all patients would have made a full recovery