

MEASURING PATIENT OUTCOMES



Measuring Patient Satisfaction From Patient Reported Outcomes (PRO) Application Embedded in the Hospital's Treatment Pathway in Finland

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OBJECTIVES:

Patient Reported Outcomes (PROs) are valuable in monitoring patients' real-time wellbeing, but the data collection is only viable if patients feel satisfied to actively answer the digital PRO questionnaires. Patient satisfaction on the applications' technical solution is evident to the response rate of this appreciated real-world data (RWD). It can be especially challenging to use digital solutions embedded in the hospital's treatment pathway, when they require strong authentication, pin codes and patients ID. The important patient privacy aspect can lead to possible challenges in the collection of PRO data from less digitally capable patients. The objective of this study was to understand how satisfied the patients are with the current solution.

METHODS:

The patients using MyHealth PRO Service are contacted digitally for feedback on user satisfaction of their application. We received 79163 answers (16th March 2022) from patients treated in one of approximately 100 different disease areas integrated to a patient registry. The patients are under treatment or follow up in one of four major University Hospitals in Finland.

RESULTS:

On average the satisfaction to use the PRO application was 4.1 out of 5. Only 5 % of answers indicated that the application was not easy to use and 95 % were satisfied. Regarding the look of the application 16 % of answers considered it as "excellent", 66 % as "good" as well as 16 % "mediocre" and 2 % as "poor".

CONCLUSIONS:

Patients recognised the benefit of digital health monitoring in enabling health care professionals to identify patients that may be at risk of serious problems. Eliminating non-essential hospital visits results in cost savings for patients and the healthcare system.

Additionally, the standardised and real-time updated PROs that are integrated into the BCB's disease-specific registries give valuable RWD for all stakeholders involved in research.