

## **TAC ALLIED HEALTH VALUE BASED HEALTHCARE CHANGE PILOT**

**December 2023 to November 2024**

### **Background information:**

Adopting a value-based care approach is a policy priority of the Australian Federal Department of Health and that State and Territory governments via the 2020-25 National Health reform Agreement.

To understand the impact of pivoting to adopt the new model on practitioners AHPA seeks to pilot a model of change that can be scaled and replicated for all allied health professionals.

AHPA has been awarded a TAC Value Based Healthcare grant to run two pilot groups:

- A control group of 10 clinicians who will trial a limited implementation of PREMs and PROMs with rehabilitation clients over twelve months
- An active group of 10 clinicians who will commit to participate in an upskilling program designed to improve their understanding of value based healthcare, patient experience improvement and change management. These participants will be compensated for their training time, and receive CPD credits for the courses they complete. Training will be provided at no charge to the participant. Multiple clinicians applying from one clinic or practice are encouraged.

[AHPA awarded TAC grant - Allied Health Professions Australia](#)

### **What is Value Based Healthcare?**

Value Based Healthcare is a model of healthcare delivery that focusses on improving patient outcomes and reducing costs of care delivery.

### **What are PREMs and PROMs?**

To implement Value Based Healthcare, practitioners start capturing patient reported Outcomes measures (PROMs) and patient reported Experience measures (PREMs). These are assessment instruments, usually questionnaires, that patients complete periodically. The responses go back to their health practitioners and then the results are discussed between patient and practitioner during their next consultation. They focus on who the patient is doing and whether the course of treatment is delivering value through their eyes. Value is measured through questions that reflect an outcomes framework:

Capability: Being able to do the things in life that are important to the patient

Comfort: Freedom from pain or emotional suffering

Calm: Receiving care in the least disruptive way possible during the course of their daily life.

### **Will the pilot require a special computer system?**

No special system is required. You will only need an internet connection and your work email address.

### **Do both groups of practitioners trial PREMs and PROMs with patients?**

Practitioners in both the Control group and Active group will participate in the PREMs and PROMs component of the trial.

### **How will the PREMs and PROMs information be collected and shared with me?**

Practitioners will seek patient consent to participate. Patients will self service their enrolment through an online portal.

Two short PROM and one PREM questionnaire will be sent periodically to patients. When your patient completes the surveys, you and your patient will receive a PDF of the results by email to discuss together on their next appointment.

There is no system for practitioners to download or install or log into.

Patients will be send an email or text message link to the questionnaires.

### **How does the Pilot Comply with Privacy?**

All data will be captured in a system called Qualtrics, an enterprise level survey system used by the Australian Federal Government and all States and territory governments.

The licence for Qualtrics will be owned by AHPA and all data remains the property of AHPA throughout the pilot.

### **ABOUT THE PILOT GROUPS:**

**Control Group:** 10 clinicians will:

- Consent to participate as a control group trial
- Complete a full registration interview and form
- Be provided 2 x 1 hour instruction webinars on PREMs and PROMs and how to enrol patients in the pilot
- Receive written instructions to refer to throughout the pilot
- Have access to a help email contact and phone number for support as required.
- Be provided information about the trial to share with patients
- Encourage rehabilitation patients to use PREM and PROM surveys as part of their treatment plan
- Complete 6 surveys themselves relating to existing capability in PREMs and PROMs, as well as assessing their changing understanding over time.
- Provide optional video responses to questions for use in updates to TAC. Videos will not be published or used without consent
- There is no payment for participating in the Control Group.

Participants will provide a baseline comparison of PREMs and PROMs implementation and enable AHPA to assess the natural state of progression of starting to adopt a value based healthcare approach.

**Active Group:** 10 different clinicians will:

- Consent to participate as Active Group participants in the trial
- Complete registration interview and form
- Be provided with Patient Experience strategy online learning and change management support
- Complete a PX Strategy template at the conclusion of the online learning and change management
- Complete online surveys as required about the program (approx. 8 surveys over 12 months)
- Enrol patients to receive PREM and PROM surveys
- Participants will be compensated for 36.5 hours of time over the 12 months of the trial period to the value of \$5475 + GST
- Certificates of completion will be provided for the courses, counting towards practitioner's CDP.

Participants will actively participate in contextual upskilling on the subjects of value based healthcare, patient experience, change management and changing their patient engagement model.