

Value Based, Patient-Centric Clinical Outcomes – Driving Healthcare

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Abstract

To achieve optimum, sustainable patient care, resources must be managed ever more efficiently. In order to justify the use resources healthcare providers must produce evidence of quality of practice, patient satisfaction and value for money. The way forward is to produce accurate, validated clinical outcomes.

Keywords: *Amplitude Clinical Outcomes; Multidisciplinary treatment; Patient care*

Introduction

Amplitude Clinical Outcomes (Amplitude) specialises in the capture of nationally recognised scores for measuring pain, activity, function and quality of life that effectively measure patient progress after a healthcare intervention.

This data capture provides valuable feedback regarding treatment, progress and outcome for patients and the professionals involved in their care by measuring symptom reduction and ultimate results.

Amplitude helps healthcare providers to combine effective clinical and experience monitoring in a simple and engaging process whereby accurate clinical data is enhanced by these patient supplied assessments to provide a rich, contextual healthcare picture for each individual.

This approach delivers meaningful data that is trusted by clinicians involved in the patient care, leading to better and more informed evaluation and continuous improvement in quality. Amplitude is already the chosen outcomes software provider for multiple Trusts and hospitals, hundreds of individual surgeons and six leading UK orthopaedic registries. Hundreds of thousands of patients are now being effectively monitored through an Amplitude outcomes programme across the UK.

A Closer Look at Amplitude Clinical Outcomes

In 2017, collecting data on clinical outcomes will become mandatory in private healthcare, with the NHS expected to follow within the next five years. Now is the time for doctors and healthcare providers to adopt a system that meets all of the necessary requirements with minimal administrative burden.

Collecting data independently is not an easy task, especially if it is not achieved electronically. Data collection and analysis takes time and effort, and the compiled data is typically not stored within a context that is easy to manage or access.

Amplitude provides flexible solutions to collect and assimilate clinically accurate, patient centric data across all healthcare disciplines and is designed to meet the needs of the user. It can be used by clinicians for an individual's practice, a hospital or Trust as a whole or departmentally and for research groups and societies.

The Amplitude solution is engaging and explicitly simple to use. Simple, web based software provides automated, scheduled follow up on each patient pre and post-treatment via an interactive patient portal.

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Data collection is streamlined through the automation of standardised electronic questionnaires which patients complete on a smartphone, tablet, or PC. This ensures high compliance rates and patient engagement. With patient follow up automated, clinicians can focus on validating the data using the Amplitude Consultant Dashboard. The clinician adds the procedure and any relevant complexity factors, co-morbidities or diagnoses.

The result is one simple outcomes record of a clinician or hospital's entire practice that is meaningful, useful and in context. Data is easily accessible in real-time, providing an accurate and concise insight into patient recovery and care. This gives the ability to draw useful conclusions that can lead to the adjustment and improvement of treatment protocols.

The system includes a fully integrated reporting tool that makes it possible to pull and compile clinical outcome data into useful reports that can be generated in real-time with a single click. With an abundance of predesigned report templates and raw data file formats, the system makes it easy to extract all collected data for audit, analysis and research.

A Case Study with Fortius Clinic

Fortius Clinic, based in Central London, provides specialist private care for orthopaedic complaints and sports injuries. Equipped with a full range of first-class medical facilities, including access to surgery in the capital's leading private hospitals, experienced orthopaedic and sports injury consultants offer comprehensive, multidisciplinary treatment to help patients recover quickly. FortiusClinic needed a more consistent and reliable way to collect outcomes of their patients. Staff knew from the outset that they wanted an electronic system that avoided the usual gripes often related to outcome score collection; time consuming processes, a lot of duplication and low patient completion rate that continually declined over lengthy periods of time. Because the clinic provides care and intervention for a range of orthopaedic complaints and sports injuries, it was essential that they had a system able to cover many different specialties; for example, knee ailments, foot and ankle, shoulder and soon.

As Mary Jones, Director of Research and Outcomes explains: *We are also quite unusual as we collect information on all patients entering the clinic, not just those having surgery. We needed to be able to collect this data easily, with the ability to select custom assessments and forms per patient flexibly.*

As well as this, Fortius Clinic wanted a platform that supported both clinicians and patients entering data quickly and easily, potentially from various locations and off a multitude of devices like smart phones and iPads.

The Amplitude system enables hospitals and clinics to easily and cost effectively track patient outcomes across departments and specialties as part of everyday working practices. Patient data is put into context by being linked to relevant clinical data and results can be tracked in real time, to enable accurate and representative reporting for the Trust or hospital.

Mary Jones continues: *“Amplitude had the basis for [our requirements] and was willing to develop what we needed. They had great experience in the sector, and were incredibly flexible in their approach. Nothing was too much trouble.”*

The clinical focus for consultants, developed with years of experience of working within the healthcare sector, mixed with the simple, logical route for patients created a highly intuitive and fit for purpose platform that ensured the greatest chance of increased patient completion rates. As the Fortius Clinic grows, the collaborative relationship between it and Amplitude. Clinicians have offered ideas and suggestions to keep the system fresh and capturing exactly the right data at the right time. The system links directly to national registries, meaning data entered by patients and clinicians at Fortius Clinic does not need to be duplicated and it is simpler than ever to achieve registry compliance.

Mary Jones said: *“It's great having a strong working relationship with Amplitude where we can collaboratively share ideas and ways to develop with the system. As we are a new clinic, we don't have any figures to compare with, but the patient compliance rate for pre-treatment forms is averaging at least 60%, and looks set to continue to rise as our usage and knowledge grows.”*

The system is now a core and vital part of monitoring, reporting and analysis of every patient that visits the clinic and continues to increase in value over time. Fortius have developed a comprehensive log of outcome data that can be referenced for years to come, both for the clinic and for personal revalidation for the clinicians.

This is a practical working example of clinical data capture at its best.

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