

Getting started guide

www.care-response.com



Introduction

Care Response is an online tool which automatically collects patient recorded outcome measures and patient satisfaction data by email from the patients you register on the system. Care Response collates the data from your patient cohort and provides you with confidential feedback on your and your clinics performance with helpful figures and charts and enables you to demonstrate to others the results your patients are describing. In other words, Care Response will help you understand how well those under your care are doing and will provide a powerful tool when promoting your organisation/practice to others.

Capturing outcomes of care using validated questionnaires (patient reported outcome measures (PROMs)) is considered good practice and is increasingly becoming a prerequisite for work with third party payers such as health insurance organisations or health commissioners. Capturing patient satisfaction data is becoming similarly important. Both activities provide valuable insight into the quality of care provided.

Data collection

Care Response offers a selection of PROMs for your organisation to use to measure outcomes of care. It is currently set up with the Patients Global Impression of Change (PGIC) plus a choice of either the Bournemouth Questionnaire (BQ) or the Measure Yourself Medical Outcome Profile (MYMOP).

PGIC and BQ are both well validated for use on a range of musculoskeletal complaints such as those that may be typically seen by Chiropractors, Osteopaths and Physiotherapists, and have been recommended as the outcome tools of choice for those providing musculoskeletal services to the NHS under Any Qualified Provider contracts. MYMOP is also a popular, validated outcome questionnaire familiar to practitioners within primary care.

Care Response routinely and automatically emails your chosen outcome forms to your patients 14, 30 and 90 days after starting care. These times are felt to be useful in providing assessment during care as well as enabling us to see how well any benefits last up to three months on. During care a practitioner may add extra assessments whenever they feel appropriate. Patients may complete PROMs at home or work via an email link, on a paper form, or on an iPad or similar within the practice.

The system is very flexible and it is possible to produce a PROM for patients to complete in the practice or at home at any time, such as after a set number of visits or at discharge.

Care Response also distributes patient satisfaction questionnaires. The questionnaires used are the Chiropractic Patient Assessment Questionnaire (CPAQ), which was modified from the former General Practice Assessment Questionnaire (GPAQ), and the Physical Therapist Assessment Questionnaire (PTAQ) which is similar and for use by other professions. The relevant questionnaire is routinely emailed to your patients 20 days after first treatment.

Great effort has been made towards maintaining the data collected, including its security, integrity and confidentiality. This information is being used for academic and research purposes however this is always be with the explicit consent of those to whom the data

relates. It will not be possible for anyone outside your organisation to link result to an individual patient or practitioner.

Before you start

Before setting up your practice to use Care Response, it is important to appreciate how the system defines the various users and other aspects of your account. These definitions are as follows:

Organisation = a practice or group of practices working together usually under common ownership.

Practice = a single clinic within an organisation. Many organisations will have only one practice.

Receptionist = a user of Care Response who does not see patients clinically. Receptionists may access information for individual patients but can not see any summary reports for practitioners.

Practitioner = a user of Care Response who sees patients clinically. A practitioner is able to see summary reports for them selves but not for any other individual practitioner.

Organisation administrator = a receptionist or practitioner using Care Response with higher level access. Organisation administrators are able to set up and change practices, receptionists and practitioners. Organisation Administrators are able to see summaries of outcome reports for all practitioners in the organisation.

Setting up your organisation in Care Response

There are two versions of Care Response Live and Beta. Beta is a training and testing version which should not be used with genuine patient identifiable data. It is useful for finding out about the system and training.

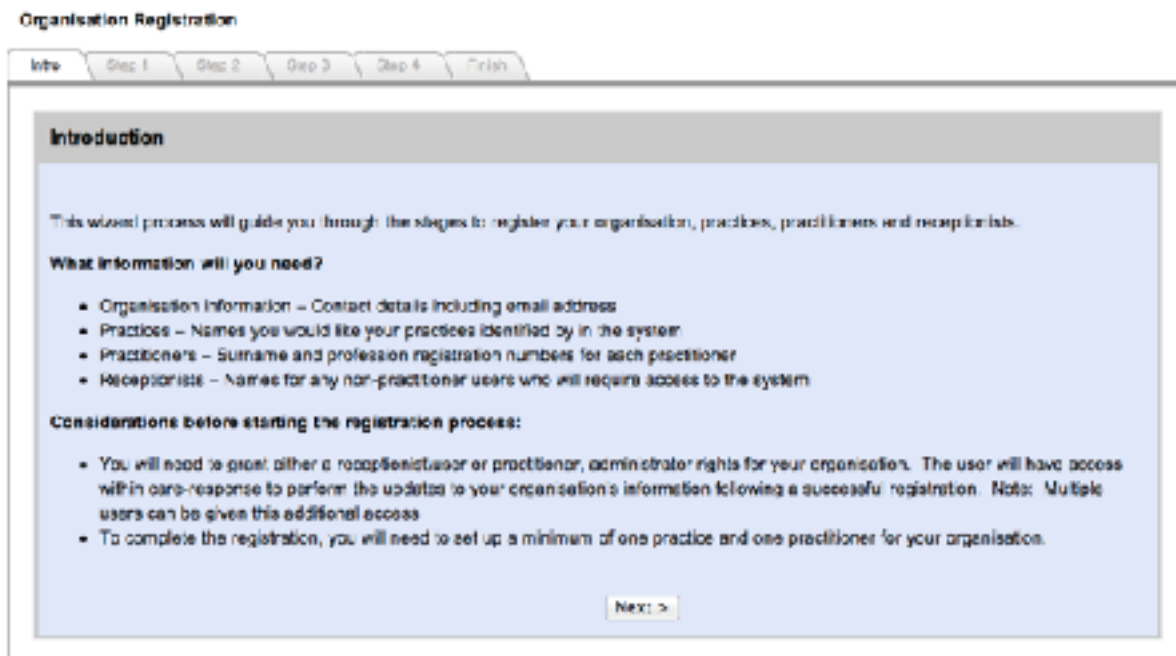
An online Wizard takes you through the process of setting up. Start by visiting:

For Beta: <https://www.beta.care-response.com/beta/Registration.aspx>

For Live: <https://www.care-response.com/CareResponse/Registration.aspx>

which takes you to the screen shown below:

Note that depending on the security settings on your computer you may not be able to open these links by clicking on them in this PDF. To get round this copy and paste the links into your browser and press the enter key.



Start of online wizard guiding you through set up procedure.

Note that to set up your account you need the name of the organisation, and of each individual practice (if more than one), plus the name and email address of each practitioner. It is possible for practitioners to share a single email address but it is not ideal as they will be sent results for their patients as they are received and other personal communications from Care Response. Each practice needs a separate name. If you use the same brand name for each practice you may like to use the location to differentiate these. For, example an organisation called Back2Health may have practices known as Back2Health - Petersfield, Back2Health - Portsmouth etc.

When you have completed the first step of the registration process, an email will be sent to the address provided. This contains a temporary login name and password. If for some reason you are not able to complete the registration at one sitting these will allow you to pick up later where you left off.

The final step provides a summary of the information you have given and you should keep a copy of this for your records.

It is important the administrators of Care Response confirm that emails being sent to you are arriving safely. Thus, when the final step in the wizard is completed, a second email with the subject line 'Care Response organisation validation' will be sent to you. This contains a link which must be clicked to activate your registration. Once you have completed this process, the login name and password you have provided will become active and you will be able to access Care Response straight away.

This second email is sent to you immediately you are shown the final stage of the registration wizard (showing the summary of the details you provided). It should arrive at your email account within a few minutes.

If the 'Care Response organisation validation' email does not arrive within 30 minutes, check that it has not gone into your spam folder. If it has, please mark as not spam (or transfer to your inbox) to ensure you receive future messages, including patient outcomes.

Once you have completed your registration you should routinely access the Care Response system at:

www.care-response.com

If you have any difficulties with registering your organisation, or for copies of the more details instruction guides and PDF versions of the assessment forms, contact Care Response at jfield@care-response.com

Further information

Instruction guides

Detailed instruction guides for Practitioners and Reception Staff are available on request from jfield@care-response.com or admin@colchiro.org.uk

Initial experiences with Care Response

You may find it helpful to hear of feedback we have had from existing users of the system when they were initially setting out to use Care Response.

‘The decision to routinely collect clinical outcomes and patient satisfaction information should be made at the highest level of an organisation. Unless this is a clearly communicated to all reception and administrative staff there can be problems with its implementation.’

‘Reception and administrative staff are key to successful implementation of Care Response. Explaining the reasons for collecting the information so users understand its importance is helpful.’

Problems and Tips to overcome them

The worst that can happen is patients receiving duplicate email requests to complete forms, or patients failing to receive an assessment request. Obviously this is not ideal but is not serious and should not be seen as a barrier to persevering with the system.

Practices which have tried to ensure that everyone fully understands every aspect of Care Response before starting to use it tend to be significantly slower in becoming competent than those who are happier to ‘have a go’ earlier.

Most problems with introducing Care Response relate to its integration with existing clinic systems. Giving this some thought at the start will be beneficial. For example:

- Consider whether you are going to set as a clinic policy that every new and new old patient must complete an initial (pre-examination) form before being seen.
- For patients who do not have an email address or who are not able to complete an on line form before their first appointment, consider investing in an iPad, or similar, and asking them to complete their form in the practice before their first visit.

Alternatively, you could ask them to complete the form on paper and arrange for a staff member to key their data into Care Response.

Skills matrices

In conjunction with existing users 'skills matrices' which simply comprise lists of the key things a user is likely to require to do with Care Response (e.g. enter the details of a new patient) have been developed to assist new users. The one for reception contains links to YouTube videos that demonstrate each skill.