

## Patient-Reported Outcome Measures

R-Outcomes' family of short generic patient-reported measures cover health status, patient experience, personal wellbeing and health confidence. They can be used at the point of care or between visits.

These share a common framework with 4 items and 4 responses, suitable for use on a patient's own smart-phone, tablet, PC or on paper.

These tools are research-based and are short, quick and easy to use. They are generic and suitable for almost all patients irrespective of conditions across health and social care. The results measure trends, changes and comparisons.

Results are easy to interpret, giving feedback to patients, clinicians, managers and commissioners, tracking changes and differences between units.

These validated tools are short and quick to use with simple unambiguous wording, understood by those whose first language is not English.

### Health Status

*HowRu* is a short generic patient-reported outcome measure (PROM), to track and compare patients' perceptions of how they feel physically and mentally and what they can do (disability and dependence).

**How are you today?** (past 24 hours)  
How do you feel and how much can you do?  
Choose one answer on each line

	None	A little	Quite a lot	Extreme
Pain or discomfort				
Feeling low or worried				
Limited in what you can do				
Require help from others				

### Experience

*HowRwe* is a short generic patient-reported experience measure (PREM), which measures patients perceptions of the care and service provided. It is suitable for all types of patient and care setting.

**How are we doing?**  
What do you think about our service?  
Choose one answer on each line

	Excellent	Good	Fair	Poor
Treat you kindly				
Listen and explain				
See you promptly				
Well organised				

### Confidence

HCS captures people's confidence in their knowledge, self-management, access to help and shared decision-making.

**Health Confidence**  
How do you feel about caring for your health?  
How much do you agree?

	Strongly agree	Agree	Neutral	Disagree
I know enough about my health				
I can look after my health				
I can get the right help if I need it				
I am involved in decisions about me				

### Wellbeing

The Personal Wellbeing Score (PWS), based on National Statistics ONS4, covers life evaluation, worthwhileness, positive and negative experience.

**Personal Wellbeing**  
How are you feeling in general?  
How much do you agree?

	Strongly agree	Agree	Neutral	Disagree
I am satisfied with my life				
What I do in my life is worthwhile				
I was happy yesterday				
I was NOT anxious yesterday				

### Service Integration

Integration across service boundaries is a challenge for all health services. It is a priority for new models of care.

**Service Integration (patient view)**  
How well do services work together?  
How much do you agree?

	Strongly agree	Agree	Neutral	Disagree
Services talk to each other				
Staff know what other services do				
I don't have to repeat my story				
Different services work well together				

### Length

Length and reading age affect respondent burden and response rates.

Name	Items	Words	Reading age
<b>Outcome</b>			
<i>howRu</i>	4	37	7
EQ-5d (inc. visual analogue scale)	6	230	11
SF-12	12	474	11
NHS PROMS (Hip pre-op)	27	1,485	11
<b>Experience</b>			
<i>howRwe</i>	4	29	7
NHS Friends and Family Test	1	44	12
HCAHPS	32	1,156	13
GP Patient Survey	62	2,922	12
NHS Adult Inpatient Survey	76	3,353	12
<b>Engagement</b>			
<b>Health Confidence Score</b>	4	50	8
Patient Activation Measure (PAM)	13	293	12
Health Literacy Questionnaire	44	1,001	12
<b>Wellbeing</b>			
<b>Personal Wellbeing Score</b>	4	43	9
ONS Personal Well-being	4	95	11
Short Warwick-Edinburgh	7	89	8
ICECAP-A	5	273	10