

Patient-Reported Outcomes and Symptom Management Program

STRATEGIC FRAMEWORK 2016-2019 *At a glance*



Since 2007, Ontario has been integrating Patient-Reported Outcomes (PROs) into routine clinical practice to improve cancer symptom screening and management across the province. PROs facilitate conversations with care providers and increase patient involvement in their care. This allows patients to focus on issues most relevant to their experience, help identify issues early, track symptoms over time, and ultimately improve patient outcomes. Cancer Care Ontario has declared its commitment to expanding the use of patient-reported outcome measurement tools, as outlined in the first goal of the Ontario Cancer Plan IV (OCP) IV 2015-2019 to “ensure the delivery of responsive and respectful care, optimizing individuals’ quality of life across the cancer care continuum”.

We are proud to introduce the Patient-Reported Outcomes and Symptom Management Program Strategic Framework, which aligns with the overarching vision of OCP-IV, and highlights the program’s focus areas, initiatives, and evaluation for the next three years. The Framework outlines five key focus areas that are integral to implementing PROs and corresponding symptom management efforts for person-centred care across Ontario.

– Rhonel B., Cancer Care Ontario Patient and Family Advisory Council member



Cancer Care Ontario



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The Strategic Framework is anchored by PROs and Symptom Management Program's goal, mandate, and focus areas.

Goal: To ensure that patients receive responsive and respectful care that is based on best evidence and optimizes their quality of life across the cancer care continuum.

Mandate: To support the implementation of patient reported outcomes and symptom management to improve person-centred care across Ontario.

Focus Area	Selection & Implementation	Patient & Families	Symptom Management & Interdisciplinary Teams	Technology	Research & Improvement
Definitions	The defined method and oversight of how new PROs will be introduced and maintained in the Ontario cancer system	How patients and families will be educated, engaged and activated during the implementation of PROs	Support and engagement of the clinical team for the adoption of PROs and improvement in symptom management	The technology and information management tools and systems used to facilitate PROs data collection and analysis	How PROs and Symptom Management data are harnessed and leveraged to learn and improve
Outcome	Sustained adoption of suitable PROs in Ontario's cancer system	Patients and families who are activated to participate in the assessment and management of their symptoms	Clinical teams using PROs and symptom assessments to effectively respond to the symptoms of patients	Effective analytics capabilities and collaboration between IM/IT (information management information technology) partners to ensure an excellent user experience	Using data effectively for research, quality improvement initiatives, outcome evaluation and planning
Initiatives	<ul style="list-style-type: none"> Develop a pipeline to support the selection, implementation and sustained adoption of suitable PROs Create a governance structure, core processes and guiding principles to support the implementation and roll-out of PROs Expand PROs to new settings to enhance the spread, scale and impact of PROs in Ontario while ensuring congruence among existing PROs and new PROs 	<ul style="list-style-type: none"> Support patients in self-managing their symptoms by implementing an approach to promote patient education that: <ul style="list-style-type: none"> - Allows patients and families to understand the value of PROs - Provides patients with the skills, resources and confidence to be activated in symptom management - Creates a patient-safe environment where patients can discuss their symptoms Create a strategy to effectively engage patient and family advisors in the implementation of new and existing PROs to ensure a person-centred focus 	<ul style="list-style-type: none"> Implement a strategy to measure the clinical teams' response to PROs Implement relevant clinical toolkits that are adaptable to local settings Recruit and leverage Clinical Champions to promote the implementation of PROs Collaborate with internal partners to define roles and responsibilities to support symptom management Create a strategy to clearly articulate the value of PROs to clinician teams 	<ul style="list-style-type: none"> Develop IM/IT requirements for PROs through engagement with internal and external stakeholders Collaborate with IM/IT partners to define roles and responsibilities to support PROs and symptom management Develop and enhance reporting and analytics capabilities to evaluate and report on PROs 	<ul style="list-style-type: none"> Leverage Cancer Care Ontario data assets to inform and improve the PROs implementation pipeline Develop a research strategy in collaboration with internal and external partners Embed an evaluation framework into appropriate initiatives Support local quality improvement projects and planning