

# Patient-Reported Outcome Measures (PROMs)



## What to know

As a Sentara patient, you may be asked to complete a Patient-Reported Outcome Measures or PROMs survey. These help your healthcare team know how treatments work and if they improve your quality of life. You may receive a MyChart message\* asking you to complete a PROM at home, or your Orthopedic Navigator may review these questions with you.

*Typically these surveys take a few minutes to complete.*

## What are PROMs?

- Patient-Report Outcome Measures (PROMs) is a questionnaire where patients answer questions about how they are doing physically, mentally and emotionally.
- It is a way for patients to share their feelings about their health and well-being.

## How are PROMs used?

- PROMs are important because they give patients a voice in their healthcare and help healthcare providers make better decisions for their patients.
- The data collected helps to find trends and improvement opportunities.
- Your responses are also used to understand how well patients at Sentara improve after a joint replacement.
- Sentara is required to report this data to the Centers for Medicaid and Medicare Services (CMS). Nationally, PROMs are shared with Medicare to measure hospital performance.
- Medicare publishes hospital performance to help patients decide where to get surgery.

## What makes PROMs different from other questions a doctor might ask?

- PROMs are standardized questions.
- By using PROMs, providers can get a comprehensive understanding of a patient's health.
- There are no "right" or "wrong" answers to these questions.

## When are PROMs collected? How do I fill out the questionnaire?

- PROMs are collected a few weeks before and a year after your surgery.
- Because you will receive a MyChart message asking you to complete the questionnaire, it is essential for you to sign up for MyChart as soon as possible.
- If you cannot complete the survey via MyChart, your Orthopedic Navigator may ask you the questions.

## Your privacy is important to us

- Sentara values transparency in how we care for our patients.
- Responses are collected and stored in our secure electronic medical record and are shared with CMS through a secure portal.



\*Access your secure MyChart medical record or create an account at [sentara.com/MyChart](https://sentara.com/MyChart).