Value based health care: the successful implementation of an outcomes measurement set for Cleft Lip and Palate.

Conclusion

An international consensus outcome measurements set for cleft lip and palate was developed by an ICHOM working group. This set measures results that matter most to patients. In the Erasmus Medical Center Rotterdam the cleft lip and palate team has integrated these outcome measurements into the provider workflow.

Introduction

In cleft care there is lack of standardized outcome measurement in routine clinical practice. No structured monitoring and comparison of quality of care was done until now. There is lack of consensus on treatment. In 2014 an ICHOM working group developed a cleft lip and palate standard outcomes measurement set. This set measures results that matter most to patients. Patient reported outcomes (PROMs), clinician reported outcomes and administrative metrics are collected at clearly defined time points.

Methods

The cleft care pathways were specified. The outpatient clinic structure was evaluated and adjusted. The software was build and tested. During 3 months (October until December 2015) a pilot was done with selected patients. Patients, parents and caregivers were informed. Since January 2016 the team is collecting the complete set of all cleft patients that come into clinic.

Questionnaires are send to patients via email. They answer the questionnaires at home in 15-20 minutes. The PROMs are evaluated before our multidisciplinary clinic in about 30 minutes per clinic (30 patients). Nurse specialist discusses the relevant outcomes during the clinic.

Results

The cleft lip and palate outcomes measurement set enables the team to prepare the clinics in a more careful way. Patients and parents are happy to cooperate.

Future developments

Currently dashboards are designed, quality of data is evaluated, work is done towards national implementation, to be completed in 2018, and preparations for (international) benchmarking are made.