

What we measure matters: improving palliative care through outcome measures

Abstract: This workshop will focus on the 'why' and the 'how' of collecting and using patient outcome measures. It will build on the conference keynote speech, giving participants the opportunity to explore ideas and ask questions in more detail. It will begin with an overview of four possible reasons to collect data. (1) To describe patients using measures such as sociodemographic items and diagnoses (2) To report on process measures and/or service utilisation including patient experience and satisfaction (3) To measure patient and carer outcomes, including palliative care phase, physical symptoms, psychosocial & family distress (4) To adjust or standardize outcome measures to allow for valid comparisons between palliative care services (comparing like with like). The workshop will describe each of these uses and give participants an opportunity to reflect on what is already being collected, what is already been used for different purposes and where the gaps are. The final part of the workshop will invite participants to work together to answer key questions: (1). What do decision makers, clinicians and patients already know about palliative care patient and carer outcomes in Hong Kong? (2) What should decision makers, clinicians and patients ideally know about palliative care patient and carer outcomes in Hong Kong? (3) What practical steps can Hong Kong take to improve the evidence on patient and carer outcomes in Hong Kong?