

# PROM Dashboard Review

Questions or feedback? Contact  
[DMAR Support](mailto:digitalservices@sheppardpratt.org) or email  
[digitalservices@sheppardpratt.org](mailto:digitalservices@sheppardpratt.org)

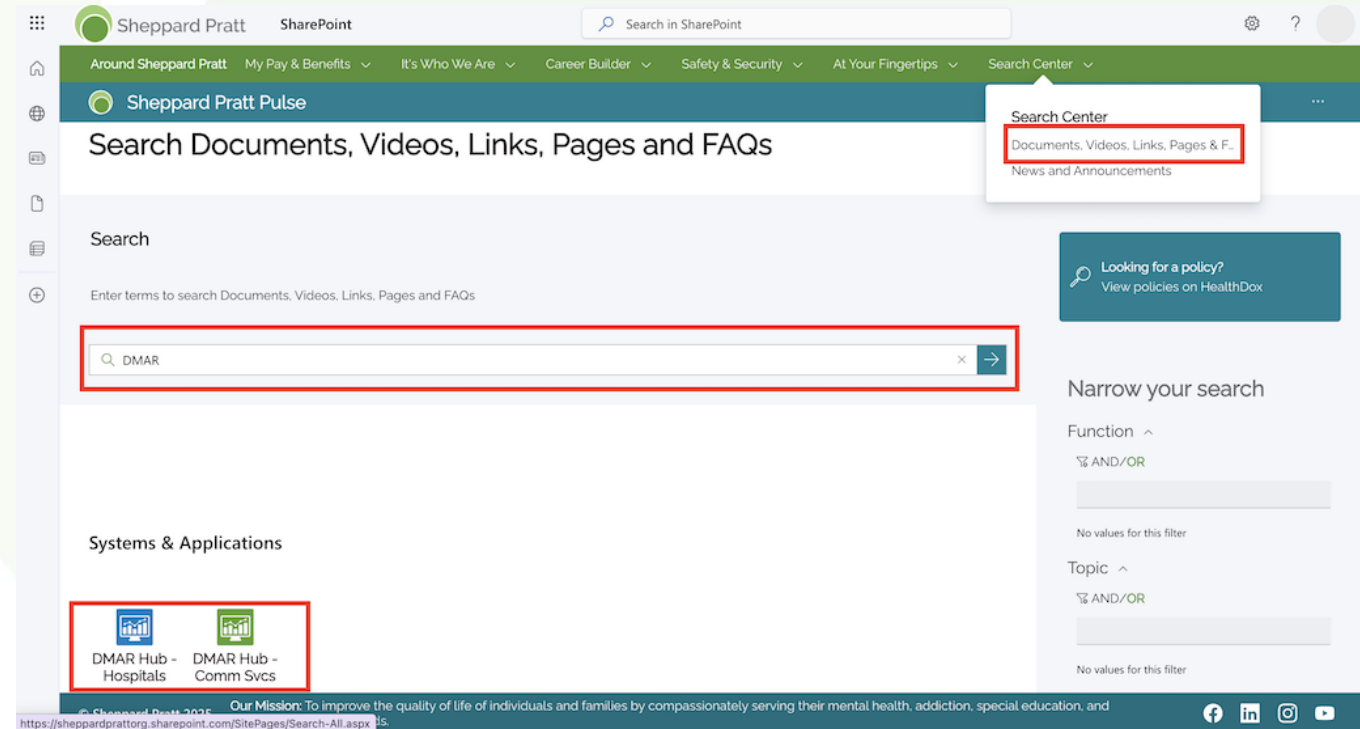
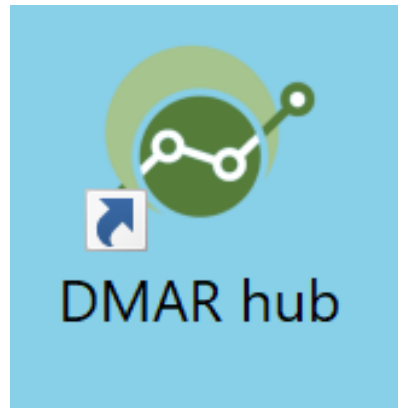


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# **Accessing PROM Dashboards and Patient QR Codes**

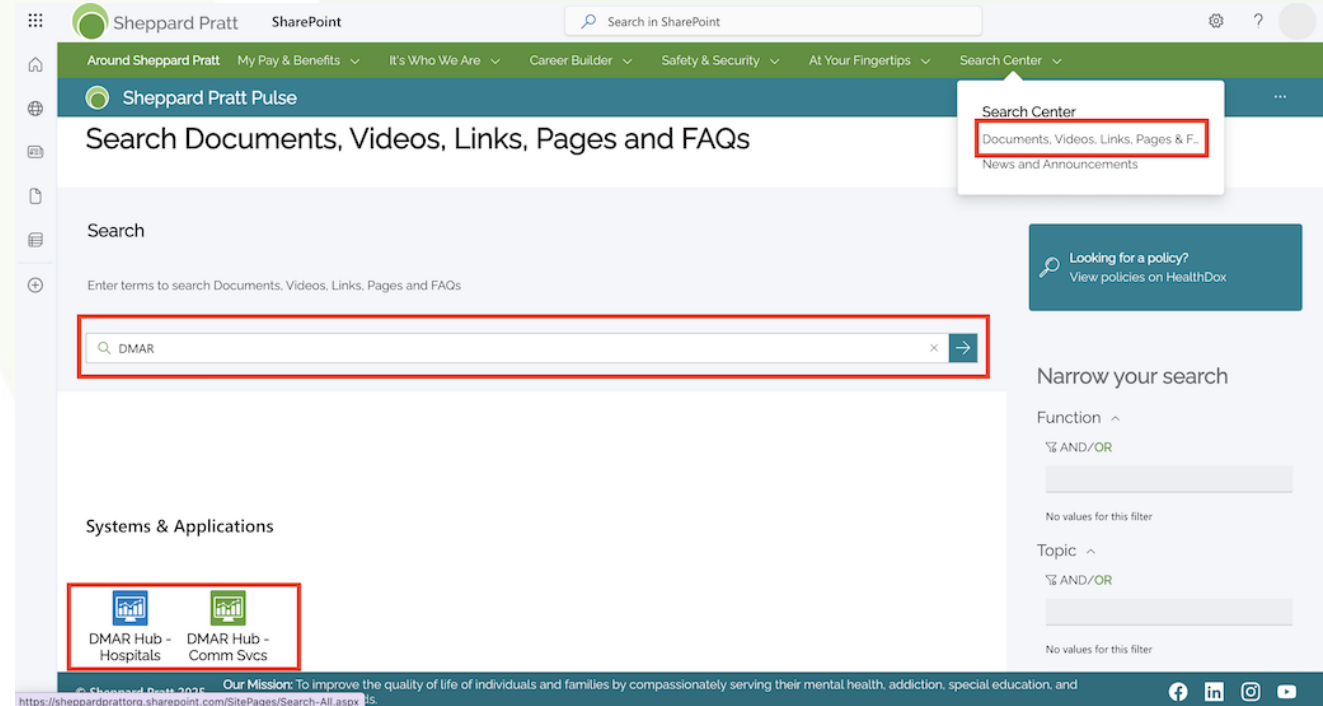
# How to Find the PROM Dashboard

- **For Sunrise users**, your PROM dashboard can be found at <https://sphsoutcomes.net/>.
- Once you've logged into a Sheppard Pratt computer, look for the DMAR Hub icon on the computer desktop or the 'DMAR Hub - Hospitals' link on Pulse



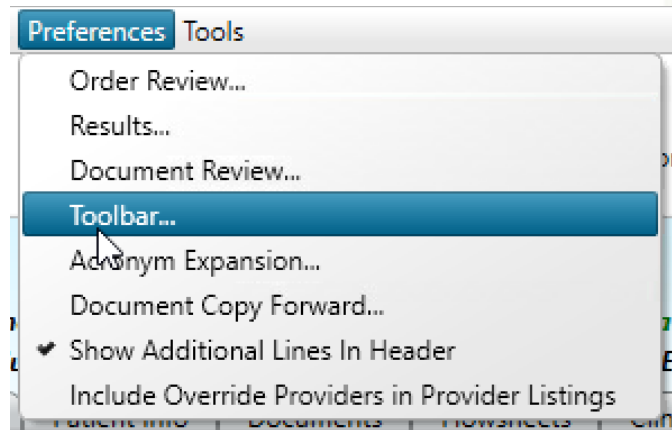
# How to Find the PROM Dashboard

- **For Evolv users**, your PROM dashboard can be found at <https://sheppardpratt.healthcare/>.
- Once you've logged into a Sheppard Pratt computer, look for the Community Hub icon on the computer desktop or the 'DMAR Hub link – Comm Svcs' on Pulse

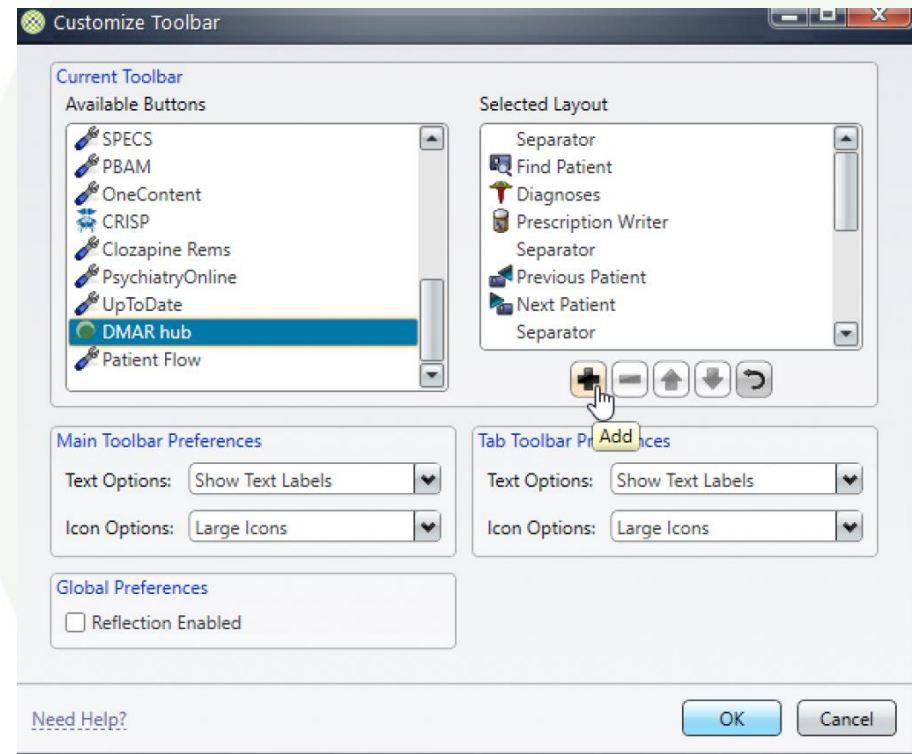


# Adding DMAR Hub in Sunrise

1. In Sunrise, find the Toolbar settings under Preferences



2. Use the + symbol to add DMAR Hub to your toolbar. Click OK.



# How to Request Access to a PROM Dashboard

## First time users will be redirected to a location request page

- Users will select the appropriate location and their clinical/administrative role.

**Choose your Sheppard Pratt location(s)...**

Click on all SPHS locations that you work at and click submit.

**Day Hospitals and Inpatient (PROM Only)**

- ☐ Adult Day Hospital - Towson
- ☐ BW Child & Adolescent Day Hospital
- ☐ BW Mood Disorders
- ☐ Retreat (current residents)
- ☐ Sullivan Day Hospital
- ☐ Towson Child & Adolescent Day Hospital

**Outpatient & Specialty Services (PROM & Telehealth Only)**

- ☐ Autism Diagnostic Center
- ☐ Psychiatric Urgent Care (Towson & BW)
- ☐ Towson Outpatient Services (ROPC, ECT, TMS, Neuropsych)

**Other**

- ☐ Admissions - Copes
- ☐ Admissions - Life Launch
- ☐ Admissions - Retreat
- ☐ Admissions - Specialty
- ☐ Admissions - Trauma
- ☐ Central Staffing
- ☐ Infection Control - Yellow Bearer
- ☐ PROM Overview Metrics
- ☐ Outreach
- ☐ Tableau - Hospital Leadership
- ☐ Tableau - School/RTC
- ☐ Telehealth Hub (inpatient providers)
- ☐ Other Program

Select your role at the locations you selected above: \*

- ☐ Administrator / Front Desk
- ☐ Clinician
- ☐ Site/Program Manager
- ☐ Other

**Submit**

## Users can also request access to new locations through Support

- Under Support Options, select **Location Request**. A PROM team member will inform you when you have been provided access to your PROM dashboard.

**Support Options**

Support

**Location Request**

# PROM Dashboard Buttons

The PROM columns will display various buttons to show which patients are completing PROM



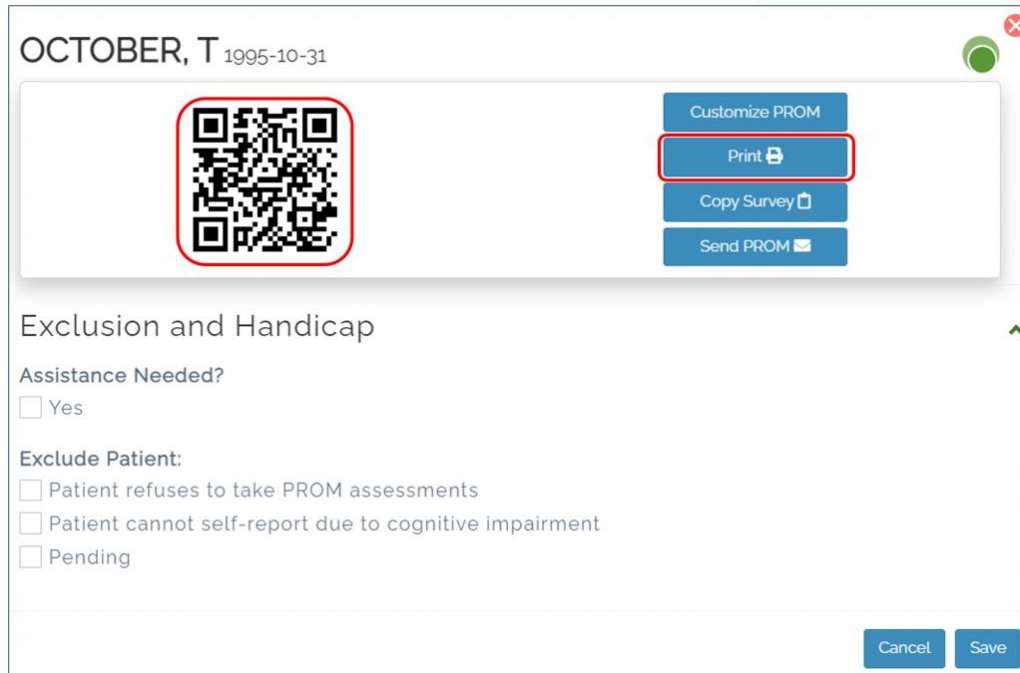
## Button definitions

- **enroll**: the patient is ready to complete PROM for the first time. A QR code will be available once selected.
- **due**: there is a follow-up PROM ready for the patient to complete. A QR code will be available once selected.
- **up-to-date**: the patient has completed their most recent PROM
- **excluded**: for patients that are not receiving PROM because they are identified as refusing to participate in PROM or are identified as unable to self-report due to cognitive impairment.
- **No PROMs**: the patient does not have any PROMs selected to complete.

# Finding PROM QR Codes

To find individual patient QR code, click on the **PROM** button in the patient PROM column.

- If the PROM button shows 'enroll' or 'due', the patient's QR code will be available.
- You can also print the QR code.



The screenshot shows a patient's PROM interface. At the top, it says "OCTOBER, T 1995-10-31". Below this is a large QR code, which is highlighted with a red rectangle. To the right of the QR code are four buttons: "Customize PROM", "Print" (highlighted with a red rectangle), "Copy Survey", and "Send PROM". Below the QR code and buttons is a section titled "Exclusion and Handicap" with a sub-section "Assistance Needed?" and a checkbox for "Yes". Below that is a section titled "Exclude Patient:" with three checkboxes: "Patient refuses to take PROM assessments", "Patient cannot self-report due to cognitive impairment", and "Pending". At the bottom right of the form are "Cancel" and "Save" buttons.

To download QR codes for multiple patients, click on the blue file button in the upper right corner of the dashboard

- A PDF of the QR codes will be created. Only QR codes for patients with an 'enroll' or 'due' button will be included



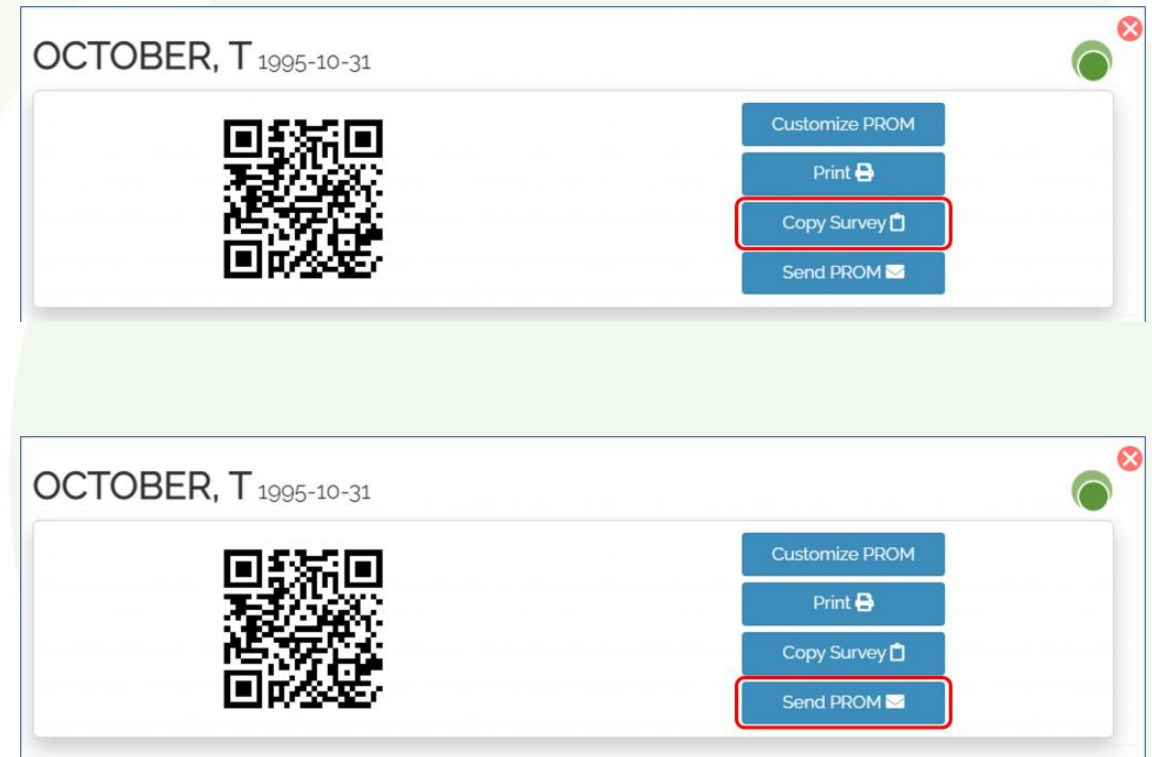
- **Note:** QR codes are not permanent. The patient will have a new QR code for each PROM iteration. For example, the first set of PROMs will have a unique QR code, the second set will have a unique QR code, etc.

Best practice is to print QR codes daily.

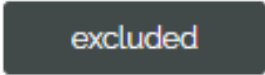
# Sending PROM Links

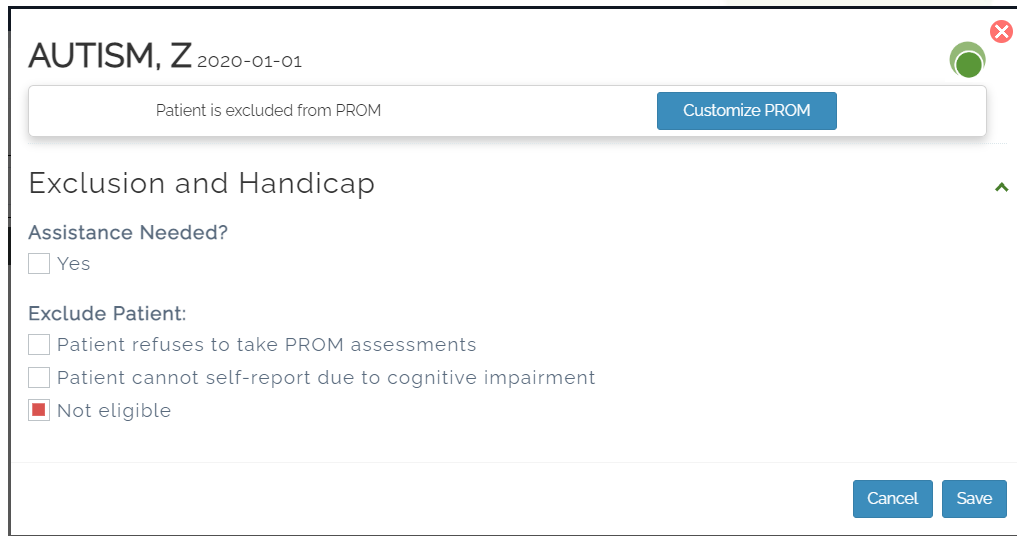
PROM links are sent automatically to the cell and/or email in IDX/Evolv for the patient however you can also send them manually through the dashboard.

- **Method 1: Copy Survey** – the copied link can be pasted into the Zoom chat, for example.
- **Method 2: Send PROM** (via email or text message) – this will send the link directly to the patient's email or phone. If there is another email or cell the patient prefers, you can enter this contact info (this will not update the patient's contact info in their health record).

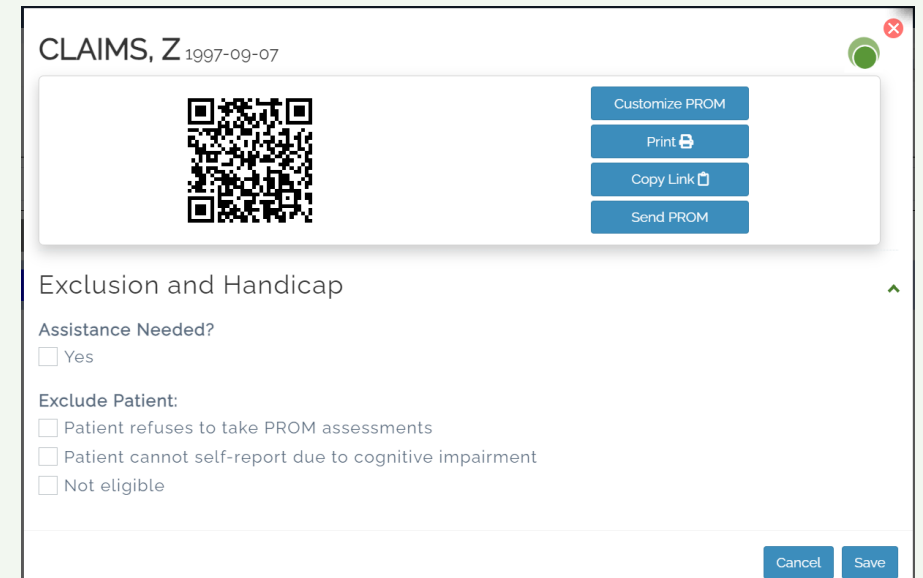


# Excluding patients (or removing exclusion) from PROM

- To exclude a patient from PROM,
  - Click the patient's patient PROM button.
  - Under 'Exclusion and Handicap', select the appropriate exclusion criteria.
  - Select Save. The patient's  will update to 'excluded'.



- To remove a PROM Exclusion,
  - Click the 'excluded' button for the patient
  - De-select the exclusion criteria.
  - Select Save. The patient's PROM button will update to 'enroll' or 'due'



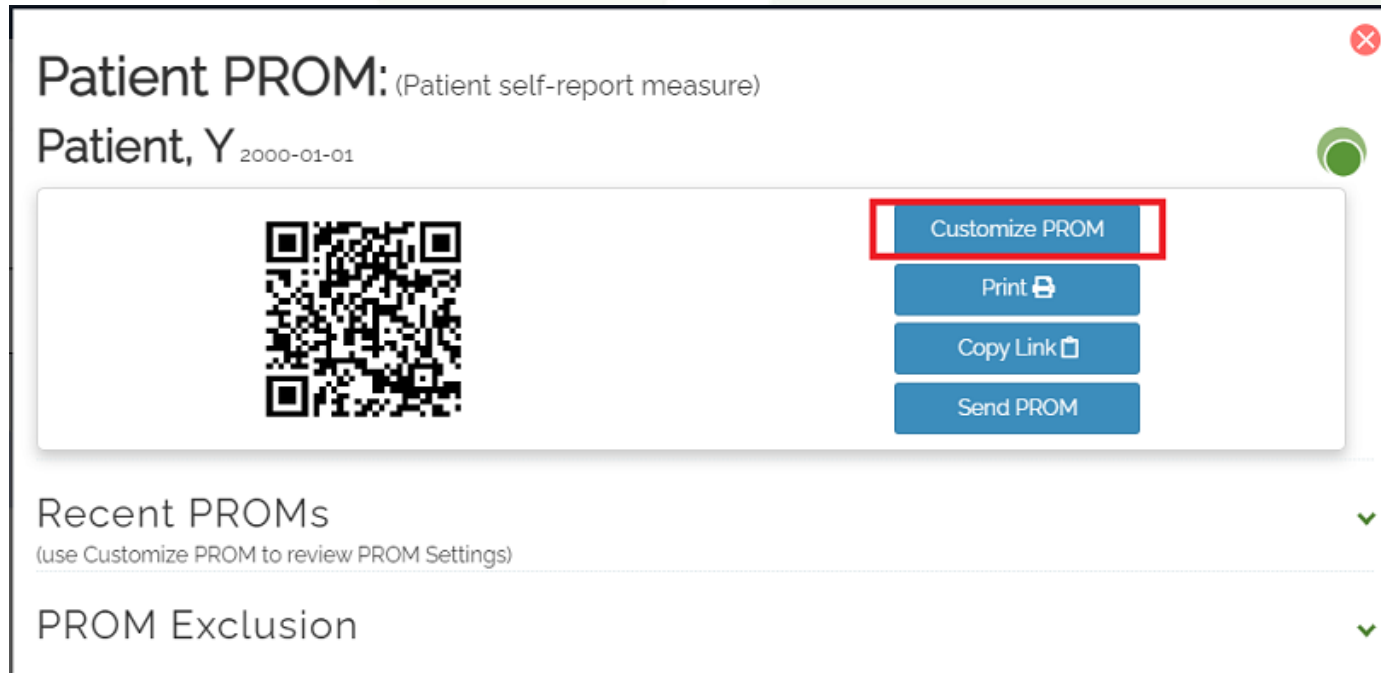


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# Customizing PROMs

# Customizing PROMs & Frequency

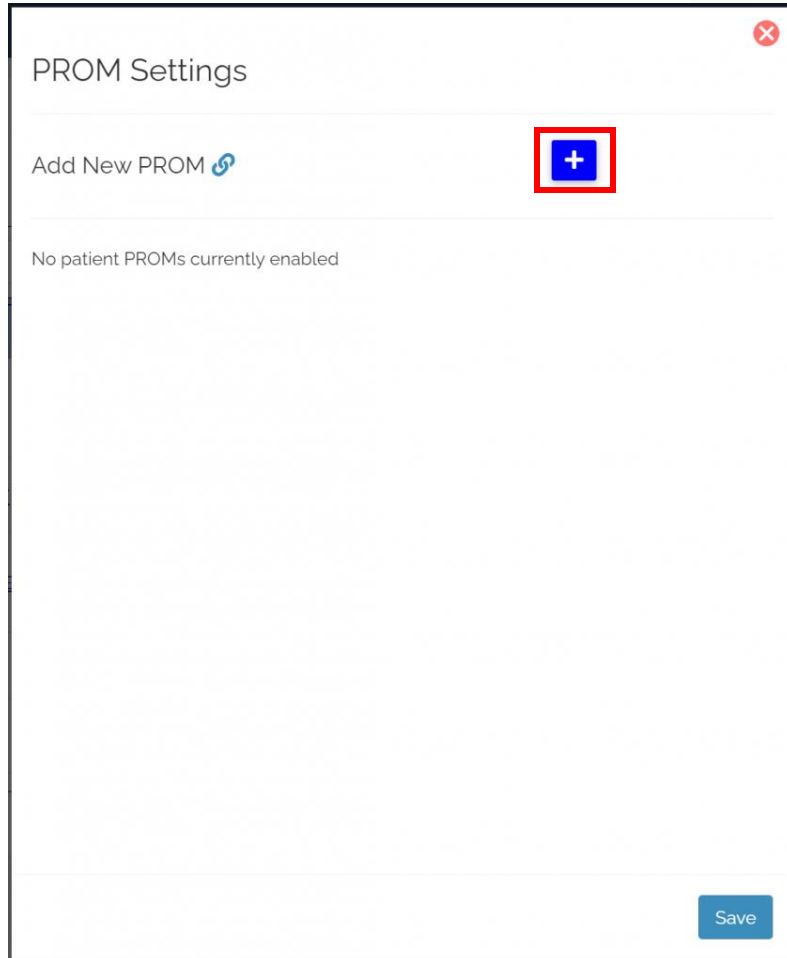
- While PROMs are preselected for patients (*for most patients this includes a depression and anxiety screener every 3-5 days*), PROMs can be customized for each patient.
  1. On the dashboard, select your patient's PROM button.
  2. Select **Customize PROM**.



The screenshot displays a web interface for managing Patient PROMs. At the top, it says "Patient PROM: (Patient self-report measure)" and "Patient, Y 2000-01-01". Below this is a white box containing a QR code on the left and a vertical stack of four blue buttons on the right: "Customize PROM", "Print", "Copy Link", and "Send PROM". The "Customize PROM" button is highlighted with a red rectangular border. Below the white box, there are two sections: "Recent PROMs (use Customize PROM to review PROM Settings)" and "PROM Exclusion", each followed by a green checkmark icon.

# Customizing PROMs & Frequency (cont'd)

3. Select the + to add a new PROM instrument.



PROM Settings

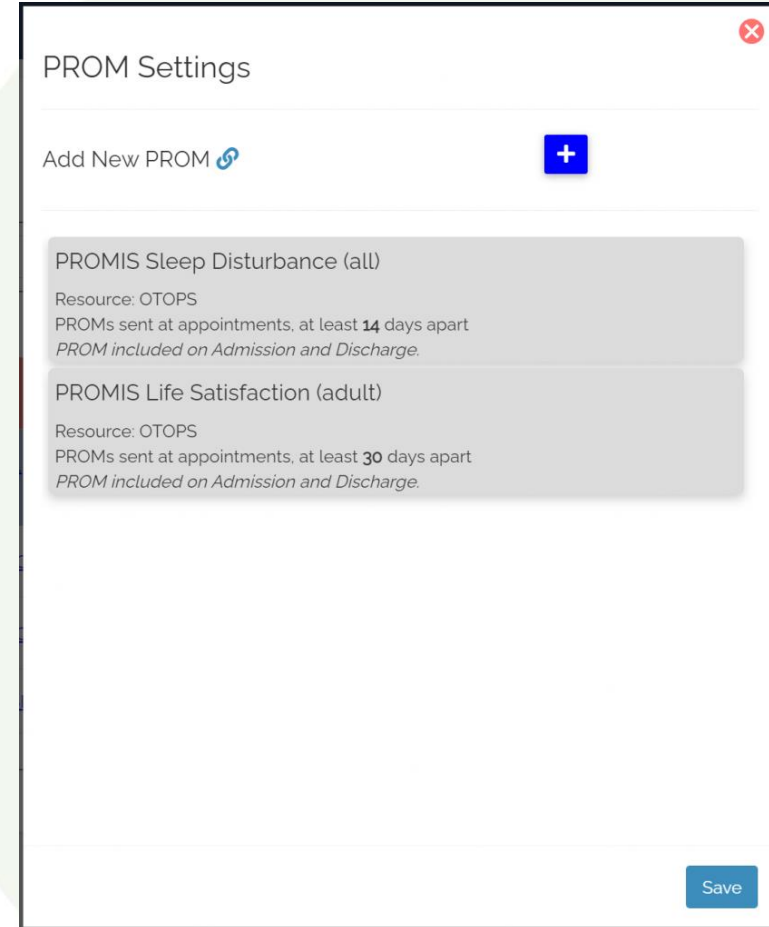
Add New PROM 



No patient PROMs currently enabled

Save

\*\*PROMs that are preselected for patients will appear in gray in the PROM Settings.\*\*



PROM Settings

Add New PROM 



PROMIS Sleep Disturbance (all)  
Resource: OTOPS  
PROMs sent at appointments, at least **14** days apart  
*PROM included on Admission and Discharge.*

PROMIS Life Satisfaction (adult)  
Resource: OTOPS  
PROMs sent at appointments, at least **30** days apart  
*PROM included on Admission and Discharge.*

Save

# Customizing PROMs & Frequency (cont'd)

4. Apply the PROM settings.
  - **Select PROM:** Select the PROM instrument that you want your patients to complete
  - **Repeating By:** Select if you want this PROM to be available for your patient at the time of their *appointment* or based on an *interval* (used for inpatient and day hospital programs)
  - **Start Date:** Click the date module to select when you want this PROM setting to be begin (i.e. when will this PROM instrument be available for the first time).
  - **Days between PROM:** Select the amount of time interval between PROMs for your patient.
5. Select Save and the PROM Settings menu will update to show your changes.

## Set Patient PROM

Select PROM ⓘ  
*Adult - 18+; Ped - 12-17; Proxy - under 12*

PROMIS Social Isolation (adult) ▼

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Repeating By ⓘ  
Appointment ▼

Start Date

2022-06-16 

Days between PROM

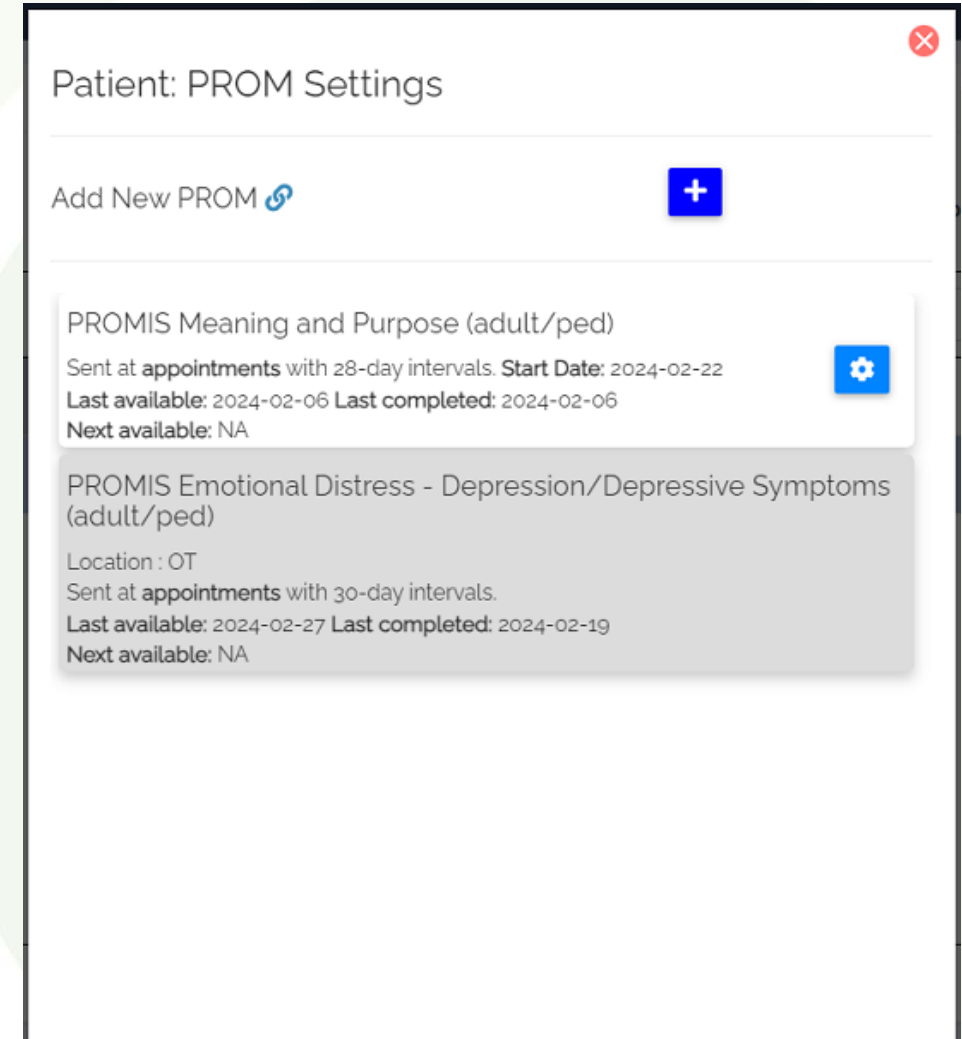
14

Save

Cancel

# Customizing PROMs & Frequency (cont'd)

6. The new patient PROM settings will appear in the PROM Settings as a white block.
- A **gear icon** will appear. This can be used to edit or delete the PROM.
  - The preselected PROMS will still appear in gray.



Patient: PROM Settings

Add New PROM 

PROMIS Meaning and Purpose (adult/ped)  
Sent at **appointments** with 28-day intervals. **Start Date:** 2024-02-22  
**Last available:** 2024-02-06 **Last completed:** 2024-02-06  
**Next available:** NA 

PROMIS Emotional Distress - Depression/Depressive Symptoms (adult/ped)  
Location : OT  
Sent at **appointments** with 30-day intervals.  
**Last available:** 2024-02-27 **Last completed:** 2024-02-19  
**Next available:** NA



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# Reviewing PROM Scores

# PROM Score Reports

- In **Sunrise**, users can review PROM scores in the *t-SPHSOutcomes Report Summary* or pull the PROM scores into their EMR note in the *Outcomes Section*

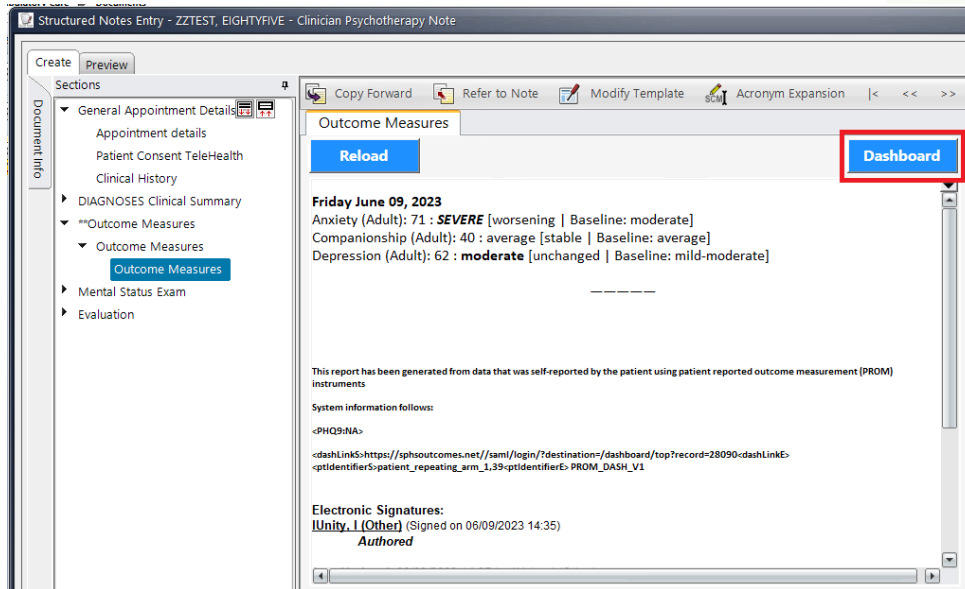
The screenshot displays the 'Structured Notes Entry' window for a 'Clinician Psychotherapy Note'. The left sidebar shows a 'Document Info' pane with a 'Sections' list. The 'Outcome Measures' section is expanded, and the 'Outcome Measures' sub-section is selected. The main content area shows a 'PROM Score Report' for 'Friday June 09, 2023'. The report includes the following data:

| Metric                | Score | Severity | Change    | Baseline      |
|-----------------------|-------|----------|-----------|---------------|
| Anxiety (Adult)       | 71    | SEVERE   | worsening | moderate      |
| Companionship (Adult) | 40    | average  | stable    | average       |
| Depression (Adult)    | 62    | moderate | unchanged | mild-moderate |

Below the table, a note states: 'This report has been generated from data that was self-reported by the patient using patient reported outcome measurement (PROM) instruments'. System information follows, including a PHQ9#NA code and a dashLink URL. Electronic signatures are shown for 'Unity, I (Other)' signed on 06/09/2023 14:35, with the word 'Authored' below. A 'Comments' section is visible at the bottom. The bottom of the window features a 'Need Help?' link, 'Mark Note As:' options (Results pending, Priority, Incomplete), a 'Charge Capture SuperBill' checkbox, and 'Save' and 'Cancel' buttons.

# PROM Score Reports (cont'd)

- **For all users**, PROM scores are also available on the dashboard, accessible by clicking the *Dashboard* button in the Sunrise note, or by clicking the patient's name on the dashboard.



Structured Notes Entry - ZZTEST, EIGHTYFIVE - Clinician Psychotherapy Note

Sections

- General Appointment Details
- Appointment details
- Patient Consent TeleHealth
- Clinical History
- DIAGNOSES Clinical Summary
- \*\*Outcome Measures
  - Outcome Measures
    - Outcome Measures
- Mental Status Exam
- Evaluation

Copy Forward Refer to Note Modify Template Acronym Expansion

Outcome Measures

Reload

**Friday June 09, 2023**  
Anxiety (Adult): 71 : **SEVERE** [worsening | Baseline: moderate]  
Companionship (Adult): 40 : average [stable | Baseline: average]  
Depression (Adult): 62 : **moderate** [unchanged | Baseline: mild-moderate]

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This report has been generated from data that was self-reported by the patient using patient reported outcome measurement (PROM) instruments

System information follows:

<PHQ9>NA>

<dashLink>https://sphsoutcomes.net/saml/login/?destination=/dashboard/top?record=28090<dashLink>  
<ptIdentifier>patient\_repeating\_arm\_1\_33<ptIdentifier> PROM\_DASH\_V1

Electronic Signatures:  
Unity, I (Other) (Signed on 06/09/2023 14:35)  
Authored

| Outpatient Services                                         |            |                                                                                       |                |         |                |          |                |
|-------------------------------------------------------------|------------|---------------------------------------------------------------------------------------|----------------|---------|----------------|----------|----------------|
| Patient Outcomes                                            |            |                                                                                       | Proxy Outcomes |         | Appointments   |          |                |
|                                                             |            |                                                                                       | up-to-date     |         | Download Data  |          | Report         |
|                                                             |            |                                                                                       |                |         |                |          | Dashboard      |
| PROM                                                        | Date       | Trend(12mo)                                                                           | Score          | Range   | Classification | Baseline |                |
| Sleep Disturbance (Adult )                                  | 2023-06-21 |    | 52.4           | normal  | stable         | normal   | View Responses |
| Anxiety (Adult )                                            | 2023-06-20 |    | 48             | normal  | stable         | normal   | View Responses |
| Depression (Adult )                                         | 2023-06-20 |    | 51.8           | normal  | stable         | normal   | View Responses |
| Ability to Manage Emotions (Adult )                         | 2023-06-07 |    | 45.9           | average | stable         | average  | View Responses |
| Anger (Adult )                                              | 2023-05-08 |    | 38.1           | normal  | stable         | normal   | View Responses |
| Dimensional Obsessive-Compulsive Scale (Adult )             | 2023-03-28 |   | 12             | Normal  | stable         | normal   | View Responses |
| Eating Disorder Examination Questionnaire (Adult/Pediatric) | 2023-03-28 |  | 3.03           |         | worsening      |          | View Responses |

# Individual Patient Dashboard

- The **individual patient dashboard** allows you to see graphical visualizations of your patient's PROM scores, track their baseline and progress, view PROM responses, download PROM data, view a PROM report summary, and update questionnaire selection.

