Development of a Rheumatology-specific Patient Concerns Inventory (PCI) and its use in the Rheumatology Outpatient setting


A joint project of Aintree University Hospital and Edge Hill University

Objectives
Successful management of rheumatic conditions involves increasing complexity of care. Delivering this in a holistic way is a growing challenge. The aim of this study was to develop a Patient Concerns Inventory (PCI) and assess it in the Rheumatology clinic setting.

Methods
This observational exploratory study occurred with two phases. Phase 1: the PCI was developed after systematic literature search, expert opinion and three patient focus group discussions. Phase 2: the PCI was piloted in a General Rheumatology clinic.

Literature review

Expert panel

Patients focus group 1

Patients focus group 2

Literature review

Phase 1

Phase 2

Patients focus group 3

Pilot study of 105 patients in rheumatology clinic

Results
Fifty-four patients were assessed in the pre-PCI group and 51 in the post-PCI group. Median (IQR) duration of consultation was 8 (5-14) minutes without PCI and 15 (10-20) minutes with PCI. The pre-PCI group raised 335 concerns from 50 patients, median (IQR) of 5 (3-10) per patient, rising-post PCI to 521 concerns, median (IQR) of 9 (5-16) for five patients, p<0.003. Additional concerns predominantly arising from ‘Physical and functional well-being’ and ‘Social and emotional well-being’ domains. Most patients rated their experience with their doctor in the consultation as excellent or outstanding across all 11 questions in the questionnaire, both before and after the introduction of the PCI to the clinic setting.

Conclusions
The PCI is a useful holistic needs assessment tool for Rheumatology clinics. Although its use may initially prolong the consultation slightly, patients can raise a significantly higher number of concerns that do not occur at the expense of patient satisfaction. This may help in identifying areas of ‘unmet need’, which previously went unnoticed.

References


Key messages

- Patient concerns inventory (PCI) is a useful holistic needs assessment tool in Rheumatology clinics.
- The PCI is able to highlight important areas of unmet needs in Rheumatology clinics.
- The use of PCI enables patients to ask more questions which may lead to greater patient satisfaction.

Table 1. Diagnosis, duration of consultation, HRQ scores and onward referral for the two groups of patients before and after the introduction of the PCI.

Table 2. Concerns discussed by patients before and after the introduction of PCI in the Rheumatology outpatient clinic.

Table 3. Patient satisfaction (*Mann-Whitney U test)

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