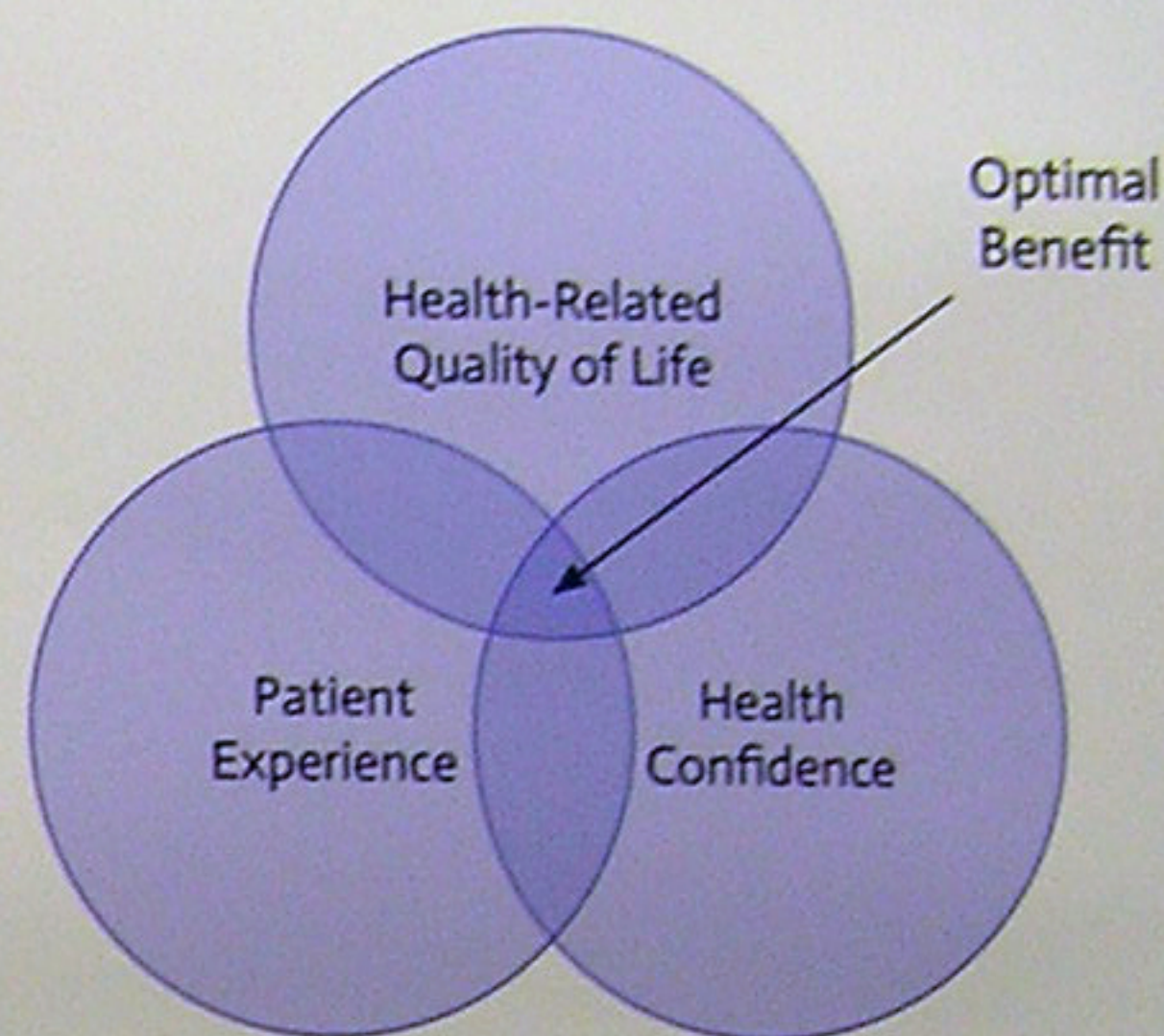


Short Generic Patient-Reported Measures of HRQoL, Experience and Confidence

We identified the need for short generic patient-reported measures of health-related quality of life (HRQoL), patient experience and health confidence and engagement for use at the point of care and between visits.

These share a common framework with 4 items and 4 responses, suitable for use on a patient's own smart-phone or postcards.

These tools are validated and are shorter with lower reading age than longer-established competitors. They are suitable for use by almost all patients irrespective of conditions. The results identify trends, changes and comparisons.



HRQoL

howRu is a short generic patient-reported outcome measure (PROM), to track and compare patients' perceptions of how they feel and what they can do – their health-related quality of life (HRQoL).

Choose one answer to each question

How are you today? (past 24 hours)

None A little Quite a lot Extreme

Pain or discomfort

Feeling low or worried

Limited in what you can do

Require help from others

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Experience

howRwe is a short generic patient-reported experience measure (PREM), which measures patients' perceptions of the care and service provided. It is suitable for all types of patient and care setting.

Choose one answer to each question

How are we doing?

Excellent Good Fair Poor

Treat you kindly

Listen and explain

See you promptly

Well organised

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Health Confidence

The Health Confidence Score (HCS) measures peoples' confidence in their knowledge, ability to manage their health and engage with organisations and clinicians. It is a measure of activation.

Health Confidence Score

To what extent do you agree or disagree with these statements?

Strongly agree Agree Neither agree nor disagree Disagree

I know enough about my health

I am in control of my health

I know how to get help if I need it

I am involved in decisions about me

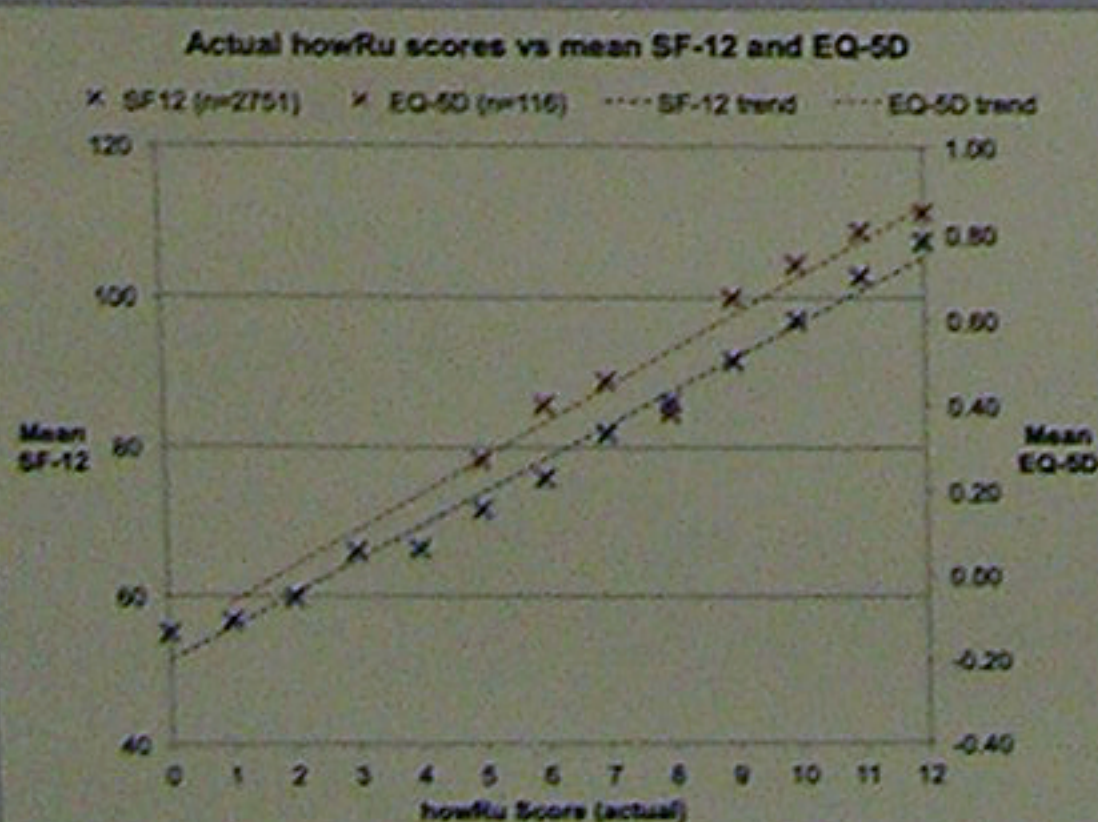
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These tools are short and quick to use with simple unambiguous wording, understood by those whose first language is not English.

They apply to patients with a wide range of conditions, and have been validated across health and social care (e.g. against SF-12 and EQ-5D).

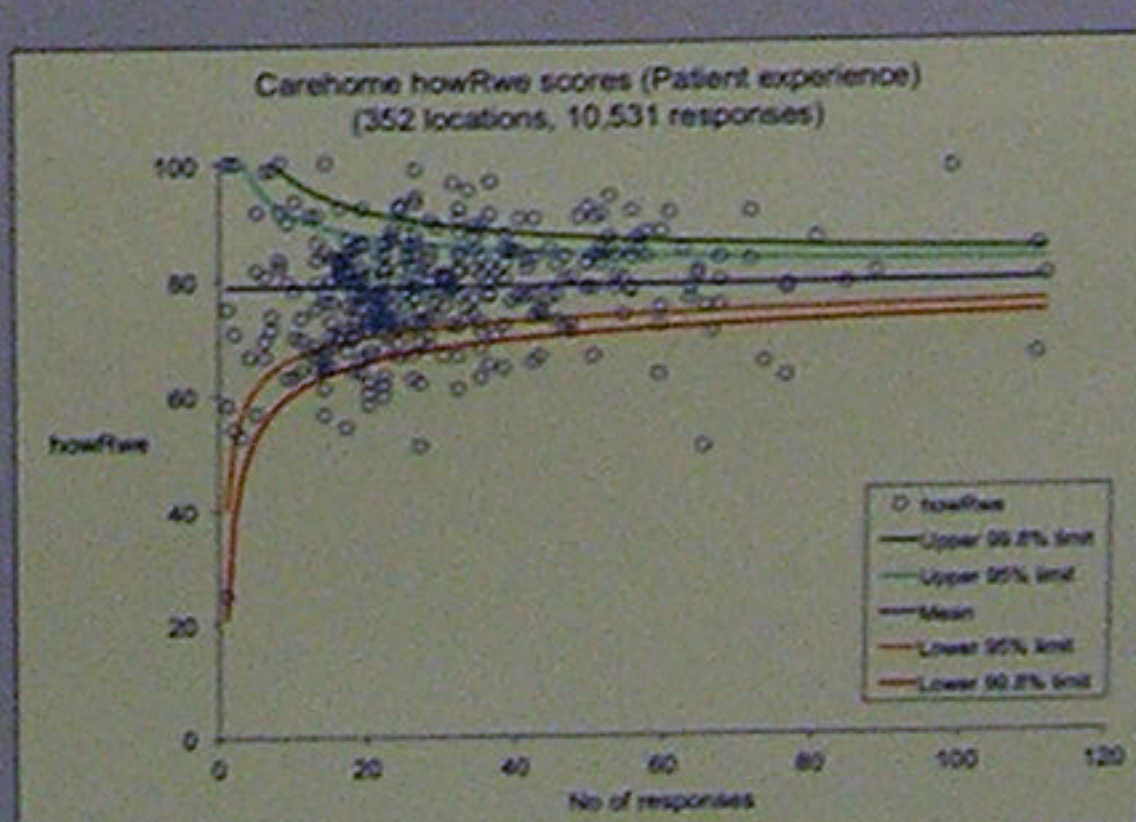
Results are easy to interpret. They deliver feedback to patients, clinicians, managers and commissioners, tracking changes over time and showing differences between units.

Funnel plots show units that are above or below average, as well as response numbers.



Benson T, Whitting J, Arkan S, Sizmur S, McDonald D, Ingram D. Evaluation of a new short generic measure of HRQoL: howRu. *Informatics in Primary Care* 2010; 18:89-101.

Benson T, Potts H, Whitting J, Patterson D. Comparison of howRu and EQ-5D measures of health-related quality of life in an outpatient clinic. *Informatics in Primary Care* 2012; 21 (1) 12-17.



Benson T, Potts H, Whitting J. A short generic patient experience questionnaire: howRwe development and validation. *BMC Health Services Research* 2014; 14:499.

Benson T, Bowman C. Health-Related Quality of Life and Patient Experience in Care Homes. *Medicine 2.0 London*, Sept 2013.

Length and reading age

Type	Name	Items	Words	Reading age
Outcome	howRu	4	37	7
	EQ-5D-3L	5 + VAS	230	11
	EQ-5D-5L	5 + VAS	285	8
	SF-12	12	474	11
	SF-36	36	779	10
Experience	NHS PROMs (Hip pre-op)	27	1,485	11
	howRwe	4	29	7
	NHS Friends and Family Test	1	44	12
	Pickler PPE-15	15	467	12
	Model of Patient Experience	20	942	11
	HCAHPS	32	1,156	13
Engagement	GP Patient Survey	62	2,922	12
	NHS Adult Inpatient Survey	76	3,353	12
	Health Confidence Score	4	52	8
	My Health Confidence	2	80	11
	NIH Toolkit Emotion: Self-efficacy	10	143	10
	Patient Health Engagement Scale	5	144	10
Patient Activation Measure (PAM)	13	293	12	
Health Literacy Questionnaire	44	1,001	12	

Response rates depend in part on perceived effort to complete, which in turn depends on survey length and readability.

Reading age is based on the Flesch-Kincaid Grade for the text, calculated as (FKG + 5).