

BOOK REVIEW

TIM BENSON: PATIENT-REPORTED OUTCOMES AND EXPERIENCE: MEASURING WHAT WE WANT FROM PROMS AND PREMS

IVA LONČARIĆ KELEČIĆ

University Hospital Centre Zagreb, Kišpatičeva 12, Zagreb, Croatia, contact: iva.loncaric.kelecic@gmail.com

Received: 29.11.2022.

Accepted: 01.12.2022.

Title in full: Patient-Reported Outcomes and Experience: Measuring What We Want From PROMs and PREMs; Publisher: Springer Cham; Date of publication: 2022; Edition Number:1; Number of pages: XVII, 225; Number of Illustrations: 7 b/w illustrations, 24 illustrations in colour, eBook ISBN: 978-3-030-97071-0; DOI: 10.1007/978-3-030-97071-0

The title of this book, “**Patient-Reported Outcomes and Experience: Measuring What We Want From PROMs and PREMs**”, can directly capture the attention of health professionals in search of answers to the question of how to improve the quality of health care by involving users in the process of reporting outcomes and their experiences. Furthermore, this is the first book that comprehensively and pragmatically conceptualises Patient-Reported Outcomes (PROMs) and Experience (PREMs) by emphasising consistently, but unobtrusively, the importance of the patient’s perspective and its contribution to achieving high-quality healthcare.

As the Author, Tim Benson, points out, the origin of this book is based on the following paradox - why are PROMs and PREMs used infrequently in healthcare practice, especially if they have been proven beneficial with respect to improving existing practices? Based on his extensive experience in health care, computing, and outcome measures, Benson takes a discerning approach to this issue in

his book. After choosing an effective title, Benson ensured that the book’s contents correspond to the need for knowledge regarding the routine, appropriate and efficient use of PROMs and PREMs to obtain meaningful, accurate, and reliable data that can be applied to improving healthcare practice. The added value of the book’s pragmatism and appeal concerning filling such knowledge gaps is Benson’s focus on the routine use of short and generic PROMs and PREMs rather than countless specific measures whose service is aimed primarily at clinical research. Accordingly, Springer, a publisher known for their refined sense for persuasive topics, recognised the need to promote such critical discourse.

The book’s structure is organised into two main parts – I. Principles and II. Measures. The first part (Principles) consists of eight chapters that describe PROMs and PREMs through the nature of the issue in the sphere of health care quality (Chap. 1); the history, development, and application areas in brief (Chap. 2); terms commonly used in the descriptive frameworks and scoring schemes (Chap. 3); barriers in introduction and implementation (Chap. 4 and 5), such as human or organisational factors and expected survey errors due to, for example, noise and bias; precise requirements for analysis and presentation of results (Chap. 6); interoperability and information sharing with interested parties and people of interest

(Chap. 7), and the value of health and life, i.e., the valorisation of death and morbidity through different conceptual models such as Quality Adjusted Life Years (QALYs), and the Value of a Statistical Life (VSL) and Load paradigms (Chap. 8).

Part two (Measures) is divided into ten chapters that broadly describe a range of PROMs and PREMs, including the diversity of outcome measures. A general overview of patient-reported measures is presented structurally and through the prism of hierarchy (Chap. 9), highlighting and briefly describing the two broad categories, PROMs and PREMs, and other associated descriptive terminology. This introductory chapter is followed by an overview of patient experience measures (Chap. 10); an overview of health status and measures of personal well-being that are of particular importance (Chap. 11 and 12), including detailed elaborations of conventions used; a description of patient-centred care, including a patient's autonomy over their health and participation in decision-making, (Chap. 13); and an overview of individualised measures used by the patients to describe and evaluate issues that are most important to them (Chap. 14). Social determinants of health, including social contact and loneliness, are important factors influencing health outcomes, but they are often forgotten: these factors are given an important place in a separate chapter (Chap. 15). The use of PROMs and PREMs in evaluating healthcare innovations, i.e., digital innovations and new healthcare models (Chap. 16), as well as their use in healthcare facilities by healthcare staff (Chap. 17) are presented in detail with terminological explanations related to the framework. The last chapter deals with the issue of the use of proxies, that is, persons in close proximity to the patient, such as caregivers, who measure and report outcomes on behalf of the patient (Chap. 18).

Besides Benson's evident expertise, each chapter is evidence-based and grounded in relevant theoretical and empirical foundations that are presented along with a list of references at the end of the chapter, enabling further data verification. In addition to the quality of the content, specific chapters also contain empirical case studies that provide the reader with a vivid and practical read-

ing experience. Furthermore, in addition to those described above, particular measures can be found in their original form, including those created by Benson and his associates with the aim of providing them for free for the purpose of education and research studies with limited funding. The book is generally reader-friendly and is aimed at several audiences, including those with significant experience and those who are relative novices. Despite the fact that the technical formatting enables unhindered readability, the graphical displays (i.e., schemes, diagrams, measures) should be of better resolution. Although the book is intended for and can find its place among relatively novice readers, for those with statistically weak literacy, some specific statistical explanations and presentations (i.e., formulas and statistical interpretation of results) can be difficult to understand. However, this is not a criticism or a weakness of this book but simply a remark.

In conclusion, this book can fulfil its purpose as both a reference book and a textbook, given that it clearly and pragmatically shows how to effectively use PROMs and PREMs to improve health outcomes, patient experience, and quality of health care itself. The unique feature of this book is precisely its conceptual quality which reflects a systematic approach and description of topics relevant to PROMs and PREMs, including relevant theoretical and empirical research. As such, it should be on the shelves of university libraries, health institutions, patient associations, and every healthcare professional who strives for quality in his/her work. Although this is the first review of this book, as far as we know, the book has been referenced in two papers so far, which is a good sign considering that the papers were published in the same year as the book. We hope this recommendation will contribute to its visibility, citations, and application in practice and ultimately support health professionals in the care of their patients.