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PCOR Topics that Matter to Patients

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Patient-Centered Outcomes Research (PCOR) helps people make informed health care decisions and allows their voice to be heard in assessing the value of health care options by…

• Assessing the benefits and harms to inform decision making, highlighting outcomes that matter to people;
• Focusing on outcomes that people notice and care about including health-related quality of life;
• Investigating how to optimize outcomes while addressing burden to individuals
Voted Top PCOR Topic Areas:

- Costs & Resource Availability
- Healthcare Access
- Coordination & Navigation
Cost and financial distress are outcomes (and harms) that matter to patients and should be prioritized and measured.

Access influences outcomes. It is a complex concept that is more than just availability of care. This should be considered in CER/PCOR.

Connection to resources should be seen as a process and not just an outcome. The quality, appropriateness, accessibility, and responsiveness of these resources are critical to improving health and quality of life outcomes.
Indirect Costs

How are Direct Costs impacting care decisions?

Unmet Needs
Unknown Needs
Productivity Costs
✓ You shouldn’t be afraid to ask about it
✓ There is cost anxiety
✓ Destigmatize financial challenges!
✓ What is the impact on recovery, treatment, recurrence, etc?
People are treated differently based on their:

- Zip Code
- Income
- Color/Race
- Diagnosis
- Literacy Level
We need Culturally Responsive Communication Navigation Resources Care
Ask:
What barriers are you facing in your lived experience?
Have you had these kinds of conversations before?
Permission (trauma informed care)

Act:
Reduce the burden of coverage confirmation
Understand the heterogeneity of patient desires
Be truthful, transparent, and recognize bias
Experience Satisfaction

Include Patient **Confidence** as a goal and measure of care.
thank you