Introduction of the Reg-ent Registry Patient-Report Outcomes Module (PROM)
Age-Related Hearing Loss
Agenda

• Welcome and Opening Remarks

• Panelist Introductions

• Patient Reported Outcome Surveys Overview

• Demonstration

• Questions
Panelist Introductions

- **Amy Grace, RN**
  - FLGmd, Client Account Manager  
  - Moderator

- **Cathlin Bowman, MBA**
  - Director, Reg-ent Registry

- **Nui Dhepyasuwan, MEd**
  - Director, Quality and Performance Measurement

- **Julia K. Trigger, MS**
  - Program Manager, Reg-ent Registry
Overview: Patient Reported Outcome Surveys

- Opportunity to involve your patients in their care and assess outcomes from the patient’s vantage point
- Data from this tool will enhance future survey tool and specialty measure development
- Clinicians and administrators may access both this and future survey instruments easily from the Reg-ent dashboard
- Aligning to MIPS Value Pathways and future otolaryngology-specific Improvement Activities
- Age-Related Hearing Loss focuses on shared decision making
- The first of a suite of survey tools to be made available in the Reg-ent registry
Reg-ent Registry PROM Survey Tool
Reg-ent Dashboard Slides
Patient Reported Outcome Module Demonstration

Version 1.0
November 20, 2020

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Environment

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Patient Reported Outcome Module (PROM)
1. Sign in to your Reg-ent dashboard.
2. Choose 2020 Dashboard in the upper right-hand corner.
Choose the “Pro” icon on the left panel.
PROM Dashboard

Accessing the Surveys

Data Summary

Data Summary Report Download Options

Survey Stats

<table>
<thead>
<tr>
<th>CLINICIAN NAME</th>
<th>ELIGIBLE PATIENTS</th>
<th>PATIENTS WITH EMAIL</th>
<th>PATIENTS WITHOUT EMAIL</th>
<th>PROS SENT</th>
<th>NOT STARTED</th>
<th>IN PROGRESS</th>
<th>SUBMITTED</th>
<th>EXPIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERIN DALE</td>
<td>175</td>
<td>175</td>
<td>0</td>
<td>175</td>
<td>3</td>
<td>0</td>
<td>28</td>
<td>144</td>
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<td>Demo Provider</td>
<td>225</td>
<td>207</td>
<td>19</td>
<td>269</td>
<td>30</td>
<td>0</td>
<td>45</td>
<td>151</td>
</tr>
</tbody>
</table>

Total Records: 2
Pie Chart Drill Down

Choose any color on the chart to access patient information.
# Patient Browser

## Current Page:
- **Search for Patients Here**

## Consent Management:
- **MANAGE CONSENT**
- **ASSIGN BULK PRO**

## Table:

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>MRN</th>
<th>Clinician Name</th>
<th>Email</th>
<th>Diagnosis</th>
<th>Visit Date</th>
<th>Consent Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deborah Noerrlinger</td>
<td></td>
<td>Demo Provider9</td>
<td><a href="mailto:qaeruser9@yopmail.com">qaeruser9@yopmail.com</a></td>
<td></td>
<td>05/09/2020</td>
<td>Accepted</td>
<td>+ ASSIGN PRO</td>
</tr>
<tr>
<td>Hong Niemi</td>
<td></td>
<td>Demo Provider9</td>
<td><a href="mailto:qaeruser46@yopmail.com">qaeruser46@yopmail.com</a></td>
<td></td>
<td>05/09/2020</td>
<td>Accepted</td>
<td>+ ASSIGN PRO</td>
</tr>
<tr>
<td>Russell Piper</td>
<td>8601988721</td>
<td>Demo Provider9</td>
<td><a href="mailto:abc1@yopmail.com">abc1@yopmail.com</a></td>
<td>Bilateral Pr..</td>
<td>10/31/2020</td>
<td>Accepted</td>
<td>+ ASSIGN PRO</td>
</tr>
<tr>
<td>Sarah Niggeler</td>
<td>3995788741</td>
<td>Demo Provider9</td>
<td><a href="mailto:qaeruser41@yopmail.com">qaeruser41@yopmail.com</a></td>
<td></td>
<td>05/09/2020</td>
<td>Accepted</td>
<td>+ ASSIGN PRO</td>
</tr>
<tr>
<td>Sara Nigam</td>
<td>3995788749</td>
<td>Demo Provider9</td>
<td><a href="mailto:qaeruser49@yopmail.com">qaeruser49@yopmail.com</a></td>
<td></td>
<td>05/09/2020</td>
<td>Accepted</td>
<td>+ ASSIGN PRO</td>
</tr>
</tbody>
</table>
Assign PROM (Bulk)

PROM may be assigned individually or in bulk.
Assign PROM (Individually)

Click the Check Box to Select Patient

Click Here to Send the Survey to the Patient’s Email

PROM may be assigned individually or in bulk.
### Patient Process Information

#### Patient Browser

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>MRN</th>
<th>Clinician Name</th>
<th>Email</th>
<th>Latest Survey</th>
<th>Not Started</th>
<th>In Progress</th>
<th>Completed</th>
<th>Expired</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adriana Niemcziek</td>
<td>3995788754</td>
<td>Demo Provider9</td>
<td><a href="mailto:qenuser54@yopmail.com">qenuser54@yopmail.com</a></td>
<td>Hearing Lo.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Adriana Niemcziek</td>
<td>3515788754</td>
<td>ERIN DALE</td>
<td><a href="mailto:testeruser54@yopmail.com">testeruser54@yopmail.com</a></td>
<td>Hearing Lo.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Adria Nieves</td>
<td>3995788743</td>
<td>Demo Provider9</td>
<td><a href="mailto:qenuser43@yopmail.com">qenuser43@yopmail.com</a></td>
<td>Hearing Lo.</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Adria Nieves</td>
<td>3515788743</td>
<td>ERIN DALE</td>
<td><a href="mailto:testeruser43@yopmail.com">testeruser43@yopmail.com</a></td>
<td>Hearing Lo.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Adrienne Navarrete</td>
<td>3995788878</td>
<td>Demo Provider9</td>
<td><a href="mailto:qenuser178@yopmail.com">qenuser178@yopmail.com</a></td>
<td>Hearing Lo.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
### Survey Status

1. **Grey** indicates in process.
2. **Green** indicates completed.
3. **Red** indicates expired.

<table>
<thead>
<tr>
<th>PATIENT NAME</th>
<th>MRN</th>
<th>CLINICIAN NAME</th>
<th>EMAIL</th>
<th>LATEST SURVEY</th>
<th>NOT STARTED</th>
<th>IN PROGRESS</th>
<th>COMPLETED</th>
<th>EXPIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deborah Noerrlinger</td>
<td>Demo Provider9</td>
<td><a href="mailto:qaeuser9@yopmail.com">qaeuser9@yopmail.com</a></td>
<td>Hearing Lo...</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Deborah Noerrlinger</td>
<td>3515788709</td>
<td>ERIN DALE</td>
<td><a href="mailto:testeruser9@yopmail.com">testeruser9@yopmail.com</a></td>
<td>Hearing Lo...</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Debra Nielsen</td>
<td>3515788757</td>
<td>ERIN DALE</td>
<td><a href="mailto:testeruser57@yopmail.com">testeruser57@yopmail.com</a></td>
<td>Hearing Lo...</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
Reg-ent Registry
Age-Related Hearing Loss
Screen Guide
Dear Linda Nissly,

Your physician invites you to provide feedback on your experience during your recent medical visit. The information collected will be used to better understand your unique medical history, healthcare needs and to develop effective treatment strategies. The survey will take approximately 3-5 minutes to complete.

For confidentiality and security purposes, we ask that you complete a 2-step verification process prior to accessing and completing your survey. On the Niva patient portal, you will need to:

1. Create a NIVA account by registering your email address and creating a password.
2. Select and fill out security questions relevant to you.

To access your survey, click on the link below and sign in to Niva, your patient portal [Patient Portal].

We look forward to receiving your feedback.

If you have any questions or concerns, please reach out to us at support.niva@figmd.com.
Enter email address and create a password.

Welcome to Niva!

textbox for email address

password:

textbox for password

confirm password:

textbox for confirm password

Register
Make sure your password meet these security requirements.
Please set 2 security questions with answers. These questions will be asked when you reset the password.

What is your mother's maiden name?
- What was the name of your first school?

Submit
By clicking accept, you agree to participate in the survey.

By clicking decline, you are declining to participate in the survey.
Accept to proceed with the survey.

To decline, click here.
Select what applies to you.

What is Linda Nissly's relationship to you?

Select:
- Self
- Spouse
- Father
- Mother
- Son
- Daughter
- Other
Please claim your identity in relation to Linda Nissly

What is Linda Nissly's relationship to you?

- Self

CANCEL YES
Feedback Survey

Section 1

Use the following scale to rate the statements on your treatment for hearing loss at your last visit.

I am satisfied that I am adequately informed about the issues important to my treatment decision.

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

The decision I made regarding my hearing loss was the best decision possible for me personally.

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
Feedback Survey

Section 1

Use the following scale to rate the statements on your treatment for hearing loss at your last visit.

I am satisfied that I am adequately informed about the issues important to my treatment decision.
- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

The decision I made regarding my hearing loss was the best decision possible for me personally.
- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
Confirmation

Are you sure you want to submit Feedback Survey Form?

Note: Any changes made to the form will be validated first before submitting. Once the form is validated and submitted, you will not be able to make any changes to the form.

CANCEL CONTINUE
Thank you for participating. Your answers have been submitted.

No questionnaire has been assigned to you yet. Questionnaires will be displayed once assigned by your provider.

End of Survey
Questionnaire

Not Started (0)  In Progress (0)  Submitted (1)  Expired (0)

Feedback Survey
- Linda Nissly (self)
- Practice: Web Demo practice
- Clinician: Demo Provider9
- Submitted at 09/11/2020

VIEW
Follow-up and Resources

Contact Us

• Attendees will receive a copy of this presentation along with the PROM and Niva user guides.

• Questions for the Reg-ent registry team, contact reg-ent@entnet.org.

• Questions for your Client Account Support team member, contact aaohncams@figmd.com.

• Academic institutions with questions regarding the PROM, contact cbowman@entnet.org.

Website

• https://www.entnet.org/reg-ent-patient-reported-outcomes

• https://www.reg-ent.org

• https://www.entnet.org/content/quality-measures