

Q What is the Patient-Reported Outcome (PRO) survey in age-related hearing loss (ARHL)?

Reg-ent's PRO survey for ARHL assesses patients' perspective of shared decision making conversations. Reg-ent members can distribute this electronic survey to patients the Reg-ent PRO module.

Q Why is the PRO survey valuable to practices?

The PRO survey aims to increase patient engagement in care. Shared decision making can ensure that treatment decisions align with the patient's preferences and values.

Q Which patients are eligible to receive the PRO survey?

Patients are eligible if they are aged 60 years or older and have a new or existing diagnosis of bilateral presbycusis or symmetric sensorineural hearing loss.

Q Does the PRO survey only extend to shared decision making conversations with physicians?

No. The PRO survey may extend to other clinician types in your practice that see eligible patients. This can include audiologists, advance practice providers, or other clinician types that are integrated members of your Reg-ent account.

Q How are eligible patients identified to complete the PRO survey?

Eligible patient visits are identified in the electronic health record (EHR) data practices share with Reg-ent. The eligible population is updated regularly to identify new eligible patient visits. The specific timeframe depends on the frequency of data shared with Reg-ent. Practices review the eligible patients and select patients to receive the PRO survey.

Q Will eligible patients receive only one PRO survey per year?

Not necessarily. A patient who sees an audiologist and a physician on the same date will receive one PRO survey for each clinician experience. If there are multiple visits during each data refresh period, a PRO survey will only be available for the latest visit date. Patients with several visits throughout the year can be eligible for multiple PRO surveys, due to differences in visit dates across multiple refresh periods and clinicians.

Q Do practices have to be Reg-ent users to access the PRO tool?

Yes. To sign up, please visit <https://regent.entnet.org/signup/login>.

Q Is this PRO survey a part of MIPS 2022 reporting?

Yes. Practices that can demonstrate utilization of this PRO survey can fulfil the MIPS Improvement Activity: IA_AHE_4: Promote Use of Patient-Reported Outcome Tools.

PRO survey tool and dissemination

Q Are the PRO survey questions standardized?

Yes. The questions are standardized and cannot be customized by practices.

Q Is patient permission required before assigning the PRO surveys to patients?

Yes. The PRO module includes a consent attestation that the patient has been informed and consents to participate in the PRO survey. Patients can decline the PRO survey at any time. Practices determine their workflow to obtain permission to distribute the PRO survey.

Q Who sends the PRO survey emails to patients? How is my practice identified in that email?

Practices assign the surveys in the PRO module to eligible patients. These patients receive an automated email from hns.patientfeedback@bot.figmd.com. The practice is not identified in this email.

Q How long do patients have to complete the PRO survey?

Once the practice assigns the PRO survey, patients have 42 days to complete the PRO survey. Each patient will receive two reminder emails. Patients who decline to participate will not receive additional reminders. Patients can also unsubscribe from all PRO surveys administered by Reg-ent.

Q Do clinicians see individual responses to the PRO survey?

No. Clinicians cannot see individual PRO survey responses. The responses are anonymous to ensure honest feedback. When a clinician achieves a PRO survey response threshold, a performance feedback report of aggregated PRO survey results will be available in time.

Q How can I get more information on distributing PRO surveys and tracking utilization?

Please ask your FIGmd Client Account Support representative to schedule a demo, or see the instructional video available on the Reg-ent website [here](#). (Log-in required)

Q Whom should I contact with other questions about the ARHL PRO survey?

Please email reg-ent@entnet.org.