

## Practice Management Resources

### Patient-Reported Outcomes

#### Education Training and Research (ETR) Associates

Since 1981, ETR has provided health and education organizations across the nation with innovative and practical solutions to emerging challenges and opportunities. ETR's multidisciplinary staff are nationally recognized for their expertise in applied research, evaluation, data system development, program development, implementation training, capacity building, professional and organizational development, and solutions for development of online capabilities.

ETR's consultative services to support organizations involved in Patient Reported Outcome (PRO) initiatives include:

##### Readiness Assessment

- Needs assessment and analysis
- Literature and instrument reviews

##### Instrument and software selection and adaptation

- Selection of instruments appropriate for goals and population
- Adaptation and re-validation of instruments
- Cultural adaptation
- Selection of software modules appropriate for goals and existing data system
- Data system design, integration and deployment

##### PRO Implementation

- Develop protocols, manuals and forms for high-quality, consistent data collection
- Assistance in optimizing compliance rates
- Training and technical assistance (TA) to support data collection processes
- Coordinate/implement data collection and tracking
- TA in navigating IRB processes

##### Analysis of PRO data

- Write summaries for publications
- Develop continuous quality improvement (CQI) recommendations
- Create standardized data reports
- Conduct benchmarking analyses

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