

ePROMS

Patient Reported Outcome Measure

Service definition



Introduction

ePROMs is a secure, low-code digital patient-reported outcome solution that enables patients (or family members) to complete validated questionnaires before clinic appointments or following treatment. Designed for health and care and adaptable across other public sector environments, ePROMs integrates directly with existing electronic patient records (EPR/EHR) or can operate as a standalone solution.

By digitising outcome measures, ePROMs reduces administrative burden, eliminates paper processes, and provides clinicians with timely, structured insights to support informed decision-making and improve patient care.

Overview

Patient-reported outcome measures are essential for monitoring treatment effectiveness, supporting clinical decisions, and improving care quality. However, many organisations still rely on paper-based forms or disconnected digital tools, leading to delays, incomplete data, and unnecessary face-to-face appointments.

ePROMs addresses these challenges by providing a low-code, flexible digital platform that enables patients to complete validated questionnaires securely, anytime, on any device, without login or registration. Completed forms are automatically scored and either integrated directly into the patient record or used in standalone workflows.

The platform supports automated invitations, reminders, and workflow integration, ensuring outcome data is captured consistently, efficiently, and in a timely manner. Built on AireBlocks, ePROMs scales across individual services, organisations, and regional or national programmes.

Key Capabilities

Patient Access

- Remote completion of validated questionnaires from any device, including smartphones, tablets, and desktops
- No login or registration required
- Accessible and inclusive design to maximise completion rates

Clinician Access

- Immediate visibility of results integrated into patient records or standalone systems
- Structured scoring to support clinical decision-making and treatment monitoring
- Automated alerts or follow-ups triggered by responses

Low-Code Flexibility

- Easily configure questionnaires, scoring logic, and workflows to align with local clinical pathways
- Forms and processes can be updated without reliance on IT release cycles

Workflow Automation

- Automated invitations and reminders ensure timely questionnaire completion
- Integration with care pathways allows for efficient routing of data to clinicians and administrative teams

Analytics and Reporting

- Track completion rates, service performance, and patient outcomes in real-time
- Generate insights for operational planning, resource allocation, and service improvement
- Visualise trends using built-in charts, tables, and dashboards

Integration and Interoperability

- Open APIs enable connection with EPRs, PAS, or other healthcare applications
- Supports secure, standards-based data exchange for consistent patient records

Benefits

- **Reduce administrative burden:** Automate invitations, scoring, and follow-ups, freeing staff to focus on patient care
- **Improve patient experience:** Remote access reduces the need for face-to-face appointments and travel
- **Support clinical decision-making:** Structured and scored outcome data enables timely, evidence-based interventions
- **Optimise service delivery:** Real-time insights into patient outcomes and service performance improve efficiency and planning
- **Scale across services:** Deploy across clinics, organisations, or regional integrated care systems
- **Cost-effective:** Minimises paper usage and administrative overhead while enhancing data quality

Proven Impact

Alder Hey Children's NHS Foundation Trust

- Deployed ePROMs across 12 services
- Achieved over 75% completion rates across questionnaires
- Improved timeliness and quality of clinical consultations

Leeds Community Healthcare Trust

- Digitised dietetics outcome measures
- 90% of patients completed outcome measures remotely
- Freed clinicians to focus on patient care and improved follow-up efficiency

Features

- Remote patient questionnaire completion, accessible on any device
- Device-agnostic forms with structured scoring
- Automated workflow for invitations, reminders, and data routing
- Open API integration with EPR/EHR, PAS, or standalone systems
- Dashboards for operational and clinical oversight
- Configurable forms to match clinical pathways

Summary

ePROMs empower health and care organisations to digitise patient-reported outcomes, improve data quality, reduce administrative workload, and support evidence-based clinical decisions. Its flexible, secure, and scalable design ensures it can deliver consistent impact across services, organisations, and integrated care.

Implementation

Managing change and requirements

Our first priority is to gather a comprehensive understanding of your organisation's requirements. Our team will be fully accessible and in regular contact with stakeholders across the organisation to meet the developing health and care needs and ePROMS requirements.

Depending on the scale of the implementation we can support/complement internal resources with our own business analysts, project managers and software engineers.

At the start of the project, we will work with key stakeholders from the organisation to discuss the flexible deployment options and ensure we have captured the requirements.

Wherever possible, we use an agile methodology and encourage our customers to work to a proof of concept, minimum viable product and refine as further detail becomes available.

Training

Our training can cover a number of elements of the deployment of ePROMS from the business process considerations for the deployment through, design requirements, through to maintenance and operation of the solution.

The aim of the training is to ensure that where a customer requires training in any of these items they understand how the solution can be utilised to meet their workflow and pathway requirements.

End user training is rarely needed as the resulting solutions are easy to use and very intuitive by nature. However we can support any training that is required. For example, where complex forms need training support, this can be given locally to meet clinical safety requirements.

Hosting and technical requirements

ePROMS is delivered as a fully hosted solution through our trusted partner, AWS, providing the highest levels of security and compliance. The platform is browser-based and accessible via any modern browser, including Chrome, Edge, Safari, and Firefox, without the need for additional extensions.

In line with our open platform policy, ePROMS includes open APIs, allowing integration with a wide range of other systems and solutions. This flexibility ensures that clients can connect AireBlocks with existing technology and adapt it to meet evolving local requirements.

Support

Aire Innovate provides comprehensive technical support for ePROMS following implementation. Our support team is available between 8:30am and 5:30pm, reachable by telephone or email. All support requests are logged and tracked through our JIRA-driven support desk, ensuring timely updates and resolution in line with agreed service level agreements.

Our approach is underpinned by a continuous improvement ethos, with ePROMS regularly updated to meet evolving requirements and to reflect new needs identified by clients. In addition to technical support, we offer dedicated account management to review system performance, discuss new features, and explore opportunities to extend the use of the platform, ensuring clients can make the most of ePROMS over time.

About us

Aire Innovate was founded to transform digital innovation in health and care. Drawing on the expertise of our sister company, Aire Logic, which has delivered over 1,000 IT projects across national programmes, regional initiatives, ad hoc innovations, and pro bono work, we bring deep knowledge of healthcare systems and digital transformation.

Our low-code platform, AireBlocks, allows teams to build, connect, and adapt solutions precisely to their needs. Unlike off-the-shelf software, it supports rapid innovation, flexible scaling across regions, and local configuration, enabling organisations to respond quickly to changing clinical, operational, and regulatory requirements.

Mission & Vision

We empower health and care teams to take control of digital transformation, turning plans into reality, accelerating innovation, and improving outcomes for patients and staff.

Values & Expertise

We focus on meaningful impact, supporting our people, and delivering trusted, reliable solutions. AireBlocks combines secure system integration, tailored workflows, and robust governance to deliver high-quality, scalable healthcare solutions efficiently.