

Mandatory Reporting Rates Insufficient at a Single Academic Institution Despite Increased Resource Allocation

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INTRODUCTION:

Beginning July 1, 2024, Centers for Medicare and Medicaid Services (CMS) will begin mandating at least 50% compliance of institutional reporting of patient reported outcomes (PROs) for Medicare fee-for-service patients undergoing inpatient, elective arthroplasty. The purpose of this study was to quantify a single institution's PRO capture rates ahead of the deadline and determine risk factors for non-compliance.

METHODS:

2692 Patients underwent primary elective hip and knee arthroplasty at a single institution from 2021-2022. Demographic and compliance data (PRO collected in the preoperative window within 90 days of surgery and/or postoperative window at 365 ± 60 days) was recorded. Compliance was compared prior to and after the introduction of a text-based service designed to collect PROs. Multivariable analysis was performed to determine independent risk factors for noncompliance with completing PROs.

RESULTS:

Overall, less than half of patients (N=1329, 49.1%) completed preoperative PROs within 90 days of surgery and only 25.8% of patients (N=695) completed postoperative PROs at 305-425 days. Compliance with both pre- and postoperative PROs was 14.1% (N=380). Compliance with both pre and postoperative reporting increased from 7.9% to 19.6% following the introduction of a text-based platform reminding patients to complete the surveys. Risk factors for non-compliance include non-English primary language (Odds ratio (OR) 4.96, 95% Confidence Interval [1.43-17.21], P=0.012), higher comorbidity burden (OR 1.1 [1.03-1.18], P=0.005) and not receiving a text reminder to complete the survey (OR 2.84 [2.15-3.76], P<0.001)

DISCUSSION AND CONCLUSION:

The low rate of compliance with the new CMS mandate for PRO collection, even at an academic center with a high desire to collect and study patient outcomes with PROs, suggests the mandate may be overly burdensome. Initiatives designed to increase patient engagement can improve compliance.