



PROM, PREM & HEALTH EDUCATION Implementation

Better Data. Better Insights. Better Care.



Reduce Paper Use



Real-time Monitoring



Data-driven Improvement



Better Outcomes Better Experience



PROM: According to the **National Accreditation Board for Hospitals & Healthcare Providers (NABH)** standards, **Patient-Reported Outcome Measures (PROMs)** are tools used by healthcare organizations to capture patients' perspectives regarding their health status, symptoms, functional outcomes, and quality of life. NABH emphasizes establishing a structured mechanism to collect, monitor, and utilize PROMs to improve patient-centered care, enhance communication between clinicians and patients, support clinical decision-making, and improve overall patient satisfaction and healthcare outcomes.

PREM: According to the **National Accreditation Board for Hospitals & Healthcare Providers (NABH)** standards, **Patient-Reported Experience Measures (PREMs)** are tools used to capture patients' feedback regarding their healthcare experience, including communication, accessibility, responsiveness, dignity, and overall satisfaction with services received. NABH recommends that healthcare organizations establish a systematic process to collect and analyze PREMs to improve patient experience, strengthen service quality, support patient-centered care, and drive continuous quality improvement initiatives.

Health Education: **Health Education** refers to the structured process of providing patients and families with relevant information and guidance regarding disease prevention, treatment, medication use, lifestyle modification, rehabilitation, and self-care practices. NABH emphasizes that healthcare organizations should ensure effective health education to improve patient awareness, promote participation in care, enhance treatment compliance, and support better health outcomes and patient safety.

This initiative directly supported key NABH 6th Edition requirements, including PRE.5 (Patient & Family Education), PRE.7.b (PREM), PSQ.4.d (PROM), AAC.11.e (Preventive and Promotive Health Education), IPC.1.i (Infection Prevention Education), COP.11.h (Adolescent Care) and NABH Digital Health Standard 2nd edition AAC 1.a(Health education). Additionally, it strengthened patient engagement, patient satisfaction, accessibility of health information, continuous quality improvement, and environmental sustainability through responsible resource utilization.



Implementation Process

01

DEVELOPMENT OF TOOLS & EDUCATIONAL MATERIALS

- PROM and PREM tools were developed for various specialties and clinical conditions based on national and international guidelines.
- General and specialty-specific Patient & Family Health Education materials were prepared to support better health, well-being, preventive care, and promotive health services.

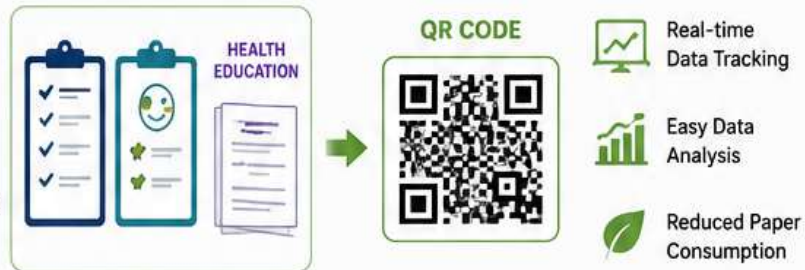


02

QR CODE INTEGRATION

All PROM, PREM tools and Health Education materials were converted into QR code-based formats to:

- Enable real-time patient data collection
- Facilitate easy data analysis and monitoring
- Reduce paper consumption and support eco-friendly practices



03

DISTRIBUTION & IMPLEMENTATION

The QR codes were distributed and displayed across designated OPD and IPD areas for easy patient access and utilization.



Peerless® | Hospital

CARDIOLOGY
PROM & HE



DIALYSIS PREM & HE



Implementation Process

04

PATIENT PARTICIPATION & ACCESS

- Patients scan PROM and PREM QR codes to submit their clinical outcomes and healthcare experience feedback.
- Patients and their family members scan Health Education QR codes to access educational materials related to disease management, preventive care, and healthy lifestyle practices.



05

DATA MONITORING & ANALYSIS

All responses and feedback received through the QR code system are continuously tracked, monitored, and analyzed for:

- Quality improvement
- Patient experience enhancement
- Outcome measurement



Better Data. Better Insights. Better Care.

For all Wards
PREM & HE



Blood Center
PREM & HE



Gen Surgery OPD
PROM & HE



Peerless[®] | Hospital

**ORTHOPEDIC
PROM & HE**

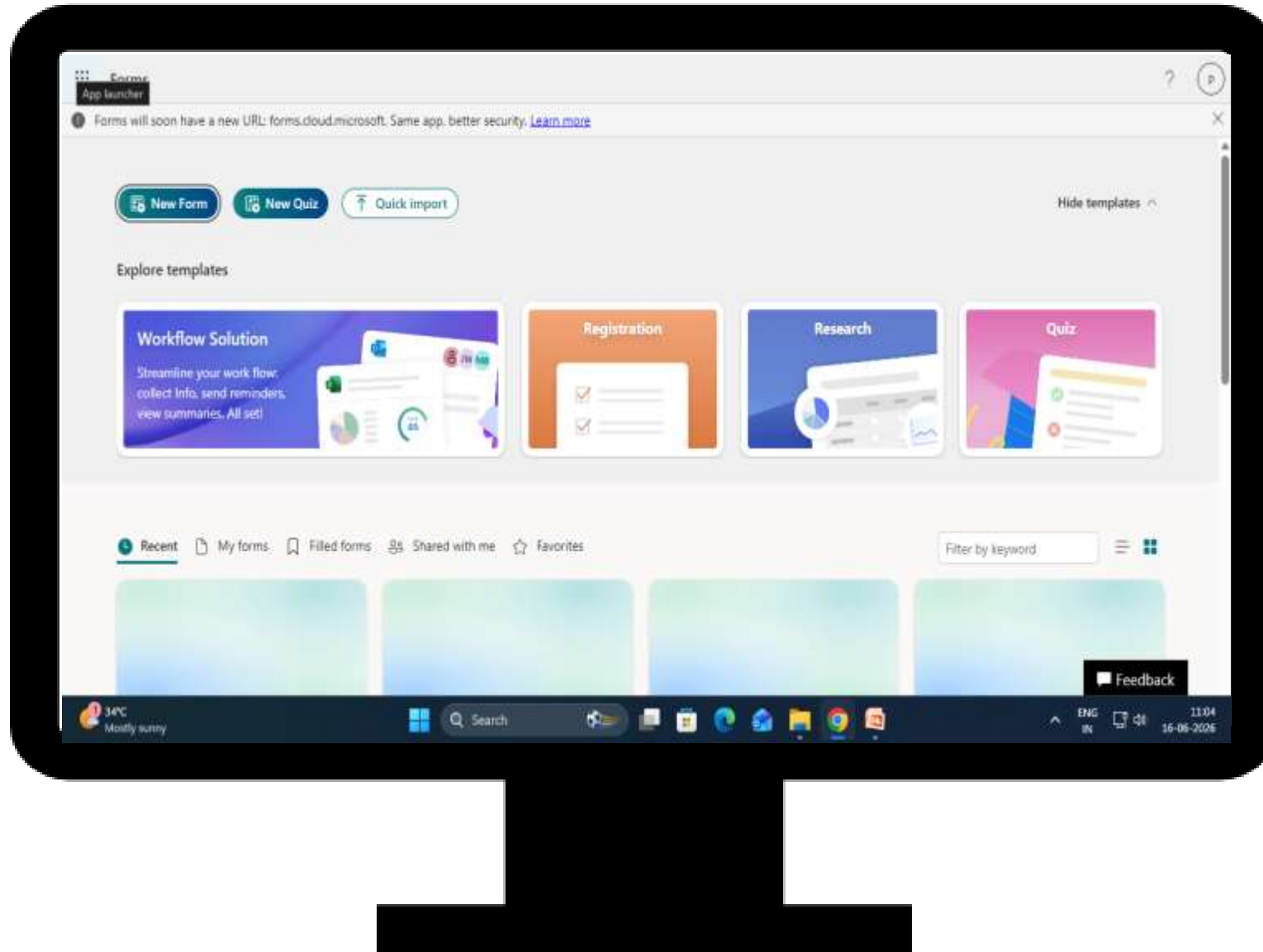


**OBS & GYN
PREM & HE**

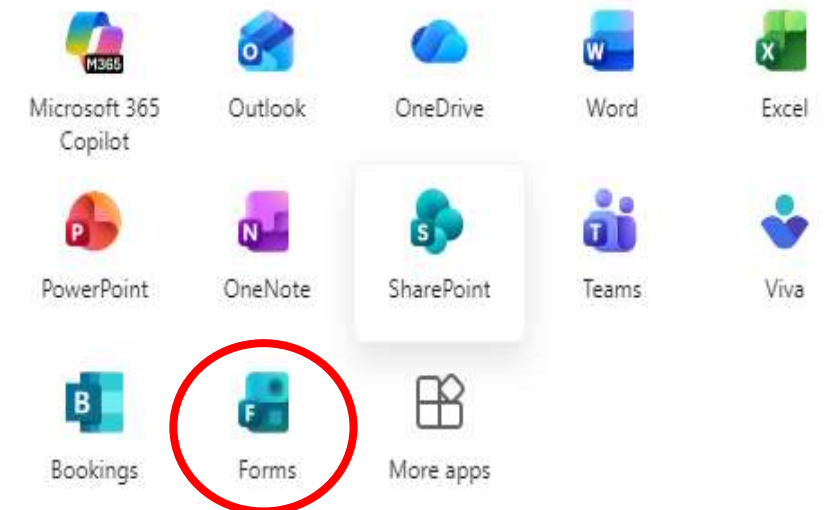


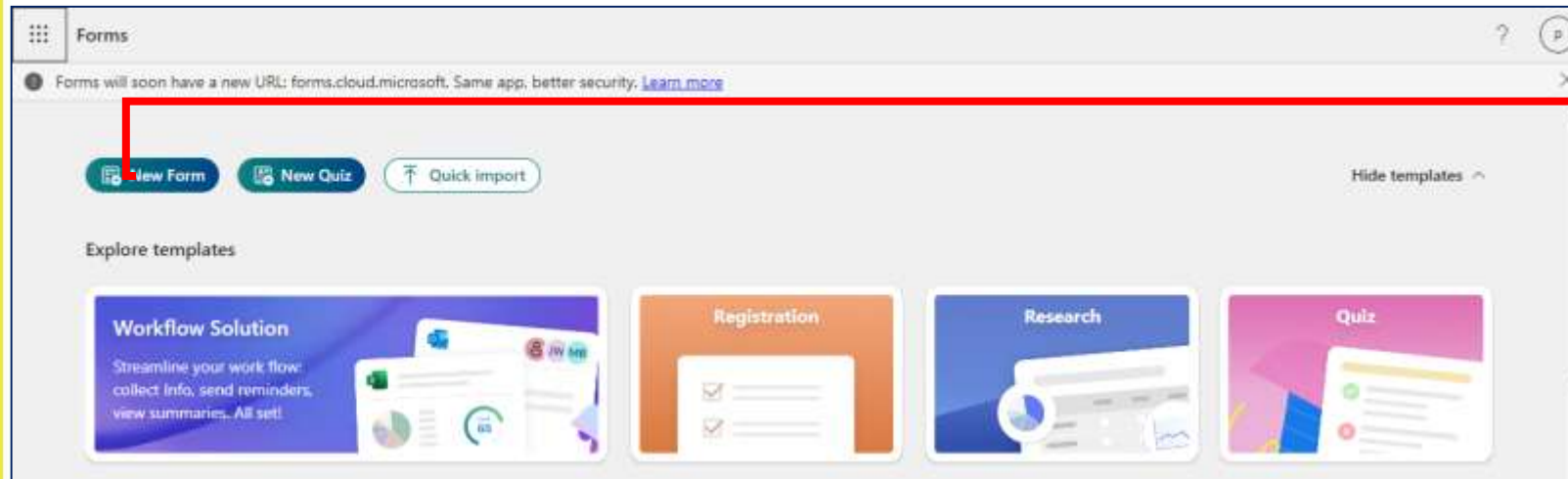
PROCESS TO CREATE, ACCESS & DATA ANALYSIS- PROM & PROM

HOW TO CREATE

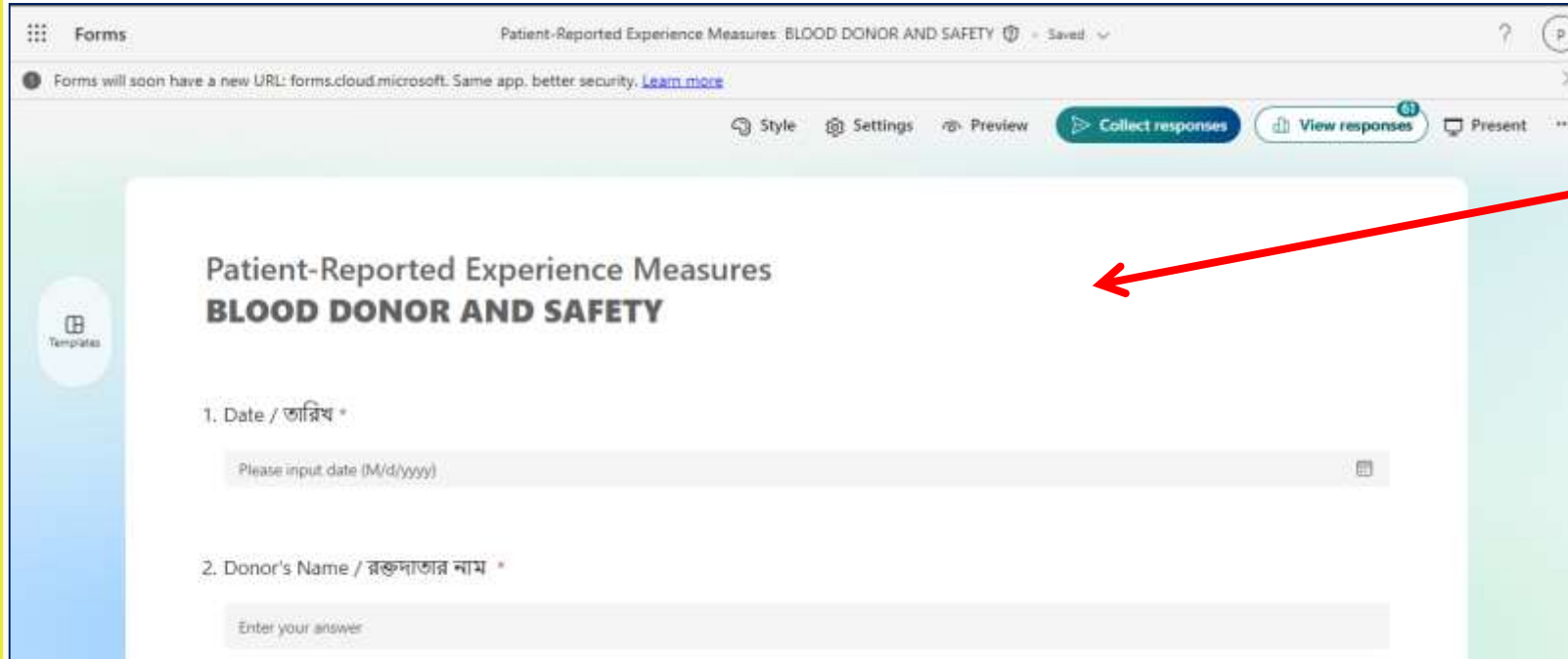


We have created in house QR code based PREM & PROM through Microsoft Forms. That easily available on Microsoft 365.

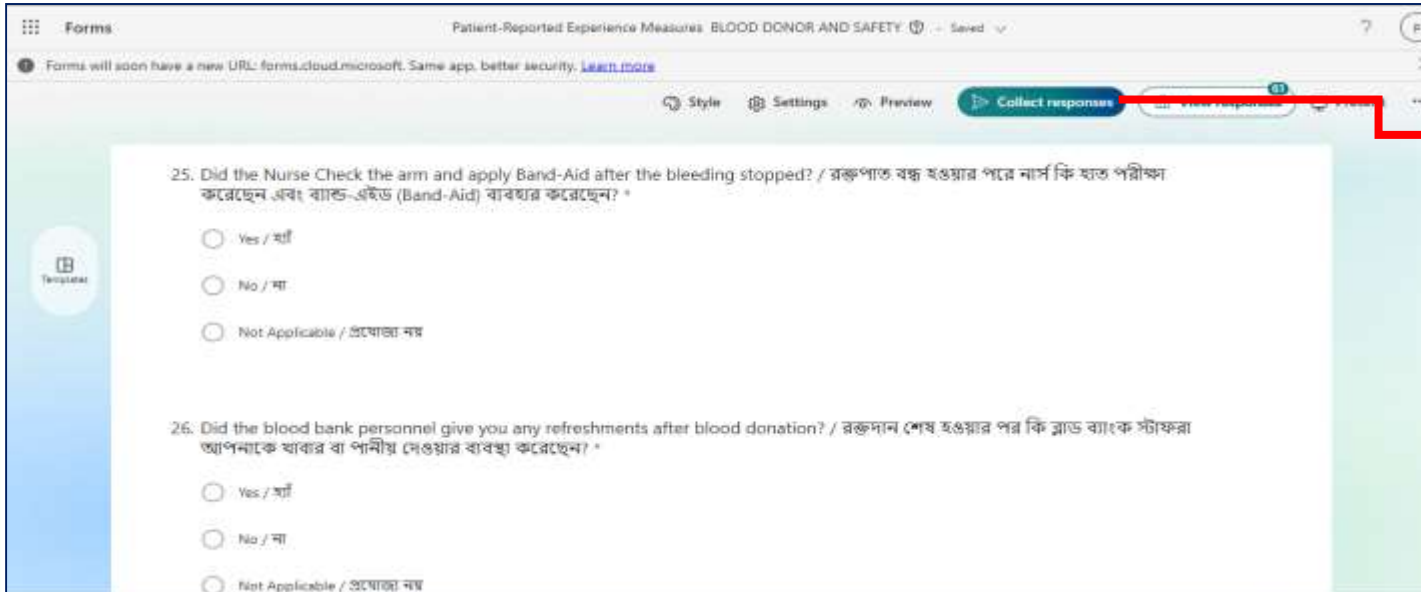




1. To create forms click on New Form

A screenshot of a Microsoft Form titled 'Patient-Reported Experience Measures BLOOD DONOR AND SAFETY'. The form is displayed in a preview mode. The title is in bold. Below the title, there are two questions. The first question is '1. Date / তারিখ *' with a text input field containing the placeholder 'Please input date (M/d/yyyy)'. The second question is '2. Donor's Name / রক্তদাতার নাম *' with a text input field containing the placeholder 'Enter your answer'. A red arrow points from a text box on the right to the form content.

2. Created the form in Microsoft Forms and customized questions/ options as per organizational requirements.



Forms

Patient-Reported Experience Measures: BLOOD DONOR AND SAFETY

Forms will soon have a new URL: forms.cloud.microsoft. Same app, better security. [Learn more](#)

Style Settings Preview **Collect responses**

25. Did the Nurse Check the arm and apply Band-Aid after the bleeding stopped? / রক্তপাত বন্ধ হওয়ার পরে নার্স কি হাত পরীক্ষা করেছেন এবং ব্যান্ড-এইড (Band-Aid) ব্যবহার করেছেন? *

☐ Yes / হ্যাঁ

☐ No / না

☐ Not Applicable / প্রযোজ্য নয়

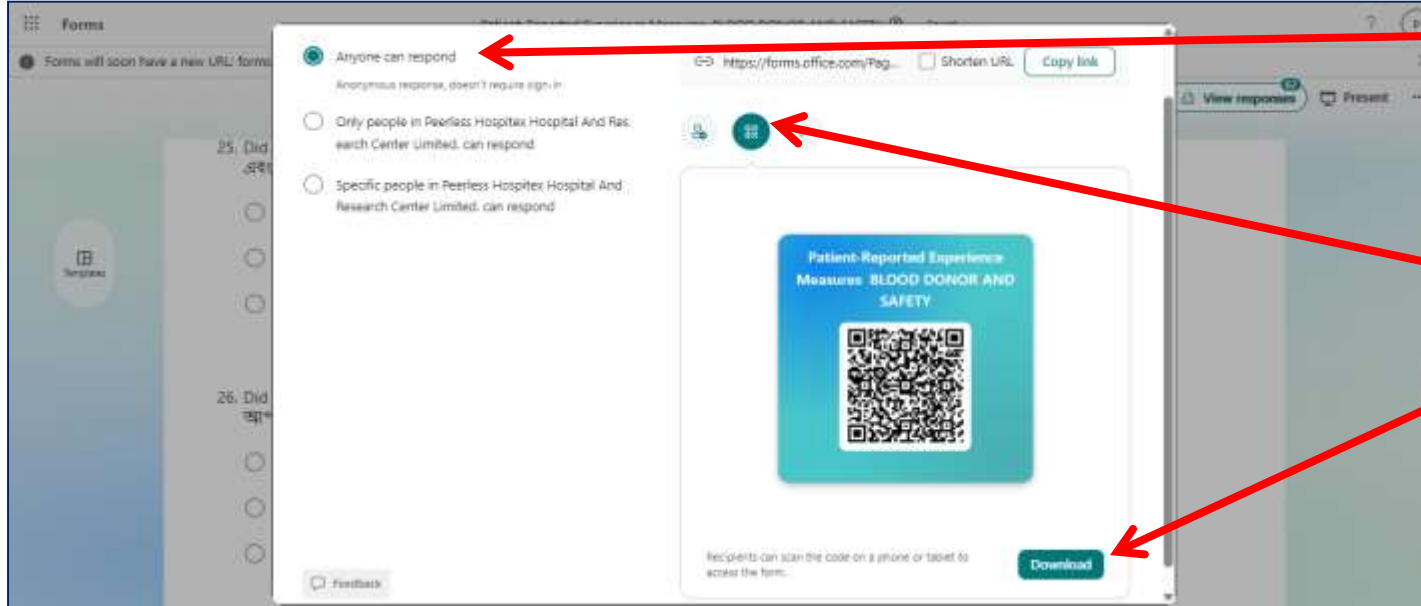
26. Did the blood bank personnel give you any refreshments after blood donation? / রক্তদান শেষ হওয়ার পর কি ব্লাড ব্যাংক স্টাফরা আপনাকে খাবার বা পানীয় দেওয়ার ব্যবস্থা করেছেন? *

☐ Yes / হ্যাঁ

☐ No / না

☐ Not Applicable / প্রযোজ্য নয়

1. After adding all questions and response options, click on "Collect Responses" to generate the response link and QR code.



Forms

Forms will soon have a new URL: forms.cloud.microsoft. Same app, better security. [Learn more](#)

☒ Anyone can respond
Anonymous response, doesn't require sign-in

☐ Only people in Peerless Hospital Hospital And Research Center Limited. can respond

☐ Specific people in Peerless Hospital Hospital And Research Center Limited. can respond

<https://forms.office.com/Pag...> Shorten URL Copy link

View responses Present

QR Code

Patient-Reported Experience Measures: BLOOD DONOR AND SAFETY

Recipients can scan the code on a phone or tablet to access the form.

Download

Feedback

2. Then select "Anyone can respond" to allow all users to access and submit the form.

3. Click on "QR Code", then select "Download" to save the QR code for sharing and display.

HOW TO ACCESS



1

A screenshot of a mobile form titled "Patient-Reported Experience Measures FALL PREVENTION". The form includes fields for Date, Patient Name, Age, Gender, and UHID. It also contains a "Submit" button at the bottom, which is circled in red.

2

A screenshot of the same mobile form, showing questions 14, 15, and 16. Question 14 asks if side rails of the bed were always kept up. Question 15 asks if metallic grab bars were available in the washroom. Question 16 asks if the patient and family received any information or guidance on fall prevention at the time of discharge. The "Submit" button at the bottom is circled in red.

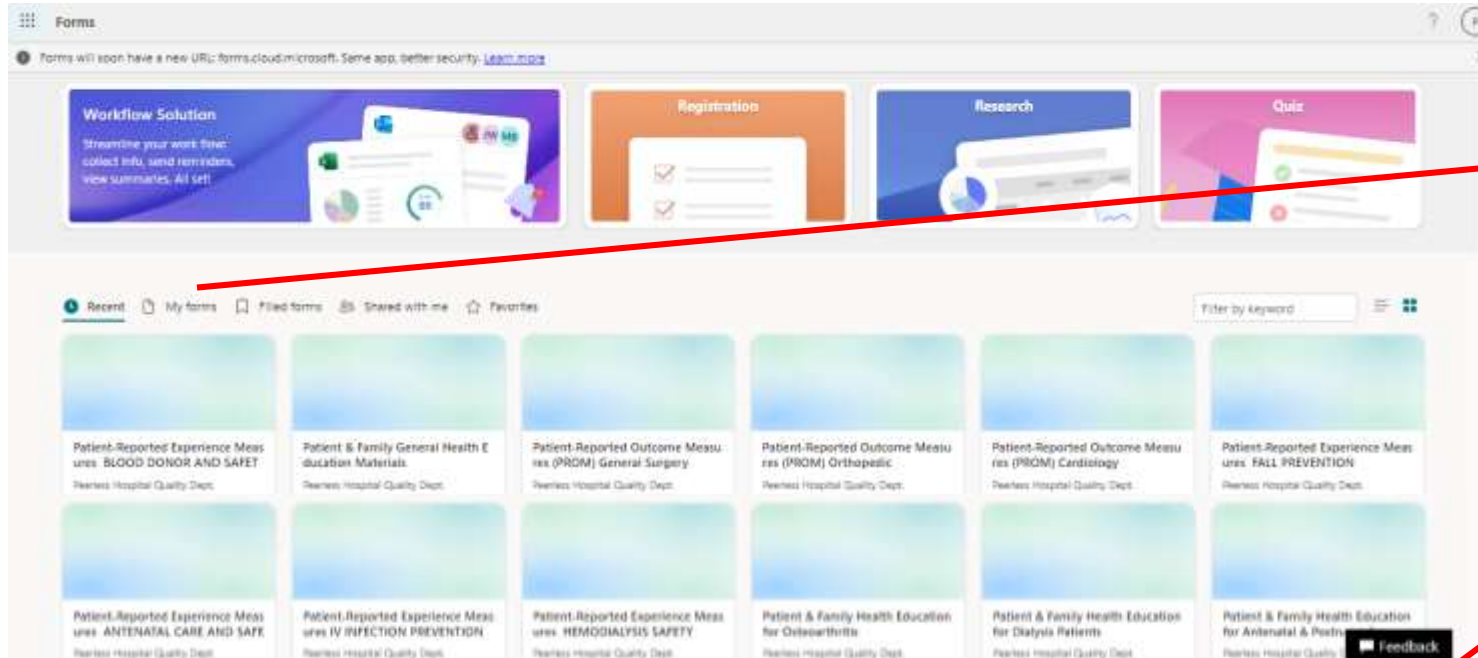
3

1. The QR codes have been designed and displayed in all relevant patient care and service areas for easy access and response collection. Established departmental champions to drive adoption, monitor utilization, and support continuous improvement.

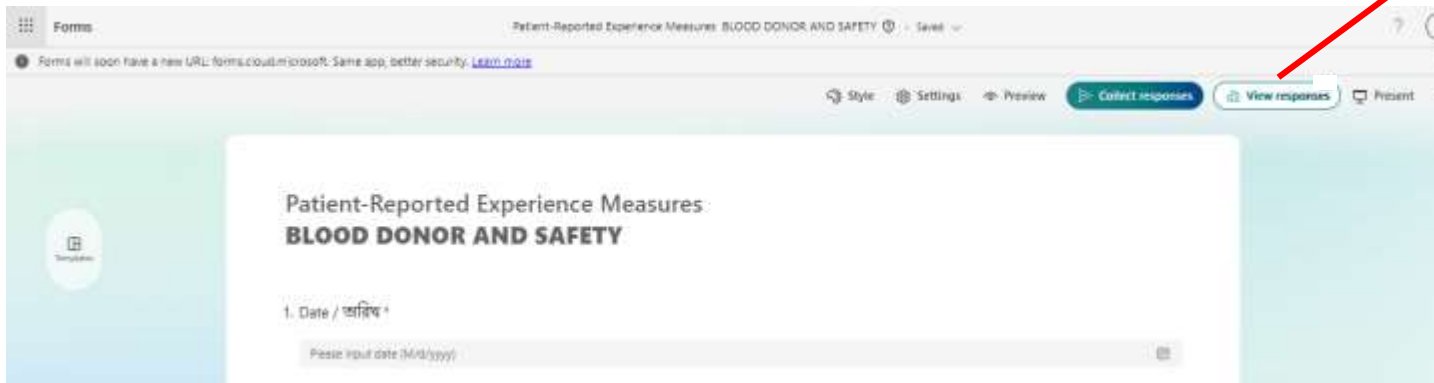
2. After scanning the QR code, users can access the form interface, which includes patient demographic details and all the relevant PREM/PROM questions.

3. After completing all mandatory questions, click on "Submit" to successfully submit the form.

DASHBOARD-BASED ANALYTICS



1. Go to Microsoft Forms dashboard-based analytics, click on “My Forms,” and select the form for which you want to view the collected data.



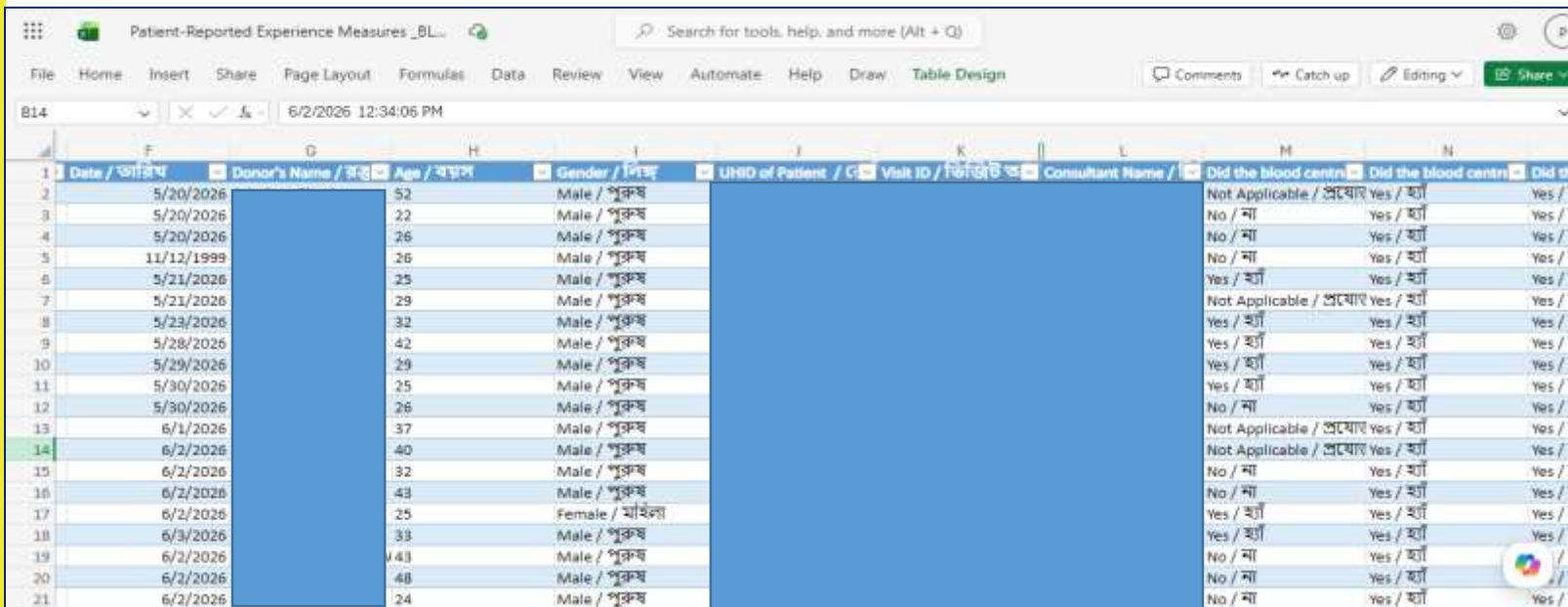
2. After opening the form, click on the “View Responses” tab to view all submitted responses and response analytics.

DASHBOARD-BASED ANALYTICS



1. You can then view the automatically analyzed data, including the total number of responses received and response trends.

2. You can also download the raw response data by clicking on “Open in Excel” or “Download a Copy” for further analysis and reporting.



Date / তারিখ	Donor's Name / রক্তদাতার নাম	Age / বয়স	Gender / লিঙ্গ	UHID of Patient / রক্তদাতার UHID	Visit ID / ভিজিট ID	Consultant Name / ডাক্তারের নাম	Did the blood centre staff identify your name with an Aadhar card or any other valid identification card? / রক্ত সেন্টারের স্টাফ কি আপনার নাম শনাক্ত করার জন্য আধার কার্ড বা অন্য কোনো বৈধ পরিচয়পত্র ব্যবহার করেছেন?	Did the blood centre staff ask you whether you had food in the last 4 hours? / শেষ ৪ ঘণ্টার আপনি কি খেয়েছেন কি না তা জানতে কি রক্ত সেন্টারের কর্মীরা আপনাকে প্রশ্ন করেছিলেন?	Did the blood centre staff ask you whether you had food in the last 4 hours? / শেষ ৪ ঘণ্টার আপনি কি খেয়েছেন কি না তা জানতে কি রক্ত সেন্টারের কর্মীরা আপনাকে প্রশ্ন করেছিলেন?
5/20/2026		52	Male / পুরুষ				Not Applicable / প্রযোজ্য নয়	Yes / হ্যাঁ	Yes / হ্যাঁ
5/20/2026		22	Male / পুরুষ				No / না	Yes / হ্যাঁ	Yes / হ্যাঁ
5/20/2026		26	Male / পুরুষ				No / না	Yes / হ্যাঁ	Yes / হ্যাঁ
11/12/1999		26	Male / পুরুষ				No / না	Yes / হ্যাঁ	Yes / হ্যাঁ
5/21/2026		25	Male / পুরুষ				Yes / হ্যাঁ	Yes / হ্যাঁ	Yes / হ্যাঁ
5/21/2026		29	Male / পুরুষ				Not Applicable / প্রযোজ্য নয়	Yes / হ্যাঁ	Yes / হ্যাঁ
5/23/2026		32	Male / পুরুষ				Yes / হ্যাঁ	Yes / হ্যাঁ	Yes / হ্যাঁ
5/28/2026		42	Male / পুরুষ				Yes / হ্যাঁ	Yes / হ্যাঁ	Yes / হ্যাঁ
5/29/2026		29	Male / পুরুষ				Yes / হ্যাঁ	Yes / হ্যাঁ	Yes / হ্যাঁ
5/30/2026		25	Male / পুরুষ				Yes / হ্যাঁ	Yes / হ্যাঁ	Yes / হ্যাঁ
5/30/2026		26	Male / পুরুষ				No / না	Yes / হ্যাঁ	Yes / হ্যাঁ
6/1/2026		37	Male / পুরুষ				Not Applicable / প্রযোজ্য নয়	Yes / হ্যাঁ	Yes / হ্যাঁ
6/2/2026		40	Male / পুরুষ				Not Applicable / প্রযোজ্য নয়	Yes / হ্যাঁ	Yes / হ্যাঁ
6/2/2026		32	Male / পুরুষ				No / না	Yes / হ্যাঁ	Yes / হ্যাঁ
6/2/2026		43	Male / পুরুষ				No / না	Yes / হ্যাঁ	Yes / হ্যাঁ
6/2/2026		25	Female / মহিলা				Yes / হ্যাঁ	Yes / হ্যাঁ	Yes / হ্যাঁ
6/3/2026		33	Male / পুরুষ				Yes / হ্যাঁ	Yes / হ্যাঁ	Yes / হ্যাঁ
6/2/2026		43	Male / পুরুষ				No / না	Yes / হ্যাঁ	Yes / হ্যাঁ
6/2/2026		48	Male / পুরুষ				No / না	Yes / হ্যাঁ	Yes / হ্যাঁ
6/2/2026		24	Male / পুরুষ				No / না	Yes / হ্যাঁ	Yes / হ্যাঁ

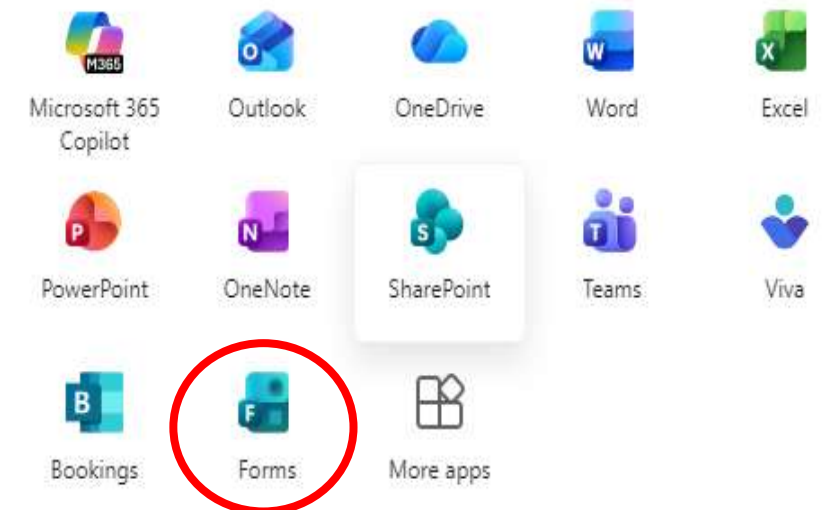
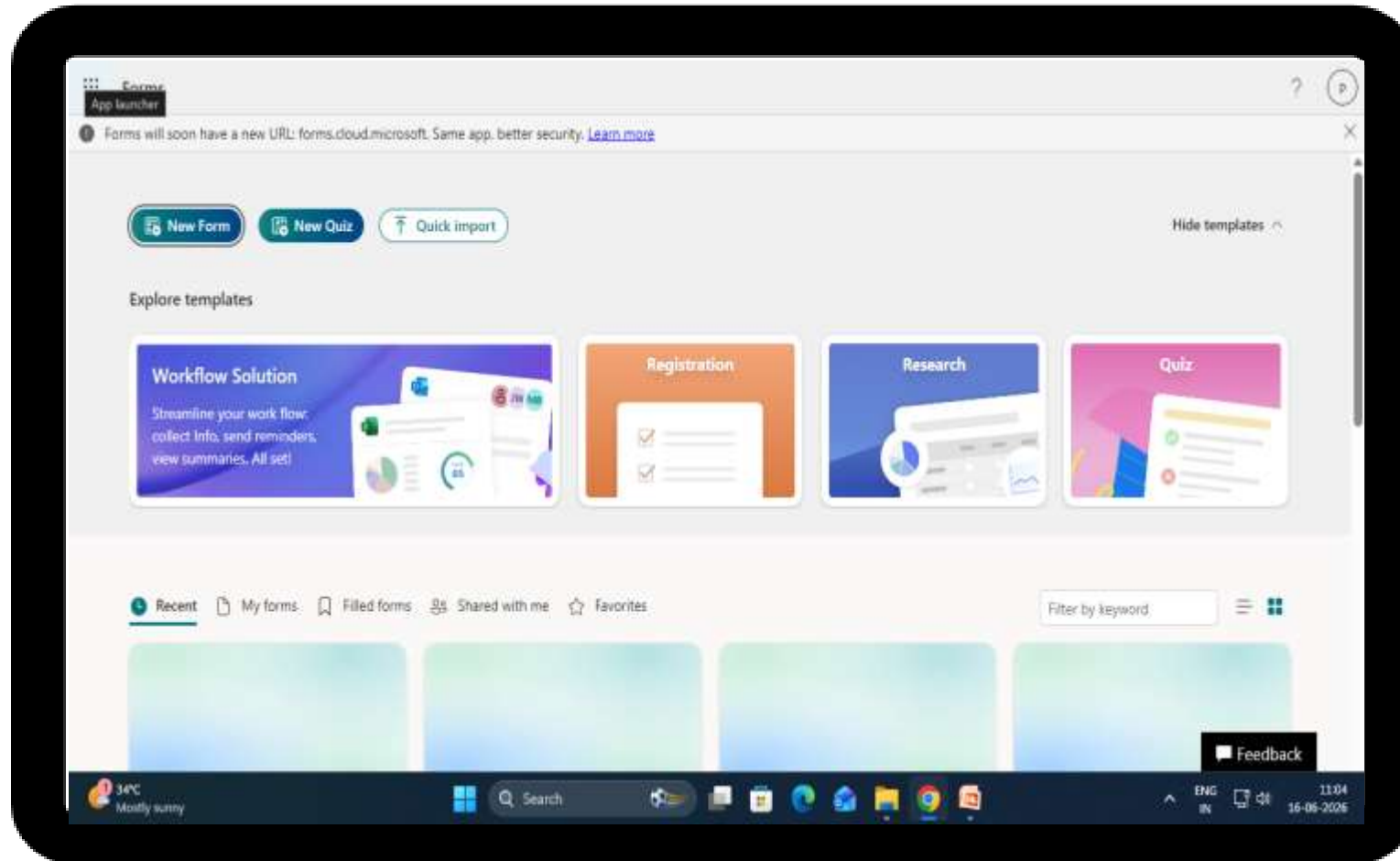
3. The downloaded raw data also allows you to review and analyze individual responses submitted through the form.

PROCESS TO CREATE, ACCESS & DATA ANALYSIS- HEALTH EDUCATION

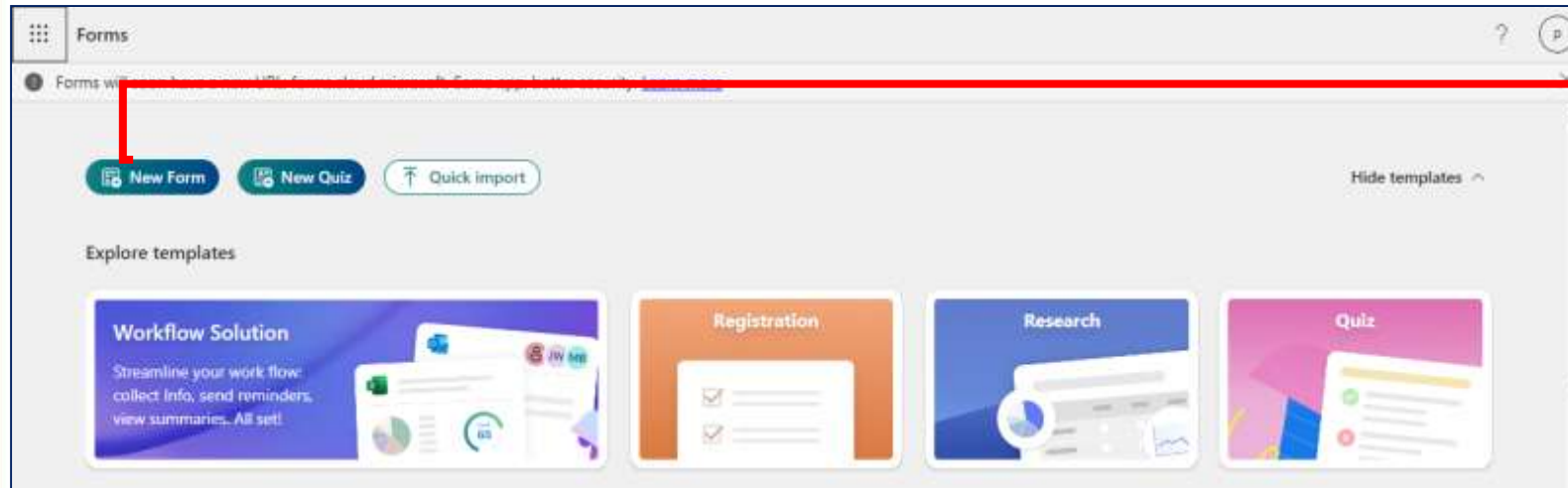
HOW TO CREATE

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We have create in house QR code based Health Education materials through Microsoft Forms, as same as PREM & PROM. Easily available on Microsoft 365.



HOW TO CREATE



1. To create forms click on New Form



The screenshot shows a form titled 'Patient & Family General Health Education Materials' with the subtitle 'Peerless Hospital Hospital & Research Center Limited'. The form contains three questions, each with a text input field and a 'Enter your answer' placeholder. A red arrow points from the second instruction box on the right to the first question.

1. Patient Name / রোগীর নাম *

Enter your answer

2. UHID / Visit ID (ইউনিক হেলথ আইডেন্টিফিকেশন নম্বর / ভিজিট আইডি) *

Enter your answer

3. Name of Ward / Area (ওয়ার্ডের নাম) *

Enter your answer

2. Created the form in Microsoft Forms and customized questions/options as per organizational requirements.

Style Settings Preview **Collect responses** View responses Present

Patient & Family General Health Education Materials

Peerless Hospitex Hospital & Research Center Limited

1. Patient Name / রোগীর নাম *

Enter your answer

2. UHID / Visit ID (ইউনিক হেলথ আইডেন্টিফিকেশন নম্বর / ভিজিট আইডি) *

Enter your answer

3. Name of Ward / Area (ওয়ার্ডের নাম) *

Enter your answer

1. After adding all questions and response options, click on "Collect Responses" to generate the response link and QR code.

Send and collect responses

☒ Anyone can respond
Anonymous response, doesn't require sign-in

☐ Only people in Peerless Hospitex Hospital And Research Center Limited, can respond

☐ Specific people in Peerless Hospitex Hospital And Research Center Limited, can respond

https://forms.office.com/Pag... Shorten URL Copy link



Patient & Family General Health Education Materials



Recipients can scan the code on a phone or tablet to access the form.

Download

Feedback

2. Then select "Anyone can respond" to allow all users to access and submit the form.

3. Click on "QR Code", then select "Download" to save the QR code for sharing and display.

HOW TO ACCESS



1

The image is a screenshot of a mobile form titled "Patient & Family General Health Education Materials" from Peerless Hospital & Research Center Limited. It contains four numbered sections: 1. Patient Name / (রোগীর নাম) *, 2. UHID / Visit ID (ইউনিক ডেন্টাল আইডি/ভিজিট আইডি) *, 3. Name of Ward / Area (ওয়ার্ডের নাম) *, and 4. Bed No. / (কোচ নম্বর) *. Each section has a "Enter your answer" prompt. At the bottom is a "Submit" button.

2

The image is a screenshot of a mobile form showing a link to download educational materials. The text says "Click below to download the educational material: নিউনিক ডেন্টাল আইডি কলম." Below this is a link: "https://peerlesshospital365-my.sharepoint.com/:b/g/personal/quality_phh_peerlesshospital.com/0DB17jghwDSYUUA2y4Z70UAUsp7UI70WoPmE1xNovMyy7g=4YeY9j". At the bottom is a "Save my response" button.

3

The image is a screenshot of a mobile form showing a link to download educational materials. The text says "Click below to download the educational material: নিউনিক ডেন্টাল আইডি কলম." Below this is a link: "https://peerlesshospital365-my.sharepoint.com/:b/g/personal/quality_phh_peerlesshospital.com/0DB17jghwDSYUUA2y4Z70UAUsp7UI70WoPmE1xNovMyy7g=4YeY9j". At the bottom is a "Save my response" button.

4



1. The QR codes have been designed and displayed in all relevant patient care and service areas for easy access and response collection. Established departmental champions to drive adoption, monitor utilization, and support continuous improvement.

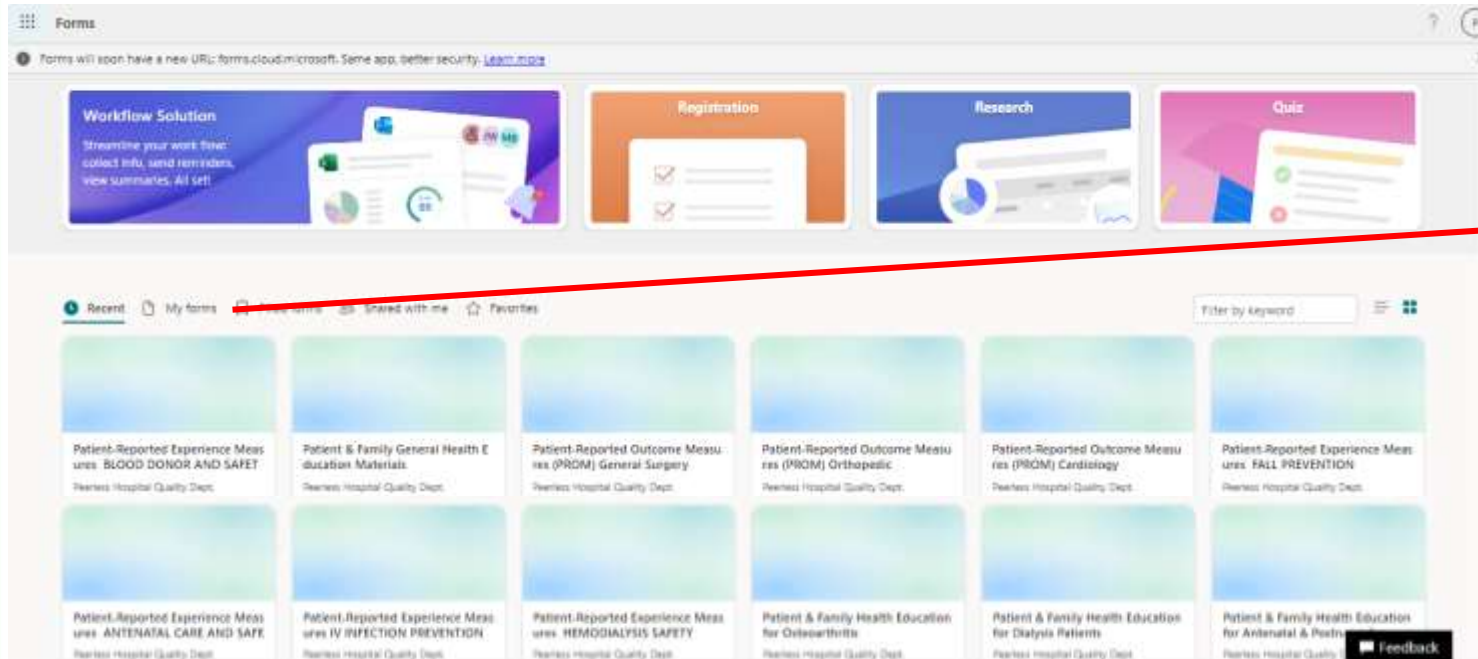
2. After scanning the QR code, users can access the form interface to enter patient details. Once all mandatory details are completed, click on “Submit” to successfully submit the form.

3. After submitting the form, a “Download PDF” interface will appear

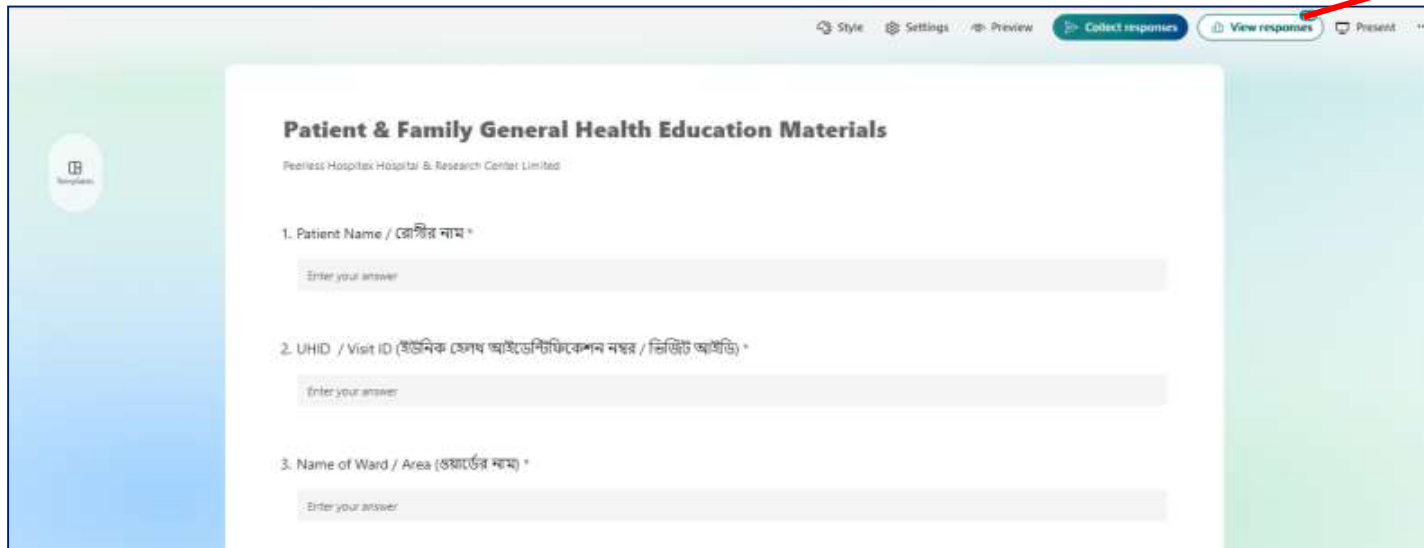
4. Users can download or view the health education materials through the provided link.

DASHBOARD-BASED ANALYTICS

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1. Go to Microsoft Forms, click on “My Forms,” and select the form for which you want to view the collected data.



The screenshot shows the form titled "Patient & Family General Health Education Materials" by Peerless Hospital & Research Center Limited. The form has three questions, each with a text input field and a "Feedback" button. A red arrow points from the "View responses" tab in the top navigation bar to the form.

Patient & Family General Health Education Materials
Peerless Hospital & Research Center Limited

1. Patient Name / রোগীর নাম *

Enter your answer

2. UHID / Visit ID (ইউনিক হেলথ আইডেনটিফিকেশন নম্বর / ভিজিট আইডি) *

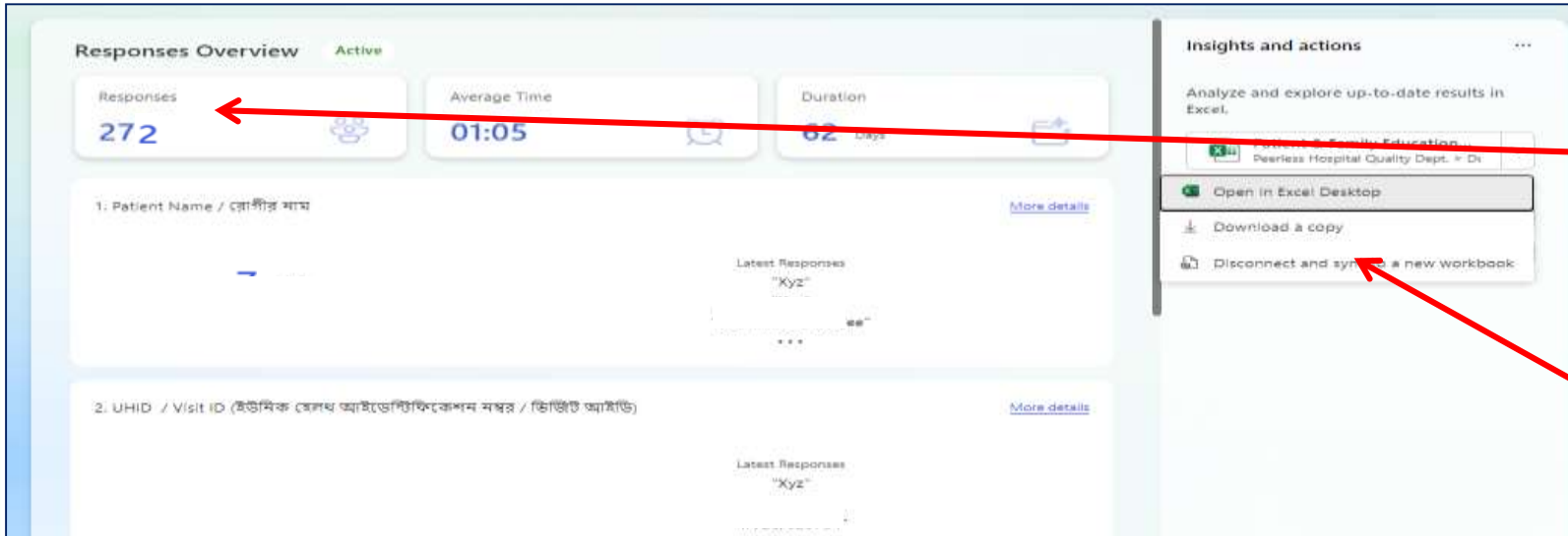
Enter your answer

3. Name of Ward / Area (ওয়ার্ডের নাম) *

Enter your answer

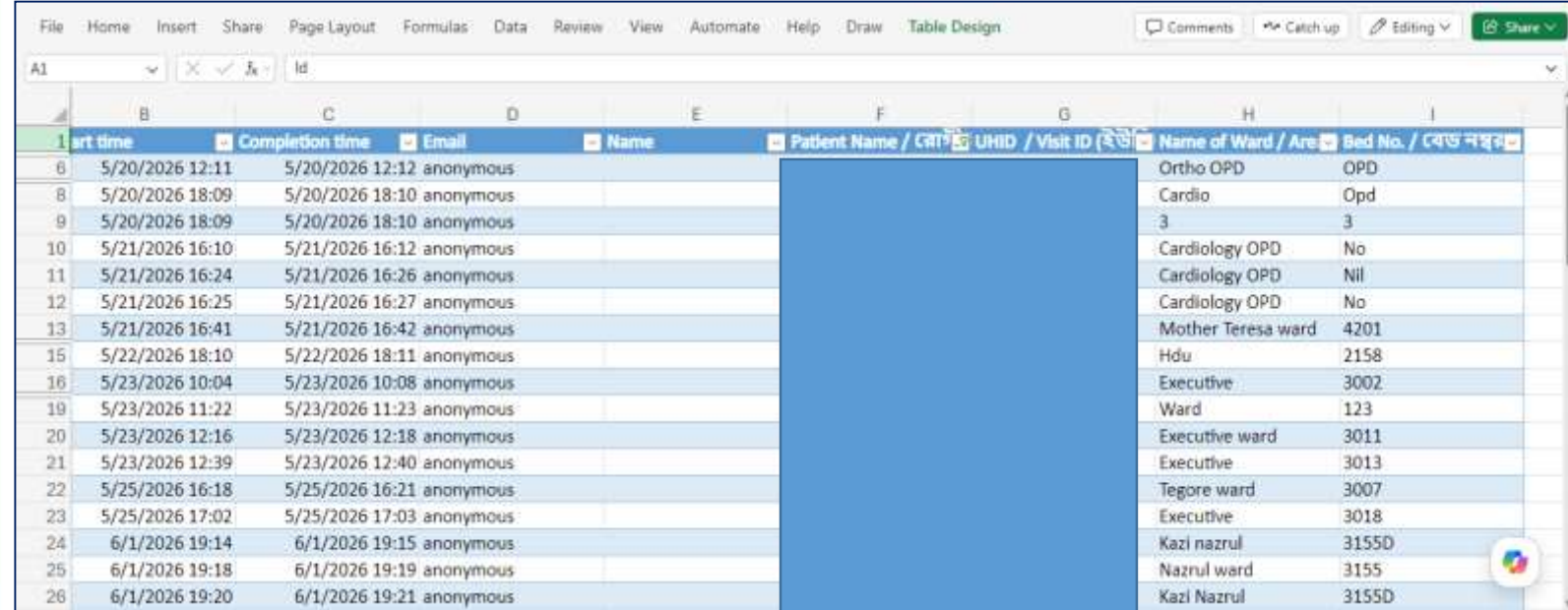
2. After opening the form, click on the “View Responses” tab to view all submitted responses and response analytics.

DASHBOARD-BASED ANALYTICS



1. You can then view the total number of responses received through the form.

2. You can also download the complete raw response data by clicking on “Download a Copy.”



The Excel spreadsheet displays the raw response data with columns for Start time, Completion time, Email, Name, Patient Name / CRP, UHID / Visit ID, Name of Ward / Area, and Bed No. / বেড নম্বর. The data is organized into rows, with a blue header row and subsequent rows containing individual response records.

Start time	Completion time	Email	Name	Patient Name / CRP	UHID / Visit ID	Name of Ward / Area	Bed No. / বেড নম্বর
5/20/2026 12:11	5/20/2026 12:12	anonymous				Ortho OPD	OPD
5/20/2026 18:09	5/20/2026 18:10	anonymous				Cardio	Opd
5/20/2026 18:09	5/20/2026 18:10	anonymous				3	3
5/21/2026 16:10	5/21/2026 16:12	anonymous				Cardiology OPD	No
5/21/2026 16:24	5/21/2026 16:26	anonymous				Cardiology OPD	Nil
5/21/2026 16:25	5/21/2026 16:27	anonymous				Cardiology OPD	No
5/21/2026 16:41	5/21/2026 16:42	anonymous				Mother Teresa ward	4201
5/22/2026 18:10	5/22/2026 18:11	anonymous				Hdu	2158
5/23/2026 10:04	5/23/2026 10:08	anonymous				Executive	3002
5/23/2026 11:22	5/23/2026 11:23	anonymous				Ward	123
5/23/2026 12:16	5/23/2026 12:18	anonymous				Executive ward	3011
5/23/2026 12:39	5/23/2026 12:40	anonymous				Executive	3013
5/25/2026 16:18	5/25/2026 16:21	anonymous				Tegore ward	3007
5/25/2026 17:02	5/25/2026 17:03	anonymous				Executive	3018
6/1/2026 19:14	6/1/2026 19:15	anonymous				Kazi nazrul	3155D
6/1/2026 19:18	6/1/2026 19:19	anonymous				Nazrul ward	3155
6/1/2026 19:20	6/1/2026 19:21	anonymous				Kazi Nazrul	3155D

3. The downloaded raw data also enables you to view and analyze individual responses submitted through the form.



Thank you!