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NGĀ MĀTANGA WHEUA O AOTEAROA

AOTEAROA NEW ZEALAND • NATIONAL INITIATIVE

Building a Data-Informed Osteopathic Profession

A national PROMs pilot in Aotearoa New Zealand

Can routine PROMs work in everyday private osteopathic practice?

FEASIBLE?
Data collection in clinics

PRACTICAL?
Workflow integration

SUSTAINABLE?
Long-term viability

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WHY THIS PILOT

The question was practical, not theoretical

PROMs are increasingly used to support patient-centred care and strengthen professional evidence bases.

But would they actually work inside routine NZ osteopathic private practice?

FEASIBLE?

Could clinics collect the data?

PRACTICAL?

Would it disrupt workflow?

SUSTAINABLE?

What would help it continue?

CO-CONSTRUCTION

Built with the profession, not for the profession

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01 Research consultation

02 Public call for clinic engagement

03 Six clinics across New Zealand

04 Routine digital PROMs collection

05 Clinic implementation feedback

The implementation process was part of the research question.

Could routine clinics collect and sustain PROMs?

Research collaboration: ONZ • A/Prof Kesava Kovanur Sampath • Dr Carol Fawkes (NCOR)

PILOT DESIGN

Recruitment worked. Retention did not.

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RECRUITMENT TARGET

51

Baseline Participants

Planned target = 30

+70% Above Target

RETENTION TIMELINE

Baseline	1 Week	6 Weeks	3 Months
51	19	13	5
100%	37.3%	25.5%	9.8%
retained	retained	retained	retained

KEY TAKEAWAY

The implementation challenge was not getting patients into the pathway - it was keeping them engaged with follow-up.

WHO TOOK PART

A real-world private-practice sample

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70.6%
female

72.5%
employed

84.6%
good / very good general health

45.1%
symptoms 0–6 weeks

SYMPTOM DURATION

45.1%
0–6 weeks

15.6%
7–12 weeks

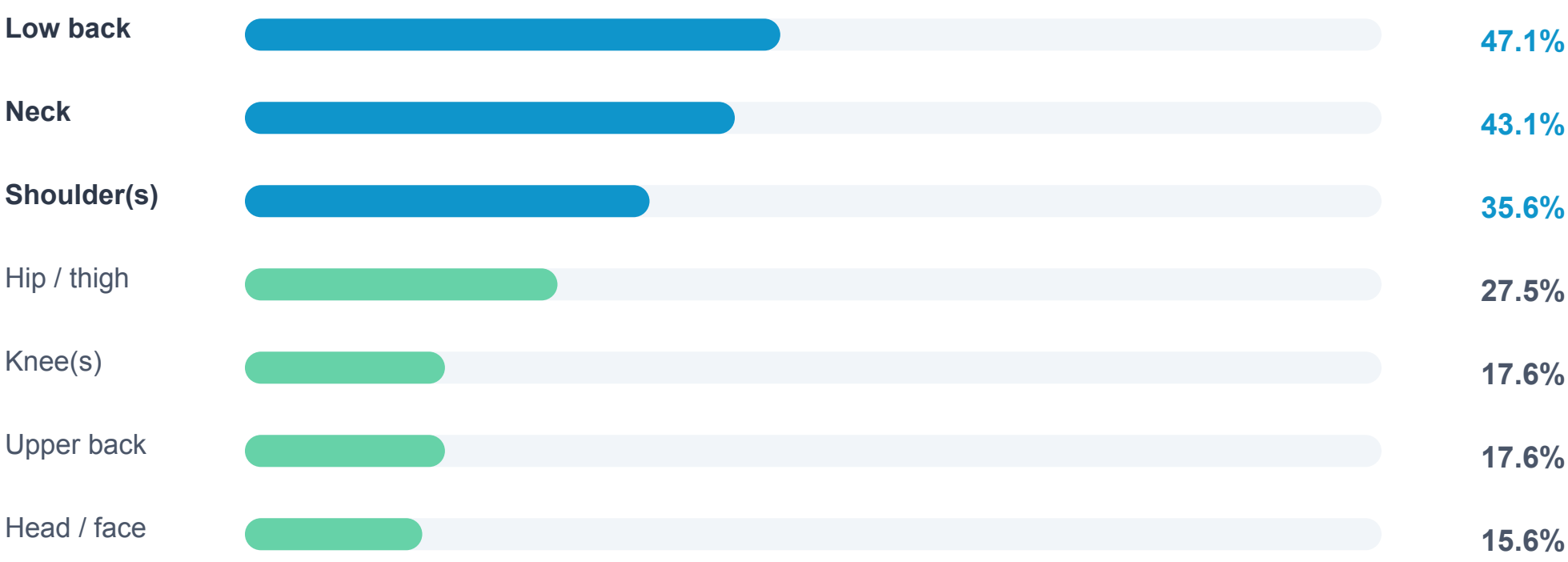
33.6%
13+ weeks

5.7%
Not reported

Patients included both shorter-duration and persistent presentations.

WHAT PATIENTS REPORTED

Presentations looked like everyday osteopathic practice



Note: Multi-response question: patients could report more than one symptomatic area.

THE CORE FEASIBILITY FINDING

PROMs data can be collected in New Zealand private osteopathic practice.

PILOT TAKEAWAY

That is the pilot’s main result.

Feasibility confirmed across participating New Zealand practices.

Initial proof of concept - conditional on good implementation

Simple patient access

Streamlined digital workflows ensuring effortless entry for patients.

Clear local ownership

Dedicated clinic leadership driving local engagement and responsibility.

Troubleshooting support

Responsive assistance to resolve technical and operational hurdles fast.

BOURNEMOUTH QUESTIONNAIRE

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Aggregate scores declined - but these are not paired outcomes

Baseline	1 week	6 weeks	3 months
30.8	25.7	13.8	13.6
n=51	n=19	n=13	n=5

IMPORTANT

Different respondents at each time point.

Not within-person change or evidence of treatment effect.

Interesting outcome signal. Exploratory only.

The stronger finding is the feasibility and implementation learning.

PATIENT EXPERIENCE

Patients reported a strong experience of care

1 WEEK FOLLOW-UP	1 WEEK FOLLOW-UP	6 WEEKS FOLLOW-UP	6 WEEKS FOLLOW-UP
89%	**89%**	**84.6%**	**69.2%**
rated experience 'very good'	'very satisfied'	extremely likely to recommend	completely recovered or much improved
n=19	n=19	n=13	n=13

Descriptive findings from small follow-up samples - not population estimates or evidence of treatment effectiveness.

CLINIC IMPLEMENTATION

What did the clinics tell us?

3 of 4
rated feasibility favourably

3 of 4
found workflow easy / very easy

4 of 4
perceived the pathway acceptable to patients

What hindered implementation

- App download + extra steps
- Access-code failures
- Staff troubleshooting time
- Variable digital confidence

What clinics recommended

- ✓ Direct link / QR access
- ✓ Fewer enrolment steps
- ✓ More automation
- ✓ Named clinic lead

Feasibility was conditional on local ownership and a low-friction pathway.

What this pilot has shown

PROMs can work in everyday osteopathic private practice.

KEY SUCCESS FACTORS

01
Simple access

02
Clear ownership

03
Well-designed follow-up

THE NEXT CHALLENGE

Design a system

that patients and clinics keep using.

WITH THANKS TO

A/Prof Kesava Kovanur Sampath • Dr Carol Fawkes (NCOR)

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City Osteopaths | Bodylogic | Barrington Osteopathic Clinic