



## The Patient Voice and Quality Improvement May 18, 2023

**Objectives:** By the end of the session, Fellows will:

1. Recognize that soliciting patient feedback is critical to improving quality.
2. Distinguish the value of patient experience and patient reported outcomes data.
3. Appreciate that patient outcomes data are best obtained from several sources including provider assessments, results of tests, and patient reports.
4. Interpret patient experience and patient-reported outcome dashboards to identify opportunities for quality improvement.
5. Identify possible interventions to improve quality of patient experience or patient reported outcomes.

**Provided Resource:**

- Catherine H. MacLean, MD, PhD, Vinicius C. Antao, MD, PhD, MSc, Mark A. Fontana, PhD, Harvinder S. Sandhu, MD, Alexander S. McLawhorn, MD, MBA. November 2021. PROMs: Opportunities, Challenges, and Unfinished Business Vol. 2 No. 11

**Additional Resources:**

- Nelson EC, E Eftimovska, C Lind, A Hager, JH Wasson, and S Lindblad. 2015. Patient Reported Outcome Measures in Practice. *BMJ* online. <http://www.bmj.com/content/bmj/350/bmj.g7818.full.pdf>
- Porter ME, S Larsson, and TH Lee. 2016. Standardizing Patient Outcomes Measurement. *New England Journal of Medicine* 374(6): 504–6. <https://doi.org/10.1056/NEJMp1511701>
- Baker DW and MR Chassin. 2017. Holding Providers Accountable for Health Care Outcomes. *Annals of Internal Medicine* 167(6): 418. <https://doi.org/10.7326/M17-0691>

**Suggested Readings:**

- Isaac, T., Zaslavsky, A.M., Clearly, P.D., Landon, B.E. (2010). The relationship between patients' perception of care and measures of hospital quality and safety, *Health Services Research*, 45(4):1024-40.
- Rogut, L., Kothari, P., Audet, A.M., (2017). Empowering New Yorkers with Quality Measures that Matter to Them, *United Hospital Fund*
- Hojat, M., Louis, D.Z., Markham, F.W., Wender, R., Rabinowitz, C., Gonnella, J.S. (2011). Physicians' empathy and clinical outcomes for diabetic patients, *Acad Med*, 86(3):359-64.
- Neumann, M., Wirtz, M., Bollscheiwer, E., Mercer, S.W., Warm, M., Wolf, J., Pfaff, H. (2007). Determinants and patient-reported long-term outcomes of physician empathy in oncology: a structural equation modelling approach, *Patient Educ Couns*, 69(1-3):63-75.
- Manary, M.P., Boulding, W., Staelin, R., Glickman, S.W. (2013). The patient experience and health outcomes, *NEJM*, 368(3):201-3.