



Effective Health Care

Patient Experiences and Outcomes of Care Nomination Summary Document

Results of Topic Selection Process & Next Steps

- The topic, *Patient Experiences and Outcomes of Care*, was found to be addressed by the 2013 review titled, *A systematic review of evidence on the links between patient experiences and clinical safety and effectiveness*. Given that the existing systematic review covers this nomination, no further activity will be undertaken on this topic.
 - Doyle C, Lennox L, Bell D. A systematic review of evidence on the links between patient experiences and clinical safety and effectiveness. *BMJ Open*. 2013;3(1).

Topic Description

Nominator(s): Individual

Nomination Summary: The nominator requests a comprehensive and authoritative evidence review on the relationship between patient care experience measures and other outcomes, including patient health and behavioral outcomes, resource utilization, and business outcomes (e.g., malpractice risk, practice loyalty).

Staff-Generated PICO Population(s): Adult patients receiving health care in ambulatory or inpatient settings

Intervention(s): Interventions (including policy and health system-level interventions) designed to improve the patient care experience

Comparator(s): Usual care

Outcome(s): Patient care experiences, patient satisfaction, disease-specific or all-cause morbidity and mortality, patient safety outcomes, health care resource utilization, practice loyalty, malpractice claims

Key Questions from Nominator: What is the relationship between patient care experience measures and other outcomes, including patient health and behavioral outcomes, resource utilization, and business outcomes (e.g., malpractice risk, practice loyalty)?

Considerations

- The topic meets EHC Program appropriateness and importance criteria. (For more information, see <http://effectivehealthcare.ahrq.gov/index.cfm/submit-a-suggestion-for-research/how-are-research-topics-chosen/>.)
- The use of patient care experience measures is becoming increasingly common in value-based purchasing, accountable care organization payment models, pay for performance, and other health

care delivery system and payment reform efforts, including public reporting. However, some have expressed concern that overemphasis on patient care experience may drive overutilization and inappropriate care in an attempt to satisfy patients and improve scores on high-stakes measures of patient experience. Because of the uncertainty in the relationship between patient care experience and health and utilization outcomes, many are concerned about how and the extent to which these measures should be used for public reporting and evolving delivery and payment reform efforts.

- Topic was found to be addressed by the 2013 review by Doyle et al. titled, *A systematic review of evidence on the links between patient experiences and clinical safety and effectiveness* published by BMJ.
 - The review results show that patient experience is consistently positively associated with patient safety and clinical effectiveness across a wide range of disease areas, study designs, settings, population groups and outcome measures.
 - Patient experience is positively associated with self-rated and objectively measured health outcomes; adherence to recommended medication and treatments; preventative care such as use of screening services and immunizations; healthcare resource use such as hospitalization and primary-care visits; technical quality-of-care delivery; and identification of adverse events.
 - The investigators conclude that patient experience is one of the pillars of quality in health care and should be considered in combination with clinical effectiveness and patient safety and not in isolation.