

Feedback Insights



HEALTH

In both the US and abroad, listening and responding to patient feedback seems linked to better outcomes for patients. Feedback has been shown to result in:

LOWER INPATIENT MORTALITY RATES

Among inpatients treated for myocardial infarctions at U.S. hospitals a 1-quartile increase in patient satisfaction ratings on surveys produced a 1-quartile increase in predicted survival.¹

DOUBLE THE PATIENTS' CLINICALLY MEANINGFUL OUTCOMES

In psychotherapy, incorporating patient feedback on their relationship with their therapist and their own assessment of their health led to twice as many patients experiencing clinically meaningful outcomes.²

INCREASES IN RECOVERY AND EFFICIENCY

Medical care that incorporated patient preferences and values was correlated with a 6-point increase in recovery as measured on a 100-point scale. The number of referrals and diagnostic tests for those patients fell by half.³

33% REDUCTION IN UNDER-FIVE CHILD MORTALITY

In Uganda, communities that used citizen report cards to provide feedback on health facilities saw a 33% reduction in child mortality and a 16% increase in use of health facilities compared to the control communities.⁴

ADAPTATION BY HEALTH FACILITIES

For the last 12 years, Patient Opinion has been closing feedback loops between patients and health providers in the UK. They report that 7% of the feedback submissions on their website that receive a response lead to changes by doctors or health facilities.⁵

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ABOUT HOW
FEEDBACK
RESULTS IN
BETTER
OUTCOMES:
[FEEDBACKLABS.ORG
/SMART-THING](https://feedbacklabs.org/smart-thing)**

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1. Glickman et al, 2010. [Patient Satisfaction and Its Relationship with Clinical Quality and Inpatient Mortality in Acute Myocardial Infarction.](#)
 2. Lambert, Michael, 2010. [Yes, it is time for clinicians to routinely monitor treatment outcome.](#)
 3. Stewart et al, 2000. [The Impact of Patient-Centered Care on Outcomes.](#)
 4. Bjorkman and Svensson, 2007. [Power to the People: Evidence from a Randomized Field Experiment on Community-Based Monitoring in Uganda.](#)
 5. www.patientopinion.org.uk
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