

Feedback Impact



Listening and responding to constituent feedback has been linked to better outcomes in politics, education, health and community infrastructure:

50% MORE VOTES FOR POLITICIANS WHO LISTEN

In the Philippines, political parties that hosted deliberative dialogue with potential voters and listened to their proposals for changes to the party platform increased their vote share by 50% compared to the control group.¹

RISE IN STUDENT SCORES FROM 50TH TO 58TH PERCENTILE

Incorporating community feedback into the evaluation of schools in Uganda reduced teacher absenteeism by 13.2%. Student test scores improved from the 50th to the 58th percentile.²

FEWER VOTES FOR CORRUPT MAYORS

In Brazil, mayors of cities with corruption violations were 7 percentage points less likely to be reelected when city audits were shared with citizens. Mayors of cities where no corruption was found were 17 percentage points more likely to be reelected.³

INCREASED PRIMARY SCHOOL ENROLLMENT

Disadvantaged villages in Indonesia that got to choose how to spend money to improve education outcomes increased primary school participation by 1.9 percentage points compared to the control group.⁴

HIGHER CONSTITUENT SATISFACTION

Villagers in Indonesia who chose local infrastructure projects by direct election instead of through representatives were 21 percentage points more satisfied that the chosen project was aligned with their preferences. They were 17 percentage points more likely to say they would contribute labor, food or money to the project.⁵

1. Wantchekon et al, 2015. [Policy Deliberation and Voter Persuasion: Experimental Evidence from an Election in the Philippines.](#)
2. Andrew et al, 2010. [Management and Motivation in Ugandan Primary Schools.](#)
3. J-Pal Policy Brief, December 2011. [Exposing Corrupt Politicians.](#)
4. Olken et al, 2014. [Should Aid Reward Performance? Evidence from a Field Experiment on Health and Education in Indonesia.](#)
5. Benjamin Olken, 2010. [Direct Democracy and Local Public Goods: Evidence from a Field Experiment in Indonesia.](#)

Spotlight on Health

In both the US and abroad, listening and responding to patient feedback has been linked to better outcomes for patients:

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.¹

LOWER INPATIENT MORTALITY RATES

Among inpatients treated for myocardial infarctions at U.S. hospitals a 1-quartile increase in patient satisfaction ratings produced a 1-quartile increase in predicted survival.²

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.³

BETTER RECOVERY AND LOWER COSTS

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.⁴

ADAPTATION BY HEALTH FACILITIES

Patient Opinion closes feedback loops between patients and health providers in the UK. 7% of the feedback submissions on their website lead to changes by doctors or health facilities.⁵

LEARN MORE: [FEEDBACKLABS.ORG/SMART-THING](https://www.feedbacklabs.org/smart-thing)

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