



TITLE: Use of Patient Experience Indicators to Influence Heart Failure Care Pathways: Clinical Evidence and Guidelines

DATE: 24 August 2010

RESEARCH QUESTIONS:

1. What is the clinical evidence to support the use of patient experience indicators to influence the care of patients presenting with heart failure?
2. What are the evidence-based guidelines for the use of patient experience indicators to influence the care of patients presenting with heart failure?

METHODS:

A limited literature search was conducted on key health technology assessment resources, including PubMed, the Cochrane Library (Issue 7, 2010), University of York Centre for Reviews and Dissemination (CRD) databases, EuroScan, international health technology agencies, and a focused Internet search. The search was limited to English language articles published between Jan 1, 2005 and Aug 12, 2010. No filters were applied to limit the retrieval by study type. Internet links were provided, where available.

The summary of findings was prepared from the abstracts of the relevant information. Please note that data contained in abstracts may not always be an accurate reflection of the data contained within the full article.

RESULTS:

HTIS reports are organized so that the higher quality evidence is presented first. Therefore, health technology assessment reports, systematic reviews, and meta-analyses are presented first. These are followed by randomized controlled trials, non-randomized studies, and evidence-based guidelines.

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One randomized controlled trial and one non-randomized study were identified pertaining to the use of patient experience indicators to influence the care of patients presenting with heart failure. No relevant health technology assessment reports, systematic reviews, meta-analyses, or evidence-based guidelines were identified. Additional information that may be of interest, including information on measuring quality outcomes, published by the UK's National Health Service, is included in the appendix.

OVERALL SUMMARY OF FINDINGS:

Overall, there is limited evidence pertaining to the use of patient experience indicators to influence the care of patients presenting with heart failure. The identified randomized trial used customer satisfaction as a secondary outcome measure of the effectiveness of implementing a clinical pathway, and no difference was found between patient satisfaction in hospitals implementing the clinical pathway and those that did not.¹ In the non-randomized study examining the relationship between measured clinical performance and satisfaction with care among patients with high clinical complexity, higher measured performance was associated with higher satisfaction with care.²

REFERENCES SUMMARIZED:

Health technology assessments

No literature identified.

Systematic reviews and meta-analyses

No literature identified.

Randomized controlled trials

1. Panella M, Marchisio S, Demarchi ML, Manzoli L, Di SF. Reduced in-hospital mortality for heart failure with clinical pathways: the results of a cluster randomised controlled trial. *Qual Saf Health Care*. 2009 Oct;18(5):369-73. [PubMed: PM19812099](#)

Non-randomized studies

2. Werner RM, Chang VW. The relationship between measured performance and satisfaction with care among clinically complex patients. *J Gen Intern Med [Internet]*. 2008 Nov [cited 2010 Aug 12];23(11):1729-35. Available from: <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2585675> [PubMed: PM18649107](#)

Guidelines and recommendations

No literature identified.

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APPENDIX – FURTHER INFORMATION:

Non-randomized studies

3. Heidenreich PA, Lewis WR, LaBresh KA, Schwamm LH, Fonarow GC. Hospital performance recognition with the Get WithThe Guidelines Program and mortality for acute myocardial infarction and heart failure. *Am Heart J.* 2009 Oct;158(4):546-53. [PubMed: PM19781413](#)

Secondary studies

4. Bair MJ, Kroenke K, Sutherland JM, McCoy KD, Harris H, McHorney CA. Effects of depression and pain severity on satisfaction in medical outpatients: analysis of the Medical Outcomes Study. *J Rehabil Res Dev.* 2007;44(2):143-52. [PubMed: PM17551869](#)

Review articles

5. Michota FA, Amin A. Bridging the gap between evidence and practice in acute decompensated heart failure management. *J Hosp Med.* 2008 Nov;3(6 Suppl):S7-15. [PubMed: PM19084890](#)

Additional references

6. The NHS Information Centre [Internet]. Leeds: The Health and Social Care Information Centre; 2010. Measure quality outcomes: patient experience; 2010 [cited 2010 Aug 12]. Available from: <http://www.ic.nhs.uk/map-of-information-for-qipp/measure-quality-outcomes/patient-experience>
7. Wohlgemuth N, Chan BTB, Koru-Sengul T, Teare G. Research report: improving the Saskatchewan acute care hospital experience: a survey of Saskatchewan in-patients [Internet]. Saskatoon: Health Quality Council; 2005. [cited 2010 Aug 12]. Available from: <http://www.hqc.sk.ca/download.jsp?rUt7Vj/YpuFj7tEkss/OcTBizBf0QfLQkUwK4QBZaJuhgYkqllY33g==>