

Exploration of an automated approach for receiving patient feedback after outpatient acute care visits.

July 30, 2014

Berner ES, Ray MN, Panjamapirom A, et al. Exploration of an automated approach for receiving patient feedback after outpatient acute care visits. *J Gen Intern Med.* 2014;29(8):1105-12. doi:10.1007/s11606-014-2783-3.

<https://psnet.ahrq.gov/issue/exploration-automated-approach-receiving-patient-feedback-after-outpatient-acute-care-visits>

This study included three phases to explore the strategy of patient outcome feedback following [outpatient](#) acute care visits. For the baseline stage, patients received a live follow-up call 3 weeks after their visit. In the second and third phases, patients were contacted one week after their visit by a live call or an [interactive voice response system](#) call, respectively. There was a clear tradeoff—although fewer patients completed the automated call than the live call, a greater percentage of these patients reported a lack of clinical improvement, suggesting the automated system may still adequately capture problems. Overall, at least 15% of patients did not improve within a week of an acute care visit, and more than 60% of these patients had not contacted any clinician during the follow-up period. An accompanying editorial discusses the wide-reaching implications of this study for providing actionable [feedback](#) to physicians and creating novel methods for [measuring errors](#) in the ambulatory setting.