

Systematic review of approaches to using patient experience data for quality improvement in healthcare settings

Appendix 1: Search terms for keywords, inclusion criteria and excluded papers

Search terms for keywords

quality of health care or quality assurance, health care or quality indicators, health care or health plan implementation; (quality ADJ3 improv) or (quality ADJ3 enhanc*); patient experience or patient cent* or patient involv* or patient care experience); (Patient experience measure* or patient experience or patient satisfaction); Quality AND (improve or enhance or raise); Intervention or treatment or training or program*; (quality improv* or quality enhanc* or quality assurance or quality of healthcare). The two concepts (patient experience, QI) were combined with the Boolean operator AND, with terms within each concept combined using OR.*

Inclusion strategy

The following criteria were applied in terms of the focus of each paper to assess its likely relevance for inclusion:

1. Describes the collection and/or use of patient experience data for the express purpose of informing QI AND/OR
2. Describes QI actions undertaken in healthcare settings or by healthcare staff that were directly informed by patient experience data
3. Includes some measurement or recording of change through QI that was informed by patient experience data
4. Describes the barriers and/or facilitators to collecting and using patient experience data for QI AND

5. Focuses on patient experience of care and not just satisfaction with general or overall healthcare service

Excluded papers

1. Jones, A. Understanding key concerns for patient involvement with mental health services: A report on a study visit to Australia. *Men Health Nurs*, 2009; **29**(4): 13-17
2. Sanders, K, Wright, J. Enhancing the patient care environment. *Foun Nurs Studies Diss Series*, 2010; **5**(7).
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4. Messner, ER. Quality of care and patient satisfaction: The improvement efforts of one emergency department. *Top Emerg Med*, 2005; **27**(2): 132-141
5. White, MT, Smith, TS, Bowar-Ferres, S, Salinas, T, O'Connor, LJ, Lucas, JA, Fitzpatrick, JJ. The nursing care quality initiative and its influence on nurses' clinical care and professionalism: One solution to nurse retention? *Policy, Polit & Nurs*, 2002 ; **3**(2): 182-187
6. Armstrong, N, Herbert, G, Aveling, EL, Dixon-Woods, M, Martin, G. Optimizing patient involvement in quality improvement. *Health Exp*, 2013; **16**: e36-e47 doi: 10.1111/hex.12039
7. Weigl, M, Hornung, S, Angerer, P, Siegrist, J, Glaser, J. The effects of improving hospital physicians working conditions on patient care: A prospective controlled intervention study. *BMC Health Serv Res*, 2013; **13**: 401 doi: 10.1186/1472-6963/13/401
8. Tsianakas, V, Maben, J, Wiseman, T, Robert, G, Richardson, A, Madden, P, Griffin, M, Davies, EA. Using patient's experiences to identify priorities for quality improvement in breast cancer care: patient narratives, surveys or both? *BMC Health Serv Res*, 2012; **12**: 271 doi: 10.1186/1472-6963-12-271
9. Riiskjaer, E, Ammentorp, J, Fofod, PE. The value of open-ended questions in surveys on patient experience: number of comments and perceived usefulness from a hospital perspective. *Int J Qual Health Care*, 2012; **24**(5): 509-516 doi: 10.1093/intqhc/mzs039
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11. Luxford, K, Safran, DG, Delbanco, T. Promoting patient centred care: a qualitative study of facilitators and barriers in healthcare organizations with a reputation for improving the patient experience. *Int J Qual Health Care*, 2011; **23**(5): 510-515 doi: 10.1093/intqhc/mzr024
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13. Riiskjaer, E, Ammentorp, J, Nielsen, JF, Kofoed, PE. Patient surveys – a key to organizational change? *Pat Ed Coun*, 2010; **78**: 394-401 doi: 10.1016/j.pec.2009.08.017
14. Hsieh, SY. Factors hampering the use of patient complaints to improve quality: an exploratory study. *Intl J Nurs Pract*, 2009; **15**: 534-542 doi: 10.1111/j.1440-172X.2009.01783.x
15. Cheraghi-Sohi, S, Bower, P. Can the feedback of patient assessments, brief training, or their combination, improve the interpersonal skills of primary care physicians? A systematic review. *BMC Health Ser Res*, 2008; **8**: 179
16. Vingerhoets, E, Wensing, M, Grol, R. Feedback of patient's evaluations of general practice care: a randomised trial. *Qual Health Care*, 2001; **10**: 224-228
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