

Patient-reported health information and patient education can improve healthcare professionals' adherence to recommended clinical practice

Fønhus MS, Dalsbø TK, Johansen M, Fretheim A, Skirbekk H, Flottorp SA. [Patient-mediated interventions to improve professional practice](#). Cochrane Database of Systematic Reviews. 2018;(9):Art. No.: CD012472. DOI: 10.1002/14651858.CD012472.pub2.

What is the context of this review?

- The performance of healthcare professionals is not always in line with recommended clinical practices.
- Many approaches are commonly used to directly influence healthcare professionals (for example, audit and feedback, reminders, educational materials, educational outreach visits, educational meetings or conferences, use of local opinion leaders, financial incentives, and organizational interventions).
- Other approaches are aimed at changing the performance of healthcare professionals through interactions with patients, or through information provided by or to patients. These approaches are called “patient-mediated interventions” and can take many forms, including: 1) patient-reported health information, 2) patient information, 3) patient education, 4) patient feedback about clinical practice, 5) patient decision aids, 6) patients, or patient representatives, being members of a committee or board, and 7) patient-led training or education of healthcare professionals.

Box 1: Coverage of OHT building blocks

This review addresses [OHT building blocks #3 and #8](#):

- 1) defined patient population
- 2) in-scope services
- 3) patient partnership and community engagement (domain 10 – responsive patient relations)**
- 4) patient care and experience
- 5) digital health
- 6) leadership, accountability and governance
- 7) funding and incentive structure
- 8) performance measurement, quality improvement, and continuous learning (domain 53 – performance measurement)**

What question is being addressed?

- What is the effectiveness of patient-mediated interventions on healthcare professionals' performance (including their adherence to clinical practice guidelines or to recommendations for clinical practice)?

How was the review done?

- The authors searched several databases to find relevant studies.
- A total of 1,2447 studies were initially found, of which 25 were included in the review after assessing their eligibility.

How up to date is this review?

- The authors searched for relevant studies up to March 2018.

What are the main results of the review?

- The included studies examined the effectiveness of four types of patient-mediated interventions:
 1. Patient-reported health information (patients giving information about their own health to healthcare professionals)
 - This strategy probably improves healthcare professionals' adherence to recommended clinical practice (moderate-certainty evidence), but it is unclear if they had effects on patient health, satisfaction, and resource use (either not measured, or low-certainty evidence).
 2. Patient information interventions (patients being given information about recommended care, or reminded to attend recommended care)
 - This strategy may improve healthcare professionals' adherence to recommended practice (low-certainty evidence) and may have little or no effect on patient satisfaction and health outcomes (low-certainty evidence).
 3. Patient education interventions (patients taking part in education programs to increase their knowledge about their condition)
 - This strategy probably improves healthcare professionals' adherence to recommended clinical practice (moderate-certainty evidence) and may slightly improve certain patient health outcomes (low-certainty evidence).
 4. Patient decision aids (tools that help patients become involved in decision-making processes by making explicit the decisions that need to be made, providing information about treatment options and outcomes, and by clarifying personal values)
 - This strategy displayed little to no difference in healthcare professionals' adherence to recommended clinical practices (low-certainty evidence).
- More research is necessary to find the best methods for patient-mediated interventions to improve clinical practice.

How confident are we in the results?

- This is a recent and high-quality systematic review with an AMSTAR score of 10/11.

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