

Appendix 2: Inclusion and Exclusion criteria

Inclusion

Study is about:

- Provider or commissioner views of, responses to, use of or interpretation of PROMs data, national clinical audits, patient experience data, clinical outcomes (as an indicator of treatment effectiveness and thus performance) and mortality data (as an indicator of performance).
- Reports on the process of implementation of local PROMs/patient experience data collection for use as an indicator of service quality – not just reporting the results of the data collection but how data collection was implemented and/or how it was used.
- Reports on the process of implementation and use of local audit to improve care – how it was implemented and how people responded – not just reporting the results of the audit

Exclusion

- Articles on the development or validation of PROMs data, patient experience data, national clinical audits, mortality data, clinical outcomes.
- Articles about patient involvement in Patient experience data.
- Articles just reporting the findings/analysis of audit data
- Articles evaluating the impact of other quality improvement programmes, that don't involve some sort of feedback or public reporting of data

These criteria were initially applied to the electronic database search. Following application of these criteria, we included 124 papers. After re-reading the titles and abstracts, we developed a more restrictive set of inclusion and exclusion criteria that were focused on our evolving theories. These were:

Inclusion

Study is about how clinicians or managers have used or responded to or about clinicians' views of:

- National or local patient experience data collection and feedback
- Mortality report cards or anything described as 'performance data'
- Hospital report cards
- Aggregate Clinical outcome indicators or process data

The study contributes to testing theories about:

- The mechanisms through which feedback is intended to work (intrinsic desire to improve, peer comparison, protecting market share, protecting professional reputation)
- The contextual configurations which might influence how performance feedback works (financial incentives, credibility, 'actionability' of these data)

Exclusion

Studies that examine

- Views/experiences or implementation of general quality improvement activities
- Implementation of or response to local clinical audit or guidelines
- Results/findings of audits or patient experience data

These criteria were also applied to studies identified via citation tracking.