

## Outcomes of Interest to the Cochrane Consumers & Communication Review Group

### Consumer Oriented Outcomes:

#### *Knowledge and Understanding*

- Information access and use
- Knowledge acquisition (level of knowledge or increase in knowledge about a disease, condition, procedure or treatment)
  - Knowledge about expected and undesired effects of treatment
  - Knowledge of risk, accurate risk perception
  - Family members level of knowledge
  - Changes to beliefs about disease, condition, etc
- Retention of information, ability to recall information
  - Sustaining change to knowledge, beliefs
- Patient satisfaction with the information provided (*see* Satisfaction)
- Psychological stress due to receiving information (*see* Psychological health)

#### *Communication*

- Communication aides
  - Use of recordings or summaries; internet; voice bulletin boards; computer assisted instruction (CAI)
  - Perceptions of usefulness
- Communication enhancement
  - Improved communication with provider
- Communication skills / techniques (*see* Skills Acquisition)

#### *Patient Involvement in Care Process*

- Decision-making
  - Decision-making process
  - Decision-support provided
  - Decisional conflict
  - The decision/s made (eg. types of care plans agreed)
  - Participants' perceptions of who made the decision/s
  - Satisfaction with the decisions made (*see* Satisfaction)
  - Clarity of values
  - Agreement between personal values for outcomes and choice
  - Implementation of preferred choice
  - Adherence to chosen option
  - Patient and carer preferences
  - Informed consent
  - Advance directives
- Patient-held information
  - Availability of patient-held records or notes when required

### *Evaluation of Care*

- Consumer-professional interactions experience
- Perceptions and ratings of care or interventions
  - Training program assessment
- Satisfaction
  - Patient satisfaction with the information provided
  - Satisfaction with the decision/s made
  - Satisfaction with care
  - Carer satisfaction
  - Sense of control

### *Support*

- Practical support
  - Provision of or use of technical aids
- Psychosocial support
  - Partner or family support
  - Peer support
  - Self-help groups

### *Skills Acquisition*

- Activities of daily living skills
  - Infant care abilities
- Communication skills / techniques
- Self-care skills
- Social skills
- Symptom control skills
  - Relaxation techniques

### *Health Status and Wellbeing*

- Physical health of patient or carer
  - Level of activities of daily living
  - Level of dependency
  - Self-care abilities, self efficacy
- Psychological health of patient or carer
  - Level of anxiety, depression, mood, wellbeing
  - Self-esteem, levels of confidence
  - Perceptions of coping
  - Psychological stress due to receiving information
- Psychosocial outcomes
  - Quality of life, life satisfaction
  - Family functioning
  - Social activity
  - Cost of illness (economic, social or psychological cost or personal loss to self, family or immediate community, ie. personal cost)

### *Health Behavior*

- Attitudes
  - Attitude towards the disease, condition, treatment or health care, lay beliefs
- Compliance
  - Acceptance of health care
  - Patient compliance (with treatment, medication)
  - Self care compliance
  - Factors affecting compliance
  - Intent to change health behavior
- Health enhancing life-style or behaviour outcomes
  - Diet
  - Exercise
  - Weight control
  - Breastfeeding
  - Self examination
  - Self monitoring eg. blood glucose level
- Risk-taking behaviour
  - Smoking
  - Sexual practices
  - Drug taking
  - Alcohol consumption
- Use of interventions or services
  - Use of services (eg. screening or vaccination programs)

### *Treatment Outcomes*

- Adverse outcomes
  - Complications, complication rate
  - Need for medical intervention (eg. Caesarian sections)
  - Morbidity, mortality
  - Relapse
  - Side effects of drugs
- Clinical assessments (eg. Wound healing, symptom resolution)
- Pain assessment or control
  - Use of medications or other means to reduce pain
- Physiological measures (eg. Blood pressure, cell counts, blood glucose level)

## **Health Care Provider Oriented Outcomes**

### *Knowledge and Understanding*

- Attitudes, behavior of health professionals
  - Towards treatments or interventions (e.g. regarding smoking cessation in pregnancy)
  - Clinician anxiety

- Level of knowledge or skills
  - Performance of procedures measures (number of attempts, completion, time taken)

*Consultation processes*

- Practice style
  - Level of patient-centred care
- Provision of interventions
  - Choices offered
  - Rate of prescribing medications

**Health Service Delivery Oriented Outcomes**

*Service Delivery Level*

- Adverse events
  - Complaints and litigation
  - Reporting of adverse events
- Health economic outcomes
  - Costs of specific interventions (eg. educational, medical)
  - Costs of care (eg. costs of in-patient care, costs of home-care)
  - Cost of discharge planning (eg. to hospital and community)
- Service utilization
  - Admission to hospital
  - Usage of specific services (eg. Use of outpatient treatment)
  - Length of stay in hospital
  - Readmission rate to hospital

*Related to Research*

- Involvement in research
- Recruitment and retention to trials
- Feedback from participation in trials

*Societal or Governmental*

- Health care monitoring
    - Audit
    - Accreditation
    - Quality of care
  - Health care planning
    - Priority setting
  - Health care policy or legislation
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