

APPENDIX B. SAMPLE SUMMARY FEEDBACK REPORT FOR HYPERTENSION CASE

Your Scores This Period	# of patients (%)	You earned
Number of eligible hypertensive patients randomly sampled from your panel/group	40	
Number of patients who received guideline-recommended BP medications	33 (83%)	\$300.30
<i>Congratulations! You are among the top 10% of performers across the entire study for this outcome period</i>		
Number of patients with controlled BP	29 (73%)	\$263.90
Number of patients with uncontrolled BP...	11 (28%)	
... who received appropriate treatment this period	04 (36%)	\$36.40
Total Earnings		
<i>This period – Congratulations! Good work!</i>		\$600.60
Overall		\$600.60
Your Goals for the Upcoming Period	% of patients	
Percent of eligible hypertensive patients in your panel/group...		
... who will receive guideline-recommended BP medications	83%	
<i>For the next period, your goal is to maintain or exceed your current performance level on this outcome. Keep up the great work!</i>		
... with controlled BP	82%	
... with uncontrolled BP who will receive appropriate treatment	77%	
<i>If you meet or exceed your goals next period, you and your group could earn at least:</i>	\$627.90	

Written FI: The feedback report lists specific aspects of hypertension, in writing rather than only variable names to aid with clarity.

Attainment Level: Scores show participants their and/or their group’s degree of performance for each aspect of hypertension.

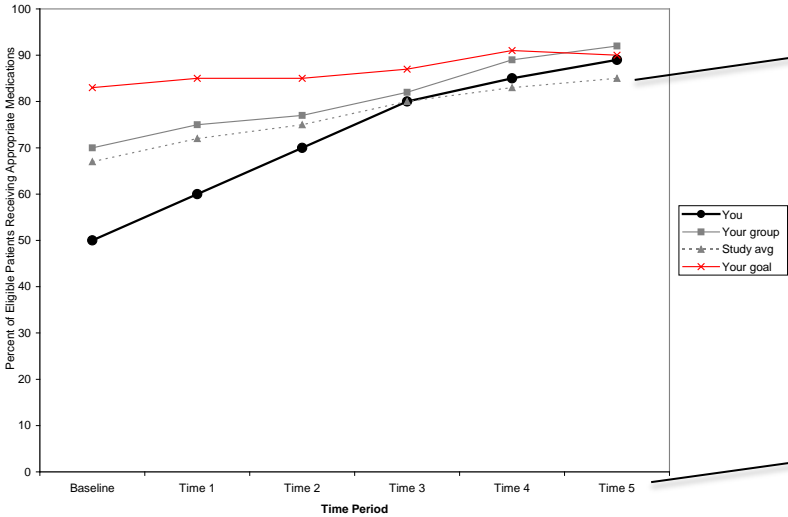
Correct Solution Information: Employed indirectly for this study, we provided scores about each hypertension management aspect (rather than *only* an overall score) helped recipients shift focus to the specific aspect requiring most attention.

Computer FI: All feedback reports were delivered via a web-based portal, accessible at any time by the participant.

Goal Setting: Provided suggested goals for next performance period, based on Achievable Benchmarks of Care

Historical and Normative Data for John Doe, MD

Percent of Hypertensive Patients Receiving Guideline-Recommended Medications or Appropriate Alternate Treatment Each Period

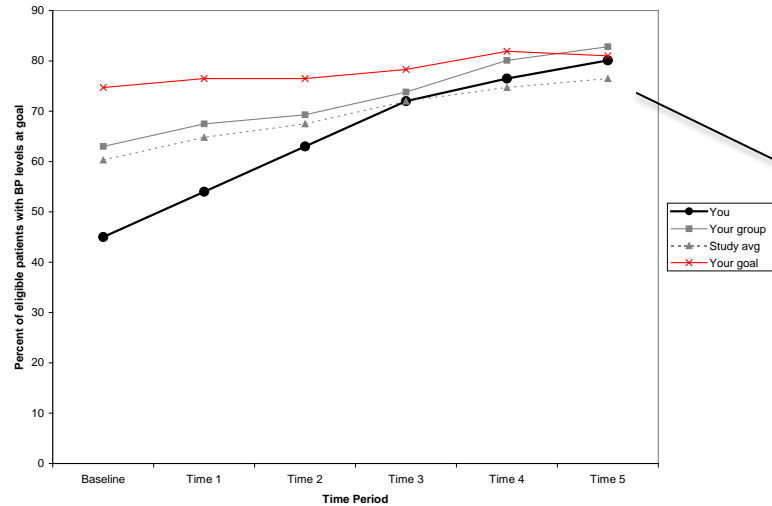


Velocity: Graph shows individual and (when appropriate) group scores at each time point in the study, available throughout the life of the study.

Norms: Graphs shows both individual and/or group scores, as well as a study average score; Actual attainment levels are used, rather than ranks (which provide normative information predicted to negatively impact feedback effectiveness.)

FI Frequency: Feedback was delivered every 4 months for 5 study periods.

Percent of Eligible Patients with Blood Pressure at Goal Each Period



Group FI: Group-intervention arm received group-based scores.

Individual FI: Individual-intervention and control arms received individual scores

Group + Individual FI: Combined-intervention arm received both group and individual scores.

All arms received scores both graphically and via the written report on the previous page.