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How to assess the doctor-patient alliance and improve it with precise and evidence-based tools

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ABSTRACT

The Patient Feedback (PF) system is a semi-automated web-based performance improvement system that enables real-time monitoring of patient ratings of therapeutic alliance, treatment satisfaction, and health outcomes. It was first developed and tested in outpatient substance abuse treatment clinics across the USA. In general, the clinicians in these clinics had very positive treatment satisfaction and alliance ratings throughout the study. A one-year follow-up revealed that all clinics continued to use the PF system with good results. This presentation describes the development of the PF system and the possibilities for extending it to dental clinics in Italy.

Keywords: Feedback, Patient satisfaction, Online system, Performance improvement

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