Theoretical propositions in audit with feedback interventions
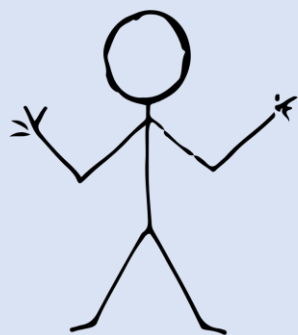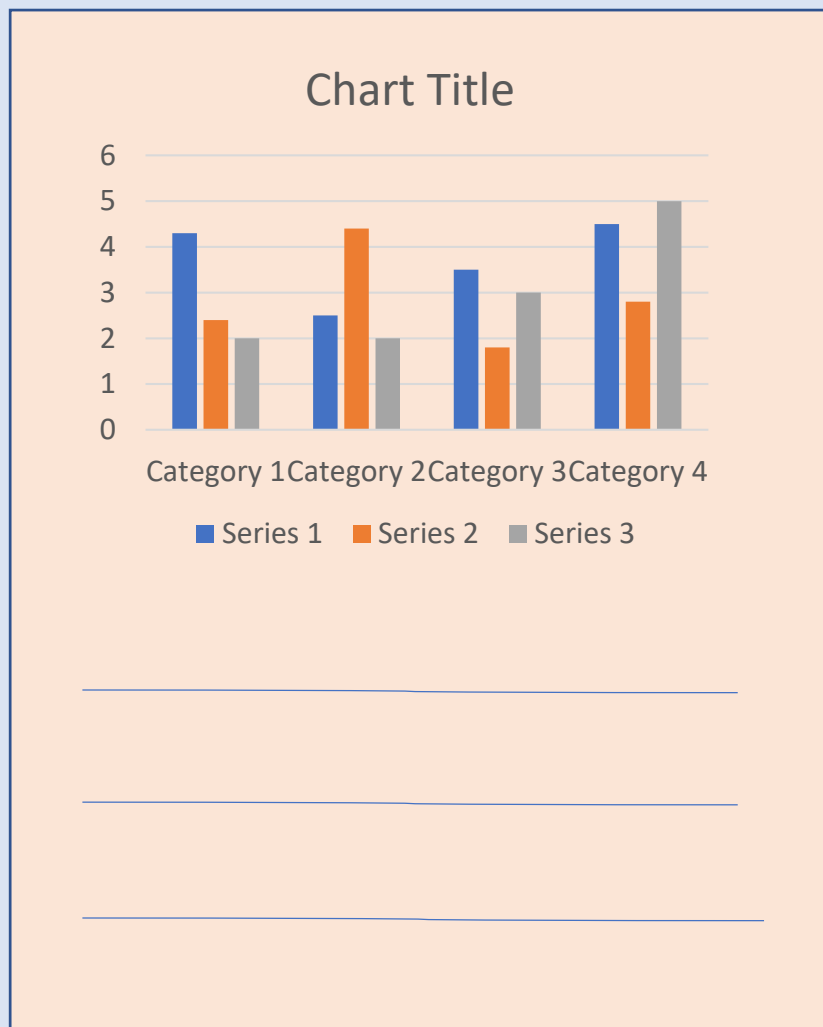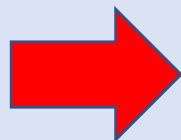
Anne Sales

salesann@umich.edu
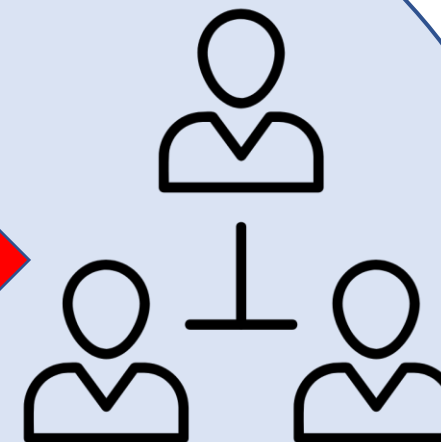
Context
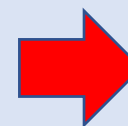
Feedback providers

Chart Title

Category 1 Category 2 Category 3 Category 4
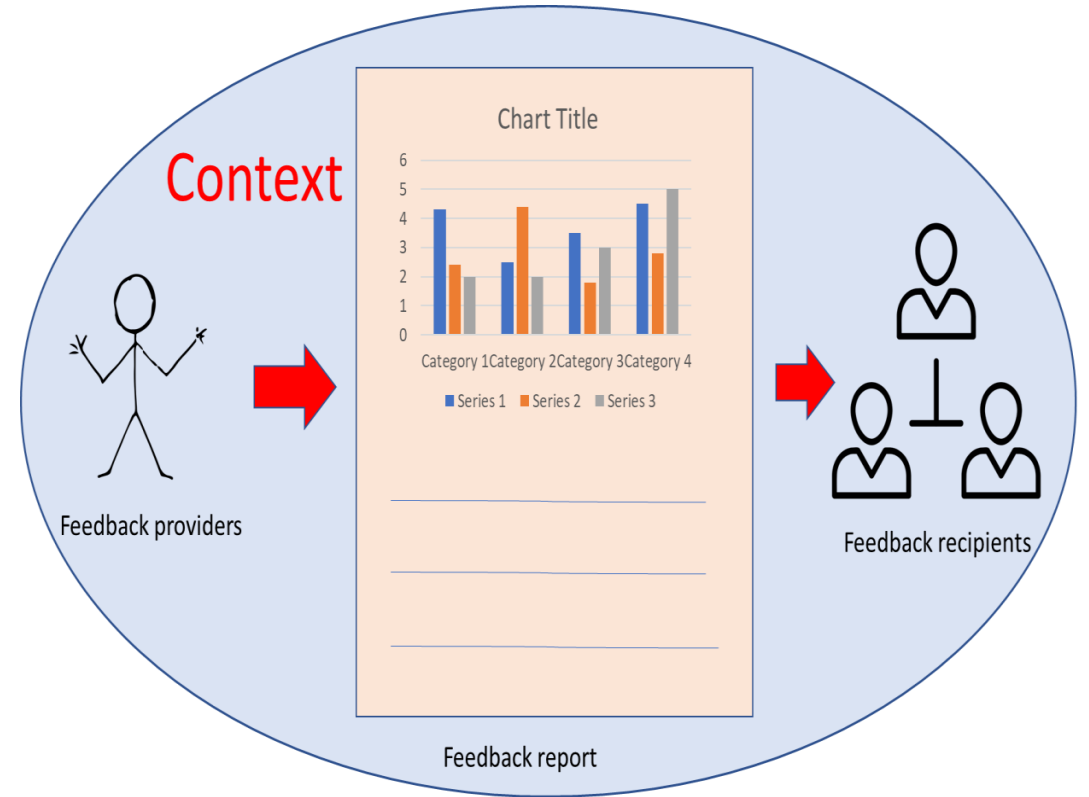
Series 1   Series 2   Series 3

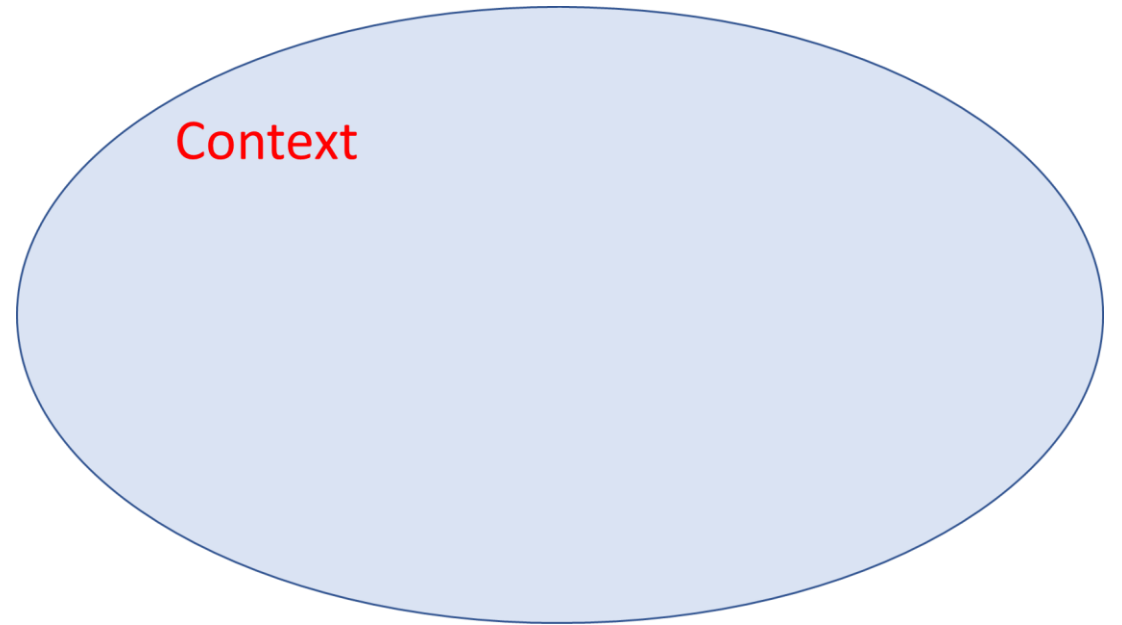Feedback recipients

Feedback report

All elements have theory associated with them

- Context
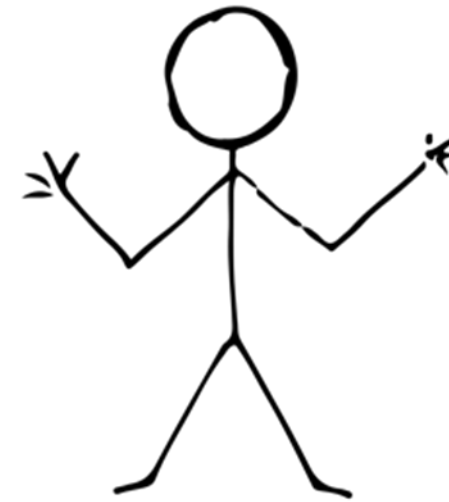- Feedback providers
- Feedback report
- Feedback recipients

Context

- Regulatory focus
  - Punitive vs. non-punitive environments (Van Dijk and Kluger 2004, Higgins 1997)
- Control theory
- Goal attainment

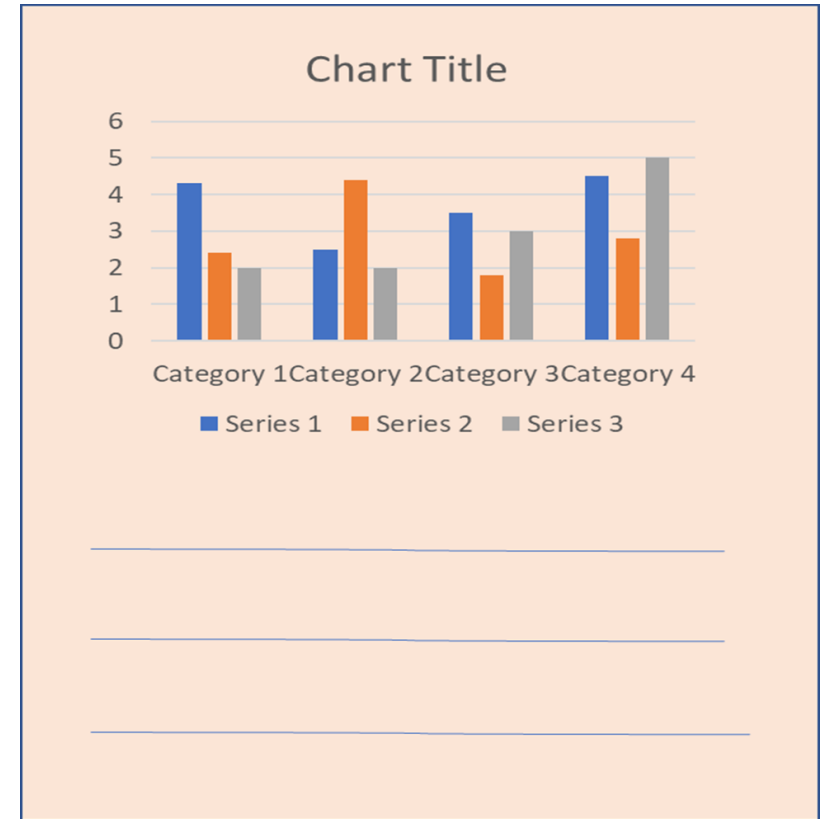Context

Feedback providers

- Who are they?
- What do they want to achieve?
- What is their relationship to the recipient of feedback?

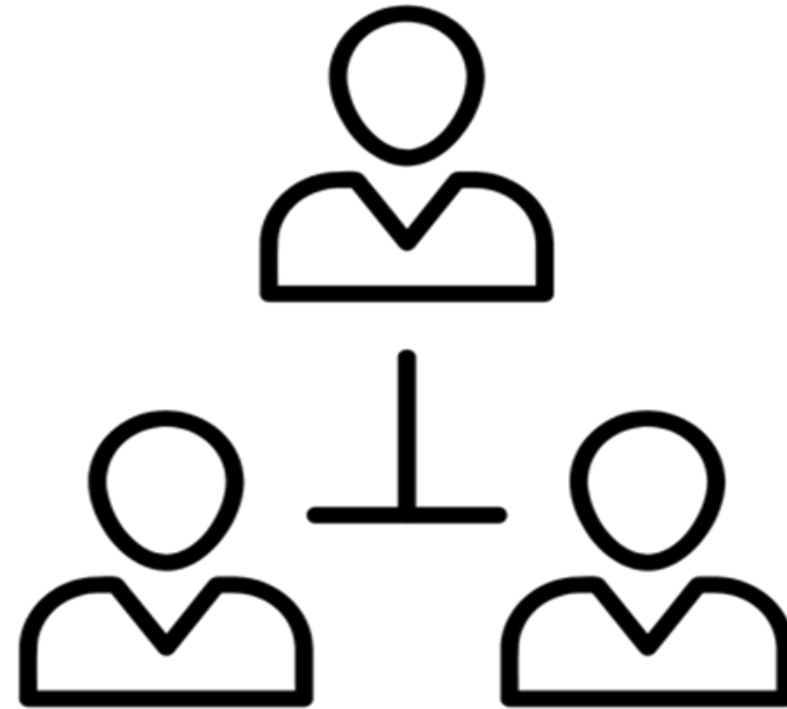Feedback providers

Feedback reports

- Characteristics of data
  - Quality
  - Sparseness
  - Velocity
- Display theory
  - Graphics vs. text
- Characteristics of the innovation (thing being reported on)
  - Perception of evidence
  - Complexity of innovation
    - Prescribing a single drug vs. improving surgical outcomes

Feedback report
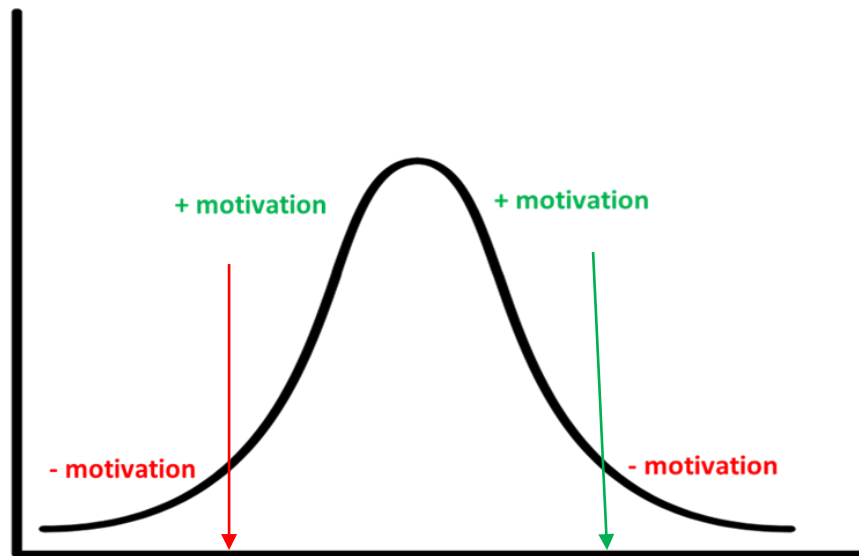
Feedback recipients

- Many issues
  - Hierarchy
    - Perceptions of the environment
  - Workflow fit
  - Actionability (timeliness, planning, other issues)
  - Sign of the intervention
    - Regulatory focus
    - Punitive vs. non-punitive environment
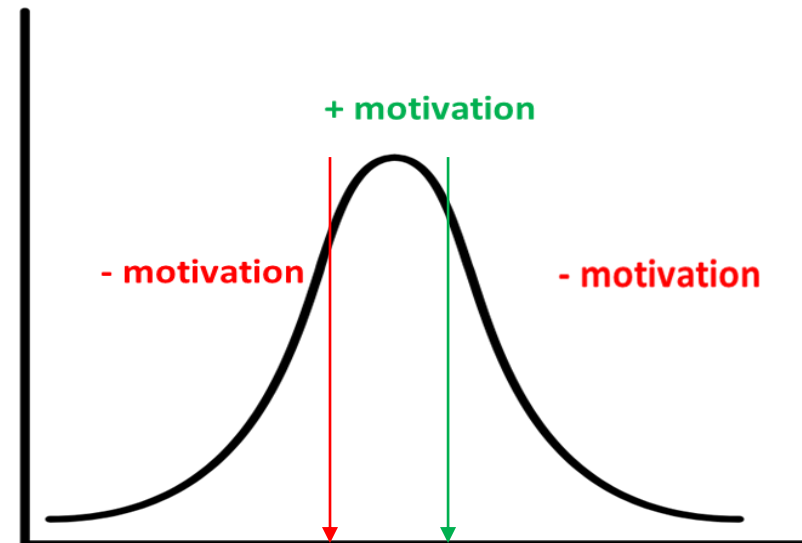 - Individual goal setting

Feedback recipients

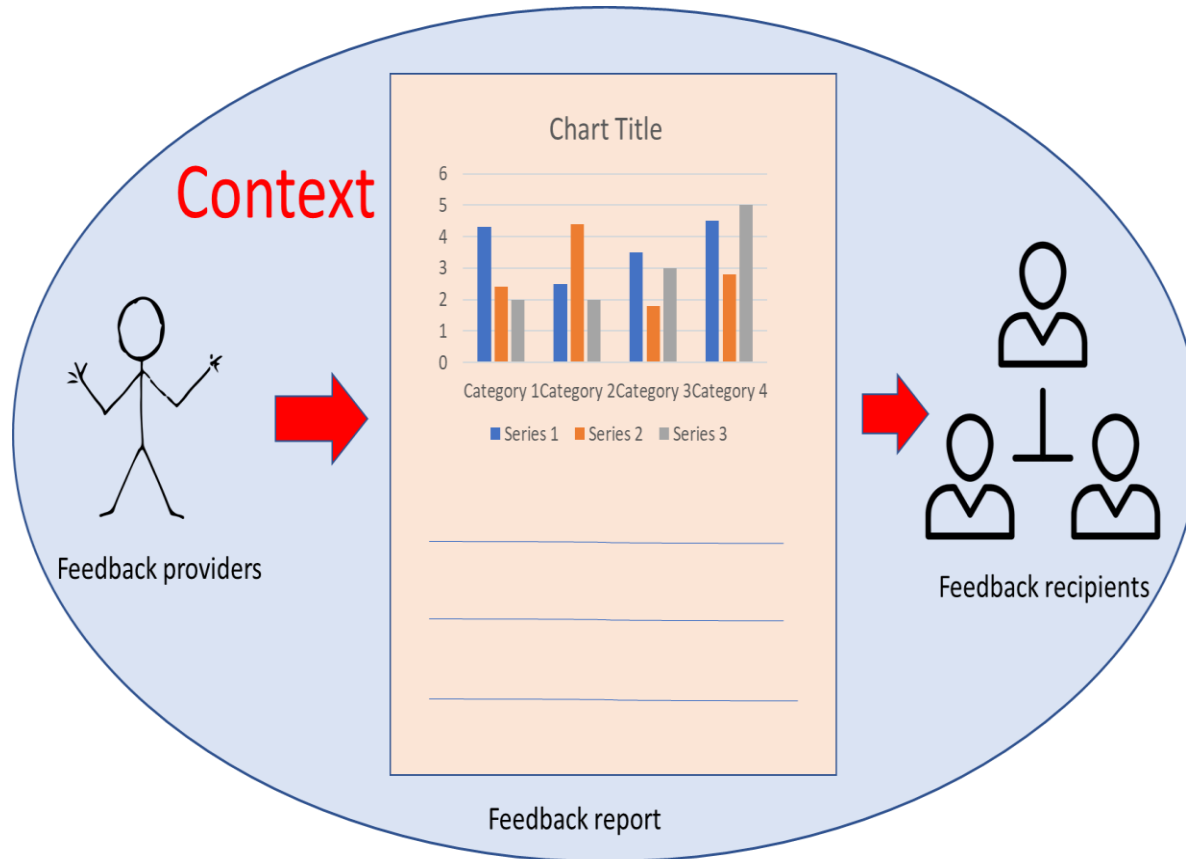# Using regulatory focus theory combining context with recipient...

Perception of sign in a non-punitive environment

Perception of sign in a punitive environment

This is all theory

Context

Feedback providers

Chart Title

Feedback report

Feedback recipients

- Many different theories pertain to different aspects of feedback interventions
- Doing science in this space is complex
  - How many theories can you test in one experiment?
  - How many moving parts do you have?
- We seldom invoke any theory
  - Theory for design
  - Testing theory