Randomized Controlled Trials of Interactive Voice Response (IVR) Systems to Improve Health Outcomes: A Review of the Literature

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**Conclusion**

Most of the 18 controlled trials that we reviewed (2007-2012) resulted in significant improved outcomes on 52 of 60, and were characterized by the use of an educational intervention of the IVR component.

IVR trials have been shown to be an effective method for traditional methods of patient care and follow up. In 2010, a Cochrane review found that IVR was an effective method for patient education, income, smoking cessation, medication adherence, and weight loss.

This study has several limitations. First, the variety of disease states, populations, follow up evaluations and adherence outcomes varied greatly. Second, the number of studies varied from 2 to 70 per month, limiting the ability to draw definitive conclusions.

**Limitations**

- Limited number of studies
- Limited patient population
- Limited follow up evaluations

**Message to others**

Pharmacies may be one of the most appropriate settings to pilot such interventions due to their unique ability to reach patients in the community. Patients frequently call pharmacies for refills or have questions about their medications, making this the perfect setting for intervention.

**References**

- Bender et al. 2010
- Naylor et al. 2011
- St. John Fisher, Wegmans School of Pharmacy
- Wegmans School of Pharmacy