



*Transforming professional performance through the power of interaction*

### **Media Article: Why we need “mystery shoppers” directly observing health care**

In the May 24<sup>th</sup> issue of ASPE eNews, we featured an article with a headline declaring that SP training is not a cure for unnecessary radiological image ordering (the article was really about the unnecessary ordering practices of health care providers). In this issue, we provide an article by Alan Schwartz and Saul Weiner in *OUPblog* about how anonymous SP patients are valuable when being used to rate health care practices, yet are not being used on a wide-spread basis. This is another use for SPs at your institution, particularly in light of the fact that human error still accounts for a significant proportion of medical errors and fatalities.

Link to the article: <http://blog.oup.com/2016/02/undercover-observation-health-care/>

*To bring high quality reporting of current research, trends, techniques and information regarding SP methodology and other relevant industry articles to the attention of the membership through the web-based, bi-monthly newsletter, ASPE eNews.*

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