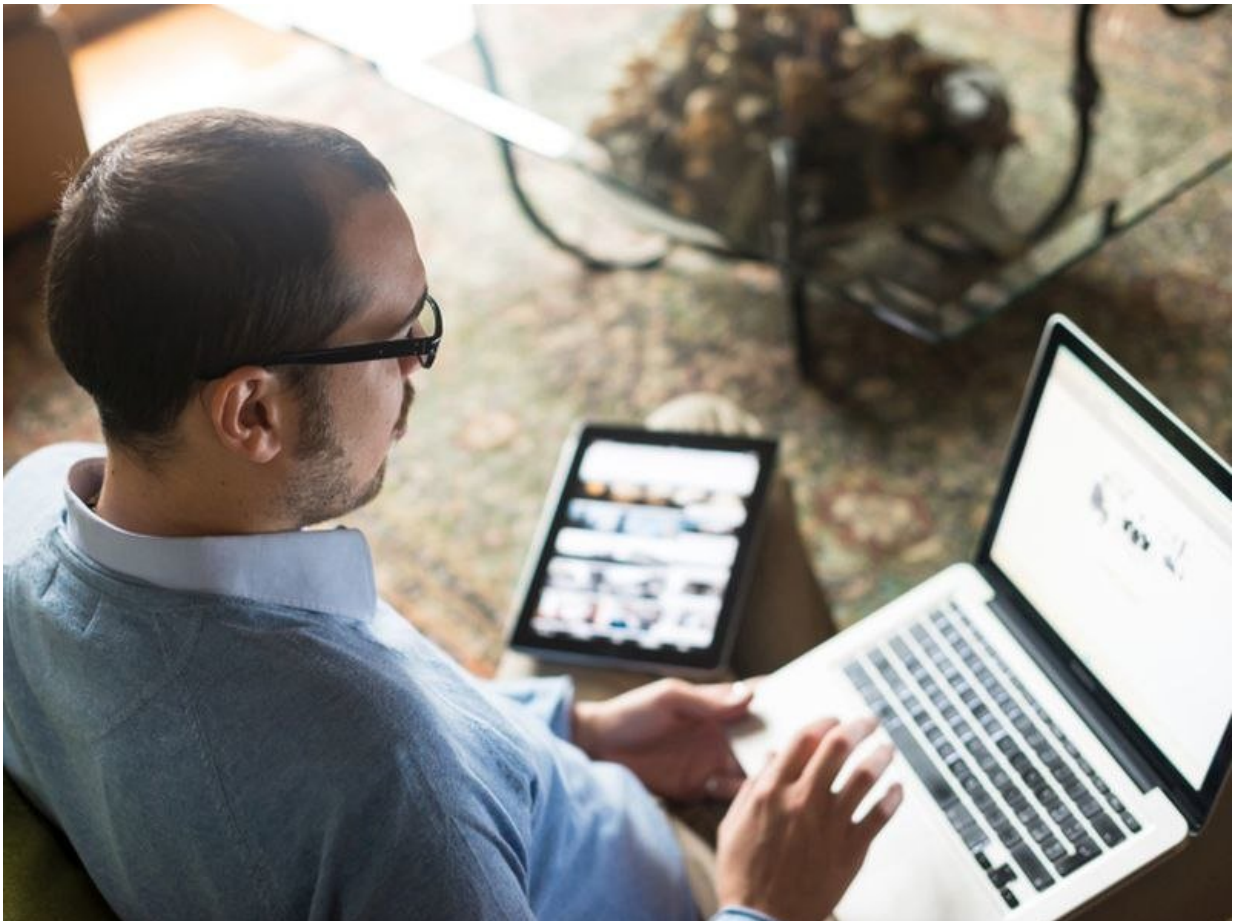


Online ratings not aligned with objective quality measures

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(HealthDay)—Online consumer ratings of specialist physicians do not

predict objective measures of quality of care or peer assessment of clinical performance, according to a study published online Sept. 8 in the *Journal of the American Medical Informatics Association*.

Timothy J. Daskivich, M.D., M.S.H.P.M., from Cedars-Sinai Medical Center in Los Angeles, and colleagues compared consumer ratings with specialty-specific performance scores (metrics including adherence to Choosing Wisely measures, 30-day readmissions, length of stay, and adjusted cost of care), primary care physician peer-review scores, and administrator peer-review scores for 78 physicians representing eight medical and surgical specialties.

The researchers found that across ratings platforms, there was no significant association between mean consumer ratings and specialty-specific performance scores, [primary care physician](#) scores, or administrator scores. There was also no association between ratings and score subdomains related to quality or value-based care. For physicians in the lowest quartile of specialty-specific performance scores, only 5 percent to 32 percent had consumer ratings in the lowest quartile across platforms. Ratings were consistent across platforms, with a [physician's](#) score on one platform significantly predicting his/her [score](#) on another in five of 10 comparisons.

"Online consumer ratings should not be used in isolation to select physicians, given their poor association with clinical performance," conclude the authors.

More information: [Abstract/Full Text \(subscription or payment may be required\)](#)

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