



Texas
Orthopaedic
Association

Caution: Online Physician Ratings

When searching for a physician's name in an internet search engine, the first page often consists of online physician rating websites. While they focus on some service-related functions of the practice, none of the online rating websites provide information regarding the most important measures in health care: quality and value.

A recent study in the Journal of the American Medical Informatics Association concluded: "Online consumer ratings should not be used in isolation to select physicians, given their poor association with clinical performance."

The study found that multivariable models showed no significant association between mean consumer ratings found in five rating platforms and specialty-specific performance scores that



rate quality and value. "Among physicians in the lowest quartile of specialty-specific performance scores, only 5%–32% had consumer ratings in the lowest quartile across platforms. Ratings were consistent across platforms; a physician's score on one platform significantly predicted his/her score on another in 5 of 10 comparisons."

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"Online physician ratings fail to predict actual performance on measures of quality, value, and peer review."

Patient Reporting Outcome Measures: A Promising Development for Quality

Patient-reported outcome measures (PROMs) serve as one of the most promising tools for determining whether a musculoskeletal service provided value to patients by relieving pain and enhancing mobility. The 2017 Texas Legislature recognized this by passing SB 55, which is the nation's first law to address PROMs.

An increasing number of orthopaedic surgeons are combining preoperative PROMs with shared decision-making tools to help patients determine if a surgery will result in clinically meaningful change. For a subset of patients seeking a total knee replacement, the pre-operative score indicates that surgery may not lead to clinically meaningful change.

Timothy J. Daskivich, Justin Houman, Garth Fuller, Jeanne T. BlackHyung, L. Kim, Brennan Spiegel. *Online physician ratings fail to predict actual performance on measures of quality, value, and peer review.*

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