

QUICKVIEW

RATING QUALITY

Ratings of doctors' performance on quality, efficiency and patient satisfaction measures aren't always accurate. In fact, experts estimate there is at least 5% inaccuracy in these performance measures. And the ratings do not inform patients of these potential errors in the metrics. While physicians may be bothered by this, patients generally aren't, according to Matthew Davis, MD, senior health researcher at the Center for Studying Health System Change. A recent survey of 1,057 adults showed general tolerance, even when survey respondents were told, for example, that a 20% inaccuracy would misclassify 20 of every 100 doctors in a high-performing/low-performing physician rating system.

SOURCE: "CONSUMER TOLERANCE FOR INACCURACY IN PHYSICIAN PERFORMANCE RATINGS: ONE SIZE FITS NONE," ISSUE BRIEF NO. 110, MARCH, CENTER FOR STUDYING HEALTH SYSTEM CHANGE

