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PATIENT SATISFACTION SCORES FROM RATING WEBSITES FOR PHYSICIAN SPECIALTIES AT SELECT ILLINOIS HOSPITALS

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OBJECTIVES

The objective of the study was to compare the ratings of physician specialties from three different demographics: two large hospitals, one medium, and three critical access facilities. The six physician specialties selected to compare how patients were rating physicians were family/internal medicine, cardiology, surgery, pediatrics, critical care, and psychiatry. Three of the most popular physician rating websites were used to determine if special attention needs to be given each category. Physicians that did not have ratings on these websites were given zero ratings. The average ratings for the physicians were then averaged to give each physician one rating. These ratings were then averaged to give each hospital’s specialty an overall average rating. The average ratings for the specialties were then averaged with the other hospitals for comparison. The average of all the specialties was used as the standard benchmark.

RESULTS

The results of the audit demonstrated a moderately consistent trend, with 4 out of 6 specialties scoring above the benchmark between all hospitals, and another specialty just under the benchmark. Psychiatry had a significantly lower rating score, possibly due to the nature of the interactions with patients. The specialties that were above the benchmark trend to be specialties where the patient has a longer term relationship with the physician and in which more time is spent making sure the patient feels their needs are met. The specialties critical care and psychiatry were the only two to score below the benchmark score. Common elements between specialties is less time spent with patients, and more stress. Also, due to fewer available ratings, one or two bad ratings for these specialties could significantly lower the overall scores. These specialties may also be less concerned about their ratings on online rating sites, as a patient generally does not have as much say over deciding who their ER doctor or psychiatrist is. This data, however, could be used to determine if special attention needs to be given to a hospital’s or specialties’ online standing.

CONCLUSION

The benchmark, as calculated by the average of all physician specialties was a rating of 4.102. Family/internal medicine (4.195), cardiology (4.296), surgery (4.212), and pediatrics (4.310) were all above the benchmark. Critical care (3.997) and psychiatry (3.602) were both below the benchmark rating. Pediatrics had the highest rating and was .208 points above the benchmark while psychiatry had the lowest rating and was rated .500 points below the benchmark. Psychiatry ratings, as well as the three individual hospitals scored by BroMenn and Northwestern were found to be outliers on the lower end among the ratings and brought the benchmark level down significantly. The ratings for pediatrics at Rush University Medical Center were found to be an outlier on the upper end with a score of 4.692.