Introduction

Crowd-sourced ratings: Unstructured, unprompted ratings on social media sites

Authoritative sources:
- Structured, validated measures like HCAHPS scores (satisfaction) and AHRQ PSIs (safety)

Methods

Crowd-sourced ratings:

Results

<table>
<thead>
<tr>
<th>PSI (rate)</th>
<th>HCAHPS</th>
<th>Yelp</th>
<th>Google</th>
<th>Facebook</th>
</tr>
</thead>
<tbody>
<tr>
<td>latorgen Pneumothorax</td>
<td>0.03 (0.48)</td>
<td>0.06 (0.16)</td>
<td>-0.06 (0.17)</td>
<td>0.07 (0.14)</td>
</tr>
<tr>
<td>Peri-op Hemorrhage</td>
<td>0.07 (0.11)</td>
<td>0.01 (0.85)</td>
<td>-0.04 (0.29)</td>
<td>0.02 (0.55)</td>
</tr>
<tr>
<td>Post-op AKI</td>
<td>0.01 (0.80)</td>
<td>0.04 (0.35)</td>
<td>-0.05 (0.25)</td>
<td>-0.02 (0.59)</td>
</tr>
<tr>
<td>Post-op Resp. Failure</td>
<td>-0.27 (&lt;0.1)</td>
<td>-0.17 (&lt;0.1)</td>
<td>-0.10 (0.03)</td>
<td>-0.23 (&lt;0.1)</td>
</tr>
<tr>
<td>Post-op PE or DVT</td>
<td>-0.19 (&lt;0.1)</td>
<td>-0.08 (0.08)</td>
<td>-0.12 (&lt;0.1)</td>
<td>0.04 (0.37)</td>
</tr>
<tr>
<td>Post-op sepsis</td>
<td>-0.15 (&lt;0.1)</td>
<td>-0.13 (&lt;0.1)</td>
<td>-0.06 (0.17)</td>
<td>-0.05 (0.29)</td>
</tr>
<tr>
<td>Post-op Wound Dehiscence</td>
<td>-0.01 (0.80)</td>
<td>-0.03 (0.47)</td>
<td>-0.04 (0.03)</td>
<td>0.04 (0.39)</td>
</tr>
<tr>
<td>Accidental puncture</td>
<td>0.03 (0.46)</td>
<td>0.05 (0.22)</td>
<td>-0.06 (0.14)</td>
<td>0.05 (0.30)</td>
</tr>
<tr>
<td>Deaths in surg</td>
<td>-0.10 (0.03)</td>
<td>-0.17 (&lt;0.1)</td>
<td>0.01 (0.98)</td>
<td>-0.04 (0.43)</td>
</tr>
<tr>
<td>-0.24 (&lt;0.1)</td>
<td>-0.16 (&lt;0.1)</td>
<td>-0.13 (&lt;0.1)</td>
<td>-0.06 (0.19)</td>
<td></td>
</tr>
</tbody>
</table>

Conclusion

1. Platforms with lower mean ratings were more strongly correlated with a validated measure of patient satisfaction
2. The differences between platforms were larger than the differences between hospitals on a given platform
3. There was a weak negative correlation between some surgical complication rates and online patient ratings

References