How can we improve the public reporting of patient comments?
Integrating Patient Comments: The SelectMD 2.0 Experiment

• Build on findings from SelectMD 1.0 to develop and test new displays
  • CAHPS, HEDIS, patient safety, patient comments
  • Updated website design and functionality

• Experimental arms will include:
  • Amazon style reporting of comments and scores
  • Tagged comments to let users choose topics of interest
  • Navigator-assisted site review
Choose the doctor who's right for you.

There are a lot of things to consider when you look for a new doctor, including:

- The type of doctor
- How far you'd have to travel to see the doctor
- Whether the doctor is male or female
- How many years of experience the doctor has
- How effective the care will be
- How safe the care will be
- What other patients say about the doctor

Use SelectMD to find the information that's important to you.

The Better Health Coalition is a community-based, non-profit organization dedicated to providing information to health care consumers and providers to help them make informed decisions. We do not receive any funding from health care organizations, employers, or political organizations.

Type of primary care doctor you want to see:

- Internist
  A doctor trained to deal with a wide range of adult health care needs.

- Family Practitioner
  A doctor trained to deal with the health care needs of adults and children.

Location of doctor's office:

Within 1 mile of Enter your ZIP code

Next ➤
## Performance Overview

A summary of ratings for each doctor.

Source: Better Health Coalition

### Show me:

- Male and female doctors
- With any amount of experience

### Table

<table>
<thead>
<tr>
<th>Name</th>
<th>Gender</th>
<th>Experience</th>
<th>Rating</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orson Alban, MD</td>
<td>Male</td>
<td>12 years</td>
<td>5 stars</td>
<td>1 comment</td>
</tr>
<tr>
<td>Dorinda Bekki, MD</td>
<td>Female</td>
<td>16 years</td>
<td>5 stars</td>
<td>6 comments</td>
</tr>
<tr>
<td>Candice Cindy, MD</td>
<td>Female</td>
<td>22 years</td>
<td>3 stars</td>
<td>1 comment</td>
</tr>
<tr>
<td>Anderson Clinton, MD</td>
<td>Male</td>
<td>12 years</td>
<td>4 stars</td>
<td>1 comment</td>
</tr>
<tr>
<td>Raphael Digby, MD</td>
<td>Male</td>
<td>3 years</td>
<td>3 stars</td>
<td>4 comments</td>
</tr>
</tbody>
</table>
# Performance Overview

A summary of ratings for each doctor.

Source: Better Health Coalition

## Show me:
- Male and female doctors
- with any amount of experience

## Performance Details

<table>
<thead>
<tr>
<th>Doctor Name</th>
<th>Experience</th>
<th>Use of Effective Treatments</th>
<th>Methods to Reduce Medical Errors</th>
<th>Patient Survey Results</th>
<th>What Patients Say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orson Alban, MD</td>
<td>Male, 12 years of experience</td>
<td>⭐⭐⭐⭐⭐</td>
<td>⭐⭐⭐⭐⭐</td>
<td>⭐⭐⭐⭐⭐</td>
<td>Well above average</td>
</tr>
<tr>
<td>Dorinda Bekki, MD</td>
<td>Female, 16 years of experience</td>
<td>⭐⭐⭐⭐</td>
<td>⭐⭐⭐⭐⭐</td>
<td>⭐⭐⭐⭐⭐</td>
<td>Above average</td>
</tr>
<tr>
<td>Candice Cindy, MD</td>
<td>Female, 22 years of experience</td>
<td>⭐⭐⭐⭐⭐</td>
<td>⭐⭐⭐⭐⭐</td>
<td>⭐⭐⭐⭐⭐</td>
<td>About the same as the average</td>
</tr>
<tr>
<td>Anderson Clinton, MD</td>
<td>Male, 12 years of experience</td>
<td>⭐⭐⭐⭐⭐</td>
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<td>⭐⭐⭐⭐⭐</td>
<td>Below average</td>
</tr>
<tr>
<td>Raphael Digby, MD</td>
<td>Male, 3 years of experience</td>
<td>⭐⭐⭐⭐⭐</td>
<td>⭐⭐⭐⭐⭐</td>
<td>⭐⭐⭐⭐⭐</td>
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What surveyed patients say about their doctors, in their own words.

Source: Better Health Coalition patient survey 2013

Dorinda Bekki, MD
Female, 16 years of experience

How positive are these comments?
On average, patient comments about Dr. Dorinda Bekki were:

Very Negative:
- (0) Very Positive
- (0) Positive
- (1) Mixed
- (1) Negative
- (4) Very Negative

Showing all comments

Mixed (Both positive and negative):
"If you can get beyond the wait period and the irritable office staff, Dr. Bekki is a nice, competent Dr."

Negative:
"Had trouble getting an appointment. Doctor kind of hard to understand or talk to. Brisk and detached, maybe a cultural thing."n

Very Negative:
" Doesn't take most insurance. Not sure she's worth the paperwork. Big fanfare when she opened her office here because she came from the Mayo. But she's too detached, cold. Seemed disdainful when I asked about allergy testing. Even ridiculed the idea."

Very Negative:
"It takes forever to get into see this doctor. I musta waited a couple a months. I felt a lump on my breast. I felt real nervous thought it might be something serious. I kept trying to get in sooner but they said no. Finally the doctor says it's nothing doesn't even do a mammogram."

Very Negative:
"I went to Dr. Bekki for a lump. I waited a week for an appointment, then almost an hour in waiting room just to get in. Doctor acted like I was disturbing her just being there. It made me feel inferior."
### What Patients Say

What surveyed patients say about their doctors, in their own words.

Source: Better Health Coalition patient survey 2013

#### Show me:
- Male and female doctors
- With any amount of experience

#### Filter Options
- Show all comments
- Only show me comments about:
  - Appointments and wait time (21)
  - Caring and concern (25)
  - Clinical knowledge and skill (25)
  - Doctor-person communication (27)
  - Office staff (22)
  - Referrals (17)

#### Table of Patient Reviews

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>Gender, Years of Experience</th>
<th>Comments</th>
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<tr>
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<td>View 1 out of 1 comment</td>
</tr>
<tr>
<td>Dorinda Bekki, MD</td>
<td>Female, 16 years of experience</td>
<td>View 6 out of 6 comments</td>
</tr>
<tr>
<td>Candice Cindy, MD</td>
<td>Female, 22 years of experience</td>
<td>View 1 out of 1 comment</td>
</tr>
<tr>
<td>Anderson Clinton, MD</td>
<td>Male, 12 years of experience</td>
<td>View 1 out of 1 comment</td>
</tr>
<tr>
<td>Raphael Digby, MD</td>
<td>Male, 3 years of experience</td>
<td>View 4 out of 4 comments</td>
</tr>
<tr>
<td>Tony Leyton, MD</td>
<td>Male, 35 years of experience</td>
<td>View 1 out of 1 comment</td>
</tr>
<tr>
<td>Janessa Lizbeth, MD</td>
<td>Female, 7 years of experience</td>
<td>View 4 out of 4 comments</td>
</tr>
</tbody>
</table>

Choose for more information.
What Patients Say
What surveyed patients say about their doctors, in their own words.
Source: Better Health Coalition patient survey 2013

Dorinda Bekki, MD
Female, 16 years of experience

There are 6 comments about Dorinda Bekki, MD

Showing all comments

“If you can get beyond the wait period and the irritable office staff, Dr. Bekki is a nice, competent Dr. ”

About: Clinical knowledge and skill, Doctor-patient communication, Office staff

“Had trouble getting an appointment. Doctor kind of hard to understand or talk to. Brusk and detached, maybe a cultural thing.”

About: Appointments and wait time, Caring and concern, Referrals

“Doesn’t take most insurance. Not sure she’s worth the paperwork. Big tantrum when she opened her office here because she came from the Mayo. But she’s too detached, cold. Seemed disdainful when I asked about allergy testing. Even ridiculed the idea.”

About: Doctor-patient communication, Office staff

“It takes forever to get into see this doctor. I musta waited a couple a months. I felt a lump on my breast. I felt real nervous thought it might be something serious. I kept trying to get in sooner but they said no. Finally the doctor says it’s nothing doesn’t even do a mammogram.”

About: Appointments and wait time