

Part Four

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

Use of Effective Treatments

Methods to Reduce Medical Errors

Patient Survey Results

What Patients Say

Performance Overview

A summary of ratings for each doctor.

Source: Better Health Coalition

- ★★★★★ Well above average
- ★★★★☆ Above average
- ★★★☆☆ About the same as the average
- ★★★☆☆ Below average
- ★★☆☆☆ Well below average

Show me:

Male and female doctors

with any amount of experience



Use of Effective Treatments



Methods to Reduce Medical Errors



Patient Survey Results



What Patients Say

Make My Selection

<input type="checkbox"/> Only Show Selected	sorted	sort	sort	sort	
<input type="checkbox"/> Orson Alban, MD Male, 12 years of experience	★★★★☆ view details	★★★★☆ view details	★★★★★ view details	1 comment read comments	Choose
<input type="checkbox"/> Dorinda Bekki, MD Female, 16 years of experience	★★★★★ view details	★★★☆☆ view details	★★★★☆ view details	6 comments read comments	Choose
<input type="checkbox"/> Candice Cindy, MD Female, 22 years of experience	★★★☆☆ view details	★★★★☆ view details	★★★★☆ view details	1 comment read comments	Choose
<input type="checkbox"/> Anderson Clinton, MD Male, 12 years of experience	★★★★☆ view details	★★★☆☆ view details	★★★★★ view details	1 comment read comments	Choose
<input type="checkbox"/> Raphael Digby, MD Male, 3 years of experience	★★☆☆☆ view details	★★★★☆ view details	★★★★☆ view details	4 comments read comments	Choose

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A summary of ratings for each doctor for each doctor

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Male and female doctors

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Patient Survey Results



What Patients Say

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<input type="checkbox"/> Orson Alban, MD Male, 12 years of experience	★★★★★ view details	★★★★☆ view details	★★★★★ view details	(1) Very Positive (0) Positive (0) Mixed (0) Negative (0) Very Negative	Choose
<input type="checkbox"/> Dorinda Bekki, MD Female, 16 years of experience	★★★★★ view details	★★★☆☆ view details	★★★★☆ view details	(0) Very Positive (0) Positive (1) Mixed (1) Negative (4) Very Negative	Choose
<input type="checkbox"/> Candice Cindy, MD Female, 22 years of experience	★★★☆☆ view details	★★★★☆ view details	★★★★☆ view details	(0) Very Positive (1) Positive (0) Mixed (0) Negative (0) Very Negative	Choose
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<input type="checkbox"/> Raphael Digby, MD Male, 3 years of experience	★★☆☆☆ view details	★★★★★ view details	★★★★☆ view details	(1) Very Positive (2) Positive (0) Mixed (1) Negative (0) Very Negative	Choose



What Patients Say

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

Source: Better Health Coalition patient survey 2013

[Show all comments](#)

Only show me comments that are:

[Very Positive](#)

[Mixed \(Both positive and negative\)](#)

[Very Negative](#)

[Positive](#)

[Negative](#)

Dorinda Bekki, MD
Female, 16 years of experience

Hide Comments

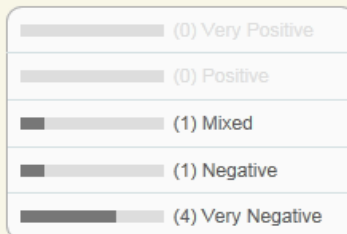
There are 6 comments about Dorinda Bekki, MD

Choose

How positive are these comments?

On average, patient comments about Dr. Dorinda Bekki were:

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. Brusky and detached, maybe a cultural thing."

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

Show all comments

Only show me comments about:

[Appointments and wait time](#) (21)

[Doctor-patient communication](#) (27)

[Caring and concern](#) (25)

[Office staff](#) (22)

[Clinical knowledge and skill](#) (25)

[Referrals](#) (17)

Only Show Selected



sorted A to Z

Orson Alban, MD
Male, 12 years of experience

View 1 out of 1 comment ▶

Choose ▶

Dorinda Bekki, MD
Female, 16 years of experience

View 6 out of 6 comments ▶

Choose ▶

Candice Cindy, MD
Female, 22 years of experience

View 1 out of 1 comment ▶

Choose ▶

Anderson Clinton, MD
Male, 12 years of experience

View 1 out of 1 comment ▶

Choose ▶

Raphael Digby, MD
Male, 3 years of experience

View 4 out of 4 comments ▶

Choose ▶

Tony Leyton, MD
Male, 35 years of experience

View 1 out of 1 comment ▶

Choose ▶

Janessa Lizbeth, MD
Female, 7 years of experience

View 4 out of 4 comments ▶

Choose ▶



What Patients Say

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[Show all comments](#)

Only show me comments about:

[Appointments and wait time](#) (21)

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[Office staff](#) (22)

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[Referrals](#) (17)

Dorinda Bekki, MD
Female, 16 years of experience

Hide Comments ✖

There are 6 comments about Dorinda Bekki, MD

Choose ▶

Comments for this doctor are about:

[Appointments and wait time](#) (3)

[Caring and concern](#) (1)

[Clinical knowledge and skill](#) (2)

[Doctor-patient communication](#) (3)

[Office staff](#) (2)

[Referrals](#) (2)

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. Brusky 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 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."

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](#)