



Contact: Stacey Sunday
M: 775-691-7308
E: news@renown.org
Web: news.renown.org

17,900 LOCAL PATIENTS HELP YOU FIND THE BEST DOCTOR

Renown Health Releases Patient Ratings & Comments to the Public

Reno, Nev. (September 5, 2018) – The number of people turning to the Internet to search for health information continues to grow. About six-in-ten (59%) say they did so in the past year. Nearly eight-in-ten (77%) of online health seekers say they began at a search engine such as Google, Bing, or Yahoo, according to the Pew Internet & American Life Project (2013). <http://www.pewresearch.org/fact-tank/2013/02/01/majority-of-adults-look-online-for-health-information/>

Today, responding to this consumer need and desire, patient ratings of 143 Renown Medical Group healthcare providers are now live and viewable by the public on Renown’s website.

Anthony Slonim, MD, DrPH, President and Chief Executive Officer, Renown Health, championed sharing provider patient satisfaction scores and comments publically. “We are proud that Renown Health is nationally-recognized as a leader in clinical quality and patient safety. After more than a year of research, planning and engaging providers, we will be among the first in the West and one of a handful of health systems nationally to publish 17,900 patient ratings and narrative comments for 143 Renown Medical Group providers on the [renown.org](https://www.renown.org/find/physician/) website, <https://www.renown.org/find/physician/>.”

“Our goal is to consistently exceed customer expectations, every day, and with every encounter. At Renown, we embrace transparency and empower patients to hold us accountable, so we can provide real-time measurement and adjustment for service recovery,” says Dr. Slonim. Dr. Slonim should know. He is also an internist and pediatric intensive care physician, and having practiced for more than 20 years, sees the ratings program as a way to support employed physicians and providers at Renown Health. Encouraged by the goal of embracing transparency, earning trust and bringing more accurate patient ratings data to the internet, nearly 18,000 local consumers shared their opinions when surveyed.

“Reaction from Renown Medical Group providers has been overwhelmingly positive,” said Douglas G. Merrill, MD, MBA, Chief Medical and Academic Officer at Renown. “The public said they increasingly look to online reviews to help them make good decisions. The majority (87%) said online reviews would be ‘very helpful’ when evaluating a new physician, 84% said they would trust other Renown patient reviews and 34% often/always ‘Google’ a physician prior to the first visit.”

5 Star Rating System Makes it Easy to Choose a Physician

The ratings are provided in the familiar “5 star” format, based on patient responses to six questions about care, such as explanations, listening, medical history, respect, time spent and level of confidence in the provider. Patients score each question from one (“very poor”) to five (“very good”). Ratings are then averaged and presented as a single “star” rating on each provider’s profile on the Renown Health website.

Only patients who’ve had an outpatient visit with a Renown Medical Group provider may be selected to receive a survey. This way, Renown can confirm the results are from patients who have actually been seen by this provider.

All comments are posted anonymously, but patients are still asked for their permission to use their comments. Patients are told that their comments may be featured in the online provider rating feature of Renown Health’s website and used to identify opportunities to improve care.

Both positive and negative comments are publically posted after a minimum of 30 ratings are received by the provider. Also, while comments will not be removed because they are negative—transparency is needed for the ratings and comments to be useful—any comment that contains protected health information



Contact: Stacey Sunday

M: 775-691-7308

E: news@renown.org

Web: news.renown.org

compromising patient confidentiality, contains abusive language or is not germane to the provider will not be posted.

“Although it can be difficult to have a concerning or negative comment posted publically, our medical group providers recognize this is part of providing care in the 21st century,” Tom Sanchez, CEO of Renown Medical Group, comments.

Why post patient comments about a provider?

Renown Medical Group has decided to post this information in a transparent manner because:

- We want patients to be able to select the best provider for them, which extends beyond solely finding a provider who treats a specific condition;
- We know that the patient-provider relationship is a critical element for achieving trust, satisfaction, and positive outcomes. For this reason, we are compelled to offer our patients and our community meaningful feedback from prior patients to help them choose a provider;
- Patients want to be more involved with their care, and that starts with being transparent by providing information that patients want and need;
- Providers are interested in reviewing feedback from their patients in a timely manner to improve care and relationships.

Providers who wish to improve patient relations and communications skills are provided training by Renown Health.

Sanchez said he is pleased at how the public ratings and comments system is working so far. “We have been very pleased that based on nearly 18,000 local consumers surveyed, that 99% of the patient comments are favorable, reflecting the enthusiasm and high esteem in which Renown clinicians are held in our community.”

###

About Renown Health

Renown Health is a locally governed and locally owned, not-for-profit integrated healthcare network serving Nevada, Lake Tahoe and northeast California. Renown is one of the region’s largest private employers with a workforce of more than 6,700. It comprises three acute care hospitals, a rehabilitation hospital, skilled nursing, the area’s most comprehensive medical group and urgent care network, and the region’s largest and only locally owned not-for-profit insurance company, Hometown Health. Renown has a long tradition of being the first in the region to successfully perform leading-edge medical procedures. For more information, visit renown.org.