

# Physician Performance Transparency Rating Standards and Guidelines

As a provider of patient services, we are faced with the need for increased transparency and reporting to manage physician performance, fulfill patient needs for physician performance data and present to the market an accurate view of performance. To serve these various stakeholders with data upon which critical health decisions are made, we embrace the following guidelines of Physician Performance Transparency Rating.

We will recognize the performance data only of those providers who apply these standards to their transparency initiatives and who have indicated this formally on their rating materials.

## Star Calculation Methodology

- Star ratings are based on a 0-100 point scale converted to 0-5 stars.
- Every patient score provided will be included in the calculation of the physician ratings.
- Physicians must have a minimum “n”, or sample size, of 30 patient ratings to receive a formal rating, or a clear indicator will be present to indicate degree of scientific validity.

## Patient Comment Management

- Every patient comment captured in the sample that is related to the care received and overall experience will be presented.
- Comments will not be altered or redacted. Exceptions will include only those comments that contain libelous or vulgar content, or that include confidential or Protected Health Information (PHI). Under these circumstances, only libelous, inflammatory or PHI content will be blocked or hidden, rather than suppressing the entire comment.

## Stakeholder Notification & Commitment

- Guidelines will be publicly posted for employees (physicians, nurses, employees, others) and patients to remain apprised of our commitment to data integrity.