

# Most online reviews for spine surgeons are surgeon-dependent

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(HealthDay)—Spine surgeons are more likely to receive favorable online

reviews for factors pertaining to outcomes and likeability/character and negative reviews based on ancillary staff interactions and office environment, according to a study published online July 2 in *Spine*.

Chester J. Donnally III, M.D., from the University of Miami Hospital, and colleagues evaluated patient feedback and satisfaction scores of [spine](#) surgeons by using comments from three leading physician rating websites: Healthgrades.com, Vitals.com, and Google.com. Comments were categorized based on surgeon competence; surgeon likeability/character (both surgeon-dependent); and office staff, ease of scheduling, and [office environment](#) (all surgeon-independent).

The researchers used the North American Spine Society membership directory to identify 210 spine surgeons practicing in Florida (133 orthopedic-trained, 77 neurosurgery-trained) with online comments available for [review](#) (4,701 patient comments). The vast majority of comments (89.9 percent) pertained to surgeon outcomes and likeability, while 10.1 percent were related to surgeon-independent factors. There was a significantly higher number of favorable ratings associated with surgeon-dependent comments than with surgeon-independent comments, and surgeon-independent comments were correlated with significantly lower scores than surgeon-dependent comments.

"Surgeons should continue to take an active role in modifying factors [patients](#) perceive as negative, even if not directly related to the physician," the authors write.

**More information:** [Abstract/Full Text \(subscription or payment may be required\)](#)

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