

**Contacts:**

Leigh Ann McDonald Woodruff

Ph: (336) 253-3203, E-mail: leighann@twobpr.com

Laura Burrows

Ph: (336) 575-6757, E-mail: laura@twobpr.com

FOR IMMEDIATE RELEASE

DrScore.com's Patient Satisfaction Survey Recognized by AHRQ
Agency for Healthcare Research and Quality acknowledges the interactive online survey and the studies that have documented its scientific validity.

WINSTON-SALEM, N.C. (Apr. 29, 2010) — [DrScore.com's](http://www.DrScore.com) online patient satisfaction survey has been recognized for its scientific validity by the U.S. Department of Health and Human Services' Agency for Healthcare Research and Quality (AHRQ), an organization with the mission to improve the quality, safety, efficiency and effectiveness of health care for all Americans.

The DrScore survey, which is used by physicians and health care organizations nationwide to document and enhance [patient satisfaction](#), has now been added to AHRQ's National Quality Measures Clearinghouse (NQMC), a database and Web site for information on specific evidence-based quality measures and measure sets. The clearinghouse is sponsored by AHRQ to promote widespread access to quality measures by the health care community.

"Recognition by AHRQ makes us extremely proud of the science behind the DrScore patient satisfaction survey," said patient satisfaction expert Steve Feldman, M.D., the founder of DrScore. "Among all the participants in the delivery of health care — patients, doctors, insurers and regulators — everyone is taking greater notice of the importance of patient satisfaction. But more importantly, they are looking for scientifically valid ways of measuring it."

Roger T. Anderson, Ph.D., currently a professor of Public Health Sciences at Penn State College of Medicine, developed the DrScore survey in conjunction with Dr. Feldman, and the interactive survey went live at www.DrScore.com in 2004. "As scientists, our goal was to create an affordable survey that addresses the validity, reliability and ease of use that doctors and health systems expect," said Dr.

Feldman. “Dr. Anderson’s survey technology gives doctors an actionable level of detail so they can both document their patients’ satisfaction and work to enhance that satisfaction.”

To date, more than 155,000 physician ratings have been posted on the DrScore site. Using DrScore’s in-depth survey tool, patients rate their physicians on 13 different aspects of care — from the accessibility of parking to time spent with the physician. Overall physician ratings in four main categories—exams, timeliness, treatment and staff — are posted on the DrScore.com Web site. DrScore provides more detailed analysis to subscribing physicians, medical practices and hospitals on a quarterly basis.

###

About DrScore.com

Founded by Steve Feldman, M.D., DrScore.com is an interactive online survey site where patients can rate their physicians, as well as find a physician based on their service level preference. DrScore’s mission is to improve medical care by giving patients a forum for rating their physicians, and by giving doctors an affordable, objective, non-intrusive means of documenting the quality of care that they provide. DrScore ratings may also be accessed through the [iNeedADoc](#) iPhone app. For more information, visit www.drscore.com.

Steve Feldman, M.D. is Professor of Dermatology, Pathology & Public Health Sciences at Wake Forest University School of Medicine. He is a frequent lecturer and the author of two recent books: [Great Medical Care](#) and [Compartments: How the Brightest, Best Trained, and Most Caring People Can Make Judgments That are Completely and Utterly Wrong](#). Check in with Dr. Feldman weekdays as he hosts the [“Getting Better Health Care”](#) radio program, follow him on [Twitter](#) or visit his patient satisfaction [blog](#).