

The PRONE score: an algorithm for predicting doctors' risks of formal patient complaints using routinely collected administrative data.

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<https://psnet.ahrq.gov/issue/prone-score-algorithm-predicting-doctors-risks-formal-patient-complaints-using-routinely>

Past studies have found a correlation between [patient complaints](#) and patient safety problems.

Researchers sought to identify physicians at highest risk for a [second patient complaint](#) using routinely collected administrative data. They developed a risk prediction model which predicted future complaints with reasonable accuracy. Factors such as [procedural specialty](#), male gender, and time since prior complaint were associated with a subsequent patient complaint. Application of this model has the potential to allow real-time identification of physicians at risk for further patient complaints and possible litigation. Actions to reduce [future litigation risk](#)—such as directed education, referral to a regulatory agency, or notification of the risk of future complaints—could be appropriately targeted based on this prediction model. A related editorial urges prompt and rigorous investigation of patient complaints.