

Multisource evaluation of surgeon behavior is associated with malpractice claims.

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<https://psnet.ahrq.gov/issue/multisource-evaluation-surgeon-behavior-associated-malpractice-claims>

Physicians who receive more [patient complaints](#) about communication and behavior are more likely to face [malpractice claims](#). This study examined whether results from surgeons' 360-degree reviews, in which team members evaluate a range of professional attributes and behaviors, were associated with risk of malpractice claims. Surgeons with worse performance for attentiveness, informing others, and considering others' suggestions had a significantly higher risk for malpractice claims. Surgeons in the highest 10% for the [negative behaviors](#) of snapping at or talking down to others also were more likely to have malpractice claims. These results echo [prior studies](#) of physician behavior and malpractice risk. The authors suggest that addressing negative behaviors among surgeons could mitigate malpractice risk. A previous [WebM&M commentary](#) discussed patient complaints as safety surveillance.