

Crowd-sourced hospital ratings are correlated with patient satisfaction but not surgical safety.

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<https://psnet.ahrq.gov/issue/crowd-sourced-hospital-ratings-are-correlated-patient-satisfaction-not-surgical-safety>

This study compared unsolicited hospital reviews posted online by patients with Hospital Compare patient satisfaction and postsurgical safety indicators. While there was variation in consumer ratings between platforms, unstructured consumer reviews were [generally correlated](#) with [Hospital Compare](#) patient satisfaction scores; consumer platforms were not consistently correlated with postsurgical patient safety indicators.