

The gold standard in healthcare quality measurement

↳ GAM 5-Star Clinician Rating System

GAM's 5-star rating system delivers a comprehensive, evidence-based evaluation of clinician performance. Each clinician's overall 5-star composite score is derived from three weighted components, individually scored on a 5-star scale:



Appropriateness of Care



Outcomes of Care



Patient Satisfaction

Together, these metrics provide a balanced evaluation of quality and value in clinical care.

↳ Appropriateness of Care

The Appropriateness of Care score — GAM's cornerstone metric — identifies low-value or unnecessary care with the aim of reducing clinical waste and overtreatment. It measures how consistently a clinician provides clinically appropriate care that aligns with expert consensus and specialty-specific guidelines.

↳ Development Process

- Panels of expert physicians and representatives from specialty societies define appropriate and inappropriate care for each specialty
- Panels reach consensus through clinical expertise, guideline harmonization, and peer review of current practices
- GAM supplements this with a comprehensive review of medical literature and evidence-based best practices
- GAM develops claims-based quality measures that can be reliably applied to large datasets

↳ Scoring

- GAM analyzes each clinician's pattern of care delivery using national-level insurance claims data
- Clinicians are rated per measure as:

 Green

Appropriate use

 Yellow

Pattern of concern

 Red

Outlier use

- Scores across measures are combined into a single 5-star rating

ⓘ Example

In cardiology, GAM evaluates whether a clinician orders advanced cardiac imaging only when clinically appropriate or if it is routinely overutilized.

↳ Outcomes of Care

The Outcomes of Care score evaluates clinical effectiveness and safety of a clinician's care by analyzing patient results during and after treatment.

Key Metrics:



Complication rates



Emergency room (ER) visits



Hospital readmissions



Reoperations or revision procedures



Other adverse events

ⓘ Example

For clinicians performing knee replacements, GAM assesses the frequency of postoperative complications such as ER visits, hospital admissions, infections, or reoperations.

ⓘ Data Source

Outcomes are based on follow-up claims data and compared to national benchmarks and specialty norms.

↳ Patient Satisfaction

The Patient Satisfaction score reflects patients' overall experience with a particular clinician by capturing patient perspectives on care.

ⓘ Methodology

- GAM aggregates patient feedback from multiple independent review sites
- Metrics include communication, office experience, professionalism, responsiveness, and trust
- Data is normalized and averaged into a single 5-star Patient Satisfaction score

↳ Overall Composite Score

Each component — Appropriateness of Care, Outcomes of Care, and Patient Satisfaction — is converted into a 5-star score. These scores are then weighted and combined into a single overall 5-star composite score. The methodology ensures that the score reflects both clinical quality and patient-centered care, offering a fair, data-driven, and transparent assessment of clinician performance.