


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.