

High-Value Surgeon Scorecard: Implementation & Outcomes

JB Eyring, BS¹; Brandon Hemeyer, BS¹; Wesley Allen, BS¹; Bill Millet, RN²; Alexander Ramirez, MD²; Jeremy Meier, MD^{1,2}

¹University of Utah School of Medicine, ²Intermountain Health, Division of Head and Neck

Introduction

Delivering value in health systems is paramount as payer contracts move away from fee-for-service payment models; accurately measuring value (i.e., quality over cost) is key to this transition. This study describes the Otolaryngology High-Value Surgeon Scorecard, surgeon adherence, and barriers to implementation in a multi-facility health system.

Methods & Sample

The "scorecard" is a health system-wide feedback and auditing mechanism for otolaryngologists to see their performance across quality metrics, with a point system based on benchmark values.

Scorecard categories (see Fig. 1) weighted by four distinct pathways: tonsillectomy, thyroidectomy, otology, and nasal surgery.

Surgeons are given a quarterly report and offered mentoring and CME resources to improve.

Finding: A quality "scorecard" **decreased** inappropriate **antibiotic** and **opioid** use by **53%** and **32%**, respectively, over two years.



Fig. 1: The seven categories on which surgeons receive a quarterly report. Surgical outcomes include: tonsillectomy bleeds, post-op ED returns, and PRO measures.

Key Findings

At implementation (Q1 2021), 23/105 surgeons (**21.9%**) met High-Value criteria

↳ Increased to **63.5%** by Q2 2023

Since implementation, antibiotic and opioid prescription rates have decreased by 52.8% and 32.2%

Barriers persist in getting reliable, accurate, and timely data, particularly when measuring meaningful quality outcomes.

Conclusions

Since implementing the High-Value Surgeon Scorecard, surgeons meeting the criteria for high value has significantly increased. This has been associated with a significant decrease in inappropriate peri-operative antibiotic administration and opioid prescribing patterns. Future research is needed to determine the most meaningful metrics for ascertaining value in care delivered by otolaryngologists.