



Healthgrades 2019

REPORT TO THE NATION

Hospital quality: Awareness is the best medicine



Consumers are becoming increasingly engaged in their healthcare decisions and are turning to hospital quality ratings to support their care choices. Although there has been significant progress in analyzing and discussing hospital performance, consumers have not yet fully embraced the importance of this information and the relation of high quality hospitals to positive health outcomes. As the population ages, healthcare costs rise, and the prevalence of chronic and lifestyle diseases grows, it's more important than ever for patients to identify hospitals with superior outcomes.



Two decades of hospital quality reporting.

In 1998, Healthgrades released the first Report to the Nation, which evaluated hospital quality and recognized America's hospitals that achieved outstanding clinical outcomes and excellence in specific specialties.

This analysis sought to educate the public about variance in hospital performance and bring awareness to the importance of informed healthcare decisions. As the first company to publish hospital quality performance and outcomes data, Healthgrades takes health seriously and believes this information is just as important today as it was when we released the first analysis 20 years ago.

2019 HOSPITAL QUALITY RATINGS

The 2019 evaluation of our nation's hospitals reveals the importance of consumer access to high-quality care and analyzes the performance of nearly 4,500 hospitals nationwide as measured by risk-adjusted mortality and complication rates. This analysis identifies the top-performing hospitals — namely those whose outcomes are statistically significantly better than expected.

In addition to the comprehensive quality ratings, Healthgrades also released the *National Health Index*, a list of cities getting healthcare right. A complement to the hospital performance ratings for in-hospital complications and outcomes, the *National Health Index* provides another resource for consumers at the local level to assess the strength of hospital performance and discover high-quality care in their area.

Healthgrades is deeply committed to our mission to provide trusted information that helps consumers find the right doctor, the right hospital, and the right care. As we move into our third decade of hospital quality reporting, this *21st Annual Report to the Nation* reflects upon what has changed in healthcare over the last 20 years as it applies to hospital quality and what has stayed the same.

From 2015 through 2017, if all hospitals as a group performed similarly to hospitals receiving 5-stars as a group, on average:

222,210

lives could potentially have been saved,* equivalent to roughly the population of Richmond, VA

157,210

complications could potentially have been avoided*

* Statistics are based on Healthgrades analysis of MedPAR data for years 2015 through 2017 and represent three-year estimates for Medicare patients only.

WHAT HAS CHANGED?

CONSUMERS RESEARCH CARE DECISIONS ONLINE

The number of consumers searching for healthcare-related information online continues to grow as greater access to technology and information becomes available. 57% of consumers turn to the internet first for information about a health issue or concern even though most view their doctor as a trusted source of information.¹ These figures reinforce that searching for health or medical information online is popular with consumers.

PATIENT-CENTRIC CARE THROUGH SHARED DECISION-MAKING TAKES CENTER STAGE

This availability of information gives consumers far more power of choice. Archelle Georgiou, MD, author of the consumer-focused book *“Healthcare Choices: 5 Steps to Getting the Medical Care You Want and Need,”* believes consumers are reluctant to exercise their power of choice when it comes to their healthcare. “Culture trumps consumerism in healthcare,” Georgiou explains. “Patients believe they will be labeled as ‘difficult’ if they disagree with their doctor. Instead of actively participating in their own care, patients are waiting for permission.”

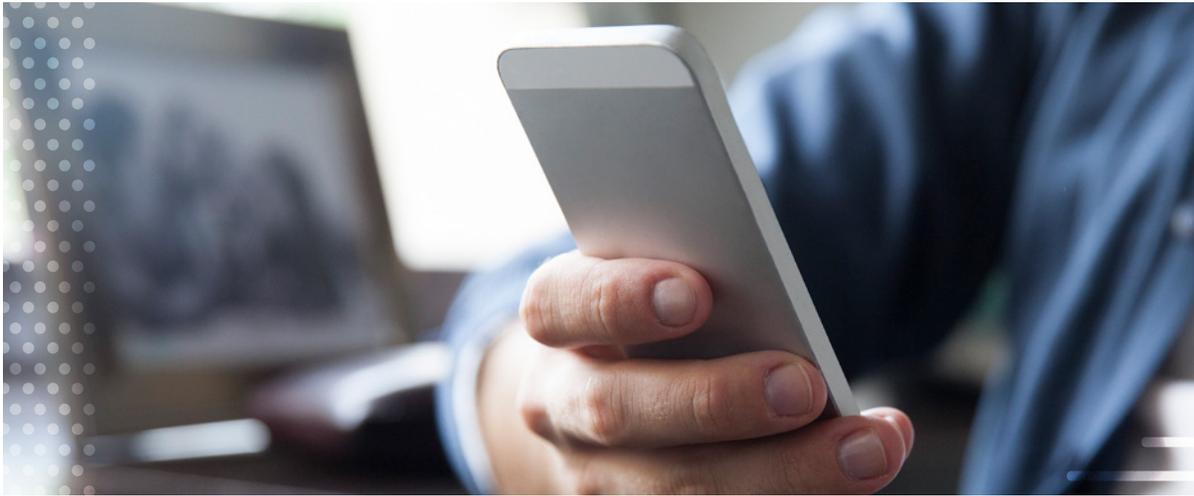
To improve patient participation and outcomes, some healthcare professionals are promoting the concept of shared decision-making. This approach enables providers and patients to map out a care path together, accounting for the best treatment options and patient preferences. When patients are educated about their condition, possible treatments, and outcomes, they are invited to make choices that align with their goals and values. A study that was presented at the 2017 Annual Meeting of the American Academy of Orthopaedic Surgeons (AAOS) revealed that well-informed patients who decide with their orthopedic surgeon which treatment is best for them have better outcomes and higher patient satisfaction rates. Other evidence in this study further supports a link between shared decision-making and improved patient outcomes.



57%

of consumers turn to the internet first for information about a health issue or concern¹

¹ 2017 Research Report. dotHealth Consumer Health Online. <https://get.health/research>



NEW DIGITAL INTERVENTIONS ARE DEMONSTRATING EFFICACY IN PATIENT CARE

Technology has proliferated throughout all aspects of modern life, including healthcare delivery and the way consumers make healthcare decisions. As it relates to hospital quality, digital interventions, such as mobile applications, chatbots, and wearables, are being employed to monitor patient behavior, help manage patient health, and assess patient risk. These digital interventions have been shown not only to improve outcomes, but also to have a significant impact on healthcare spending. The use of digital health apps in just five patient populations where they have proven reductions in acute care utilization (diabetes prevention, diabetes, asthma, cardiac rehabilitation, and pulmonary rehabilitation) could save the U.S. healthcare system an estimated \$7 billion per year.²



² *The Growing Value of Digital Health*. IQVIA Institute for Human Data Science. November 2017.
<https://www.iqvia.com/institute/reports/the-growing-value-of-digital-health>



"It's all about community growth and development. It's all about creating healthy lives and using our resources to make communities better. Investing in a healthier community might be a short-term sacrifice to the balance sheet, but it will be more profitable in the long run because it takes pressure off inpatient care and leads to improved outcomes."

RANDY OOSTRA

President and CEO
ProMedica Health System

WHAT HAS STAYED THE SAME

HOSPITAL QUALITY IN THE UNITED STATES VARIES SIGNIFICANTLY

Although there has been a sustained effort to measure and improve the quality of hospital care across the country, Healthgrades research continues to reveal gaps in quality performance on a national, regional, and local scale. It is generally assumed that metropolitan areas with more hospitals provide more choices and thus more possibilities for high-quality healthcare. However, Healthgrades research indicates the opposite. In large urban areas, there are both hospitals that provide exemplary care for a particular procedure or condition and hospitals that fail to achieve good clinical outcomes. Regardless of city size and population, outcomes and complications vary from hospital to hospital, procedure to procedure, and physician to physician.

Given that there is a high degree of variation in outcomes and complications at hospitals across the nation, access to trusted hospital quality ratings could mean the difference between life and death.

ADDRESSING SOCIAL DETERMINANTS OF HEALTH AT THE COMMUNITY LEVEL CONTINUES TO TAKE A BACKSEAT

Lifestyle diseases that drive up healthcare costs, such as type 2 diabetes, hypertension, COPD, and "diseases of despair," can often be prevented. However, despite many studies that identify a strong link between social determinants and health afflictions, there are still fewer resources spent on prevention than on repair. To improve healthcare quality and outcomes, Randy Oostra, CEO of ProMedica Health System, believes healthcare providers should also make investments in addressing social determinants directly, such as food insecurity, and not just focus on care delivery between the walls of the hospital. When it comes to improving the health of a community, innovation is about identifying how to make an impact relative to available resources.

CLINICAL DISPARITY AT THE LOCAL LEVEL

Total Hip Replacement Risk-adjusted complication rates



ATLANTA, GA

26

Rated hospitals

19.4x

Difference in risk-adjusted complication rates between the best- and worst-performing hospitals



DETROIT, MI

28

Rated hospitals

21.9x

Difference in risk-adjusted complication rates between the best- and worst-performing hospitals



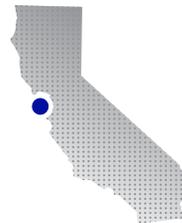
PHILADELPHIA, PA

38

Rated hospitals

19.8x

Difference in risk-adjusted complication rates between the best- and worst-performing hospitals



SAN FRANCISCO, CA

25

Rated hospitals

21.7x

Difference in risk-adjusted complication rates between the best- and worst-performing hospitals

Sepsis Risk-adjusted mortality rates



CHICAGO, IL

78

Rated hospitals

16.7x

Difference in risk-adjusted mortality rates between the best- and worst-performing hospitals



KANSAS CITY, MO

26

Rated hospitals

22.1x

Difference in risk-adjusted mortality rates between the best- and worst-performing hospitals



ST. LOUIS, MO

32

Rated hospitals

22.5x

Difference in risk-adjusted mortality rates between the best- and worst-performing hospitals



HEALTHGRADES RENEWS COMMITMENT TO PROVIDING TRUSTED INFORMATION

The healthcare industry has experienced massive change and disruption in the past 20 years. There are many aspects of healthcare that are and continue to be extraordinarily complex. Healthgrades seeks to remove unnecessary complexity from the experience of searching for the right doctor, the right hospital, and the right care. As the leader in connecting patients with high-quality care, our company, our products, and our employees are in relentless pursuit of elevating the healthcare experience.

"Healthgrades is continually improving the accuracy of our risk-adjustment model to allow hospitals to assess their performance relative to the acuity of their patients. Our relationships with consumers, providers, and health systems are exceptionally important to us, and we look to partner with them in the effort to support improved outcomes and build healthier communities where meaningful care connections will endure."

ANTHONY DEL VICARIO

Vice President, Quality Solutions and Analytics at Healthgrades

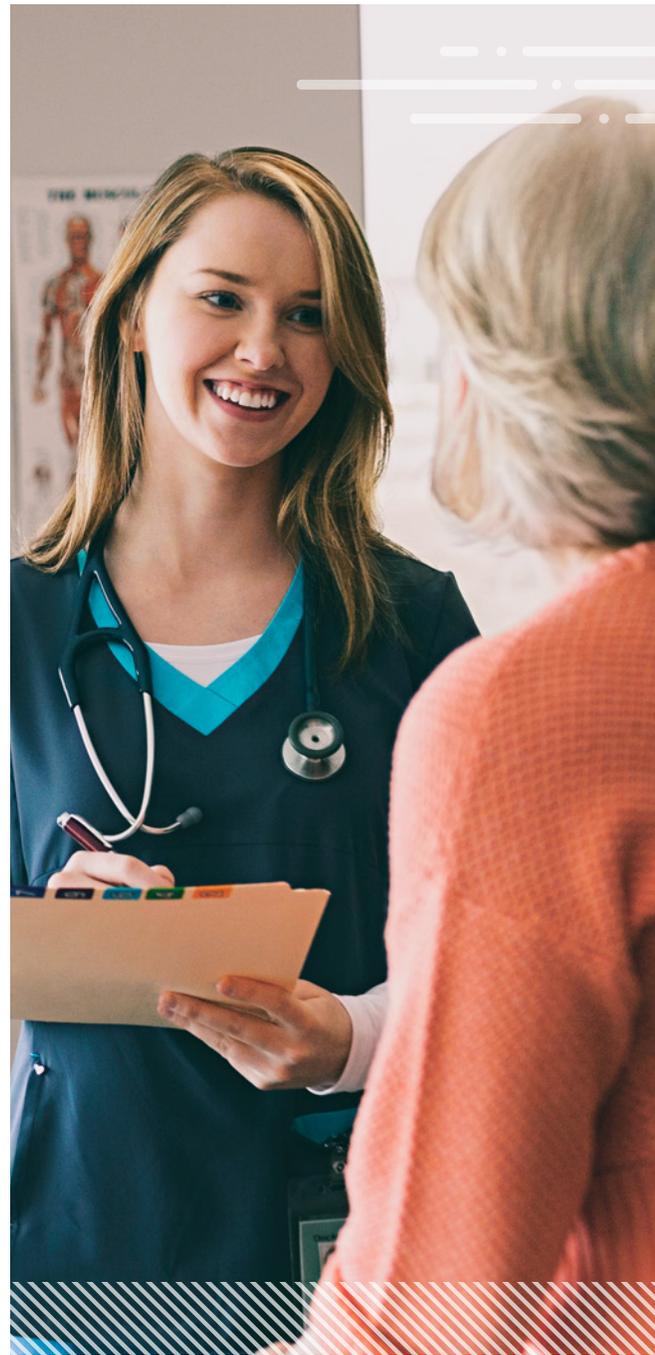
NATIONAL HEALTH INDEX

CITIES GETTING HEALTHCARE RIGHT

In addition to looking at hospital quality, Healthgrades also evaluates regional health, access, and local specialists to improve the transparency of healthcare quality. The output of that evaluation is the second annual *Healthgrades National Health Index*. This list identifies the metropolitan areas that most successfully provide access to high-quality hospitals and specialists and that have good overall population health.

Scores for each market are based on an evaluation of health and healthcare in 100 metropolitan areas with data from four sources:

- Selected responses from the Centers for Disease Control and Prevention (CDC) Behavioral Risk Factor Surveillance System (BRFSS) 2016 survey
- Provider specialty information and patient experience survey scores available from Healthgrades.com
- 2017 population estimates from the United States Census Bureau
- Healthgrades 2019 award year hospital quality ratings



In this year's *National Health Index*, Healthgrades expanded the list to include more cities and incorporated new factors to reflect available access to providers across the country. The *Index* focuses on four key indicators:



Access to Care

The percentage of the population reporting:

- They have any kind of healthcare insurance
- That cost did not restrict seeing a doctor when needed
- They are ages 50 to 75 and have had a colonoscopy in the past 10 years
- They think of at least one person as their personal doctor or healthcare provider



Hospital Quality

- Percentage of all hospital quality ratings awarded in the market that were 5-star
- Percentage of hospitals in the market that have demonstrated clinical excellence across multiple conditions and procedures
- Market's average statistical measure of hospital clinical outcomes



Population Health

The percentage of the population:

- With a normal Body Mass Index (BMI)
- Who identifies as in good or better health
- Who participated in physical activities during the past month
- Who visited a dentist within the past year



Local Specialists

Number of select specialists:

- Per capita
- Per capita with Patient Experience Scores of 4.5 or higher
- Per capita with average Patient Experience Scores of 5

Collectively, these indicators demonstrate the availability of high-quality health systems and specialists in each city. This information can help consumers navigate their care options with confidence and discover the top-rated healthcare providers in their area.

BUILDING CONFIDENCE IN HEALTHCARE DECISIONS

The findings in this report are intended to help hospitals improve their quality ratings and guide consumers to the right doctor and the right care at the right time. In addition, the *Healthgrades 2019 Report to the Nation* and *National Health Index* provide metropolitan areas with an opportunity to assess the state of their healthcare and the health of their community. By using Healthgrades data, all healthcare stakeholders can create a transparent, accessible, and positive healthcare experience.

METHODOLOGY

Star ratings for hospitals on healthgrades.com evaluate the differences in hospital performance. Healthgrades groups hospital quality performance into three categories:



Performed statistically better than expected in treating a condition or performing a procedure.



Performed as expected in treating a condition or performing a procedure.



Performed statistically significantly worse than expected in treating a condition or performing a procedure. Consumers should avoid 1-star rated hospitals, as the risk of complications or death may be considerably higher.

Hospital performance is measured by risk-adjusted in-hospital complication rates and in-hospital or 30-day post-admission mortality rates for 32 conditions and procedures based on MedPAR outcomes data (from the Centers for Medicare and Medicaid Services) and for two procedures based on all-payer data from 15 states and the District of Columbia, representing just under half of the U.S. population.

For detailed information regarding our methodology, data sources, inclusion and exclusion criteria, risk-adjustment models, model statistics, and odds ratios, read [*Healthgrades Mortality and Complications Outcomes 2019 Methodology*](#).

Read more about the methodology for the [*National Health Index*](#).

HEALTHGRADES 2019 REPORT TO THE NATION

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About Healthgrades

Healthgrades is dedicated to empowering stronger and more meaningful connections between patients and their healthcare providers. At [healthgrades.com](https://www.healthgrades.com), we help millions of consumers each month find and schedule appointments with their provider of choice. With our scheduling solutions and advanced analytics applications, we help more than 500 hospitals across the country cultivate new patient relationships, improve patient access, and build customer loyalty. At Healthgrades, better health gets a head start.



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