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HealthGrades Hospital Quality and Clinical Excellence Study

January 2012

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Every year HealthGrades independently assesses the quality of care at the nation's 5,000 hospitals and publishes the results of its annual research on the web to help consumers in choosing a hospital. In this study, HealthGrades objectively identifies hospitals among the best in the nation based on overall clinical outcomes. Using these 263 elite hospitals, HealthGrades also identifies the top cities for hospital care. For a list of best-performing hospitals and for individual hospital quality results, see www.healthgrades.com.

Executive Summary

Hospitals have a significant impact on the communities they serve. Hospitals provide 24/7 access to emergency care, medical and surgical services, community outreach, disaster readiness and response, disease and population health management, research and clinical trials and, in many communities, serve as the safety net for underserved populations. Hospitals also have significant impact on the economic health of a community as large employers and consumers of products and services.

Recently, hospitals have been under significant pressures from the Federal Government and patient groups to improve quality. The variation in quality between providers and potentially preventable hospital complications has a significant impact on morbidity and mortality as well as overall healthcare expenditures. For this reason, starting in the fall of 2012, the first efforts to improve care under the Affordable Care Act go into effect. These efforts by the Federal Government are the first steps towards aligning hospital payment with the quality of services provided by hospitals.

HealthGrades has been studying the quality of hospitals since 1998. Since that time, HealthGrades has found that American hospitals have made progress in the quality of care, but it is not consistent progress and there continues to be significant differences in quality from hospital to hospital. This HealthGrades report highlights the top-performing hospitals in the country using Medicare data from 2008 through 2010. Our report evaluates the nation's 5,000 hospitals on their clinical outcomes (risk-adjusted mortality and in-hospital complications) across 26 of the most common diagnoses and procedures in the Medicare population.

Two hundred and sixty-three hospitals, representing the top 5% of the nation's hospitals, have the lowest risk-adjusted mortality and in-hospital complications and are designated as a HealthGrades Distinguished Hospital for Clinical Excellence™ (DH-CE). What differentiates these hospitals from the rest is that while many hospitals have specific areas of expertise and high-quality outcomes in those areas, these hospitals exhibit comprehensive and consistent quality across medical specialties.

Since these 263 hospitals have achieved levels of hospital-wide quality compared to their peer hospitals, they have even greater impact to the communities in which they are situated. Therefore, HealthGrades has named the communities with the highest percentage of these full-service hospitals as Top Cities for Hospital Care.

Summary of Findings

U.S. hospitals have experienced improvements in quality. In a previous study released in October of 2011, HealthGrades found that from 2008 to 2010, inpatient unadjusted mortality rates improved 13% across 18 diagnoses and procedures. Yet, there continues to be significant differences in quality between hospitals.

To quantify these differences, HealthGrades identified the top 263 hospitals, those with the lowest risk-adjusted mortality and complication rates, and designated them as HealthGrades Distinguished Hospitals for Clinical Excellence. The outcomes from these 263 facilities were then compared to all other hospitals to demonstrate the significant impact of the variation in quality.

During 2008 through 2010, HealthGrades Distinguished Hospitals for Clinical Excellence had:

- Overall **30.07% lower risk-adjusted mortality** across 17 procedures and diagnoses.
Risk-adjusted mortality was lower at Distinguished Hospitals for Clinical Excellence for all 17 procedures and diagnoses. In fact, risk-adjusted mortality at Distinguished Hospitals for Clinical Excellence was 20.48% to 42.04% lower than all other hospitals (*Appendix B*).
- Overall **1.86% lower risk-adjusted complications** across nine procedures.
Risk-adjusted complications were lower at Distinguished Hospitals for Clinical Excellence for six complication-based procedures studied. For these six complication-based procedures, risk-adjusted complications at Distinguished Hospitals for Clinical Excellence were 1.01% to 4.93% lower than all other hospitals (*Appendix C*).

From 2008 through 2010, if all hospitals performed at the level of Distinguished Hospitals for Clinical Excellence:

- 165,704 Medicare deaths may have been prevented.
- 6,800 Medicare in-hospital complications may have been avoided.

Distinguished Hospitals can be found in 38 states. The top cities for hospital quality, determined by having the most Distinguished Hospitals in a Designated Market Area (DMA), are found in 26 states (*Appendix A*).

- The top 10 cities for hospital quality can be found in Maryland (Baltimore, MD), Arizona (Phoenix - Prescott, AZ), Iowa (Cedar Rapids, IA), Virginia (Richmond, VA), Ohio (Cincinnati, OH), Florida (West Palm Beach, FL), Tennessee (Chattanooga, TN), Missouri (St. Louis, MO), Connecticut (Hartford-New Haven, CT), and Michigan (Grand Rapids-Kalamazoo, MI).

Patients have on average a 30.07% lower chance of dying at the nation's Distinguished Hospitals compared to all other hospitals across 17 procedures and conditions.

If all hospitals performed at the level of Distinguished Hospitals, 165,704 Medicare lives could potentially have been saved and 6,800 Medicare in-hospital complications may have been avoided.

Introduction

Hospitals have a significant impact on the U.S. economy and in the communities that they serve. According to the American Hospital Association, the overall economic contribution of American Hospitals to the economy is \$2.2 trillion. Hospitals are the second largest employment sector, employing 5.4 million people in 2009 and supplying \$811 billion in wages.¹ In the communities that they serve, hospitals provide valuable services that not only save lives but contribute to the overall well-being of the community. Hospitals provide 24/7 emergency health services, community outreach, disease prevention and management services, research and clinical trials, disaster readiness and response and in some communities, a safety net for underserved populations.

Recently enacted legislation has put tremendous pressure on hospitals to improve the quality of care that they provide to patients. Hospital care is the largest component of the health sector. Government healthcare expenses represent 17.6% of the gross domestic product (GDP) and hospital care represents 30.5% of that expenditure.² Hospital payments represent the largest share of Medicare spending and Medicare is the largest single payer for hospital services. A significant factor in the costs of hospital care is hospital-acquired conditions. In fact, Medicare estimates that one in seven Medicare beneficiaries is harmed in the hospital every year and this costs the Federal Government \$4.4 billion each year.³

To address these quality issues, starting in October 2012, Medicare will reward hospitals that provide high-quality care for their patients through the new Hospital Value-Based Purchasing Program. This is a significant change in the way hospitals are paid. For the first time, hospitals will be paid for inpatient services based on care quality rather than on just a fee-for-service basis. Additionally, in March of 2011, the government launched Partnership for Patients, a public-private initiative aimed at preventing 60,000 healthcare-related deaths and avoiding \$50 billion in Medicare costs over 10 years.

In addition to initiatives from the Federal Government and other payers, patients themselves are increasingly worried about the care provided in hospitals. In 2004, a report prepared for the American Hospital Association warned that the most pressing priorities for American hospitals is reaffirming their rightful place as valued and vital community resources that merit broad public support.⁴ A recent poll conducted by Consumer Reports National Research Center found that 60% of adults believe that medical errors are common in hospitals, 80% feared contracting an infection in a hospital, 71% were worried about medication errors, and 65% were scared of surgical mistakes.⁵

Since 1998, HealthGrades has been working to empower healthcare consumers with objective quality information to make informed decisions about choosing a provider and to take steps to ensure the best hospital stay, prepare for, and avoid any potential problems. Annually, HealthGrades evaluates the most common Medicare diagnoses and procedures and provides consumers comparative quality information for each in the form of a 5-star (best), 3-star (as expected) or 1-star (poor) designation.

In October of 2011, HealthGrades released the *Healthcare Consumerism and Hospital Quality in America Report*. This current study, *HealthGrades Hospital Quality and Clinical Excellence Report*, builds upon the 2011 study results by evaluating hospitals on their performance across 26 diagnoses and procedures from 2008 through 2010. The best-performing hospitals nationwide are designated as Distinguished Hospitals for Clinical Excellence and are ranked in the top 5% nationally. These 263 hospitals, as a group, have the lowest risk-adjusted mortality and fewest in-hospital complications out of the approximately 5,000 hospitals studied. These Distinguished Hospitals for Clinical Excellence for 2012 are listed in *Appendix A* and online at www.healthgrades.com.

The hospitals in the top 5% nationally have the best comprehensive outcomes in the country across medical specialties and serve as a benchmark for all other hospitals. Since these 263 hospitals have achieved the highest levels of overall quality compared to their peer hospitals, they have an even greater

impact on the communities in which they are situated. As such, the communities that have the highest percentage of these full-service hospitals have been named by HealthGrades as a Top City for Hospital Care (*Table 5 and Appendix A*).

Study Methodology

In order to evaluate overall hospital performance and to identify the best-performing hospitals in clinical excellence across the United States, HealthGrades uses a four-step methodology:

1. Assign star ratings for 26 procedures and diagnoses using the *HealthGrades Hospital Report Cards™ Mortality and Complication Outcomes Methodology*. These star ratings are published in October of each year. They can be found at www.healthgrades.com.
2. Identify the overall best-performing hospitals, top 5% in the nation, through additional analysis using the *Distinguished Hospital Award for Clinical Excellence™ Methodology* (See *Appendix D*). A hospital had to have star ratings in 19 of the 26 procedures and diagnoses studied.
3. Compare Distinguished Hospitals for Clinical Excellence to all other hospitals to identify differences in performance.
4. Identify top 50 cities for highest quality hospital care. The Top 50 Cities for Hospital Care is based on the percent of hospitals that are eligible for a HealthGrades Distinguished Hospital for Clinical Excellence award. Eligible hospitals are full-service hospitals. A city, or specifically a Designated Market Area (DMA), must have at least four eligible hospitals to be considered for the list. Cities are ranked by percent of eligible hospitals and ties were broken by the lowest risk-adjusted mortality and complications rates of all eligible and award recipient hospitals in that DMA.

The 26 procedures and diagnoses in this study are as follows.

| Mortality Cohorts | |
|--|---------------------------------------|
| Bowel Obstruction | Pancreatitis |
| Chronic Obstructive Pulmonary Disease (COPD) | Pneumonia |
| Coronary Interventional Procedures (Angioplasty) | Pulmonary Embolism |
| Diabetic Acidosis and Coma | Resection/Replacement Abdominal Aorta |
| Gastrointestinal Bleed | Respiratory Failure |
| Gastrointestinal Surgeries and Procedures | Sepsis |
| Heart Attack | Stroke |
| Heart Bypass Surgery | Valve Surgery |
| Heart Failure | |

| Inhospital Complication Cohorts | |
|---|----------------------------|
| Back and Neck Surgery (with Spinal Fusion) | Peripheral Vascular Bypass |
| Back and Neck Surgery (without Spinal Fusion) | Prostatectomy |
| Carotid Surgery | Total Hip Replacement |
| Cholecystectomy (Gallbladder Surgery) | Total Knee Replacement |
| Hip Fracture Treatment | |

Results

In the study released in October of 2011, of the nation's 4,783 short-term, nonfederal, non-children's, acute-care hospitals, HealthGrades found that, overall, hospitals showed improvement from 2008 to 2010. In fact, HealthGrades found a 13% lower unadjusted mortality rate across 18 procedures and diagnoses where the outcome of study was mortality.⁶

However, improvement is inconsistent and variation exists from hospital to hospital. Therefore, HealthGrades set out to identify the hospitals ranked in the top 5% for risk-adjusted mortality and complication rates across three years of data, from 2008 to 2010. These 263 hospitals have been recognized as HealthGrades Distinguished Hospitals for Clinical Excellence. These hospitals consistently outperform all other organizations across the 26 diagnoses and procedures studied.

Overall, Distinguished Hospitals for Clinical Excellence consistently outperformed all other hospitals during the years 2008, 2009 and 2010. Distinguished Hospitals had:

- Lower risk-adjusted inhospital mortality across all 17 mortality-based procedures and diagnoses
- Lower risk-adjusted inhospital complications across six of nine complication-based procedures studied.

On Average, Distinguished Hospitals Had 30.07% Lower Risk-Adjusted Inhospital Mortality

Overall, when compared to all other hospitals, Distinguished Hospitals for Clinical Excellence had lower risk-adjusted inhospital mortality across all 17 procedures and diagnoses studied. The differences ranged from 20.48% in resection/replacement of abdominal aorta to 42.24% in the treatment of pneumonia (*Appendix B*).

Table 1 lists the top five procedures and diagnoses with the greatest differences in risk-adjusted mortality between Distinguished Hospitals and all others.

Table 1. Relative Reduction in Risk-Adjusted Mortality Associated With Distinguished Hospitals Compared to All Other Hospitals

| Procedure / Diagnosis | Relative Reduction in Risk-Adjusted Mortality Associated With Distinguished Hospitals Compared to All Other Hospitals |
|---------------------------------------|---|
| Pneumonia | 42.24% |
| Chronic Obstructive Pulmonary Disease | 39.60% |
| GI Bleed | 38.96% |
| Heart Failure | 37.01% |
| Bowel Obstruction | 36.56% |

Distinguished Hospitals for Clinical Excellence Save Lives

If all hospitals performed at the level of Distinguished Hospitals for Clinical Excellence, 165,704 Medicare lives could have been saved between 2008 and 2010 (*Appendix B*). Approximately 65.69% (108,847) potentially preventable deaths were associated with just four diagnoses (*Table 2*).

Table 2. Top Procedures/Diagnoses With Greatest Potentially Preventable Deaths

| Procedure / Diagnosis | Number of Lives That Could Have Been Saved If All Patients were Treated at DH-CE Hospitals (2008-2010) |
|-----------------------|--|
| Sepsis | 44,347 |
| Pneumonia | 25,483 |
| Heart Failure | 19,865 |
| Respiratory Failure | 19,152 |

On Average, Distinguished Hospitals Had 1.86% Fewer Inhospital Complications

Among the nine procedures studied, 13.73% of patients experienced one or more inhospital complications. The most common inhospital complications across all procedures are listed in *Table 3*.

Table 3. Most Common Inhospital Complications

| Complication Type | Cases | Description |
|---|----------------|---|
| Urinary and Digestive System Complications | | |
| | 58,260 | ACUTE KIDNEY FAILURE |
| | 47,494 | URINARY TRACT INFECTION |
| | 28,674 | DIGESTIVE SYSTEM COMPLICATION |
| | 34,530 | RETENTION OF URINE |
| Total | 168,958 | |
| Pulmonary Complications | | |
| | 31,816 | PNEUMONIA |
| | 30,590 | PULMONARY INSUFFICIENCY FOLLOWING SURGERY |
| | 25,451 | ACUTE RESPIRATORY FAILURE |
| Total | 87,857 | |
| Cardiac Complications | | |
| | 35,691 | CARDIAC COMPLICATIONS |
| | 25,072 | ATRIAL FIBRILLATION |
| Total | 60,763 | |
| Surgical Complications | | |
| | 23,836 | HEMORRHAGE COMPLICATING A PROCEDURE |
| Total | 23,836 | |

Distinguished Hospitals have lower risk-adjusted inhospital complications in six complication-based procedures studied.

During the three years studied, Distinguished Hospitals for Clinical Excellence performed, on average, 1.86% better than all other hospitals for avoiding complications across nine procedures. Distinguished Hospitals demonstrated lower risk-adjusted inhospital complications across six common Medicare procedures studied: Hip replacement, hip fracture repair, knee replacement, prostate surgery, cholecystectomy, and carotid surgery. The differences ranged from 1.01% in carotid surgery to 4.93% in total hip replacement (*Table 4* and *Appendix C*).

Distinguished Hospitals for Clinical Excellence had slightly higher risk-adjusted in-hospital complications for back and neck surgeries and peripheral vascular bypass. Closing the performance gap for just four procedures and diagnoses could potentially prevent the greatest number of complications: cholecystectomy (1,121), hip fracture treatment (2,849), total knee replacement (1,551), and total hip replacement (1,141).

Table 4. Relative Reduction in Risk-Adjusted Complications Associated With Distinguished Hospitals Compared to All Other Hospitals

| Procedure / Diagnosis | Relative Reduction in Risk-Adjusted Complications Associated with Distinguished Hospitals Compared to All Other Hospitals |
|--------------------------------------|---|
| Total Hip Replacement - 1st Surgery | 4.93% |
| Prostatectomy | 4.00% |
| Hip Fracture Treatment | 3.47% |
| Total Knee Replacement - 1st Surgery | 3.08% |
| Cholecystectomy | 2.93% |
| Carotid Surgery | 1.01% |

Top Cities for Hospital Care

The Top Cities for Hospital Care list is based on the percent of recipient hospitals compared to the number that are eligible for a HealthGrades Distinguished Hospital for Clinical Excellence award in that particular city. Eligible hospitals are full-service hospitals treating a minimum of 19 diagnoses or procedures studied by HealthGrades. A city, or specifically a Designated Market Area (DMA), must have at least four eligible hospitals to be considered for the list. Cities are ranked by percent of recipient hospitals and ties were broken by the lowest risk-adjusted mortality and complications rates of all eligible and award recipient hospitals.

Table 5. Top 50 Cities for Hospital Care

| Rank | City by Designated Market Area* | Eligible Hospitals | DH-CE Award Hospitals | Percent of Eligible |
|------|---------------------------------|--------------------|-----------------------|---------------------|
| 1 | Baltimore, MD | 19 | 9 | 47.37% |
| 2 | Phoenix - Prescott, AZ | 25 | 11 | 44.00% |
| 3 | Cedar Rapids, IA | 7 | 3 | 42.86% |
| 4 | Richmond, VA | 7 | 3 | 42.86% |
| 5 | Cincinnati, OH | 12 | 5 | 41.67% |
| 6 | West Palm Beach, FL | 15 | 6 | 40.00% |
| 7 | Chattanooga, TN | 5 | 2 | 40.00% |
| 8 | St. Louis, MO | 18 | 7 | 38.89% |
| 9 | Hartford-New Haven, CT | 13 | 5 | 38.46% |
| 10 | Grand Rapids-Kalamazoo, MI | 8 | 3 | 37.50% |

Continued....

| Rank | City by Designated Market Area* | Eligible Hospitals | DH-CE Award Hospitals | Percent of Eligible |
|------|---------------------------------|--------------------|-----------------------|---------------------|
| 11 | Ft. Meyers, FL | 8 | 3 | 37.50% |
| 12 | Cleveland, OH | 25 | 9 | 36.00% |
| 13 | Minneapolis-St. Paul, MN | 14 | 5 | 35.71% |
| 14 | Indianapolis, IN | 16 | 5 | 31.25% |
| 15 | Chicago, IL | 61 | 19 | 31.15% |
| 16 | Miami-Ft. Lauderdale, FL | 20 | 6 | 30.00% |
| 17 | Brownsville, TX | 7 | 2 | 28.57% |
| 18 | Greenville, SC | 7 | 2 | 28.57% |
| 19 | Toledo, OH | 7 | 2 | 28.57% |
| 20 | Knoxville, TN | 7 | 2 | 28.57% |
| 21 | Detroit, MI | 25 | 7 | 28.00% |
| 22 | Los Angeles, CA | 59 | 15 | 25.42% |
| 23 | Santa Barbara, CA | 4 | 1 | 25.00% |
| 24 | La Crosse - Eau Claire, WI | 4 | 1 | 25.00% |
| 25 | Columbia - Jefferson City, MO | 4 | 1 | 25.00% |
| 26 | Dayton, OH | 8 | 2 | 25.00% |
| 27 | Evansville, IN | 4 | 1 | 25.00% |
| 28 | Colorado Springs - Pueblo, CO | 4 | 1 | 25.00% |
| 29 | San Diego, CA | 12 | 3 | 25.00% |
| 30 | Johnstown-Altoona, PA | 4 | 1 | 25.00% |
| 31 | Lincoln, NE | 4 | 1 | 25.00% |
| 32 | Rochester, NY | 4 | 1 | 25.00% |
| 33 | Honolulu, HI | 4 | 1 | 25.00% |
| 34 | Tri-Cities, TN-VA | 4 | 1 | 25.00% |
| 35 | Seattle - Tacoma, WA | 21 | 5 | 23.81% |
| 36 | Milwaukee, WI | 13 | 3 | 23.08% |
| 37 | Houston, TX | 22 | 5 | 22.73% |
| 38 | Albany, NY | 9 | 2 | 22.22% |
| 39 | Denver, CO | 18 | 4 | 22.22% |
| 40 | Jacksonville, FL | 9 | 2 | 22.22% |
| 41 | Sacramento, CA | 15 | 3 | 20.00% |
| 42 | South Bend, IN | 5 | 1 | 20.00% |
| 43 | Springfield, MO | 5 | 1 | 20.00% |
| 44 | Eugene, OR | 5 | 1 | 20.00% |
| 45 | Austin, TX | 5 | 1 | 20.00% |
| 46 | Green Bay - Appleton, WI | 10 | 2 | 20.00% |
| 47 | Tucson, AZ | 5 | 1 | 20.00% |
| 48 | Wichita, KS | 5 | 1 | 20.00% |
| 49 | San Francisco-Oakland, CA | 31 | 6 | 19.35% |
| 50 | Atlanta, GA | 21 | 4 | 19.05% |

* Designated Market Areas are geographic areas defined by The Nielsen Company as a group of counties that make up a particular television market.

Conclusion

As U.S. hospitals move into the era of pay-for-performance and value-based reimbursement, the 263 Distinguished Hospitals for Clinical Excellence are well positioned for this challenge. These hospitals are an example of what can happen when hospital care is done well. Closing the gap and raising the performance of all hospitals to the level of the Distinguished Hospitals could result in potentially saving 165,704 Medicare lives and avoiding 6,800 Medicare in-hospital complications. The magnitude of these numbers is in line with the Federal Government's goal of preventing 60,000 healthcare-related deaths and avoiding \$50 billion in Medicare costs over ten years.⁷

For patients in the communities with these hospitals, they have the benefit of knowing that they have access to high quality care. In an environment where one in seven Medicare beneficiaries are harmed as a result of their hospitalization and patients are fearful of the very institutions that save their lives, it is important to identify and acknowledge those hospitals that are leading the way and provide consumers access to this information.

For the communities themselves, these hospitals have a significant impact. In some instances, the top cities named in this report can make the claim that almost half of their hospitals provide this level of care – Baltimore (47%), Phoenix-Prescott (44%), Cedar Rapids (43%), and Richmond, Virginia (43%). Strong local healthcare, with nationally recognized hospitals as the anchor, has numerous benefits from improving the overall health of the community to economic impacts including attracting new business and new residents. These top cities for hospital care should leverage this status.

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Appendix A: Distinguished Hospitals for Clinical Excellence™ 2012 List by State and City

| Top 50 Rank | Designated Market Area* | Distinguished Hospital for Clinical Excellence 2012** | City | State |
|--|-------------------------|---|----------------|------------------------|
| 2 | Phoenix - Prescott, AZ | Banner Boswell Medical Center | Sun City | AZ |
| | | Banner Del E. Webb Medical Center | Sun City West | AZ |
| | | Banner Desert Medical Center | Mesa | AZ |
| | | Banner Estrella Medical Center | Phoenix | AZ |
| | | Banner Good Samaritan Medical Center | Phoenix | AZ |
| | | Chandler Regional Medical Center | Chandler | AZ |
| | | John C. Lincoln Deer Valley Hospital | Phoenix | AZ |
| | | Mayo Clinic Hospital | Phoenix | AZ |
| | | Mercy Gilbert Medical Center | Gilbert | AZ |
| | | Mountain Vista Medical Center | Mesa | AZ |
| | | Scottsdale Healthcare - Shea Medical Center | Scottsdale | AZ |
| 47 | Tucson, AZ | Carondelet Saint Mary's Hospital | Tucson | AZ |
| | Chico - Redding, CA | Mercy Medical Center Redding | Redding | CA |
| 22 | Los Angeles, CA | Cedars - Sinai Medical Center | Los Angeles | CA |
| | | Centinela Hospital Medical Center | Inglewood | CA |
| | | Garfield Medical Center | Monterey Park | CA |
| | | Hoag Memorial Hospital Presbyterian | Newport Beach | CA |
| | | Huntington Memorial Hospital | Pasadena | CA |
| | | Kaiser Permanente Downey Medical Center | Downey | CA |
| | | Kaiser Permanente Los Angeles Medical Center | Los Angeles | CA |
| | | Kaiser Permanente Woodland Hills Medical Center | Woodland Hills | CA |
| | | Northridge Hospital Medical Center | Northridge | CA |
| | | Presbyterian Intercommunity Hospital | Whittier | CA |
| | | Saddleback Memorial Medical Center - Laguna Hills | Laguna Hills | CA |
| | | <i>including:</i> Saddleback Memorial Medical Center San Clemente | San Clemente | CA |
| | | Saint John's Health Center | Santa Monica | CA |
| | | Saint John's Regional Medical Center | Oxnard | CA |
| | | Saint Vincent Medical Center | Los Angeles | CA |
| | | West Hills Hospital and Medical Center | West Hills | CA |
| | | 41 | Sacramento, CA | Mercy General Hospital |
| Sutter General Hospital | Sacramento | | | CA |
| <i>including:</i> Sutter Memorial Hospital | Sacramento | | | CA |
| Sutter Roseville Medical Center | Roseville | | | CA |
| 29 | San Diego, CA | Scripps Green Hospital | La Jolla | CA |
| | | Scripps Memorial Hospital Encinitas | Encinitas | CA |
| | | Scripps Mercy Hospital | San Diego | CA |
| | | <i>including:</i> Scripps Mercy Hospital Chula Vista | Chula Vista | CA |

| Top 50 Rank | Designated Market Area* | Distinguished Hospital for Clinical Excellence 2012** | City | State |
|-------------|-------------------------------|--|------------------|-------|
| 49 | San Francisco-Oakland, CA | Alta Bates Summit Medical Center - Alta Bates Camp | Berkeley | CA |
| | | Alta Bates Summit Medical Center - Summit | Oakland | CA |
| | | Eden Medical Center | Castro Valley | CA |
| | | John Muir Medical Center - Walnut Creek | Walnut Creek | CA |
| | | Peninsula Medical Center | Burlingame | CA |
| | | <i>including:</i> Mills Health Center | San Mateo | CA |
| | | Sequoia Hospital | Redwood City | CA |
| 23 | Santa Barbara, CA | French Hospital Medical Center | San Luis Obispo | CA |
| 28 | Colorado Springs - Pueblo, CO | Centura Health - Penrose St. Francis Health Services | Colorado Springs | CO |
| | | <i>including:</i> Saint Francis Medical Center | Colorado Springs | CO |
| 39 | Denver, CO | Exempla Lutheran Medical Center | Wheat Ridge | CO |
| | | Exempla Saint Joseph Hospital | Denver | CO |
| | | McKee Medical Center | Loveland | CO |
| | | North Colorado Medical Center | Greeley | CO |
| 9 | Hartford-New Haven, CT | Griffin Hospital | Derby | CT |
| | | Hartford Hospital | Hartford | CT |
| | | Hospital of Saint Raphael | New Haven | CT |
| | | Middlesex Hospital | Middletown | CT |
| | | Saint Mary's Hospital | Waterbury | CT |
| 11 | Ft. Meyers, FL | Fawcett Memorial Hospital | Port Charlotte | FL |
| | | Lee Memorial Hospital | Fort Myers | FL |
| | | <i>including:</i> HealthPark MC / Lee Memorial | Fort Myers | FL |
| | | Peace River Regional Medical Center | Port Charlotte | FL |
| 40 | Jacksonville, FL | Baptist Medical Center | Jacksonville | FL |
| | | <i>including:</i> Baptist Medical Center - South | Jacksonville | FL |
| | | Flagler Hospital | Saint Augustine | FL |
| 16 | Miami-Ft. Lauderdale, FL | Cleveland Clinic Florida | Weston | FL |
| | | Kendall Regional Medical Center | Miami | FL |
| | | Memorial Hospital Pembroke | Pembroke Pines | FL |
| | | Memorial Hospital West | Pembroke Pines | FL |
| | | Mercy Hospital - A Campus of Plantation General | Miami | FL |
| | | Mount Sinai Medical Center | Miami Beach | FL |
| | | <i>including:</i> Mount Sinai Medical Center and Miami Heart Institute | Miami Beach | FL |
| | | Sacred Heart Hospital | Pensacola | FL |
| Orlando, FL | Orlando, FL | Florida Hospital Fish Memorial | Orange City | FL |
| | | Munroe Regional Medical Center | Ocala | FL |
| | | Parrish Medical Center | Titusville | FL |

| Top 50 Rank | Designated Market Area* | Distinguished Hospital for Clinical Excellence 2012** | City | State |
|-------------|---------------------------|---|-------------------|-------|
| | Panama City, FL | Bay Medical Center | Panama City | FL |
| | Tampa-St. Petersburg, FL | Doctors Hospital of Sarasota | Sarasota | FL |
| | | Sarasota Memorial Hospital | Sarasota | FL |
| 6 | West Palm Beach, FL | Bethesda Memorial Hospital | Boynton Beach | FL |
| | | Boca Raton Regional Hospital | Boca Raton | FL |
| | | Delray Medical Center | Delray Beach | FL |
| | | Jupiter Medical Center | Jupiter | FL |
| | | Martin Memorial Medical Center | Stuart | FL |
| | | <i>including:</i> Martin Memorial Hospital South | Stuart | FL |
| | | Sebastian River Medical Center | Sebastian | FL |
| 50 | Atlanta, GA | Gwinnett Medical Center - Lawrenceville | Lawrenceville | GA |
| | | <i>including:</i> Gwinnett Medical Center - Duluth | Duluth | GA |
| | | Northeast Georgia Medical Center | Gainesville | GA |
| | | Piedmont Fayette Hospital | Fayetteville | GA |
| | | Piedmont Hospital | Atlanta | GA |
| | Macon, GA | Houston Medical Center | Warner Robins | GA |
| 33 | Honolulu, HI | Straub Clinic & Hospital | Honolulu | HI |
| 3 | Cedar Rapids, IA | Mercy Hospital - Iowa City | Iowa City | IA |
| | | Mercy Medical Center - Cedar Rapids | Cedar Rapids | IA |
| | | Saint Luke's Hospital | Cedar Rapids | IA |
| | Boise, ID | Saint Alphonsus Regional Medical Center | Boise | ID |
| | | St. Luke's Boise Medical Center | Boise | ID |
| | Champaign-Springfield, IL | Carle Foundation Hospital | Urbana | IL |
| 15 | Chicago, IL | Advocate Christ Hospital and Medical Center | Oak Lawn | IL |
| | | Advocate Good Samaritan Hospital | Downers Grove | IL |
| | | Advocate Good Shepherd Hospital | Barrington | IL |
| | | Advocate Lutheran General Hospital | Park Ridge | IL |
| | | Advocate South Suburban Hospital | Hazel Crest | IL |
| | | Advocate Trinity Hospital | Chicago | IL |
| | | Alexian Brothers Medical Center | Elk Grove Village | IL |
| | | Evanston Hospital | Evanston | IL |
| | | <i>including:</i> Glenbrook Hospital | Glenview | IL |
| | | Highland Park Hospital | Highland Park | IL |
| | | Ingalls Memorial Hospital | Harvey | IL |
| | | Metrosouth Medical Center | Blue Island | IL |
| | | Palos Community Hospital | Palos Heights | IL |
| | | Provena Saint Joseph Medical Center | Joliet | IL |

| Top 50 Rank | Designated Market Area* | Distinguished Hospital for Clinical Excellence 2012** | City | State |
|--|--|--|-----------------|-------|
| 15 | Chicago, IL (continued) | Resurrection Medical Center | Chicago | IL |
| | | Riverside Medical Center | Kankakee | IL |
| | | Saint Alexius Medical Center | Hoffman Estates | IL |
| | | Saint Joseph Hospital | Chicago | IL |
| | | Saints Mary and Elizabeth Medical Center - Division | Chicago | IL |
| | | <i>including:</i> Saints Mary and Elizabeth Medical Center - Claremont | Chicago | IL |
| | | Skokie Hospital | Skokie | IL |
| 15 | Chicago, IL: Indiana Hospitals | Community Hospital | Munster | IN |
| | Ft. Wayne, IN | Parkview Hospital | Fort Wayne | IN |
| | | <i>including:</i> Parkview North Hospital | Fort Wayne | IN |
| 14 | Indianapolis, IN | Franciscan St. Francis Health- Indianapolis | Indianapolis | IN |
| | | Indiana University Health Methodist Hospital | Indianapolis | IN |
| | | <i>including:</i> Indiana University Health University Hospital | Indianapolis | IN |
| | | Indiana University Health West Hospital | Avon | IN |
| | | Saint John's Health System | Anderson | IN |
| | | St. Vincent Indianapolis Hospital | Indianapolis | IN |
| <i>including:</i> St. Vincent Women's Hospital | Indianapolis | IN | | |
| | Lafayette, IN | Indiana University Health Arnett Hospital | Lafayette | IN |
| 27 | Evansville, IN: Kentucky Hospitals | Owensboro Medical Health System | Owensboro | KY |
| 48 | Wichita, KS | Via Christi Hospital | Wichita | KS |
| | New Orleans, LA | Ochsner Clinic Foundation | New Orleans | LA |
| | | <i>including:</i> Ochsner Medical Center - West Bank Campus | Terrytown | LA |
| | Boston, MA | Beth Israel Deaconess Medical Center | Boston | MA |
| | | Holy Family Hospital and Medical Center | Methuen | MA |
| | Boston, MA: New Hampshire Hospitals | Exeter Hospital | Exeter | NH |
| | Springfield, MA | Baystate Medical Center | Springfield | MA |
| 1 | Baltimore, MD | Carroll Hospital Center | Westminster | MD |
| | | Franklin Square Hospital Center | Baltimore | MD |
| | | Good Samaritan Hospital | Baltimore | MD |
| | | Greater Baltimore Medical Center | Baltimore | MD |
| | | Harbor Hospital | Baltimore | MD |
| | | Northwest Hospital Center | Randallstown | MD |
| | | Saint Joseph Medical Center | Towson | MD |
| | | Sinai Hospital of Baltimore | Baltimore | MD |
| | | Union Memorial Hospital | Baltimore | MD |
| | Salisbury, MD | Peninsula Regional Medical Center | Salisbury | MD |

| Top 50 Rank | Designated Market Area* | Distinguished Hospital for Clinical Excellence 2012** | City | State |
|-------------|---------------------------------------|---|-----------------------------------|--------------|
| | Washington, DC: Maryland Hospitals | Doctors Community Hospital | Lanham | MD |
| | | Shady Grove Adventist Hospital | Rockville | MD |
| | Salisbury, MD: Delaware Hospitals | <i>including:</i> Bayhealth - Milford Memorial Hospital | Milford | DE |
| | | Beebe Medical Center | Lewes | DE |
| 21 | Detroit, MI | Beaumont Hospital - Grosse Pointe | Grosse Pointe | MI |
| | | Beaumont Hospital - Troy | Troy | MI |
| | | Henry Ford Wyandotte Hospital | Wyandotte | MI |
| | | Mount Clemens Regional Medical Center | Mount Clemens | MI |
| | | Providence Hospital | Southfield | MI |
| | | Saint Mary Mercy Hospital | Livonia | MI |
| | | St. Joseph Mercy Oakland | Pontiac | MI |
| | Flint, MI | Genesys Regional Medical Center | Grand Blanc | MI |
| 10 | Grand Rapids- Kalamazoo, MI | Bronson Methodist Hospital | Kalamazoo | MI |
| | | Holland Hospital | Holland | MI |
| | | Spectrum Health Butterworth Hospital | Grand Rapids | MI |
| | | <i>including:</i> Spectrum Health Blodgett Hospital | Grand Rapids | MI |
| | Lansing, MI | Allegiance Health | Jackson | MI |
| 42 | South Bend, IN: Michigan Hospitals | Lakeland Hospital Saint Joseph | Saint Joseph | MI |
| | | <i>including:</i> Lakeland Medical Center Niles | Niles | MI |
| | Traverse City, MI | Munson Medical Center | Traverse City | MI |
| | Duluth, MN | Saint Luke's Hospital | Duluth | MN |
| 13 | Minneapolis-St. Paul, MN | Abbott Northwestern Hospital | Minneapolis | MN |
| | | Fairview Southdale Hospital | Edina | MN |
| | | North Memorial | Robbinsdale | MN |
| | | Regions Hospital | Saint Paul | MN |
| | | Unity Hospital | Fridley | MN |
| | Rochester, MN | Mayo Clinic Saint Mary's Hospital | Rochester | MN |
| 25 | Columbia - Jefferson City, MO | Boone Hospital Center | Columbia | MO |
| | | Kansas City, MO: Kansas Hospitals | Providence Medical Center | Kansas City |
| | | University of Kansas Hospital | Kansas City | KS |
| 43 | Springfield, MO | Skaggs Regional Medical Center | Branson | MO |
| | | St. Joseph, MO | Heartland Regional Medical Center | Saint Joseph |

| Top 50 Rank | Designated Market Area* | Distinguished Hospital for Clinical Excellence 2012** | City | State |
|-------------|---|---|------------------|-------|
| 8 | St. Louis, MO | Barnes - Jewish Saint Peters Hospital | Saint Peters | MO |
| | | Christian Hospital | Saint Louis | MO |
| | | Missouri Baptist Medical Center | Saint Louis | MO |
| | | SSM Saint Joseph Hospital West | Lake Saint Louis | MO |
| | | SSM Saint Mary's Health Center | Richmond Heights | MO |
| | | St. Luke's Hospital | Chesterfield | MO |
| 8 | St. Louis, MO: Illinois Hospitals | Memorial Hospital | Belleville | IL |
| | Great Falls, MT | Benefis Health System | Great Falls | MT |
| | Missoula, MT | Kalispell Regional Medical Center | Kalispell | MT |
| | Charlotte, NC | Gaston Memorial Hospital | Gastonia | NC |
| | Myrtle Beach, SC: North Carolina Hospitals | Southeastern Regional Medical Center | Lumberton | NC |
| | Raleigh-Durham, NC | Rex Hospital | Raleigh | NC |
| | | Wakemed Cary Hospital | Cary | NC |
| | Fargo, ND | Alltru Hospital | Grand Forks | ND |
| | | Sanford Medical Center Fargo | Fargo | ND |
| 31 | Lincoln, NE | BryanLGH Medical Center East | Lincoln | NE |
| | | <i>including:</i> BryanLGH Medical Center West | Lincoln | NE |
| 38 | Albany, NY | Albany Medical Center Hospital | Albany | NY |
| | | Saint Peter's Hospital | Albany | NY |
| | New York, NY | Maimonides Medical Center | Brooklyn | NY |
| | | New York - Presbyterian Hospital / Weill Cornell | New York | NY |
| | | <i>including:</i> New York - Presbyterian Hospital / Allen Pavilion | New York | NY |
| | | New York - Presbyterian Hospital / Columbia University Medical Center | New York | NY |
| | | North Shore University Hospital | Manhasset | NY |
| | | <i>including:</i> North Shore University Hospital Syosset | Syosset | NY |
| | | NYU Langone Medical Center | New York | NY |
| | | Stony Brook University Medical Center | Stony Brook | NY |
| | | Vassar Brothers Medical Center | Poughkeepsie | NY |
| | | Winthrop - University Hospital | Mineola | NY |
| | New York, NY: Connecticut Hospitals | Danbury Hospital | Danbury | CT |
| | | Norwalk Hospital | Norwalk | CT |
| | New York, NY: New Jersey Hospitals | Community Medical Center | Toms River | NJ |
| | | Hackensack University Medical Center | Hackensack | NJ |
| | | Morristown Medical Center | Morristown | NJ |
| 32 | Rochester, NY | Strong Memorial Hospital | Rochester | NY |

| Top 50 Rank | Designated Market Area* | Distinguished Hospital for Clinical Excellence 2012** | City | State |
|-------------|---|---|----------------------|----------|
| 5 | Cincinnati, OH | Bethesda North Hospital | Cincinnati | OH |
| | | Christ Hospital | Cincinnati | OH |
| | | Good Samaritan Hospital | Cincinnati | OH |
| | | Mercy Franciscan Hospital - Mount Airy | Cincinnati | OH |
| 5 | Cincinnati, OH: Kentucky Hospitals | St. Elizabeth Edgewood | Edgewood | KY |
| 12 | Cleveland, OH | Akron General Medical Center | Akron | OH |
| | | Aultman Hospital | Canton | OH |
| | | EMH Regional Medical Center | Elyria | OH |
| | | Hillcrest Hospital | Mayfield Heights | OH |
| | | Marymount Hospital | Garfield Heights | OH |
| | | Mercy Medical Center | Canton | OH |
| | | Mercy Regional Medical Center | Lorain | OH |
| | | Parma Community General Hospital | Parma | OH |
| | | South Pointe Hospital | Warrensville Heights | OH |
| | Columbus, OH | The Ohio State University Medical Center <i>including:</i> The Ohio State University Hospital East | Columbus Columbus | OH OH |
| 26 | Dayton, OH | Grandview Medical Center | Dayton | OH |
| | | Miami Valley Hospital | Dayton | OH |
| 19 | Toledo, OH | Mercy Saint Anne Hospital | Toledo | OH |
| | | ProMedica Toledo Hospital | Toledo | OH |
| | Tulsa, OK | Saint Francis Hospital | Tulsa | OK |
| | Bend, OR | Saint Charles Medical Center - Bend | Bend | OR |
| 44 | Eugene, OR | Sacred Heart Medical Center at Riverbend | Springfield | OR |
| | | <i>including:</i> Sacred Heart Medical Center - University District | Eugene | OR |
| | Medford, OR | Rogue Valley Medical Center | Medford | OR |
| | Erie, PA | Hamot Medical Center | Erie | PA |
| | | Saint Vincent Health Center | Erie | PA |
| 30 | Johnstown-Altoona, PA | Conemaugh Memorial Medical Center | Johnstown | PA |
| | | <i>including:</i> Memorial Medical Center - Lee | Johnstown | PA |
| | Lancaster, PA | Lancaster General Hospital | Lancaster | PA |
| | Philadelphia, PA | Lehigh Valley Hospital | Allentown | PA |
| | | Lehigh Valley Hospital - Muhlenberg | Bethlehem | PA |
| | | <i>including:</i> Lehigh Valley Hospital - 17th Street | Allentown | PA |
| | | Penn Presbyterian Medical Center | Philadelphia | PA |
| | Philadelphia, PA: Delaware Hospitals | Bayhealth Medical Center - Kent General Hospital | Dover | DE |

| Top 50 Rank | Designated Market Area* | Distinguished Hospital for Clinical Excellence 2012** | City | State |
|-------------|---|--|-----------------|-------|
| | Philadelphia, PA: New Jersey Hospitals | Our Lady of Lourdes Medical Center | Camden | NJ |
| | Pittsburgh, PA | Alle Kiski Medical Center | Natrona Heights | PA |
| | | Saint Clair Hospital | Pittsburgh | PA |
| | | The Western Pennsylvania Hospital - Forbes Regional Campus | Monroeville | PA |
| | | UPMC McKeesport | McKeesport | PA |
| | Wilkes Barre - Scranton, PA | Evangelical Community Hospital | Lewisburg | PA |
| | | Regional Hospital of Scranton | Scranton | PA |
| 18 | Greenville, SC | Anmed Health | Anderson | SC |
| 18 | Greenville, SC: North Carolina Hospitals | Mission Hospitals | Asheville | NC |
| 7 | Chattanooga, TN | Memorial Healthcare System | Chattanooga | TN |
| 7 | Chattanooga, TN: Georgia Hospitals | Hamilton Medical Center | Dalton | GA |
| 20 | Knoxville, TN | Blount Memorial Hospital | Maryville | TN |
| | | Methodist Medical Center of Oak Ridge | Oak Ridge | TN |
| | Nashville, TN | Saint Thomas Hospital | Nashville | TN |
| 34 | Tri-Cities, TN-VA | Indian Path Medical Center | Kingsport | TN |
| 45 | Austin, TX | St. David's Medical Center | Austin | TX |
| | | <i>including:</i> St. David's Georgetown Hospital | Georgetown | TX |
| 17 | Brownsville, TX | Mission Regional Medical Center | Mission | TX |
| | | Valley Baptist Medical Center | Harlingen | TX |
| 37 | Houston, TX | Memorial Hermann Healthcare System - Southwest | Houston | TX |
| | | <i>including:</i> Memorial Hermann Northwest Hospital | Houston | TX |
| | | Memorial Hermann Southeast Hospital | Houston | TX |
| | | Memorial Hermann The Woodlands Hospital | Shenandoah | TX |
| | | Memorial Hermann Memorial City Medical Center | Houston | TX |
| | | Saint Luke's Episcopal Hospital | Houston | TX |
| | | San Jacinto Methodist Hospital | Baytown | TX |
| | | The Methodist Hospital | Houston | TX |
| | | <i>including:</i> Diagnostic Center Hospital | Houston | TX |
| | Tyler, TX | Mother Frances Hospital - Tyler | Tyler | TX |
| | Salt Lake City, UT | Intermountain Medical Center | Murray | UT |
| | Charlottesville, VA | Martha Jefferson Hospital | Charlottesville | VA |
| | Harrisonburg, VA | Augusta Health | Fishersville | VA |
| 4 | Richmond, VA | Bon Secours Memorial Regional Medical Center | Mechanicsville | VA |
| | | Bon Secours St. Mary's Hospital | Richmond | VA |
| | | Henrico Doctors' Hospital | Richmond | VA |
| | | <i>including:</i> Parham Doctors' Hospital | Richmond | VA |
| | | Retreat Doctors' Hospital | Richmond | VA |

| Top 50 Rank | Designated Market Area* | Distinguished Hospital for Clinical Excellence 2012** | City | State |
|-------------|----------------------------|---|------------|-------|
| 35 | Seattle - Tacoma, WA | Evergreen Hospital Medical Center | Kirkland | WA |
| | | Northwest Hospital & Medical Center | Seattle | WA |
| | | PeaceHealth St. Joseph Medical Center | Bellingham | WA |
| | | Swedish Medical Center/Edmonds | Edmonds | WA |
| | | Virginia Mason Medical Center | Seattle | WA |
| 46 | Green Bay - Appleton, WI | Aurora BayCare Medical Center | Green Bay | WI |
| | | Aurora Medical Center - Oshkosh | Oshkosh | WI |
| 24 | La Crosse - Eau Claire, WI | Gundersen Lutheran Medical Center | La Crosse | WI |
| 36 | Milwaukee, WI | Aurora Saint Luke's Medical Center | Milwaukee | WI |
| | | <i>including:</i> Aurora Sinai Medical Center | Milwaukee | WI |
| | | Saint Luke's Medical Center | Cudahy | WI |
| | | West Allis Memorial Hospital | West Allis | WI |
| | | Wheaton Franciscan - Saint Joseph | Milwaukee | WI |
| | | <i>including:</i> Lakeview Hospital | Milwaukee | WI |
| | | The Wisconsin Heart Hospital | Milwaukee | WI |
| | Wausau, WI | Aspirus Wausau Hospital | Wausau | WI |

* Designated Market Areas are geographic areas defined by The Nielsen Company as a group of counties that make up a particular television market.

** Distinction cannot be used without a Licensing Agreement from Health Grades, Inc.

Appendix B: Inhospital Mortality Performance: Distinguished Hospitals for Clinical Excellence (DH-CE) Compared to All Other U.S. Hospitals

(3-Year Aggregate Relative Risk-Adjusted Inhospital Mortality Performance: 2008-2010)

| Procedure or Diagnosis | Total Number of U.S. Medicare Hospitalizations | DH-CE Hospitals Average Observed-to-Expected Inhospital Mortality Ratio | All Other U.S. Hospitals Average Observed-to-Expected Inhospital Mortality Ratio | Relative Risk Reduction Associated With DH-CE Hospitals Compared to All Other U.S. Hospitals ¹ | Number of Lives That Could Have Been Saved If All Patients Were Treated at DH-CE Hospitals (2008-2010) ² | P-Value (DH-CE Hospital Mortality Compared to National Mortality Average) |
|--|--|---|--|---|---|---|
| Bowel Obstruction | 524,563 | .68 | 1.07 | 36.56% | 4,683 | <.001 |
| Chronic Obstructive Pulmonary Disease | 1,242,461 | .64 | 1.06 | 39.60% | 6,996 | <.001 |
| Coronary Bypass Surgery | 256,206 | .79 | 1.06 | 25.31% | 1,228 | <.001 |
| Coronary Interventional Procedures (Angioplasty/Stent) | 837,239 | .83 | 1.05 | 20.50% | 2,834 | <.001 |
| Diabetic Acidosis and Coma | 187,521 | .72 | 1.05 | 31.15% | 713 | <.001 |
| Gastrointestinal Bleed | 819,893 | .66 | 1.07 | 38.96% | 5,148 | <.001 |
| Gastrointestinal Surgeries and Procedures | 245,328 | .81 | 1.04 | 22.50% | 4,899 | <.001 |
| Heart Attack (Acute Myocardial Infarction) | 781,233 | .82 | 1.04 | 21.60% | 12,180 | <.001 |
| Heart Failure | 1,786,989 | .67 | 1.07 | 37.01% | 19,865 | <.001 |
| Pancreatitis | 159,877 | .71 | 1.06 | 32.91% | 1,086 | <.001 |
| Pneumonia | 1,425,671 | .62 | 1.07 | 42.24% | 25,483 | <.001 |
| Pulmonary Embolism | 177,522 | .69 | 1.07 | 35.34% | 2,270 | <.001 |
| Resection/Replacement of Abdominal Aorta | 86,195 | .83 | 1.05 | 20.48% | 599 | <.001 |
| Respiratory Failure | 443,162 | .76 | 1.05 | 27.17% | 19,152 | <.001 |
| Sepsis | 1,075,967 | .79 | 1.05 | 25.07% | 44,347 | <.001 |
| Stroke | 705,289 | .71 | 1.06 | 33.31% | 12,707 | <.001 |
| Valve Replacement Surgery | 159,999 | .83 | 1.06 | 21.42% | 1,514 | <.001 |
| 3-Year Performance Average | | 0.74 | 1.06 | 30.07% | | |
| Totals | 10,915,115 | | | | 165,704 | |

¹ Relative Risk Reduction determines the difference in performance between DH-CE and All Other hospitals. Calculated as follows: (Non-DH-CE O/E – DH-CE O/E) / Non-DH-CE O/E.

² Lives saved were calculated: All Other hospitals' 3-year actual number of mortalities – (All Other hospitals' 3-year expected number of mortalities x DH-CE O/E ratio).

Appendix C: Inhospital Complications Performance: Distinguished Hospitals for Clinical Excellence (DH-CE) Compared to All Other U.S. Hospitals

(3-Year Aggregate Relative Risk-Adjusted Inhospital Complications Performance: 2008-2010)

| Procedure or Diagnosis | Total Number of U.S. Medicare Hospitalizations | DH-CE Hospitals Average Observed-to-Expected Inhospital Complications Ratio | All Other U.S. Hospitals Average Observed-to-Expected Inhospital Complications Ratio | Relative Risk Reduction Associated With DH-CE Hospitals Compared to All Other U.S. Hospitals ¹ | Number of Patients That Could Have Avoided Developing One or More Post-Op Complications If All Patients Were Treated at DH-CE Hospitals (2008-2010) ² | P-Value (DH-CE Hospital Complications Compared to National Complication Average) |
|--|--|---|--|---|--|--|
| Back and Neck Surgery (except Spinal Fusion) | 184,391 | 1.02 | 1.00 | -1.44% | -263 | .927 |
| Back and Neck Surgery (Spinal Fusion) | 218,902 | 1.02 | 1.01 | -.55% | -170 | .973 |
| Carotid Surgery | 221,352 | .99 | 1.00 | 1.01% | 181 | .356 |
| Cholecystectomy | 226,192 | .99 | 1.02 | 2.93% | 1,121 | .248 |
| Hip Fracture Treatment | 505,340 | .98 | 1.02 | 3.47% | 2,849 | .010 |
| Peripheral Vascular Bypass | 58,763 | 1.02 | 1.01 | -.69% | -48 | .770 |
| Prostatectomy | 177,781 | .97 | 1.01 | 4.00% | 438 | .063 |
| Total Hip Replacement-1 st Surgery | 281,783 | .98 | 1.03 | 4.93% | 1,141 | .038 |
| Total Knee Replacement-1 st Surgery | 677,928 | .99 | 1.02 | 3.08% | 1,551 | .085 |
| 3-Year Performance Average | | 1.00 | 1.02 | 1.86% | | |
| Total | 2,552,432 | | | | 6,800 | |

¹ Relative Risk Reduction determines the difference in performance between DH-CE and All Other hospitals. Calculated as follows: (Non-DH-CE O/E – DH-CE O/E) / Non-DH-CE O/E.

² Complications avoided were calculated: All Other hospitals' 3-year actual number of complications – (All Other hospitals' 3-year expected number of complications x DH-CE O/E ratio).

Appendix D: Distinguished Hospital Award Clinical Excellence 2012 Methodology

To help consumers evaluate and compare hospital performance, HealthGrades analyzed patient outcome data for virtually every hospital in the country. In order to evaluate overall hospital performance and to identify the best-performing hospitals in clinical excellence across the United States, HealthGrades uses a two-step methodology:

1. Assign star ratings for 26 procedures and diagnoses using *HealthGrades Hospital Report Card™ Mortality and Complication Outcomes Methodology*. These star ratings are published in October of each year and can be found at www.healthgrades.com along with the methodology.
2. Identify the overall best-performing hospitals using the *Distinguished Hospital Award Clinical Excellence™ Methodology*.

Using a logistic-regression based risk-adjusted model to compare performance among hospitals, hospitals are assigned one of three star ratings: 1-star (poor), 3-star (as expected), or 5-star (best) for each of 26 procedures and diagnoses. (Neurosurgery, rated for the first time this year, was not included.) To be eligible to receive a star rating, a hospital must have a minimum of 30 cases over the three years of study and at least five cases in the most recent year of analysis (2010).

HealthGrades' risk-adjustment methodology considers important differences in patient demographic (e.g., age, gender) and clinical characteristics (e.g., underlying medical conditions) that could increase the patient's risk of mortality or complications. Risk adjustment of the data is needed to make accurate and valid comparisons of clinical outcomes at different hospitals. For more information regarding the risk-adjustment methodology, read the complete methodology, *HealthGrades Hospital Report Card™ Mortality and Complication Outcomes Methodology*, at www.healthgrades.com.

Designating Distinguished Hospitals for Clinical Excellence

The Distinguished Hospital Award for Clinical Excellence recognizes the best 5% of hospitals in the country for clinical excellence. These hospitals had lower risk-adjusted mortality and lower risk-adjusted in-hospital complications than all other hospitals.

To be considered for HealthGrades' Distinguished Hospital Award for Clinical Excellence, a hospital had to have star ratings in at least 19 of the 26 procedures and diagnoses using MedPAR data. After creating a list of hospitals that met these criteria, HealthGrades took the following steps to determine the Distinguished Hospital Award for Clinical Excellence recipients:

1. Calculated the average star rating and average z-score for each hospital by averaging all of their MedPAR-based star ratings and the corresponding z-scores (30-day and 180-day mortality ratings are included in the averages).
2. Ranked hospitals in descending order by their average star rating, with ties broken by average z-score.
3. Selected the top 263 hospitals on the list (which represents the top 5% of all hospitals).
4. Designated these hospitals as 2012 Distinguished Hospital Award for Clinical Excellence recipients.

Comparing Distinguished Hospitals for Clinical Excellence to All Other Hospitals

To identify differences in performance between Distinguished Hospitals for Clinical Excellence hospitals and all other hospitals, HealthGrades calculated the actual (observed) and predicted (expected) mortality rates for each of the 17 mortality-based procedures and diagnoses and the actual (observed) and predicted (expected) complication rates for the nine complication-based procedures for each hospital. Hospitals are divided into two groups, Distinguished Hospitals for Clinical Excellence and all other hospitals (non-DH-CE), and then overall observed and expected rates are calculated for both groups in each of the 26 procedures and diagnoses.

The purpose of comparing the predicted to actual is to make a fair comparison between hospitals with different populations. Sicker patients have higher associated observed mortality/complications, so using the observed (O) to expected (E) ratio takes into consideration how sick the patient population is at a given hospital. Observed-to-expected ratios were calculated by procedure or diagnosis for the three years combined, for both groups of hospitals. The ratios were then evaluated for differences.

- An O/E ratio of less than 1 means that the procedure or diagnosis measured had fewer deaths/inhospital complications than expected given the patient population.
- An O/E ratio of greater than 1 means that the procedure or diagnosis measured had more deaths/inhospital complications than expected given the patient population.