Top Care Delivery

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Every year in March, Becker’s Hospital Review releases a list highlighting the “100 Great Hospitals in America”. Listed hospitals are renowned leaders in top quality care delivery, clinical research and innovation (1). Inclusion in the list is based on the following rankings, awards and accreditations: U.S News and World Report’s 2016-17 Honor Roll and Specialty Rankings, Overall Hospital Quality Star Ratings, Leapfrog Hospital Survey Grades, Truven Health Analytics Top Hospitals List, Most Wired Hospitals and Magnet Accreditation (1).

Every year, dozens of Stratus Video Clients make the list.

U.S. News and World Report's 2016-17 Honor Roll & Specialty Rankings

What It Is

Each year, U.S News and World Report announces its Best Hospitals rankings, analyzing close to 5,000 medical centers in 25 specialties, procedures and conditions. Specialty rankings include a breakdown of the top five best hospitals in each specialty, including cancer, cardiology and surgery, orthopedics and urology, among others (2). Twenty hospitals are recognized for outstanding care across these specialties. In addition, hospitals are recognized for procedures and condition care by state, metro and region (2).

How It Is Measured

*U.S. News and World Report* conducts research in conjunction with RTI International, a renowned research organization based in Research Triangle Park, North Carolina (2). Measures are based on patient survival, patient safety, number of patients, infection and injury, specialized and nurse staffing and hospital reputation. Socioeconomic adjustments are made to account for low income patient populations (2). Hospitals earn points when nationally ranked in one of the 16 specialties and when rated as “high performing” in assessed procedures and conditions. Specialty rankings, procedure and condition ratings are then calculated, and the top 20 hospitals with the most points comprise the Best Hospitals Honor Roll (3).

Why It Is Important

The goal of the Honor Roll and specialty rankings is to provide transparency into hospital care. Rankings are publicly reported and available for free online. The transparency provided by the report enables patients to make more informed decisions when it comes to electing a facility for care, especially those in need of specialized procedures such as heart bypass, hip and knee replacements and lung cancer surgeries (3).

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Overall Hospital Quality Star Rating

How It Is Measured

The overall rating is composed of up to 64 quality measures. Ratings are publicly reported and can be accessed online via the CMS Hospital Compare website. Hospitals with high star ratings have been shown to place great emphasis on patient satisfaction, consumer perception, patient engagement and care improvement (5). Measures are divided up into the following seven categories: mortality, safety of care, readmission, patient experience, care effectiveness, care timeliness and efficient use of medical imaging. Twenty two percent of the rating is based on patient satisfaction, which is pulled from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, also implemented by CMS (5). The HCAHPS survey is given to discharged patients in an effort to gauge their satisfaction level with their experience while in the hospital.

What It Is

As of July 2016, hospitals have additional incentive to improve the quality of care provided in their facilities. The Centers for Medicare & Medicaid Services (CMS) implemented the Overall Hospital Quality Star Rating System to allow patients, family members and caregivers to better compare hospitals based on care quality (4).
The easy accessibility of the Hospital Compare website heightens patient visibility into the Overall Hospital Quality Star Rating. Ratings impacts hospitals either negatively or positively depending on the scores. High ratings bring facilities to light on a national level that may otherwise go unnoticed, attracting more patients. Poor ratings, on the other hand, can negatively impact financial stability, as a low star rating may deter new patients from attending (5).

Why It Is Important

High ratings bring facilities to light on a national level.
Leapfrog Hospital Survey

What It Is

The Leapfrog Hospital Survey places great emphasis on hospital safety. Hospitals receive a letter grade rating on a scale from A to F. The grade includes information on how likely patients are to suffer from accidents, injuries, errors or harm while in the hospital (6). Inpatient care management, medication safety, maternity care, infections and pediatric care are also assessed as part of the grade (6).

Why It Is Important

The Leapfrog Hospital Survey was implemented to provide in-depth insight into the level of safety that hospitals provide. The survey allows hospitals to gauge their safety level based on their grades as well as competitor grades (6). Prospective patients have more visibility into patient safety at their hospitals of choice. The survey encourages hospitals to strive for higher grades as they can result in better hospital reputation and patient attendance.

How It Is Measured

Close to 50% of hospitals voluntarily provide data each year to the Leapfrog Hospital Survey (6). The information provided is then verified through a stringent data review and verification process. Further research is conducted in conjunction with the Armstrong Institute for Patient Safety. Grades are updated twice a year, providing current patient safety records of hospitals, including C-section rates, safety protocols and patient readmittance frequencies (6).

Client Feature

“At Sarasota Memorial Health Care System, our top priority is ensuring safe, quality care for all patients, including our limited English proficient patient population. We are proud to have earned back-to-back “A” grades for patient safety from Leapfrog and remain the only hospital in Florida with the highest five-star ranking from the federal Centers for Medicare & Medicaid for quality and safety (CMS).” – Jacqueline Krusewski, MSN, RN, PCCN, CHFN of Sarasota Memorial Hospital

What It Is

Truven Health lists the 100 top qualifying hospitals based on their overall care delivery. Short term, acute-care and nonfederal U.S. hospitals treating a wide array of patients are evaluated (7). Featured hospitals reflect a high level of patient care and a continual dedication to enhanced efficiencies. Data surrounding the hospital’s financial stability, operational efficiency, patient safety, quality inpatient and outpatient care, and customer perception is collected from public sources (7).

How It Is Measured

U.S. hospitals with the best organizational performance are discovered via impartial, quantitative research. Truven Health retrieves data from the following public data sources: Medicare Provider Analysis and Review (MEDPAR), Medicare Hospital Cost Report Information System (HCRIS) and Centers for Medicare & Medicaid Services (CMS) Hospital Compare (7). Hospitals are measured on their mortality index, complications index, core measures, 30-day mortality rate, readmission rate, average length of stay, emergency department process, inpatient cost, Medicare spend, profit margin and HCAHPS scores (7).

Why It Is Important

Winners of the Truven Health Analytics 100 Top Hospitals set industry standards on essential performance measures such as patient readmissions, departmental processes, and profit margins. Survey results spark other hospitals to strive to meet the standards that are set. Those who make the list experience a positive impact on patient perception of care (7).

Most Wired Hospitals

What It Is

*Hospitals & Health Networks* provides the Most Wired Hospitals list each year, highlighting hospital utilization of technology and IT adoption to improve overall access to care. The list includes hospitals and health systems who demonstrate increased capabilities and efficiencies via telehealth and other forms of mobile technology (8).

How It Is Measured

Participating hospitals are surveyed on their use of healthcare technology, including the electronic delivery of quality measures, data analytics tool training, quality dashboards, electronic transmission of patient data, telehealth services, virtual physician visits, refill requests via mobile device, use of intrusion detection systems, cybersecurity and disaster recovery planning (8).

Why It Is Important

Heightened use of healthcare technology is correlated with improved population health, data analytics, patient engagement and new efficiencies (8). Survey participants receive comprehensive analysis on IT processes, via the Most Wired Survey Dashboard, including organizational strengths and weaknesses (9). Based on this expert insight, hospitals can analyze, reassess and improve their facility’s use of technology. Via improved use of technology, hospitals can foster better patient-provider communication and patient engagement.

Client Feature

“At Texas Children’s Hospital, we are challenged with meeting the language needs of a very diverse LEP patient population. We recently implemented the use of a geolocation app to locate available interpreters in the surrounding area and have greatly improved our interpreter efficiency as a result. Our adoption of this and other cutting-edge technologies is what landed us on this year’s Most Wired list.” - Paige Schulz, Director of Patient Support Services at Texas Children’s Hospital


Magnet Accreditation

What It Is

The American Nurses Credentialing Center (ANCC) initiated the Magnet Recognition Program in 1993. Magnet accreditation is widely recognized as the industry standard credential (10). Above all, hospitals with Magnet accreditation are known for demonstrating nursing excellence and high quality patient care. Only 8% of hospitals achieve magnet accreditation (10).

How It Is Measured

Hospitals must meet a set of stringent requirements set forth by the ANCC. Eligibility requirements to apply for Magnet accreditation include at least one staff member serving as CNO with a Master’s degree and Baccalaureate in nursing and 75% of nurse managers with a Baccalaureate in nursing as well as compliance with all federal laws related to registered nurses (11). Once standards are met, hospitals must apply for recognition and maintain established standards on an ongoing basis. Nursing excellence is then verified through continual in-person walkthroughs and appraisals (11). Not all healthcare facilities have the budget or resources to achieve Magnet status. In recognition of this, the ANCC has provided an alternative designation known as the Pathway to Excellence that can serve as a stepping stone to achieve Magnet accreditation.

Why It Is Important

A recent Gallup survey shows that Magnet facilities experience approximately 7% less safety related incidents and that nurses at such facilities show higher levels of satisfaction (10). Improved staff satisfaction is correlated with better patient satisfaction, increased patient-provider engagement and lower turnover rates. The achievement of magnet accreditation also has financial benefits. A Robert Wood Johnson Foundation study found that the higher revenue achieved from earning Magnet status more than compensates for the expense (10). As Magnet accreditation is widely regarded as an industry standard, many patients are drawn to such hospitals, resulting in a greater profit margin for Magnet hospitals.


Conclusion

The following hospitals and health systems were recognized in *Becker’s Hospital Review 100 Great Hospitals in America | 2017* list based on the above mentioned awards and recognitions. We are proud to acknowledge that 28 of the 100 hospitals listed are Stratus Video clients. This demonstrates a dedication to patient services, particularly for the limited English proficient (LEP) and Deaf/Hard of Hearing (HoH) patient population.

Stratus Video offers a complete language access solution that includes over-the-phone, video remote, and onsite interpretation along with an easy-to-use translation service. Our services leverage every day technology like tablets, smartphones, and laptops to ensure easy integration into your existing processes. By providing the LEP and Deaf/HoH patient population with language services, hospitals enable all patients to have meaningful access to healthcare information. At Stratus Video, our opportunity to strengthen the connection between technology and human interaction is what inspires us. We are committed to enabling visual connections and vital conversations.

To learn more, visit our website now at

www.stratusvideo.com
Stratus Video clients are listed in **Green**

Abbott Northwestern Hospital, Allina Health (Minneapolis)
Ann & Robert H. Lurie Children's Hospital of Chicago
**Aspirus Wausau (Wis.) Hospital**
Banner – University Medical Center Phoenix
**Barnes-Jewish Hospital (St. Louis)**
Bayor University Medical Center (Dallas)
Beaumont Hospital — Royal Oak (Mich.) Campus
Billings (Mont.) Clinic
**Bon Secours-St. Francis Hospital (Charleston, S.C.)**
Boston Children’s Hospital
Boston Medical Center
Brigham and Women’s Hospital (Boston)
Carilion Roanoke (Va.) Memorial Hospital
**Carolinas Medical Center (Charlotte, N.C.)**
Cedars-Sinai Medical Center (Los Angeles)
Centura Health-Porter Adventist Hospital (Denver)
**Charleston (W.Va.) Area Medical Center**
CHI St. Luke’s Health — Baylor St. Luke’s Medical Center (Houston)
CHI St. Vincent Infirmary (Little Rock, Ark.)
Children’s Hospital Los Angeles
Children’s Hospital Colorado (Aurora)
Children’s Hospital of Philadelphia
Children’s Hospital of Pittsburgh of UPMC
Children’s National Health System (Washington, D.C.)
**Christiana Hospital (Newark, Del.)**
**Cincinnati Children’s Hospital Medical Center**
Cleveland Clinic
Dana-Farber Cancer Institute (Boston)
Duke University Hospital (Durham, N.C.)
Emory University Hospital (Atlanta)
**Florida Hospital Orlando**
Froedtter & the Medical College of Wisconsin Froedtter Hospital (Milwaukee)
**Geisinger Medical Center (Danville, Pa.)**
Hackensack (N.J.) University Medical Center
Hospital for Special Surgery (New York City)
**Houston Methodist Hospital**
Indiana University Health University Hospital (Indianapolis)
Integris Baptist Medical Center (Oklahoma City)
Intermountain Medical Center (Murray, Utah)
The Johns Hopkins Hospital (Baltimore)
**Lehigh Valley Hospital-Cedar Crest (Allentown, Pa.)**
Lucile Packard Children’s Hospital Stanford (Palo Alto, Calif.)
Loyola University Medical Center (Maywood, Ill.)
Massachusetts General Hospital (Boston)
Mayo Clinic (Rochester, Minn.)
Memorial Hermann-Texas Medical Center (Houston)
Memorial Sloan Kettering Cancer Center (New York City)
Mercy Hospital (Chicago)
Mount Sinai Hospital (New York City)
**Nationwide Children’s Hospital (Columbus, Ohio)**
Nebraska Medicine – Nebraska Medical Center (Omaha)
NewYork-Presbyterian Hospital (New York City)
**Northwestern Memorial Hospital (Chicago)**
NYU Langone Medical Center (New York City)
Ochsner Medical Center (New Orleans)
OhioHealth Dublin Methodist Hospital
Oregon Health & Science University Hospital (Portland)
Penrose-St. Francis Health Services (Colorado Springs, Colo.)
Poudre Valley Hospital (Fort Collins, Colo.)
Providence Portland ( Ore.) Medical Center
Rush University Medical Center (Chicago)
Sanford USD Medical Center (Sioux Falls, S.D.)
Saint Alphonsus Regional Medical Center (Boise, Idaho)
Sanford Medical Center (Bismarck, N.D.)
**Sarasota (Fla.) Memorial Health Care System**
Scripps Memorial Hospital La Jolla (Calif.)
Seattle Children’s Hospital
Sentara Norfolk (Va.) General Hospital
Spectrum Health Medical Center-Butterworth Hospital (Grand Rapids, Mich.)
St. Cloud (Minn.) Hospital
St. Jude Children’s Research Hospital (Memphis, Tenn.)
St. Luke’s Boise (Idaho) Medical Center
**Stanford Health Care-Stanford (Calif.) Hospital**
Tampa (Fla.) General Hospital
**Texas Children’s Hospital (Houston)**
The Ohio State University Wexner Medical Center (Columbus, Ohio)
Thomas Jefferson University Hospitals (Philadelphia)
**UAB Hospital (Birmingham, Ala.)**
UC San Diego Medical Center
Ronald Reagan UCLA Medical Center (Los Angeles)
UCSF Medical Center (San Francisco)
**UnityPoint Health-St. Luke’s Hospital (Cedar Rapids, Iowa)**
UC Davis Medical Center (Sacramento)
University of Chicago Medicine
University of Colorado Hospital (Aurora)
University of Iowa Hospitals and Clinics (Iowa City)
The University of Kansas Health System (Kansas City)
The University of Kansas Health System (Kansas City)
University of Kentucky Albert B. Chandler Hospital (Lexington)
Michigan Medicine (Ann Arbor)
University of North Carolina Medical Center (Chapel Hill)
University of Pennsylvania-Penn Presbyterian Medical Center (Philadelphia)
University of Rochester (N.Y.) Medical Center
University of Tennessee Medical Center (Knoxville)
University of Texas MD Anderson Cancer Center (Houston)
University of Utah Hospitals and Clinics (Salt Lake City)
University of Washington Medical Center (Seattle)
UPMC Presbyterian Shadyside (Pittsburgh)
UW Health-University Hospital (Madison, Wis.)
Vanderbilt University Medical Center (Nashville)
**Wake Forest Baptist Medical Center (Winston-Salem, N.C.)**
Yale New Haven (Conn.) Hospital