

Measuring Hospital Quality

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100 Quality Measures on Medicare's Hospital Compare

<http://www.medicare.gov/hospitalcompare/>

- **Structural**
 - Does a hospital use Electronic Health Records?
- **Process of Care**
 - Did surgery patients receive the correct antibiotic?
- **Patient Experience Surveys**
 - Did doctors always communicate well? Would you recommend the hospital to others?
- **Outcomes**
 - Rates of mortality, readmissions, infections, surgical complications.



Effective Surgical Care As Displayed On Hospital Compare

	GEORGETOWN UNIVERSITY HOSPITAL	DISTRICT OF COLUMBIA AVERAGE	NATIONAL AVERAGE
Outpatients having surgery who get the right kind of antibiotic <i>Higher percentages are better</i>	97%	94%	97%
Surgery patients who were taking heart drugs and beta-blockers before coming to the hospital, who were kept on the beta-blockers during the period just before and after their surgery <i>Higher percentages are better</i>	97% ²	93%	95%
Surgery patients who were given the right kind of antibiotic to help prevent infection <i>Higher percentages are better</i>	99% ²	98%	98%
Heart surgery patients whose blood sugar (blood glucose) is kept under good control in the days right after surgery <i>Higher percentages are better</i>	Not available ²	93%	95%
Surgery patients whose urinary catheters were removed on the first or second day after surgery <i>Higher percentages are better</i>	97% ²	95%	95%
Patients having surgery who were actively warmed in the operating room or whose body temperature was near normal by the end of surgery <i>Higher percentages are better</i>	100% ²	99%	100%
Surgery patients whose doctors ordered treatments to prevent blood clots after certain types of surgeries <i>Higher percentages are better</i>	99% ²	97%	98%



Raw Data Is Not Consumer Friendly

Georgetown University Hospital

U.S. National Average

**Patients who reported that their nurses
“always” communicated well**

76%

78%

**Surgery patients whose urinary catheters were
removed within 2 days after operation**

97%

95%

Infection from a urinary catheter

0.438 per 1,000 patient
discharges

0.358 per 1,000 patient
discharges



Statistically Valid Data Can Make Hospitals Indistinguishable

Georgetown University Hospital

Death rate for Medicare heart failure patients within 30 days of discharge

8.6% >---|-----< 16.4%

U.S. Rate = 11.6%

**Hospital Compare verdict:
“No different than the U.S. national rate”**

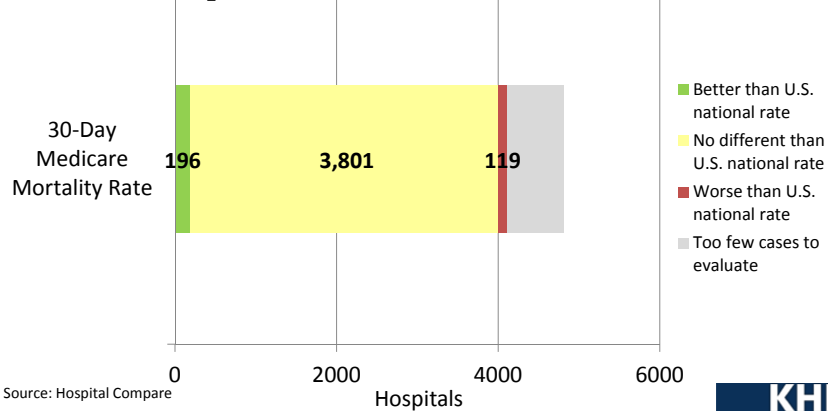


Heart Failure Mortality

Within 30 Days of Discharge

(Medicare U.S. National Rate=11.6%)

92% of hospitals no different than U.S. national rate



Leave It To The Experts?

Some of the outfits that provide composite ratings:

U.S. News and World Report Best Hospital Rankings

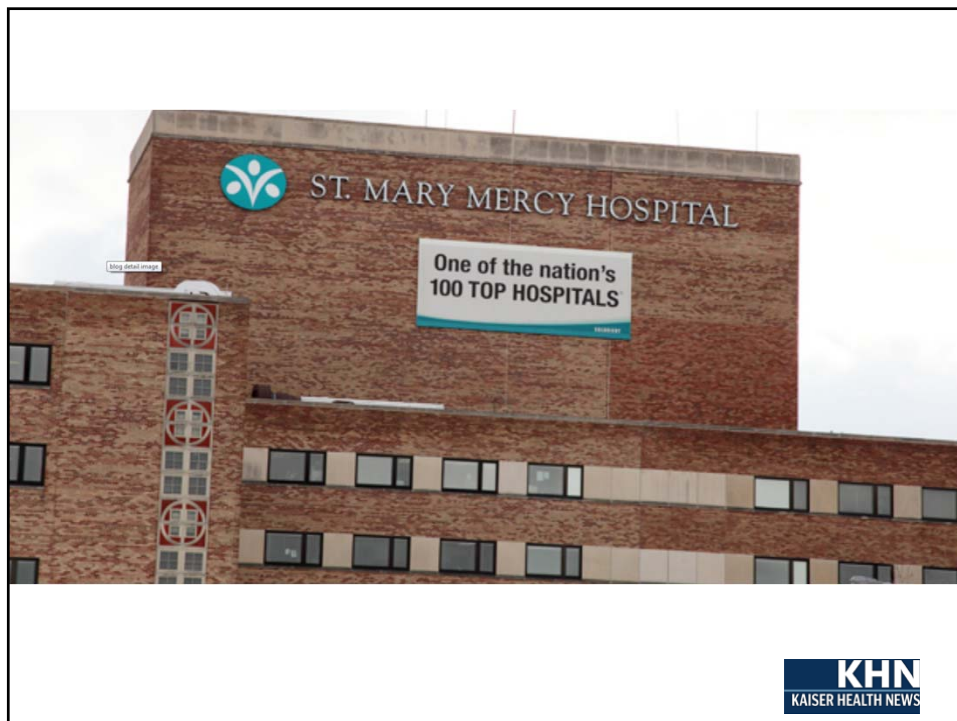
Healthgrades America's 100 Best Hospitals

Truven Health Analytics 100 Top Hospitals

The Joint Commission Top Performers on Key Quality Measures[®]

Consumer Reports Safety Score (1 to 100)

Leapfrog Hospital Safety ScoreSM (A – F)



(A More Recent Photo)



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St. Mary Mercy Livonia Hospital

Livonia, Mich.

~~U.S. News and World Report Best Hospital Rankings~~

✓ Healthgrades America's **50** Best Hospitals

~~Truven Health Analytics 100 Top Hospitals~~

~~The Joint Commission Top Performers on Key Quality Measures®~~

Consumer Reports Safety Score: 47 out of 100 (average)

✓ Leapfrog Hospital Safety ScoreSM: **A**

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Why Composite Ratings Vary

- **Different measures included**
 - U.S. News uses “reputational surveys”, Joint Commission uses process of care measures only, Leapfrog includes teamwork training information from its own survey.
- **Same measures weighted differently**
- **Data covers different time frames**
- **Different definitions of statistical significance**
- **Outfits change methods from year to year**



The Proliferation of Awards

- More than 1,600 hospitals had at least one quality distinction to their name in 2012
 - 21 of 24 in Fort Lauderdale regional hospital market
 - 19 of 22 in Baltimore regional hospital market

Source: Kaiser Health News analysis
<http://www.kaiserhealthnews.org/Stories/2013/March/18/expanding-number-of-groups-offer-hospital-ratings.aspx>

