America’s Best Hospitals™
Sustaining Quality Outcomes and Engaging Consumers in Their Care

The 2017 America’s 50 Best Hospitals™ and America’s 100 Best Hospitals™ distinctions recognize hospitals that not only deliver superior care across multiple clinical areas, but also do so year over year.

CONTENTS

America’s Best Hospitals 2
2017 Focus: Engaging Consumers as Active Participants in Their Care 2
Health System Perspectives and Approaches to Engaging Consumers 3
» Penrose-St. Francis Health Services
  Digital Health Coach Improves Lifestyle Choices & Manages Chronic Conditions 3
» Virginia Mason Medical Center
  Orthopedic Patient-Peer Partner Program Engages New Patients 4
» HealthPartners
  First Responders Extend Care to Patients at Home 5
Consumer Engagement: Not One-Size-Fits-All 6
America’s Best Hospitals Methodology 7
America’s Best Hospitals:

- Demonstrate superior clinical outcomes across the majority of common inpatient conditions and procedures, and sustain this performance for at least three consecutive years.
- Outperform their peers in treating a core group of conditions that account for more than 80% of mortalities in areas evaluated by Healthgrades.
- Provide better care for urgent conditions. America’s Best Hospitals are five times more likely than other facilities to have received a Healthgrades five-star rating for treating some of the most frequent conditions presenting in the ER.

How do these hospitals achieve and sustain the highest levels of quality, even with higher volumes and higher patient complexity? Since the awards’ inception, Healthgrades has gathered insights from recipient organizations and reported each year on key factors that contribute to those hospitals’ success. Some of the common denominators have included:

- **Vision:** Instilling a culture and practice of looking beyond current quality measures to anticipate and address future measures before they become requirements.
- **Evidence-based decision-making:** Relentlessly tracking, measuring, analyzing, and fine-tuning care protocols to improve patient outcomes, while continuously optimizing data to ensure an evidence-based approach to caring for patients.
- **Culture of collaboration:** Facilitating transparency and real-time communication between caregivers and departments to enforce collaboration and trust, and to get everyone working toward common goals.

**2017 Focus: Engaging Consumers as Active Participants in Their Care**

Consumerism in healthcare has advanced and accelerated in recent years, driven in part by consumers facing large deductibles and co-payments. Today’s healthcare consumers are more engaged than ever and committed to making informed decisions throughout their health journeys. Health systems are investing in new consumer engagement strategies and partnerships that extend beyond sick care to empower patients to improve their health and become active participants in their care.

Consumer engagement takes on many forms, and in healthcare, there are moments in a consumer’s journey that represent opportunities for the health system and consumer to partner toward a healthier outcome.
**Health System Perspectives and Approaches to Engaging Consumers**

Four of America’s 50 and 100 Best Hospitals for 2017 offered to share their insights into different approaches for engaging consumers in their care. Each of these organizations communicates their quality outcomes in a variety of ways, at the hospital-wide level and at the patient level, in the context of key service lines, conditions, and procedures. We invited these hospitals to share examples of programs and initiatives that are making the care experience more personalized, patient-centered, and collaborative using both online and offline tactics.

**Clinical professionals are experts in medical care; patients are experts in themselves. And optimal health outcomes require both.**

— Archelle Georgiou, MD, Author of *Healthcare Choices: 5 Steps to Getting the Medical Care You Want and Need*, 2017

**Consumers are demanding improved health outcomes, increased service, and convenience. With new digital communication tools, we can provide members with a meaningful experience that helps improve health behaviors via a platform they’re increasingly comfortable with.**

— Margaret Sabin President and CEO Penrose-St. Francis Health Services
Orthopedic Patient-Peer Partner Program Engages New Patients

Virginia Mason Medical Center in Seattle, Washington — the only America’s 50 Best Hospitals award recipient in the Pacific Northwest — is proud to engage patients and their families as equal partners with Virginia Mason team members when the medical center improves an existing process or designs a new program or service.

The Orthopedic Patient-Peer Partner Program is one of the organization’s many proactive patient-engagement initiatives. In this innovative program, which was suggested by the medical center’s orthopedic patients themselves, individuals who have undergone joint replacement surgery at Virginia Mason can return as volunteers to support and encourage others who are preparing to undergo hip, knee, or shoulder replacement.

By sharing their own personal experiences with surgery and post-surgery rehabilitation during bedside conversations with patients in the hospital, these volunteers are helping individuals overcome their anxiety about orthopedic surgery and the recovery process that lies ahead.

“This is an example of the patient-centered focus at Virginia Mason that results in better overall experiences,” said Charleen Tachibana, RN, chief nursing officer and senior vice president for quality and safety. “Proactively involving our patients and their families as we strive to improve the healthcare experience is ingrained in our everyday work. It is exciting to think what the future of healthcare will look like as a result.”
First Responders Extend Care to Patients at Home

HealthPartners, an integrated health system in Minnesota that includes recipients of both America’s 50 Best Hospitals and America’s 100 Best Hospitals awards, is working with local first responders to help patients be active participants in their own care—while creating partnerships that benefit the entire community.

Regions Hospital in St. Paul, Minnesota, a Level I trauma center and one of America’s 50 Best Hospitals for 2017, worked with the St. Paul Fire Department to create a program in which a community paramedic follows up with patients once they return home from the hospital. Many of the patients enrolled are from medically underserved communities, aren’t eligible for traditional home-care services, and often have trouble accessing care.

The community paramedic partners with the doctor who treated each patient. Together, they create a care plan to address the patient’s needs. The goal of the program is to improve patient education and health outcomes. After comparing patient records 90 days prior to enrollment in the program to their records 90 days after, Regions Hospital has seen decreases in both emergency department visits and hospital admissions among patients who have received visits from the community paramedics.

At Park Nicollet Methodist Hospital in St. Louis Park, Minnesota, one of America’s 100 Best Hospitals for 2017, patients going home to one of four nearby cities have the option to receive a follow-up visit from their local fire department. More than 1,000 post-discharge visits have occurred since the program launched in May 2014. In follow-up surveys, 99 percent of patients agreed or strongly agreed they would recommend a paramedic visit to family and friends, and 95 percent agreed or strongly agreed with the statement “I feel safer in my home after having a paramedic visit.”

“We take pride in staying engaged with patients to help them safely transition from the hospital to home. These community programs not only do that, they also often save our patients the time and expense of future visits,” said Steve Connelly, MD, co-executive medical director of HealthPartners. “It’s an effective way to provide the best care and experience for our patients at an affordable cost.”

We take pride in staying engaged with patients to help them safely transition from the hospital to home. It’s an effective way to provide the best care and experience for our patients at an affordable cost.

– STEVE CONNELLY, MD
CO-EXECUTIVE MEDICAL DIRECTOR
HEALTHPARTNERS
Consumer Engagement: Not One-Size-Fits-All

Consumerism is requiring health systems to invest in a variety of areas to meet growing expectations about service, personalization, and convenience. To that end, our health system partners are emphasizing these key themes and initiatives in 2017:

• Leverage data better to drive a deeper understanding of consumers and their needs, preferences, and loyalty drivers, and use this information to meet their needs across the continuum of care.

• Provide personalized content and communications to each consumer based on what the health system knows about their health and needs, making every touch point more relevant.

• Involve patients and their families in collaborative care planning that emphasizes patient self-management and establishes achievable goals and action plans to improve health outcomes.

• Find ways to extend services outside the hospital into the community to maintain continuity and strengthen patients’ connections to the health system.

• Invest in technologies and partnerships to better meet consumers’ needs. The digital coaching program at Penrose-St. Francis Health Services promotes wellness and prevention services and supports chronic condition management.

• Meet patients wherever they are along the journey, using an omni-channel marketing approach to reach and influence potential new patients and build loyalty with existing patients.

Health systems fully embracing these strategies must also be able to manage the interoperability of diverse tools and technologies to support a comprehensive, multilevel approach.

Healthgrades congratulates Centura Penrose-St. Francis Health Services, Regions Hospital, and Virginia Mason Medical Center as recipients of the 2017 America’s 50 Best Hospitals award, and Methodist Hospital as a recipient of the 2017 America’s 100 Best Hospitals award. We thank these organizations for sharing their successful patient engagement strategies. To access the full list of America’s 50 and 100 Best Hospitals for 2017, visit America’s Best Hospitals at healthgrades.com.

Consumer engagement requires multiple strategies to help empower consumers at different stages of their journey to achieve optimal health.

– BRAD BOWMAN, MD
CHIEF MEDICAL OFFICER
HEALTHGRADES
America's Best Hospitals Methodology

Healthgrades identifies America's Best Hospitals andstratifies performance into two categories: America's 50 Best Hospitals and America's 100 Best Hospitals.

The America's 50 Best Hospitals award recognizes 50 hospitals as the top 1% in the nation for consistent clinical excellence based on an analysis of risk-adjusted mortality and complication rates for common procedures and conditions. These hospitals have received a Healthgrades Distinguished Hospital Award for Clinical Excellence™ for at least six consecutive years.

The America's 100 Best Hospitals Award recognizes the top 100 hospitals that received the Distinguished Hospital Award for Clinical Excellence each year for at least the last three years. The list is made up of those hospitals that were identified as America's 50 Best Hospitals as described above, with the addition of the next 50 top hospitals, identified by consecutive years of achieving the Distinguished Hospital Award for Clinical Excellence and volume-weighted average z-score. These hospitals are recognized as the top 2% in the nation for consistent clinical quality.

References

* At least 21 of the 32 procedures and conditions evaluated by Healthgrades using Medicare inpatient data from the Medicare Provider Analysis and Review (MedPAR) database.

† Heart attack, heart failure, pneumonia, respiratory failure, sepsis, and stroke. Based on Healthgrades analysis of treatments across 19 rated conditions and procedures where mortality is the outcome.

‡ Chronic obstructive pulmonary disease, heart attack, pneumonia, sepsis, and stroke. As reported by Healthgrades in Hospital Choice: Your Life May Depend on It, 2016.

§ Statistics are based on Healthgrades analysis of MedPAR data for years 2013 through 2015 and represent three-year estimates for Medicare patients only.
About Healthgrades

Healthgrades is the leading online resource for comprehensive information about physicians and hospitals. Today, more than one million people a day use the Healthgrades websites to search for, compare, and connect with hospitals and physicians based on the most important measures when selecting a healthcare provider: experience, hospital quality, and patient satisfaction.

Unlike other hospital quality analyses, Healthgrades evaluates hospital quality for conditions and procedures based solely on clinical outcomes. We measure hospital performance for the most common in-hospital procedures and conditions, and adjust for each patient’s risk factors, such as age, gender, and medical condition.

For more information about Healthgrades, visit healthgrades.com or download the Healthgrades iPhone app.