As the national conversation around healthcare continues to evolve and the options for consumers continue to shift, it's more essential than ever for patients to understand the quality of their local providers and hospitals, and to have confidence in the care choices they make. In service of this goal, Healthgrades proudly presents our 2018 Report to the Nation.

Healthgrades is the unparalleled leader in connecting patients with quality care. Across platforms, our products empower patients, providers and hospitals to elevate the healthcare experience and build stronger, healthier communities together.

EDUCATING CONSUMERS

For millions of people each month, Healthgrades provides trusted information about physician experience and hospital quality, so patients can find the specific care they need—and improve the success of their outcomes.

CONNECTING PROVIDERS

For more than 3 million providers, Healthgrades fosters meaningful connections with patients and makes access to providers more convenient through available tools like online appointment scheduling.

EMPOWERING HOSPITALS

For more than 600 hospitals across the country, Healthgrades helps care teams understand and improve their outcomes and cultivate new patient relationships. By partnering with Healthgrades, hospitals can expand care access, promote clinical quality achievements, and build loyalty within their community.

For this year’s report, we recognize that while healthcare is a national discussion, care itself happens locally across individual cities and individual hospitals. Through our content, tools, and quality reports, Healthgrades makes healthcare personal—and gives each individual patient the power to advocate for his or her best possible care.
When it comes to healthcare, knowledge is power, but the process of acquiring that knowledge too often becomes confusing, fragmented and overwhelming.

With 80% of internet users seeking health information online—and 30% specifically consulting online provider review sites or service rankings—Healthgrades offers trusted information on three key indicators of care quality:

- **Physician Experience**
- **Patient Satisfaction**
- **Clinical Outcomes**

We take seriously our responsibility to guide patients to the right care, and to promote quality among local providers and hospitals. The 2018 hospital quality ratings analysis is based on comprehensive data covering 4,500 hospitals nationwide, as well as clinical outcomes for 34 specific conditions and procedures, based on MedPAR and all-state payer data.

This year’s Report to the Nation underscores a trend Healthgrades has observed for years: Significant variation in health outcomes exists among hospitals throughout the United States. In short, not all hospitals are the same, and patients need to know these quality differences before they choose where to receive care.

**SPOTLIGHT CITY:**
**Denver, Colorado**

To study how much confidence Denver residents have in their healthcare decisions, Healthgrades commissioned research from Stax, Inc. Within the Denver metro area, self-confidence is high, with 80% of respondents reporting they are highly confident in their own ability to make good healthcare decisions.²

**Denver Consumer Confidence in Ability to Make Good Healthcare Decisions**

![Confidence Scale](image)

**Denver Consumer Confidence in Provider Information by Source**

When it came to seeking information about providers, respondents in Denver expressed significantly more confidence in physician rating and review sites like Healthgrades than in other information sources.

<table>
<thead>
<tr>
<th>Information Source</th>
<th>Confidence Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician Rating and Review Websites</td>
<td>12.8%</td>
</tr>
<tr>
<td>Insurance Websites</td>
<td>7.0%</td>
</tr>
<tr>
<td>General Review Websites</td>
<td>6.6%</td>
</tr>
<tr>
<td>General Health Information Websites</td>
<td>6.2%</td>
</tr>
<tr>
<td>Online Healthcare Forums</td>
<td>6.1%</td>
</tr>
<tr>
<td>Hospital Healthcare Systems Websites</td>
<td>5.8%</td>
</tr>
<tr>
<td>Social Media Networks</td>
<td>5.2%</td>
</tr>
</tbody>
</table>

Hospital quality matters. It’s one of the most critical facets of health and a primary indicator of successful outcomes for patients. In addition to hospital quality data, for 2018 Healthgrades is expanding the scope of the Report to the Nation by introducing the National Health Index. This new analysis creates a snapshot of care quality in 25 U.S. markets, based on a combination of the varied factors that contribute to a city’s health.

3. Statistics are based on Healthgrades analysis of MedPAR data for years 2014 through 2016 and represent three-year estimates for Medicare patients only.
25 Cities Getting Healthcare Right

Cities in the National Health Index represent markets where health and healthcare are thriving. Residents of these metro areas benefit from widely available access to high-quality care, while also practicing their own healthy lifestyle habits. Scores for each city are based on data from three sources:

1. Healthgrades 2018 award year hospital quality ratings
2. Selected responses from the Centers for Disease Control and Prevention (CDC) Behavioral Risk Factor Surveillance System 2015 survey
3. The 2015 Association of American Medical Colleges Report on the number of active primary care providers per 100,000 population in the American Medical Association Masterfile

To evaluate which cities comprised our list of 25 in this year’s index, Healthgrades focused on four key indicators:

ACCESS TO CARE
including, but not limited to, these data points:
• The number of active primary care providers per 100,000 people
• The percent of the population with some form of health insurance

ACCESS TO QUALITY HOSPITALS
including, but not limited to, these data points:
• The percent of hospitals in the market area that are 5-star hospitals
• The percent of hospitals in the market that have received the 2018 Healthgrades Distinguished Hospital Award for Clinical Excellence™

POPULATION HEALTH
including, but not limited to, these data points:
• The percent of the population with a normal body mass index (BMI)
• The percent of the population who say they exercise and eat fruits and vegetables
• The percent of the population who are not current smokers

RISKY BEHAVIORS
including these data points:
• The percent of the population who do not engage in heavy drinking
• The percent of the population who do not engage in binge drinking

Together, these indicators offer valuable insight into each market’s level of care, and, more importantly, empower hospitals, providers and patients nationwide to take action toward better community health.

HEALTHGRADES NATIONAL HEALTH INDEX

Congratulations to the hospitals, providers and residents of these cities for cultivating standout care and healthy lifestyles within their communities.

1. Minneapolis, MN
2. Denver, CO
3. Sacramento, CA
4. Cincinnati, OH
5. Portland, OR
6. Baltimore, MD
7. Milwaukee, WI
8. Dayton, OH
9. Charleston, WV
10. Boston, MA
11. Albuquerque, NM
12. Akron, OH
13. Washington, DC
14. Seattle, WA
15. Richmond, VA
16. Cleveland, OH
17. Charleston, SC
18. Los Angeles, CA
19. Grand Rapids, MI
20. Toledo, OH
21. Phoenix, AZ
22. Philadelphia, PA
23. Salt Lake City, UT
24. Chicago, IL
25. Columbus, OH
The National Health Index delivers a unique overview of the complex factors that define a city’s healthcare, taking into account both patient access to quality care and the lifestyle habits residents themselves practice each day.

For consumers, the National Health Index generates awareness of the local care available, whether they’re scheduling a routine appointment with a primary care provider or undergoing a major procedure at a local hospital. Armed with this information, patients can make more confident decisions about where and with whom they seek their care, improving the likelihood of a better outcome.

By surfacing information about healthy lifestyle habits and risky behaviors, the National Health Index also reminds consumers of the power they have over their own health—and that of their city. By eating a nutritious diet, exercising regularly, and preventing conditions like high cholesterol or high blood pressure, residents not only improve their own health, but help make their community a healthier place, too.

Finally, the National Health Index features Health Stories submitted by real patients from across the 25 recognized cities, sharing their experiences of facing a diagnosis, choosing a provider or hospital, treating a chronic condition, or undergoing a surgical procedure. These honest, first-person perspectives can inspire citizens nationwide to be proactive in their health and navigate their own care with confidence.

**SPOTLIGHT CITY:**

**Boston**

When it came to Access to Care, Boston topped the list with the highest number of primary care providers per 100,000 population of the 25 featured cities.
What The National Health Index Means for Hospitals

The choice of a hospital may not be part of a resident’s everyday healthcare routine, but when the time does come, it’s essential for patients to know which hospital can provide the best care. The National Health Index furnishes hospital systems nationwide with a diverse array of insights that can help build more meaningful connections between hospitals and communities.

By identifying gaps in access of care and access to quality hospitals, providers in the featured markets can work to expand options, strengthen capabilities, and meet the needs of the neighbors they serve. Hospitals can then help empower consumer decisions by promoting their quality of care and providing transparency to current and potential patients.

Hospitals can help empower consumer decisions by promoting their quality of care and providing transparency to current and potential patients.

Information about a market’s healthy lifestyle habits and risky behaviors also empowers hospitals to focus their resources and messaging on the conditions and procedures most relevant to their local communities. Through targeted information and programs about the health issues directly affecting area residents, hospitals can build trust and loyalty among the people who may one day need their care.

SPOTLIGHT CITY:
Salt Lake City

Salt Lake City’s residents were leaders in healthy behaviors, with the lowest rates of smoking among all 25 cities in the index.

“"HEALTHPARTNERS
On Building Community Health

“We know health is greatly influenced by our communities. That’s why we’re committed to programs that improve community health, like our Make it OK initiative, which focuses on removing the stigma from mental health treatment, and our Children’s Health Initiative, which supports the youngest members of our community.”

— Brian Rank, MD
Executive Medical Director of HealthPartners in Minneapolis
Summary: Quality Care Shouldn’t Be Left to Chance

Some elements of health, such as family history, remain beyond our control. However, consumers do have the power to make healthy lifestyle choices every day and, in most cases, the ability to choose the healthcare they receive.

That’s why it’s imperative that communities have accurate and comprehensive data about the healthcare resources available to them, and for hospitals and providers to make their quality outcomes and care quality information widely known.

Healthgrades 2018 Report to the Nation and National Health Index present a unique opportunity for communities to evaluate the state of their healthcare and the complex factors that comprise a city’s overall health. By partnering together, consumers, hospitals and providers can make each other stronger and work toward a healthcare experience that’s clearer, simpler, more accessible, and more successful for all.

Care quality varies dramatically across cities, hospitals and providers, and only by having awareness of these differences can families make confident decisions about the care they receive.
Read more about the methodologies for our 2018 Hospital Quality Ratings and National Health Index.

For more information about partnering with Healthgrades to elevate and promote hospital quality, please contact:

Anthony Del Vicario  
adervicario@healthgrades.com  
(303) 390-2505

For media inquiries, please contact:

Jennifer Newman  
jnewman@healthgrades.com  
303-298-4551

Liz Boten  
lboten@healthgrades.com  
303-390-2540

About Healthgrades

Healthgrades is dedicated to empowering stronger and more meaningful connections between patients and their healthcare providers. At www.healthgrades.com, we help millions of consumers each month to find and schedule appointments with their provider of choice. With our scheduling solutions and advanced analytics applications, we help more than 600 hospitals across the country to cultivate new patient relationships, improve patient access, and build customer loyalty. At Healthgrades, better health gets a head start.