

What is the 100 Top Hospitals Everest award?

The **Thomson Reuters 100 Top Hospitals®: Everest Award for National Benchmarks** is an innovative new award that honors a small group of hospitals that are setting national benchmarks by integrating the highest achievement with the fastest long-term improvement.

Everest award winners are a special group of the 100 Top Hospitals: National Benchmarks winners that have also set national benchmarks for the fastest five-year rate of improvement in the country. Your hospital is a leader in setting the highest national standards. It embarked on a journey to performance excellence years ago and has reached a level of performance that other hospitals are trying to emulate.

Thomson Reuters announces these winners each year to bring to light the new level of performance that can be achieved and to help other hospitals set goals for higher performance and more rapid improvement.

HOW CAN I LEARN MORE?

To learn more about the 100 Top Hospitals awards, including lists of current award winners and details on the measures used, visit www.100tophospitals.com.

WHO PERFORMS THE 100 TOP HOSPITALS STUDIES AND WHY?

The Healthcare business of Thomson Reuters, a global healthcare information company, performs the 100 Top Hospitals studies annually at its own expense to share the new standards being set by the hospital industry, enabling other hospitals to improve their own hospital-wide performance and rate of improvement. By using only high quality public data, we are able to measure all hospitals and report the most reliable standards. Only a handful of hospitals, selected from five categories (Major Teaching, Teaching, and Large, Medium, and Small Community Hospitals), are named.

Thomson Reuters uses its own statisticians, physicians, and hospital industry experts to determine criteria and select the top-performing hospitals.

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A GUIDE TO THE THOMSON REUTERS 100 TOP HOSPITALS®: EVEREST AWARD FOR NATIONAL BENCHMARKS 2008


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2008 EVEREST AWARD
NATIONAL

Why your local hospital received this prestigious award and what it means to you and the community.



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WHAT MEASURES IDENTIFY HOSPITALS THAT PERFORM WELL HOSPITAL-WIDE?

The *100 Top Hospitals*®: *Everest Award for National Benchmarks* is based on a set of measures that reflect highly effective performance across the whole organization, including clinical quality, patient safety, patient satisfaction with care, efficiency, and financial stability. The total score reflects the performance of the whole organization and the results of the hospital's leadership strategies to improve performance. The individual measures include:

Patient outcomes: Survival rates for all patients, plus low rates of complications like infections and severe bleeding after surgery.

Patient safety: Avoiding unwanted events, like respiratory failure, infections, and unexpected deaths in low-risk diseases, which occur infrequently, but all hospitals are working to reduce.

National treatment standards (core measures):

A set of basic care practices that all heart attack, heart failure, pneumonia, and surgery patients should receive. Core measures were developed by the National Quality Forum (NQF) as minimum basic standards. A hospital is scored only on those core measures that the hospital reports publicly. You can see all hospitals' specific core measures scores at qualitycheck.org and hospitalcompare.hhs.gov.

Patient satisfaction: Patient rating of the hospital's overall performance, as reported on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, a standardized patient survey instrument created by the Centers for Medicare & Medicaid Services and the Agency for Healthcare Research and Quality, and endorsed by the NQF and the Hospital Quality Alliance.

Efficiency: Length of patient stay and average expense are measures of treatment efficiency and operational efficiency. In the best hospitals, all parts of the organization work together to do the right thing at the right time. When this happens, patients return to their daily lives faster and costs are usually lower.

Financial stability: Profit from operations and cash-to-debt ratio reflect whether the hospital is producing a positive bottom line from its basic business—treating

patients—and whether the hospital has a strong cash position, often referred to as liquidity. A high-performing hospital must be well managed financially so it can attract the best healthcare professionals, acquire new technology, and expand services to improve results for patients. The top-performing hospitals must have enough cash to pay down their bills and must generate a surplus to be financially stable and invest in the future.

Everest award winners are balanced in business and clinical performance. They perform well on all clinical measures and must show a profit. Moreover, they consistently improve faster than their peers, and have no significant deterioration in clinical measures over five years. Sustaining performance improvement over five years suggests that the hospital's leadership team and entire organization are committed to bringing higher value to patients and the community every year.

WHY DOES HOSPITAL-WIDE PERFORMANCE MATTER WHEN I AM BEING TREATED FOR ONLY ONE DISEASE?

When a patient is treated in a hospital, many specialized services are provided by many skilled professionals. To make sure the patient receives the best care, the hospital needs to be a well-managed organization to coordinate all the tests and treatments received. When all the departments and services of a hospital are working in concert, patients benefit because measurably better outcomes can be achieved safely, efficiently, and at comparatively reasonable cost.

For the patient, this means this hospital is significantly more likely to provide dependable, high quality care because doing the right thing at the right time matters to everyone in the hospital – not just doctors. The Everest award winners are not only achieving top across-the-board results, they are showing substantial year-over-year improvements.

IF THIS AWARD IS FOR HOSPITALS, WHAT DOES IT MEAN TO PATIENTS?

Although there are no perfect hospitals, research has shown that teamwork across an organization produces a greater likelihood of better outcomes, adherence to standards, and more reasonable costs. Patients can feel comfortable that a 100 Top Hospitals Everest award winner is performing well against national standards and is working hard to continually improve care. Its

board, management, doctors, nurses, and hospital employees work together to constantly measure, review, and improve performance to make it a good place to receive care.

DOES THIS MEAN THAT I SHOULD CHOOSE THIS HOSPITAL WHEN I NEED CARE?

Hospital choice is a complex decision that requires consultation with your physician about your illness and the type of treatment best for you. This award does not address all possible issues that are important to you.

The 100 Top Hospitals Everest award selects winners by an objective, statistical comparison of hospital-wide performance that uses publicly available data trended over five years.

A 100 Top Hospitals Everest winner, compared with similar hospitals on the measures described, has set national standards for organization-wide performance in the year before the award and showed faster improvement than its peers during the five years preceding. These award-winning hospitals have set the new standard to which other hospitals can aspire.

WHY IS IT SO DIFFICULT TO WIN THIS AWARD?

There are several reasons:

1. This award uses only statistical information to select the top performers from more than 3,000 hospitals across the country. The 100 Top Hospitals Everest award winners must perform well across many measures, not just one. Your hospital is matched only to similar hospitals before computing and comparing scores to choose the top performers.
2. To win this award, hospitals must not only perform at top levels across the hospital for one year, they must demonstrate the fastest five-year rate of improvement in the measures studied.
3. The measures in the study change, usually every year, based on new and higher standards of care. For example, the survival rate of hospitalized patients has risen every year for more than a decade, thus raising the standard for patient survival. To win, a hospital must keep up with the new standards of performance and develop new techniques to achieve better performance over time.