

THOMSON REUTERS 100 TOP HOSPITALS PROGRAM

HONORING THE NATION'S BEST HEALTHCARE ORGANIZATIONS, AS DETERMINED BY OBJECTIVE, PUBLIC DATA AND ANALYSIS



A DISTINCTIVE HONOR

It is a mark of distinction to achieve a *100 Top Hospitals* award. Since the program started in 1993, no hospital has won each year, and only a small handful of hospitals have won the award 10 times or more.

What makes a hospital one of the best in the nation? In addition to providing top-notch medical care, leaders at the best hospitals and healthcare organizations must be dedicated to continual self-evaluation and improvement. Thomson Reuters is committed to providing analysis and benchmarks to help hospitals objectively assess performance and strive to achieve greatness. This is why we developed the *Thomson Reuters 100 Top Hospitals*® program in 1993.

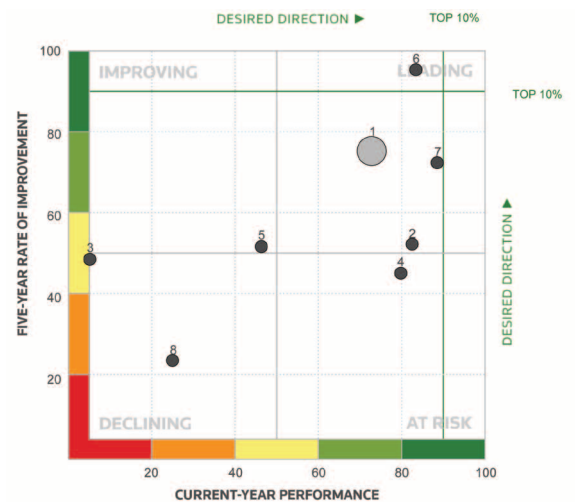
The *Thomson Reuters 100 Top Hospitals* program uses independent and objective research to guide hospital and health system performance. We analyze public data sources to compare hospitals to similar organizations. There is no application process or any costs or fees associated with winning or publicizing the award. Simply put, our goal is to use objective data and analysis to find the top-performing organizations in the country and highlight their achievements to enable all healthcare leaders to guide their own performance.

The *Thomson Reuters 100 Top Hospitals* program is unique:

- Our research uses only public data and objective statistical analysis to measure performance.
- Hospitals are compared only to similar organizations.
- There is no application process; the analysis is conducted using publicly submitted data.
- There are no costs to be evaluated or named a winner, or for winners to promote their award.



The *100 Top Hospitals* research uses a scorecard approach that incorporates public data, proprietary, peer-reviewed methodology, and key performance metrics to arrive at an objective, independent analysis of hospital or health system performance. Our research measures performance, organizational alignment, and progress against business goals. It also demonstrates the value that an award-winning organization provides to patients and the community.



The 100 Top Hospitals Performance Matrix

An innovative analysis that displays both short-term achievement and long-term rate of improvement compared to peers across the nation.



THOMSON REUTERS™

UNBIASED, OBJECTIVE AWARDS

- Hospitals do not apply or pay for our awards— it is an honor achieved through the strength of their performance.
- Our awards are independent and objective. The awards are based on research and data.
- We use a report card approach to assess all aspects of a hospital's performance. It includes clinical measures to account for patient care and financial measures to consider how the hospital performs as an efficient business.

STUDIES AND AWARDS BASED ON OBJECTIVE PERFORMANCE RESEARCH

The program features three annual research studies. Each study names winners of an award and presents a set of research findings related to the performance of the top organizations.

100 Top Hospitals

The *100 Top Hospitals* award identifies the highest-performing acute care hospitals in the nation. This study benchmarks the industry's management and clinical outcomes to help hospital leaders assess organizational performance and effectiveness. Winners of this award provide the highest quality care in the most efficient manner, maintain top financial stability, and elicit the highest patient perception of care.

To qualify for this category, the organization must be a general and applicable specialty, short-term, acute care, nonfederal U.S. hospital treating a broad spectrum of patients. Performance measures are centered on:

- Clinical outcomes – including patient survival and complications
- Clinical process – following accepted care protocols
- Extended patient outcomes
- Efficiency – including average length of stay and costs
- Hospital financial health
- Consumer assessment of care

The *100 Top Hospitals* study also honors a special group of high performers, the *100 Top Hospitals Everest Award* winners. The *Everest Award* recognizes the highest rate of long-term improvement, resulting in the highest performance in the country at the end of five years. Hospitals that win this award are setting national benchmarks for both long-term improvement and top one-year performance.

10 Top Health Systems

The *10 Top Health Systems* award identifies the best-performing health systems in the nation. This study measures the performance of a health system as a single organization and includes clinical quality and efficiency measures. Performance measures reflect aggregated data across the entire system. The study highlights the potential for health system leaders to impact quality initiatives, improve perceptions, and increase value to the community.

To qualify for this award, a health system must have at least two short-term, general, acute care hospitals. Performance measures are centered on:

- Clinical outcomes – including patient survival and complications
- Clinical process – following accepted care protocols
- Efficiency – including average length of stay and costs
- Consumer assessment of care

"We refuse to accept the status quo and realize that healthcare delivery in the U.S. is not as good as it needs to be. It is our job to be cognizant of what we can do to improve, and never settle for less than the best."

Mark Neaman, CEO

NorthShore University Health System
Evanston, IL
100 Top Hospitals award winner, 10+ times



HONORING LEADERSHIP EXCELLENCE

- Winning this award is not possible without strong leadership. Award-winning hospitals are run by leadership teams that encourage their entire organization, including doctors, nurses, and staff, to work together to deliver efficient, quality care to patients.
- Award-winning hospitals are leaders in the healthcare community and serve as examples for non-winning hospitals to follow. Award-winners prove that better care is possible across the industry.

50 Top Cardiovascular Hospitals

The *50 Top Cardiovascular Hospitals* award identifies hospitals that demonstrate the highest performance in hospital cardiovascular services. This study provides hospital executives, physicians, and cardiovascular service line managers with intelligence reflecting the rapid improvement of cardiovascular outcomes and new targets for achieving the best performance.

To qualify for this category, the hospital must be a general and applicable specialty, short-term, acute care, nonfederal U.S. hospital treating a broad spectrum of cardiology patients, including those being treated for heart attacks or heart failure and those undergoing angioplasties and bypass surgeries.

Hospitals are evaluated on:

- Clinical outcomes – including patient survival and complications
- Clinical process – following accepted care protocols
- Extended patient outcomes
- Efficiency– including average length of stay and costs

IDENTIFYING THE BEST PERFORMERS

Each 100 Top Hospitals study is based on public data and computed with objective, proprietary methodology. In general, there are four steps we take to select the *100 Top Hospitals* award winners for a given study:

1. Building the database of organizations, including special selection and exclusion criteria.
2. Classifying organizations into comparison groups according to bed size and teaching status.
3. Scoring organizations on a balanced scorecard of performance measures.
4. Determining the award winners by ranking organizations relative to their comparison group.

For the Health System study, we take an additional step to aggregate patient-level data into health systems before scoring.

To arrive at the winners of the *Everest Award*, we use our multiyear trending methodology to select the hospitals that have shown the fastest, most consistent five-year improvement on our balanced scorecard of performance measures. We then align this list with the list of *100 Top Hospitals* winners and look for overlap. Those that ranked in the top 100 of *both* lists are the *Everest Award* winners.

“To make the hospital better and make it a destination hospital, we wanted our customer service to be the very best.”

Paul Pawlak, CEO

Silver Cross Hospital
100 Top Hospitals award winner, 5+ times



IMPROVE YOUR CHANCES

Nearly every hospital has the chance to be evaluated as part of the *100 Top Hospitals* program because the studies use only public data. Being part of the studies not only provides a chance to become a winner; it also gives hospitals access to valuable benchmarking and performance improvement tools. There are some things you can do to make sure you are included in the studies and have access to *100 Top Hospitals* benchmarking tools.

Make Sure You Are Included in the Study

Unfortunately, each year a number of hospitals miss out on these opportunities because we don't have their most recent cost report. To prevent this, you can email a copy of your cost report in ECR format directly to th.providersupport@thomsonreuters.com when it is submitted to your fiscal intermediary.

Obtain and Understand Your Performance Results

Top performance begins with an honest look at where you stand. Our *100 Top Hospitals Benchmarks Reports* are your organization's report card on overall performance or measures of care. Use the detailed performance insights and analysis in this report to identify your opportunity to make the greatest impact on performance and see where you stand compared to similar organizations.

It is easy to obtain your organization's report. Sample reports and an order form are available on 100tophospitals.com/reports.

OBJECTIVE INSIGHT TO DRIVE TOP PERFORMANCE

To drive quality, growth and efficiency, you need objective information. Thomson Reuters tools, analytics and services can provide clarity in uncertain times, helping you evaluate performance, reduce risk, and seize opportunities. Visit thomsonreuters.com/providers to learn more.

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For more information about the *Thomson Reuters 100 Top Hospitals program*, please visit 100tophospitals.com.
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ABOUT THOMSON REUTERS

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