HOSPITAL QUALITY MODEL REPORT: COMPOSITES

SPONSOR HOME PAGE

This page would be the normal home page of whatever group is releasing the report in a particular state or community. The group might be, for example, the State Health Department. The page would have a direct link to the ***Report Home Page****. We are thinking about using the following language to introduce the Report. Note that throughout this document we will refer to the entire template as "the Report" but it is presumed that the name of the report will be chosen by the sponsor.*

Announcing!

(sponsor name) is proud to introduce a new tool to help the people and hospitals of (insert location) learn about and improve the quality of health care in our (community/state). The Report provides information that lets you compare how well our hospitals perform when they take care of patients with a wide range of health problems.

Whether you are choosing a hospital for yourself or a loved one, or just want to see where a particular hospital performs well and how it might improve its care, take advantage of this new resource. **Go to Report Home Page** *Note: this can be a "tab" on the website in addition to having a link here*

National experts in medicine and hospital quality, led by the federal government's lead agency for health care quality, provided the building blocks for this tool. They identified the most readily available information that can give an accurate picture of the quality and safety of care at different hospitals. **Click here to get Technical Details about the Quality Information in the Report** *Note: this can be a "tab" on the website in addition to having a link here*

They also asked people like you if this was information they would like to have, and their answer was "yes!"

We hope you find this tool valuable. If you have questions, or want to share your feedback on the tool, please email us at (insert email address or provide link to feedback form).

Report on Hospital Quality in [*community/state*]

Quality in health care, including in hospitals, can be described as "doing the right thing, at the right time, in the right way -- and having the best possible results."

This report provides information on how well all the hospitals in [*community/state*] care for patients with a wide range of health problems. It can:

- help you choose a hospital for yourself,
- provide useful information for your loved ones if they need hospital care,
- encourage hospitals to improve their quality, and
- help everyone learn more about hospital quality.

Why should you look at this information?

Don't people get good care in any hospital their doctor recommends? Here are the facts:

- All hospitals do not provide the same quality of care. Some hospitals are better than others.
- A particular hospital might do a very good job on some health problems and not such a good job on other health problems.
- Whenever anyone goes to the hospital, they risk getting a new health problem while getting medical care for an existing problem. Hospitals vary in how well they protect patients from these risks.
- Your doctor, or the specialist or surgeon he or she recommends, may be highly skilled, but hospital quality also depends on how well all the hospital staff, such as the nurses, take care of you, and on how well the hospital is organized.

Given those facts, our goal is to give you information you can use to increase your chances of getting the best possible hospital care when you need it.

What Information is available in the Report?

There are two types of information provided in this Report:

- how often patients had medical complications while in the hospital, and
- how often patients died while in the hospital for certain health conditions and operations

This information is provided about [X] hospitals. By looking at this information, you will be able to compare which hospitals have the **fewest number of deaths and complications**.

There are many ways to judge hospital quality. We are reporting this information because experience shows it is accurate, easily available for most hospitals from their administrative records, and of interest to members of the public.

Click here to start comparing hospitals' results

Step One: Choose one or more hospitals to compare

We have information on how well (insert number) hospitals performed.

Sponsors: This is where you set up a search function through which users will be able to enter information, such as a zip code or city/state, and then view a list of hospitals in your area that are included in the report.

Click here to go to Step Two: Select which scores you want to see

Step Two: Select overall scores

Each of these overall scores reflects a hospital's performance on a number of more specific topics listed below. Once you view the results for the overall score, you can then choose to see the results for these more specific topics. All of the information refers to adult patients, with the exception of "Overall score for medical complications for children."

Please check the boxes next to each overall score you want to see.
You can return to this page and pick another overall score to look at whenever you like, using the tabs on the (top/left).

Select All of the Overall Scores

☐ **Overall score for hospital patients having operations.** This score is based on how often patients died after having the following operations:

- CABG (Coronary artery bypass graft)
- PTCA (Percutaneous transluminal coronary angioplasty)
- Operation to remove part or all of the esophagus
- Operation to remove part or all of the pancreas
- Operation to remove blockage in arteries to the brain
- Brain surgery
- Hip replacement surgery
- Surgical repair of an aortic aneurysm

☐ **Overall score for hospital patients admitted with particular health conditions.** This score is based on how often patients died after being admitted to the hospital for the following health conditions:

- Heart Attack
- Congestive heart failure
- Pneumonia
- Stroke
- Broken hip (hip fracture)
- GI (stomach or intestinal) bleeding

☐ **Overall score for medical complications, for adults.** This score is based on how often adult patients experience the following twelve complications, either after an operation or as a result of other care provided in the hospital:

- Bed sores
- Leaking air from the lung because it was accidentally punctured during a medical procedure
- Infections due to medical care
- Hip fracture after an operation
- Too much bleeding or clots after an operation
- Abnormal changes in body function after an operation
- Breathing failure after an operation
- Blood clots in the lung or large vein after an operation
- Bloodstream infection following an operation
- Splitting open of a surgical wound after an operation on the stomach or pelvic area
- Accidental cuts and tears

☐ **Overall score for medical complications, for children.** This score is based on how often children under the age of 18 experienced the following seven complications in the hospital, either after an operation or as a result of other care provided by the hospital:

- Bed sores
- Leaking air from the lung because it was accidentally punctured during a medical procedure
- Infections due to medical care
- Too much bleeding or blood clots after an operation
- Breathing failure after an operation
- Bloodstream infection following an operation
- Splitting open of a surgical wound after an operation on the stomach or pelvic area
- Accidental cuts and tears

Compare Hospital Scores

Compare the Results of Hospital's Overall Scores

When you are choosing a hospital, you should look for the hospital that does **Better than average** on the topics that are most important to you, or on as many items as possible.

Click on the overall score name to see detailed results of how each hospital performed.

Each hospital's score is compared to the average scores of hospitals across the state.

Average is about the same as the average score of hospitals across the state.

Better than average is better than the average score of hospitals across the state.

Worse than average is worse than the average score of hospitals across the state.

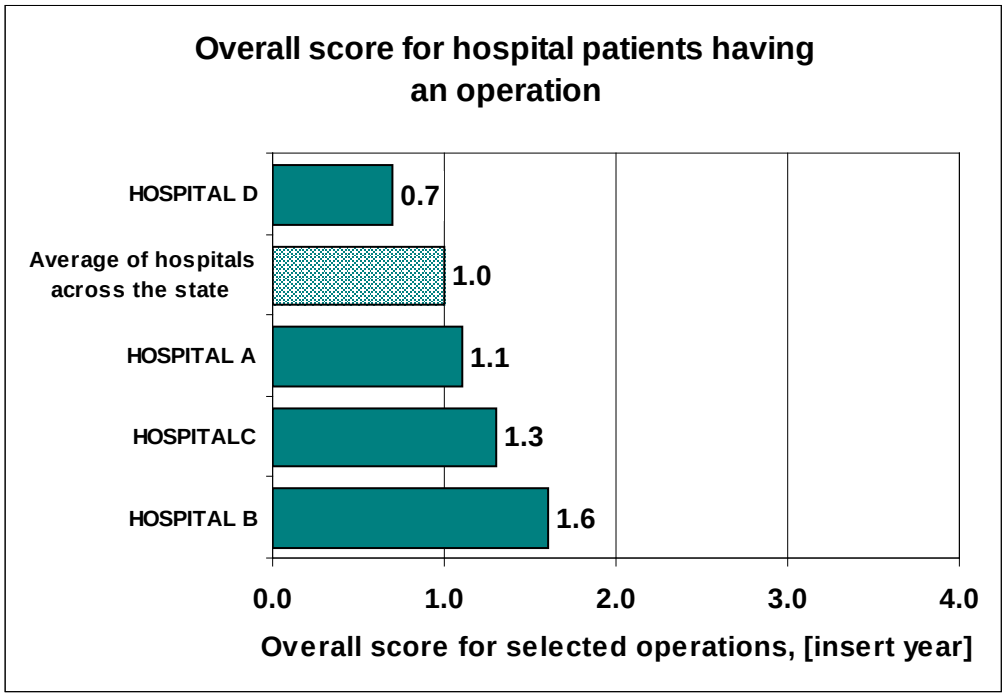
Overall Scores	Hospital A	Hospital B	Hospital C	Hospital D
Overall score for hospital patients having operations	Average	Worse than average	Worse than average	Better than average
Overall score for hospital patients admitted with particular health conditions	Better than average	Better than average	Worse than average	Better than average
Overall score for medical complications for adults	Better than average	Worse than average	Average	Average
Overall score for medical complications for children	Worse than average	Worse than average	Better than average	Better than average

Overall score for hospital patients having operations

This graph shows overall scores based on how often patients died in each hospital after having the following eight different operations:

- CABG (Coronary artery bypass graft)
- PTCA (Percutaneous transluminal coronary angioplasty)
- Operation to remove part or all of the esophagus
- Operation to remove part or all of the pancreas
- Operation to remove blockage in arteries to the brain
- Brain surgery
- Hip replacement surgery
- Surgical repair of an aortic aneurysm

When choosing a hospital, you should look for the hospital that has a **lower** score. A lower score is shown by a **shorter** bar on the graph below. In particular, look for a score that is **1.0 or less.** This information is for patients admitted during [insert year].



Average of hospitals across the state: The average score for hospital patients having operations in the hospitals across your state. This number is included so you have a better idea of what is typical for your state.

What do these scores mean?

Even in the best hospital, some patients will die after having each of these operations. The scores in this report are calculated by comparing the number of deaths expected in a particular hospital, (based on how many operations they do and how old and sick their patients are) and how many patients actually died. An overall score of 2.0 means that twice as many patients died as expected. An overall score of .5 means that half as many patients died as expected.

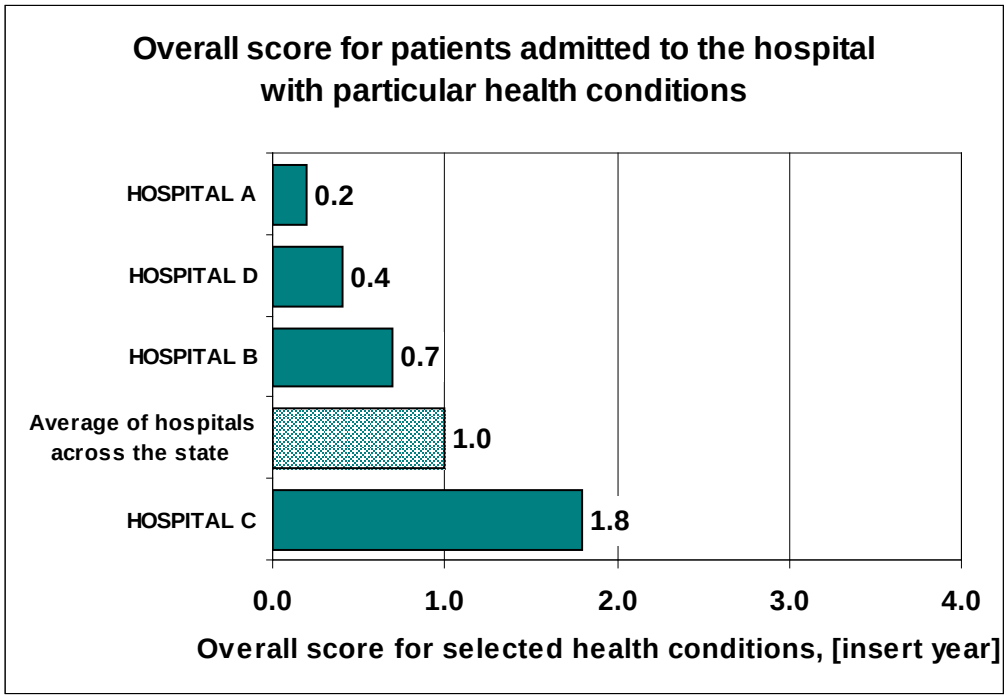
Click here to see results for each of the specific operations listed above

Overall score for hospital patients admitted with particular health conditions

This score is based on how often patients died in the hospital after being admitted with particular health conditions. These patients did not have an operation. This score is based on the results for the following six health conditions:

- Heart attack
- Congestive heart failure
- Pneumonia
- Stroke
- Broken hip (hip fracture)
- GI (stomach or intestinal) bleeding

When choosing a hospital, you should look for the hospital that has a **lower** score. A lower score is shown by a **shorter** bar on the graph below. In particular, look for a score that is **1.0 or less.** This information is for patients admitted during [insert year].



Average of hospitals across the state: The average score for patients admitted to the hospital with particular health conditions in the hospitals across your state. This number is included so you have a better idea of what is typical for your state.

What do these scores mean?

Even in the best hospital, some patients will die after having each of these operations. The scores in this report are calculated by comparing the number of deaths expected in a particular hospital, (based on the number of operations they do or patients they see and how old and sick their patients are) and how many patients actually died. An overall score of 2.0 means that twice as many patients died as expected. An overall score of .5 means that half as many patients died as expected.

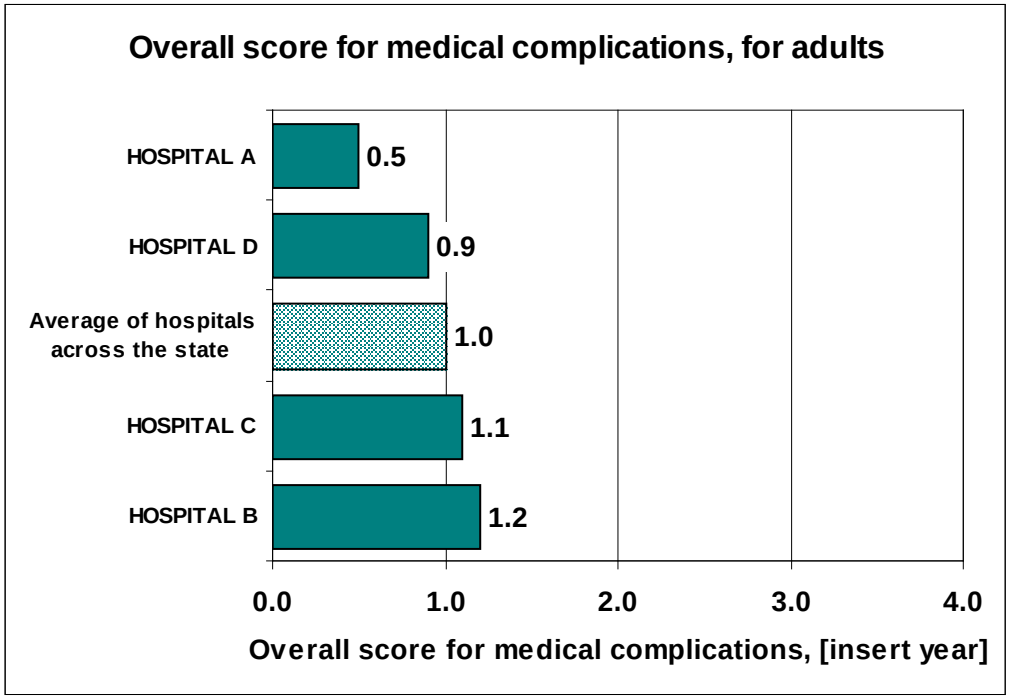
Click here to see results for each of the specific operations listed above

Overall score for medical complications, for adults

This score is based on how often adult patients experienced the following eleven complications, either after an operation or as a result of other care provided in the hospital:

- Bed sores
- Leaking air from the lung because it was accidentally punctured during a medical procedure
- Infections due to medical care
- Hip fracture after an operation
- Too much bleeding or blood clots after an operation
- Abnormal changes in body function after an operation
- Breathing failure after an operation
- Blood clots in the lung or large vein, after an operation
- Infection following an operation
- Splitting open of a surgical wound after an operation on the stomach or pelvic area
- Accidental cuts and tears

When choosing a hospital, you should look for the hospital that has a **lower** score. A lower score is shown by a **shorter** bar on the graph below. In particular, look for a score that is **1.0 or less.** This information is for patients admitted during [insert year].



Average of hospitals across the state: The average score for medical complications in adult patients in the hospitals across your state. This number is included so you have a better idea of what is typical for your state.

What do these scores mean?

Even in the best hospital, some patients will experience complications either after an operation or as a result of other care. The scores in this report are calculated by comparing the number of complications expected in a particular hospital (based on the number of operations they do or patients they see and how old and sick their patients are) and how many patients actually experienced complications. An overall score of 2.0 means that twice as many patients experienced complications as expected. An overall score of 0.5 means that half as many patients experience complications as expected

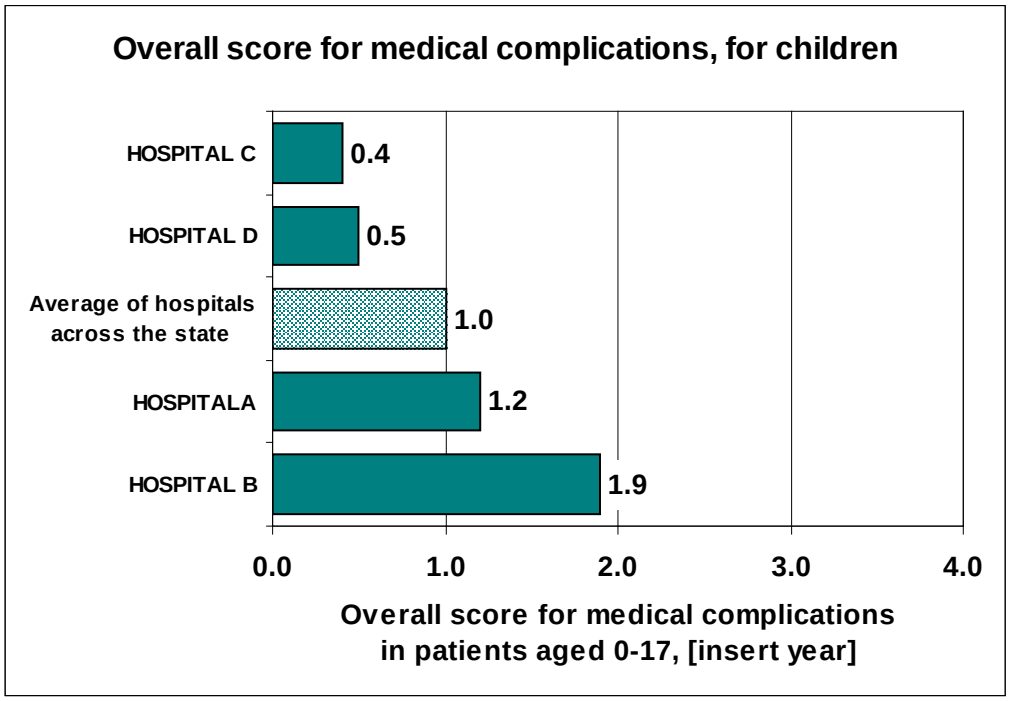
Click here to see results for each of the specific complications listed above

Overall score for medical complications, for children

This score is based on how often children under 18 experienced the following eight complications, either after an operation or as a result of other care provided in the hospital:

- Bed sores
- Complication in which air leaks out of a lung because someone accidentally punctured it during a medical procedure, in children under 18 except newborns
- Infections due to medical care
- Too much bleeding or clots after an operation
- Breathing failure after an operation
- Infection following an operation
- Splitting open of a surgical wound after an operation on the stomach or pelvic area
- Accidental cuts and tears

When choosing a hospital, you should look for the hospital that has a **lower** score. A lower score is shown by a **shorter** bar on the graph below. In particular, look for a score that is **1.0 or less.** This information is for patients admitted during [insert year].



Average of hospitals across the state: The average score for medical complications in child patients in the hospitals across your state. This number is included so you have a better idea of what is typical for your state.

What do these scores mean?

Even in the best hospital, some patients will experience complications either after an operation or as a result of other care. The scores in this report are calculated by comparing the number of complications expected in a particular hospital (based on the number of operations they do or patients they see and how old and sick their patients are) and how many patients actually experienced complications. An overall score of 2.0 means that twice as many patients experienced complications as expected. An overall score of 0.5 means that half as many patients experience complications as expected

Click here to see results for each of the specific complications listed above

Specific topics about patients having an operation

Information is available in the Report about the death rates of hospital patients who have eight different kinds of operation.

Please check the box next to each topic you care about.

You can return to this page and pick another topic whenever you like, using the tabs on the (top/left).

Select All

☐ **Death rate for coronary artery bypass graft (CABG)**
How often patients died in the hospital after an operation (called a *coronary artery bypass graft*, or CABG), which is designed to provide a way around clogged arteries in the heart.

☐ **Death rate for percutaneous transluminal coronary angioplasty (PTCA)**
How often patients died in the hospital after a procedure (called a *percutaneous transluminal coronary angioplasty*, or PTCA) in which clogged arteries of the heart are opened up, and then kept open using wire mesh tubes or "stents."

☐ **Death rate for operations to remove part or all of the esophagus**
How often patients died in the hospital after an operation (called an *esophageal resection*) to remove part or all of their esophagus, which is the tube leading from the throat to the stomach.

☐ **Death rate for operations to remove part or all of the pancreas**
How often patients died in the hospital after an operation (called a *pancreatic resection*) to remove part or all of their pancreas, which is a digestive organ.

☐ **Death rate for operations to remove blockage in arteries to the brain**
How often patients died in the hospital after an operation (called a *carotid endarterectomy*) to remove blockage in the arteries leading to the brain.

☐ **Death rate for brain surgery**
How often patients died in the hospital following brain surgery (called a *craniotomy*).

☐ **Death rate for hip replacement surgery**
How often patients died in the hospital after an operation to replace a bad hip.

☐ **Death rate for surgical repair of an aortic aneurysm**
How often patients died in the hospital after an operation (called an *abdominal aortic aneurysm repair*) to repair an enlarged blood vessel supplying blood to the lower half of the body

Compare Hospital Scores

Compare Hospital Scores for Patients Having an Operation

When you are choosing a hospital, you should look for the hospital that does **Better than average** on the topics that are most important to you, or on as many items as possible.

Click on the topic name to see detail results of how each hospital performed.

Death rate is the percent of patients who had a particular operation who died while in each hospital during [insert year].	**Each hospital's rate is compared to the average rate of hospitals across the state.** The state average is provided beneath the name of the individual topic. Average is about the same as the average rate of hospitals across the state. **Better than average** is better than the average rate of hospitals across the state. **Worse than average** is worse than the average rate of hospitals across the state..

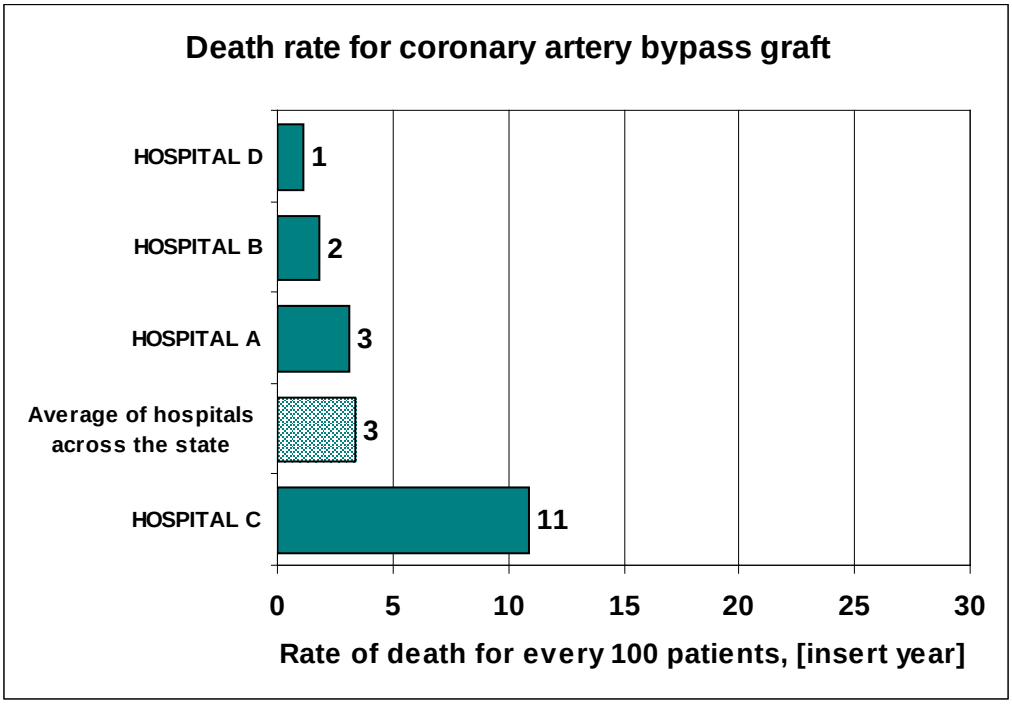
Operations	Hospital A	Hospital B	Hospital C	Hospital D
Death rate for CABG (coronary artery bypass graft) The average rate of death for hospitals across the state is **3** for every **100** operations.	Average	**Better than average**	**Worse Than average**	**Better than average**
Death rate for PTCA (percutaneous transluminal coronary angioplasty) The average rate of death for hospitals across the state is **10** for every **1,000** operations.	**Better than average**	**Worse than average**	**Better than average**	**Better than average**
Death rate for operations to remove part or all of the esophagus The average rate of death for hospitals across the state is **3** for every **100** operations.	**Better than average**	**Worse than average**	**Better than average**	**Better than average**
Death rate for operations to remove part or all of the pancreas The average rate of death for hospitals across the state is **7** for every **100** operations.	Average	**Worse than average**	**Better than average**	**Better than average**
Death rate for operations to remove blockage in arteries to the brain The average rate of death for hospitals across the state is **7** for every **1,000** operations.	**Better than average**	**Worse than average**	**Worse Than average**	**Worse than average**

Operations	Hospital A	Hospital B	Hospital C	Hospital D
Death rate for brain surgery The average rate of death for hospitals across the state is **6** for every **100** operations.	Average	**Better than average**	**Worse than average**	**Worse than average**
Death rate for hip replacement surgery The average rate of death for hospitals across the state is **3** for every **1,000** operations.	**Better than average**	**Worse than average**	**Worse Than average**	**Better than average**
Death rate for surgical repair of an aortic aneurysm The average rate of death for hospitals across the state is **10** for every **100** operations.	**Better than average**	**Worse than average**	**Better than average**	**Better than average**

Death rate for coronary artery bypass graft (CABG)

This graph shows you the percent of patients who died following an operation called a coronary artery bypass graft, or CABG - designed to restore the natural flow of blood in the heart. This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



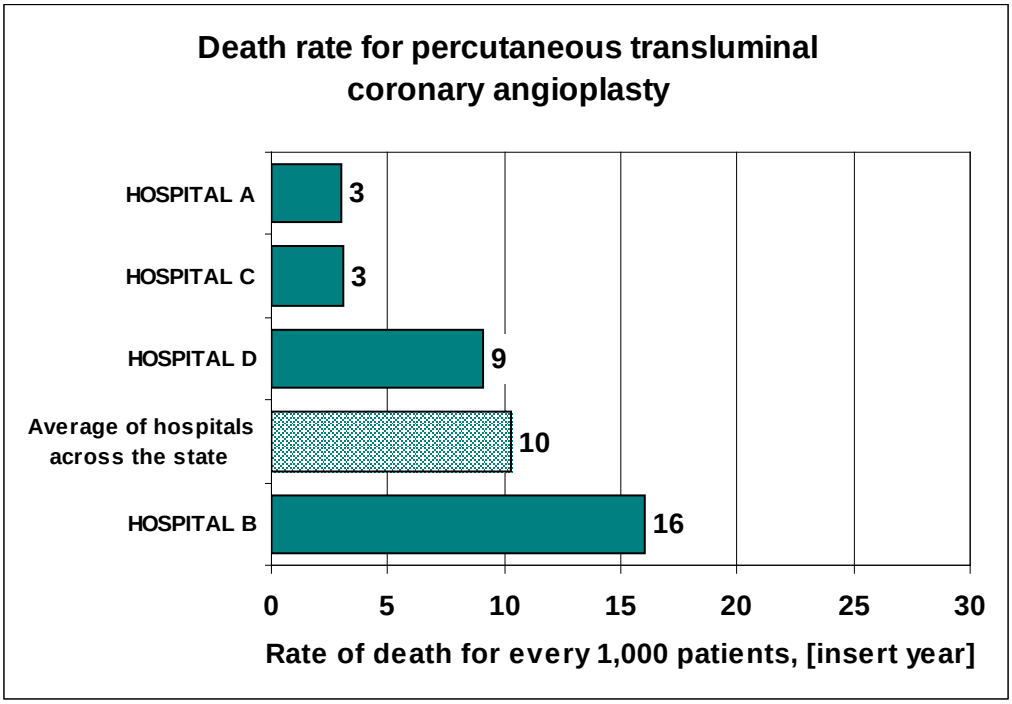
Average of hospitals across the state: The average rate of patients who died following this operation in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for percutaneous transluminal coronary angioplasty (PTCA)

This graph shows you the percent of patients who died following a procedure called a percutaneous transluminal coronary angioplasty, or PTCA, in which clogged arteries of the heart are opened up, and then kept open using wire mesh tubes or "stents." This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



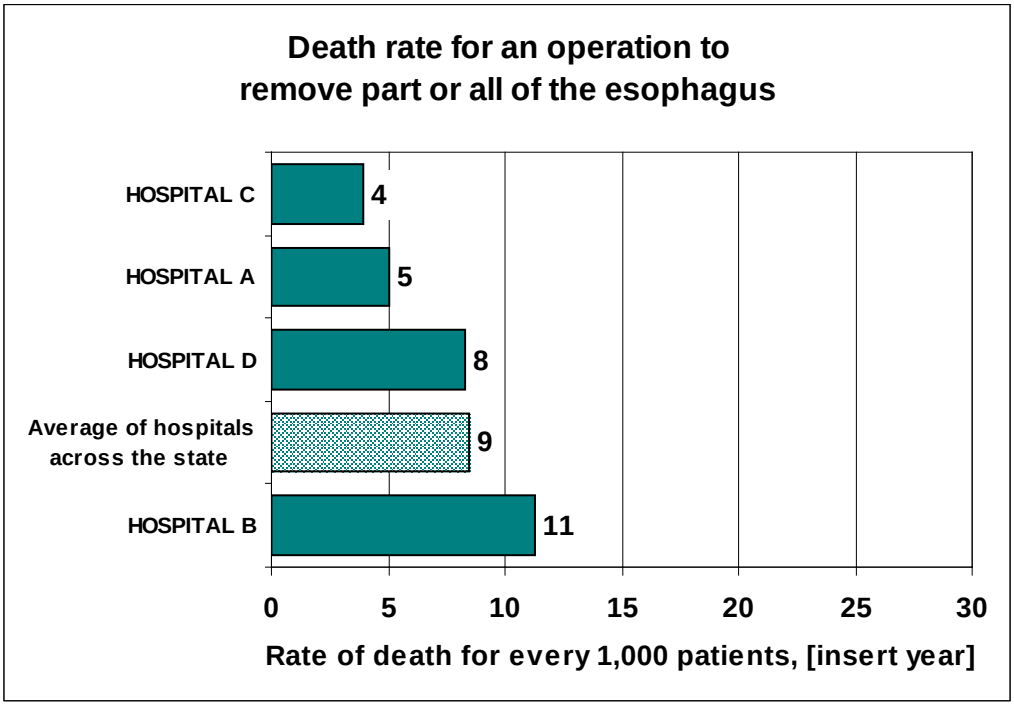
Average of hospitals across the state: The average rate of patients who died after this procedure in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for an operation to remove part or all of the esophagus

This graph shows you the percent of patients who died following an operation (called an *esophageal resection*) to remove part or all of their esophagus, which is the tube leading from the throat to the stomach. This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



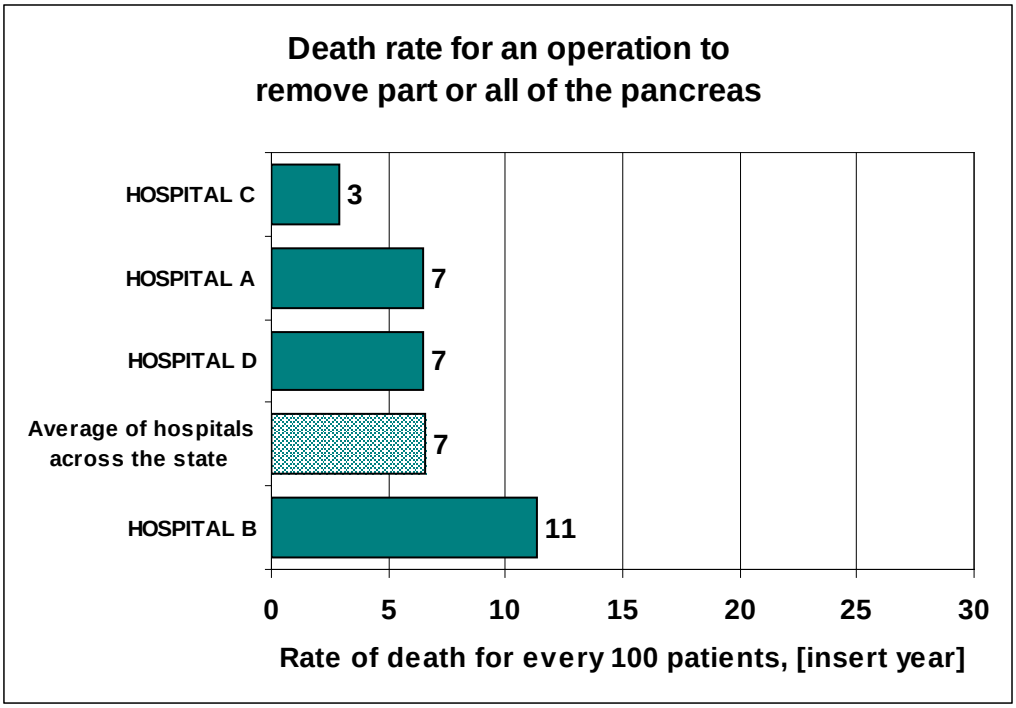
Average of hospitals across the state: The average rate of patients who died in the hospital following an operation to remove part or all of the esophagus, across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for an operation to remove part or all of the pancreas

This graph shows you the percent of patients who died following an operation (called a *pancreatic resection*) to remove part or all of their pancreas, which is a digestive organ. This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



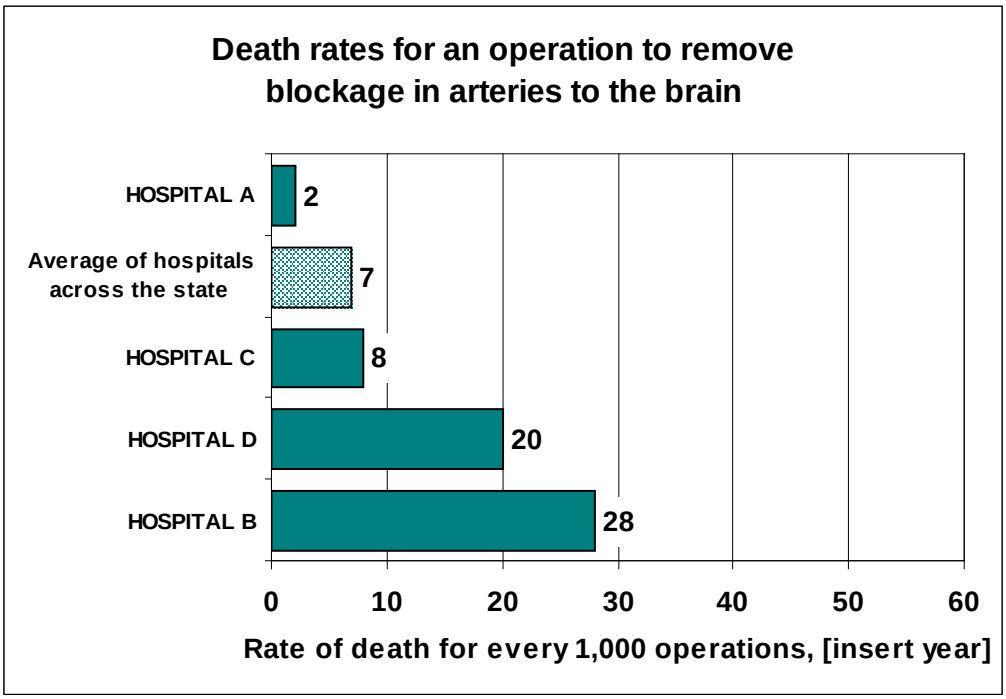
Average of hospitals across the state: The average rate of patients who died in the hospital following an operation to remove part or all of the pancreas, across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for an operation to remove blockage in arteries to the brain

This graph shows you the percent of patients who died after an operation (called a *carotid endarterectomy*) to remove blockage in the arteries leading to the brain. This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



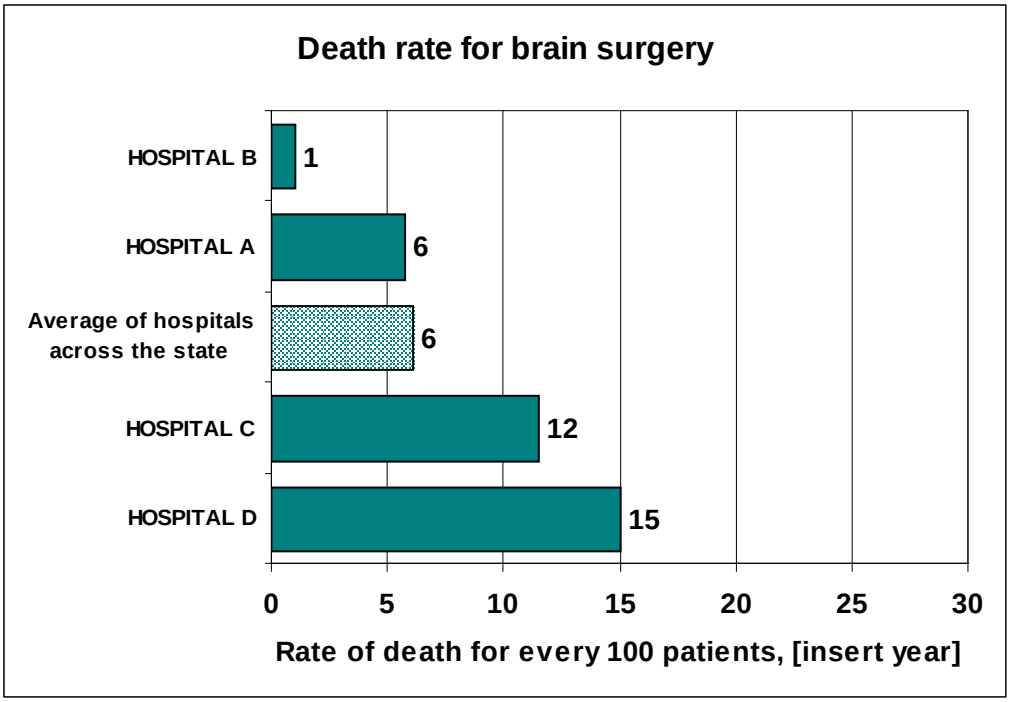
Average of hospitals across the state: The average rate of patients who died after this operation in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for brain surgery

This graph shows you the percent of patients who died after brain surgery (called a *craniotomy*). This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has a **lower** number of deaths for this operation. A **lower** number is shown by a **shorter** bar on the graph below.



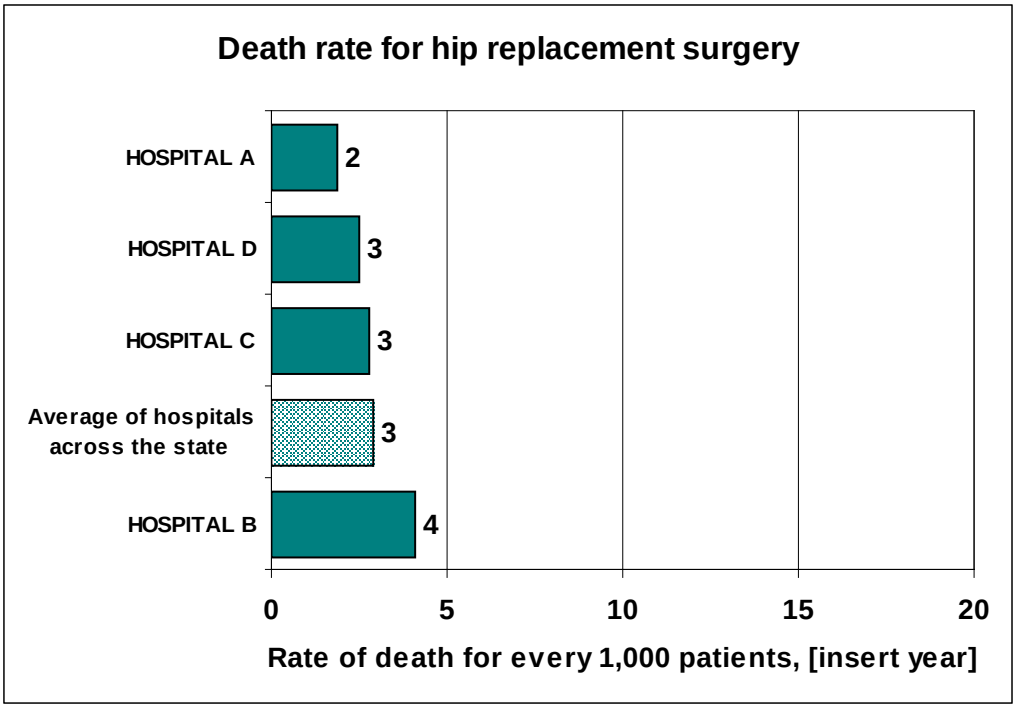
Average of hospitals across the state: The average rate of patients who died in the hospital after brain surgery, across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for hip replacement surgery

This graph shows you the percent of patients who died after surgery to replace a bad hip. This is a fairly common operation that is not usually complicated. Death rates should be extremely low. This information is for patients admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



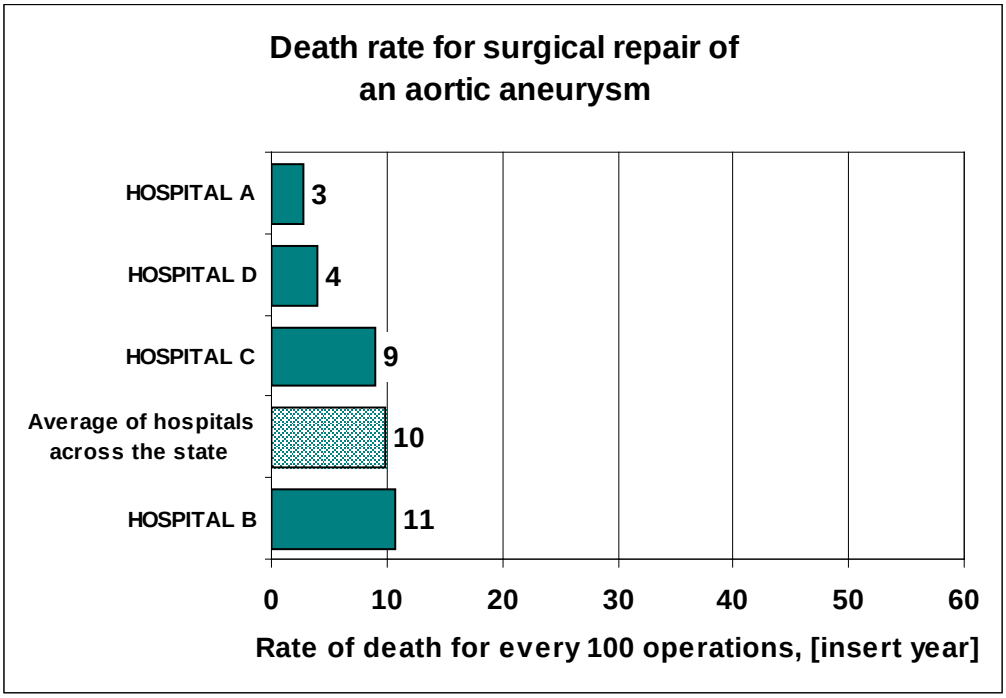
Average of hospitals across the state: The average rate of patients who died in the hospital after hip replacement surgery, across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for surgical repair of an aortic aneurysm

This graph shows you the percent of patients in the hospital who died following an operation to repair an enlarged artery supplying blood to the lower half of the body (called an *abdominal aortic aneurysm repair*). This information is for patients admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



Average of hospitals across the state: The average rate of patients who died in the hospital after surgical repair of an aortic aneurysm, across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Specific topics for hospital patients with particular health conditions

Information is available in the Report about the death rates of hospital patients who were hospitalized for six different health problems.

Please check the box next to each topic you care about.
You can return to this page and pick another topic whenever you like, using the tabs on the (top/left).

Select All

☐ **Death rate for heart attack patients**
Deaths in the hospital of patients who came in because they had a heart attack (which is called an *acute myocardial infarction*).

☐ **Death rate for patients with congestive heart failure**
Deaths in the hospital of patients who came in because they had heart failure (which is called *congestive hearth failure*).

☐ **Death rate for pneumonia patients**
Deaths in the hospital of patients who came in because they had pneumonia.

☐ **Death rate for stroke patients**
Deaths in the hospital of patients who came in because they had stroke.

☐ **Death rate for patients with a broken hip**
Deaths in the hospital of patients who came in because they had a broken hip.

☐ **Death rate for patients with GI (gastrointestinal) bleeding**
Deaths in the hospital of patients who came in because they had heavy bleeding into their stomach or intestines (which is called *gastrointestinal bleeding*).

Compare Hospital Scores

Compare hospital scores for particular health conditions

When you are choosing a hospital, you should look for the hospital that does **Better than average** on the topics that are most important to you, or on as many items as possible.

Click on the topic name to see detailed results on how each hospital performed.

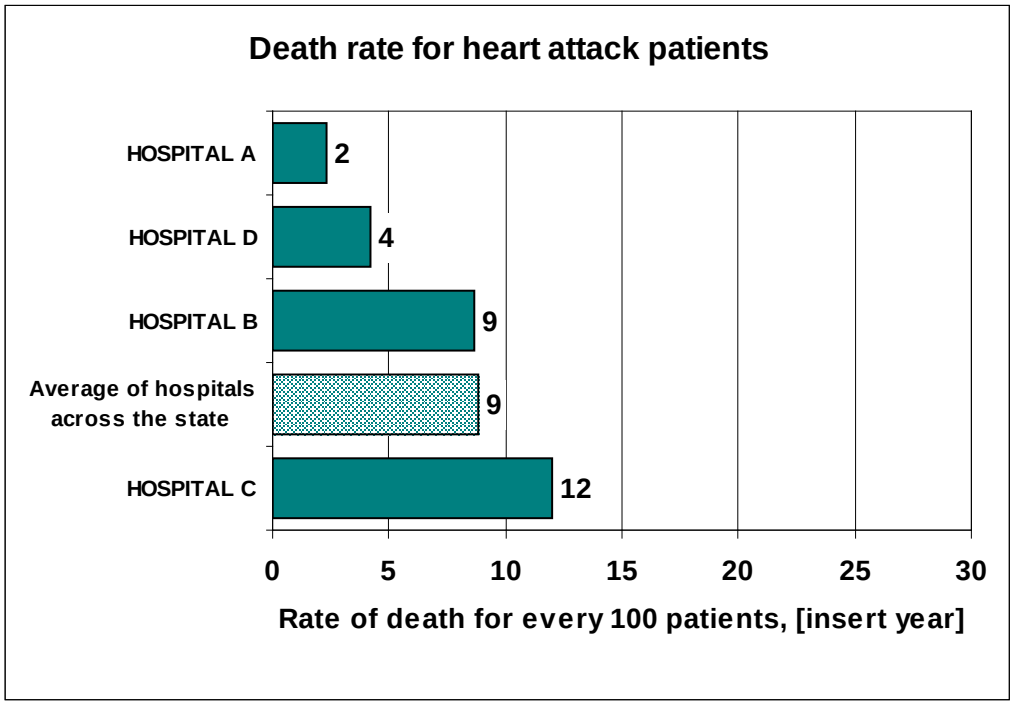
Death rate is the percent of patients who were treated for a particular illness who died while in each hospital during [insert year].	**Each hospital's rate is compared to the average rate of hospitals across the state.** The state average is provided beneath the name of the individual topic. Average is about the same as the average rate of hospitals across the state. **Better than average** is better than the average rate of hospitals across the state. **Worse than average** is worse than the average rate of hospitals across the state.

Health Conditions	Hospital A	Hospital B	Hospital C	Hospital D
Death rate for heart attack patients The average rate of death for hospitals across the state is **9** for every **100** patients.	**Better Than average**	Average	**Worse than average**	**Better than average**
Death rate for patients with congestive heart failure The average rate of death for hospitals across the state is **4** for every **100** patients.	**Better Than average**	**Worse Than average**	Average	**Better than average**
Death rate for pneumonia patients The average rate of death for hospitals across the state is **8** for every **100** patients.	**Better than average**	**Worse than average**	Average	**Better than average**
Death rate for stroke patients The average rate of death for hospitals across the state is **10** for every **100** patients.	**Better than average**	Average	**Worse than average**	**Better than average**
Death rate for patients with a broken hip The average rate of death for hospitals across the state is **3** for every **100** patients.	**Better than average**	**Worse than average**	Average	Average
Death rate for patients with GI (gastrointestinal) bleeding The average rate of death for hospitals across the state is **3** for every **100** patients.	Average	**Better than average**	**Worse than average**	**Worse than average**

Death rate for heart attack patients

This graph shows you the percent of patients admitted to each hospital because they had a heart attack (called an *acute myocardial infarction*), who died during their hospital stay. This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



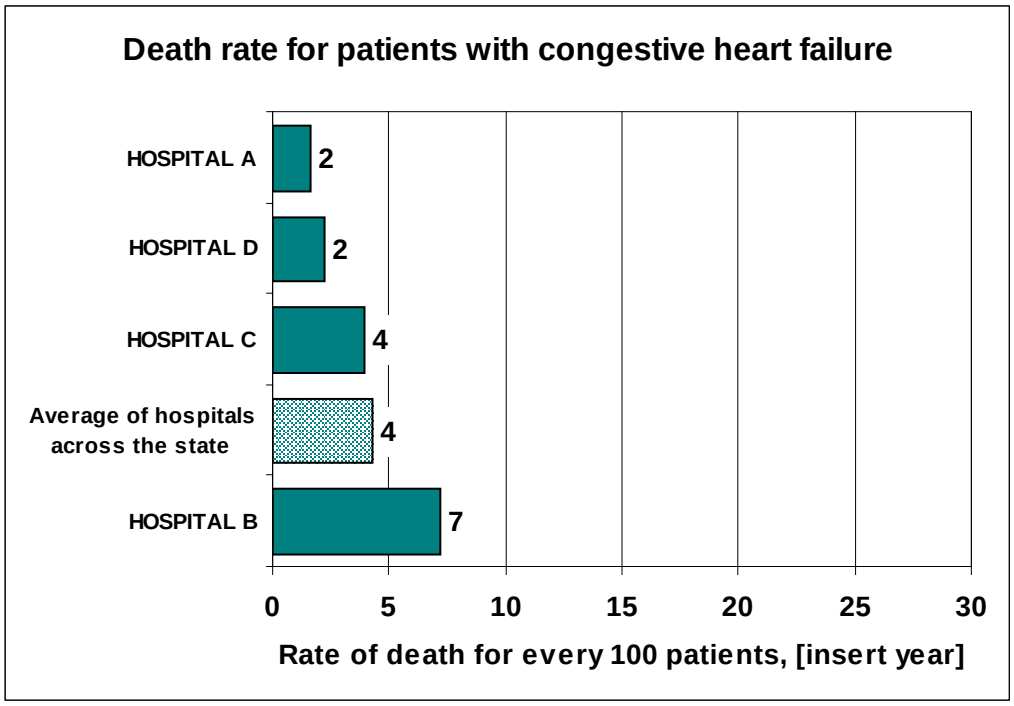
Average of hospitals across the state: The average rate of patients who died in the hospital after having a heart attack, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate of patients with congestive heart failure

This graph shows you the percent of patients who were admitted to a hospital because they had heart failure (called *congestive heart failure*), who died during their hospital stay. This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



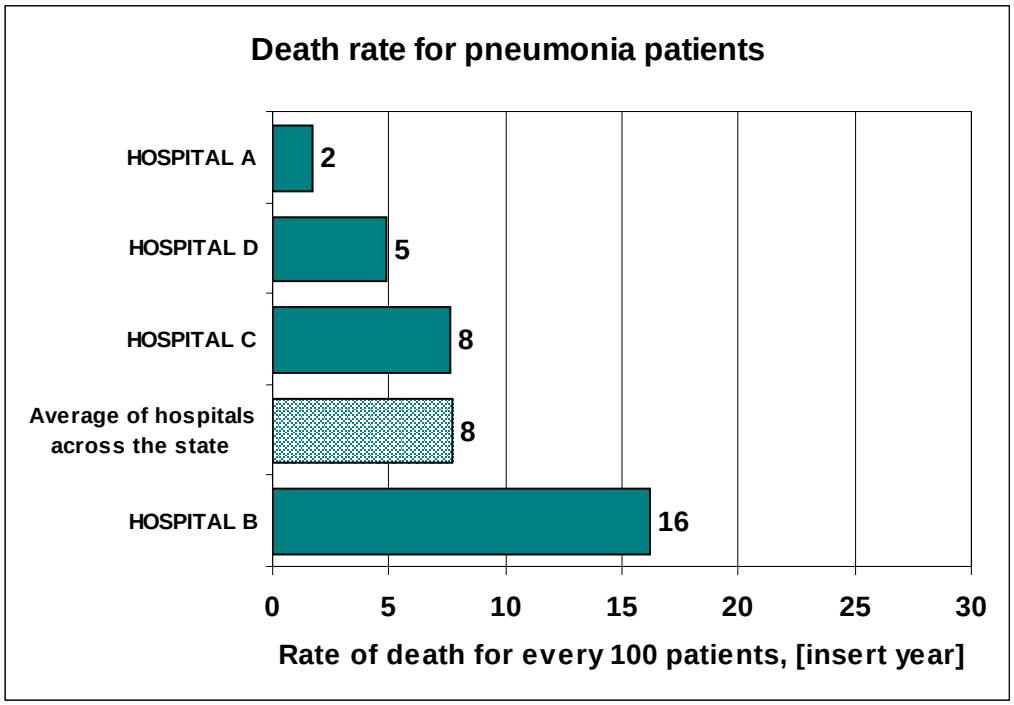
Average of hospitals across the state: The average rate of patients who died after being admitted because they had heart failure in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for pneumonia patients

This graph shows you the percent of patients admitted to a hospital because they had pneumonia, who died during their hospital stay. This information is for patients who were admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** number for this condition. A **lower** number is shown by a **shorter** bar on the graph below.



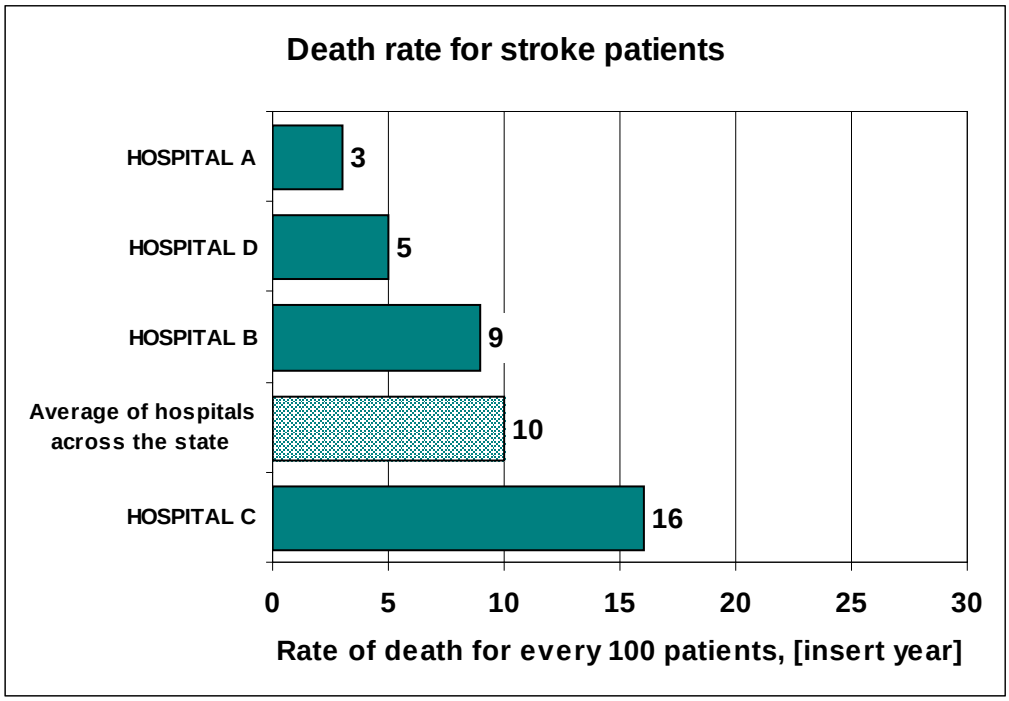
Average of hospitals across the state: The average rate of patients with pneumonia who died in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for stroke patients

This graph shows you the percent of patients who died after being admitted to the hospital because they had a stroke. This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has a **lower** number of deaths. A **lower** number is shown by a **shorter** bar on the graph below.



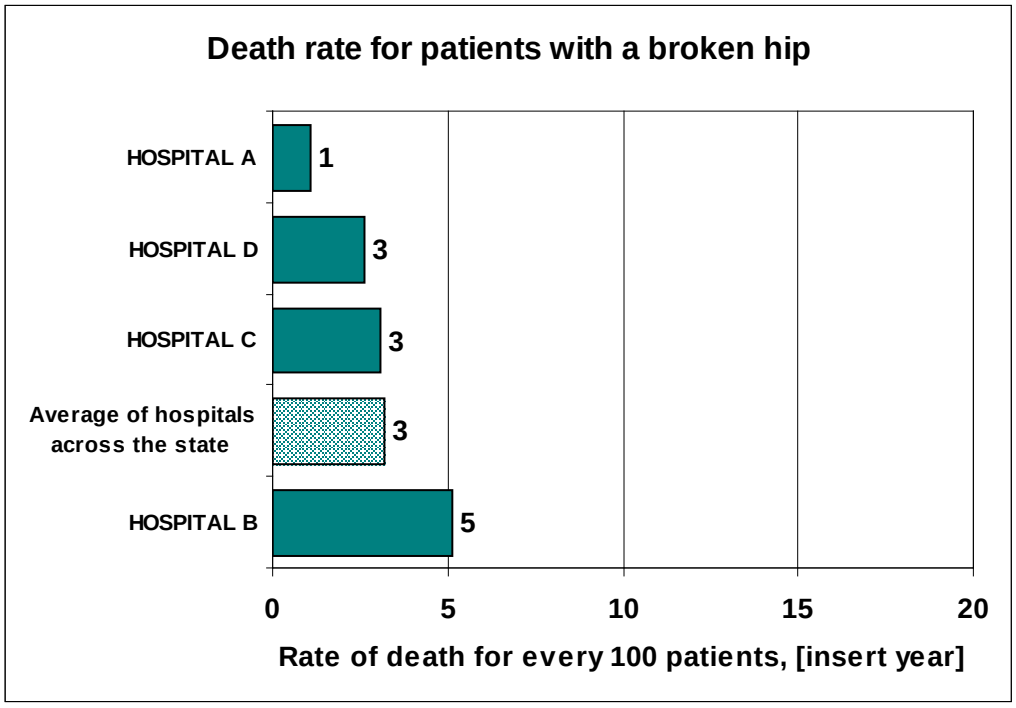
Average of hospitals across the state: The average rate of patients who died after being admitted because they had a stroke, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for patients with a broken hip

This graph shows you the percent of patients who died in the hospital, who came in with a broken hip (hip fracture). This information is for patients admitted during [insert year].

Deaths due to a broken hip are very rare. When choosing a hospital, you should look for the hospital with a **lower** number for this condition. A **lower** number is shown by a **shorter** bar on the graph below.



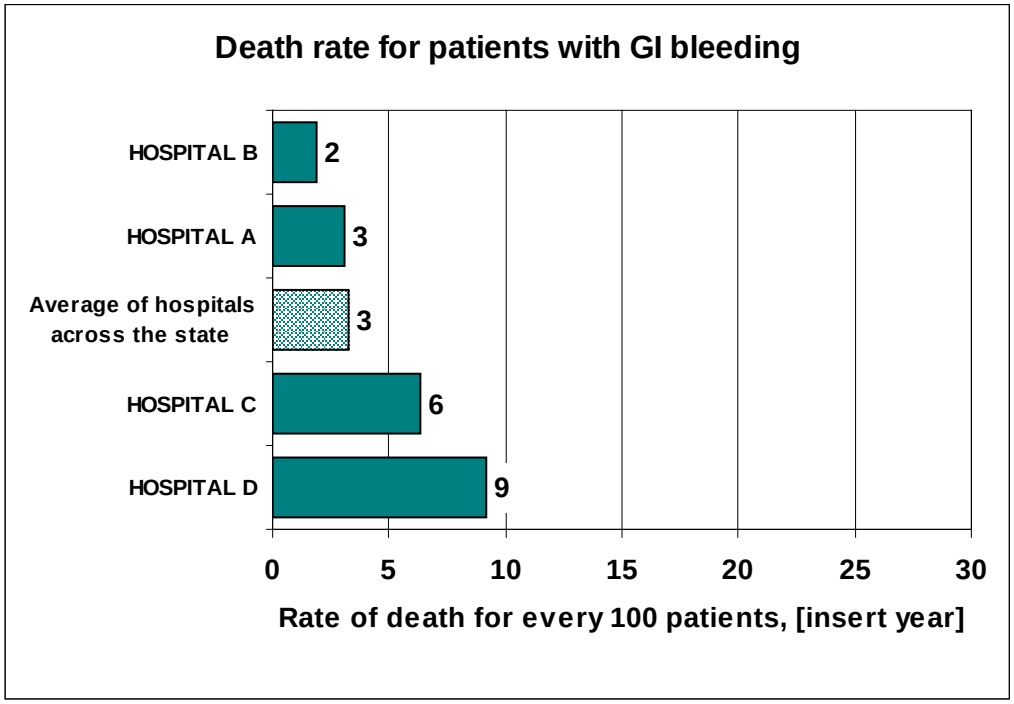
Average of hospitals across the state: The average rate of patients who died after being admitted with a broken hip, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Death rate for patients with GI bleeding

This graph shows you the percent of patients who died after being admitted to the hospital because of bleeding into their stomach or intestines (which is called *gastrointestinal, or GI, bleeding*). This information is for patients admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** rate of deaths for this condition. A **lower** number is shown by a **shorter** bar on the graph below.



Average of hospitals across the state: The average rate of patients who died after being admitted with GI bleeding, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Specific topics for medical complications, for adults

Information is available in the Report about 11 topics that show how often **adult** hospital patients experienced serious health problems as a result of their stay. These complications can be serious, even fatal. Each of them can often be potentially prevented if steps are taken to make care safer.

Please check the box next to each topic you care about.

You can return to this page and pick another topic whenever you like, using the tabs on the (top/left).

Select All

☐ **Rate of patients with bed sores**
How often patients developed a bed sore (called a *decubitus ulcer*), which is a sore or wound on the skin. This can occur because people are lying in one position for too long.

☐ **Rate of patients having air leaking out of their lung**
How often air leaks out of the patient's lung because someone accidentally punctured it as a result of a medical procedure or operation (a complication which is called *iatrogenic pneumothorax)*.

☐ **Rate of infections due to medical care**
How often patients got certain types of infections as a result of the care they received in the hospital.

☐ **Rate of hip fracture after an operation**
How often hospital patients broke a hip bone from a fall following any kind of operation.

☐ **Rate of too much bleeding or blood clots after an operation**
How often patients bled too much (called *hemorrhaging*) or developed a large blood clot after an operation (which is called a *hematoma*).

☐ **Rate of abnormal changes in body functions after an operation**
How often hospital patients experienced problems with blood sugar control (if they have diabetes) or kidney failure (if they did not have previous kidney trouble) after having an operation (these problems are called *postoperative physiologic and metabolic derangements)*.

☐ **Rate of breathing failure after an operation**
How often patients became unable to breathe on their own following an operation, and needed a ventilator, which is a machine that helps someone breathe, at least temporarily (which is called *postoperative respiratory failure*).

☐ **Rate of blood clots in the lung or a large vein after an operation**
How often hospital patients developed a blood clot in the lungs (which is called a *pulmonary embolism*) or in a large vein (which is called *deep vein thrombosis*), after an operation.

☐ **Rate of bloodstream infection following an operation**
How often hospital patients got a serious bloodstream infection following an operation (which is called *postoperative sepsis*).

☐ **Rate of splitting open of a surgical wound after an operation on the stomach or pelvis**
How often a surgical wound in the stomach or pelvic area split open after an operation (which is called *postoperative wound dehiscence*).

☐ **Rate of accidental cuts and tears**
How often a patient is accidentally cut or injured, making a hole or tear in an organ of the body, while receiving medical care (which called *accidental puncture and laceration*).

Compare Hospital Scores

Compare hospital scores for medical complications, for adults

When you are choosing a hospital, you should look for the hospital that does **Better than average** on the topics that are most important to you, or on as many items as possible.

Click on the topic name to see detail results of how each hospital performed.

Rate is the percent of patients who experienced a particular problem during their hospital stay during [insert year]. **Death rate** is the percent of patients who died while in each hospital during [insert year] as a result of a serious complication that could have been prevented.	**Each hospital's rate is compared to the average rate of hospitals across the state.** This state average is provided beneath the name of the individual topic. Average is about the same as the average rate of hospitals across the state. **Better than average** is better than the average rate of hospitals across the state. **Worse than average** is worse than the average rate of hospitals across the state.

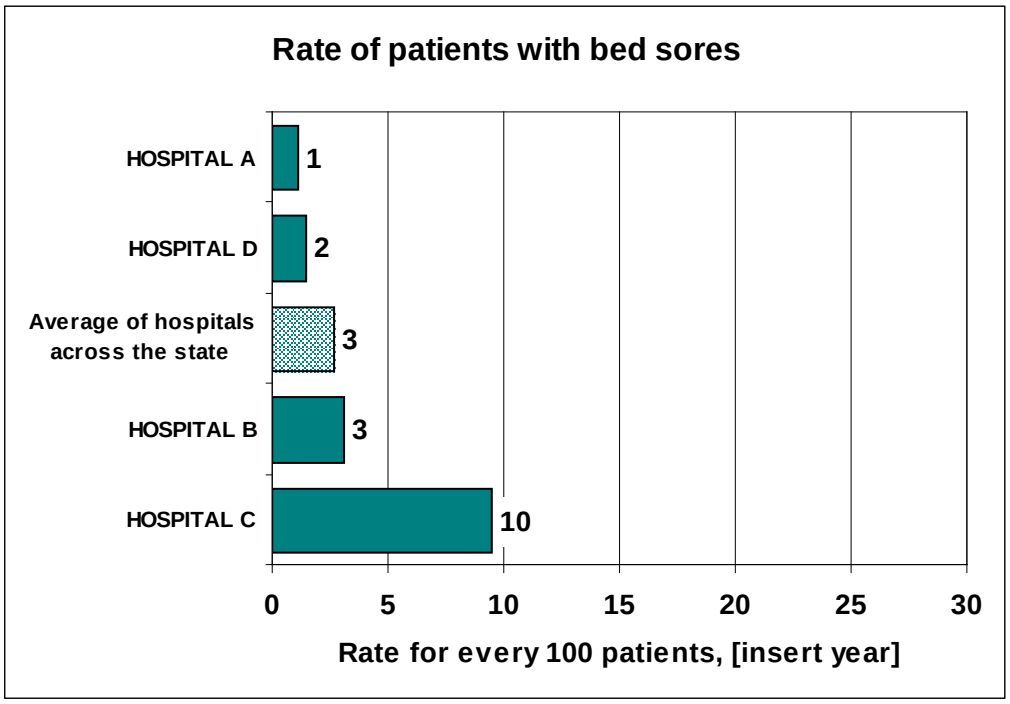
Medical Complications, Adults	Hospital A	Hospital B	Hospital C	Hospital D
Rate of patients with bed sores The average rate for hospitals across the state is **3** for every **100** patients.	**Better than average**	Average	**Worse than average**	**Better than average**
Rate of patients having air leaking out of the lung The average rate for hospitals across the state is **9** for every **10,000** patients.	Average	**Better than average**	**Worse than average**	**Worse than average**
Rate of infections due to medical care The average rate for hospitals across the state is **3** for every **1,000** patients.	**Better than average**	**Worse than average**	**Better than average**	**Better than average**
Rate of hip fracture after an operation The average rate for hospitals across the state is **3** for every **10,000** patients.	**Better than average**	**Worse than average**	Average	Average
Rate of too much bleeding or blood clots after an operation The average rate for hospitals across the state is **2** for every **1,000** patients.	**Better than average**	**Worse than average**	Average	Average
Rate of abnormal changes in body function after an operation The average rate for hospitals across the state is **10** for every **10,000** patients.	**Better than average**	**Better than average**	Average	**Better than average**
Rate of breathing failure after an operation The average rate for hospitals across the state is **9** for every **1,000** patients.	**Worse than average**	Average	**Worse than average**	**Better than average**

Medical Complications, Adults	Hospital A	Hospital B	Hospital C	Hospital D
Rate of blood clots in the lung or large vein after an operation The average rate for hospitals across the state is **10** for every **1,000** patients.	Average	Average	Average	**Better than average**
Rate of bloodstream infection following an operation The average rate for hospitals across the state is **11** for every **1,000** patients.	**Better than average**	**Worse than average**	**Better than average**	**Worse than average**
Rate of splitting open of a surgical wound after an operation on the stomach or pelvic area The average rate for hospitals across the state is **11** for every **10,000** patients.	**Better than average**	**Worse than average**	**Better than average**	Average
Rate of accidental cuts and tears The average rate for hospitals across the state is **3** for every **1,000** patients.	Average	**Better than average**	**Worse than average**	Average

Rate of patients with bed sores

This graph shows you the percent of patients who developed bed sores, which are sores or wounds on the skin (called a *decubitus ulcer*), during their hospital stay. Usually this happens when patients are lying in one position for too long and can often be prevented. This information is for patients admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** rate for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



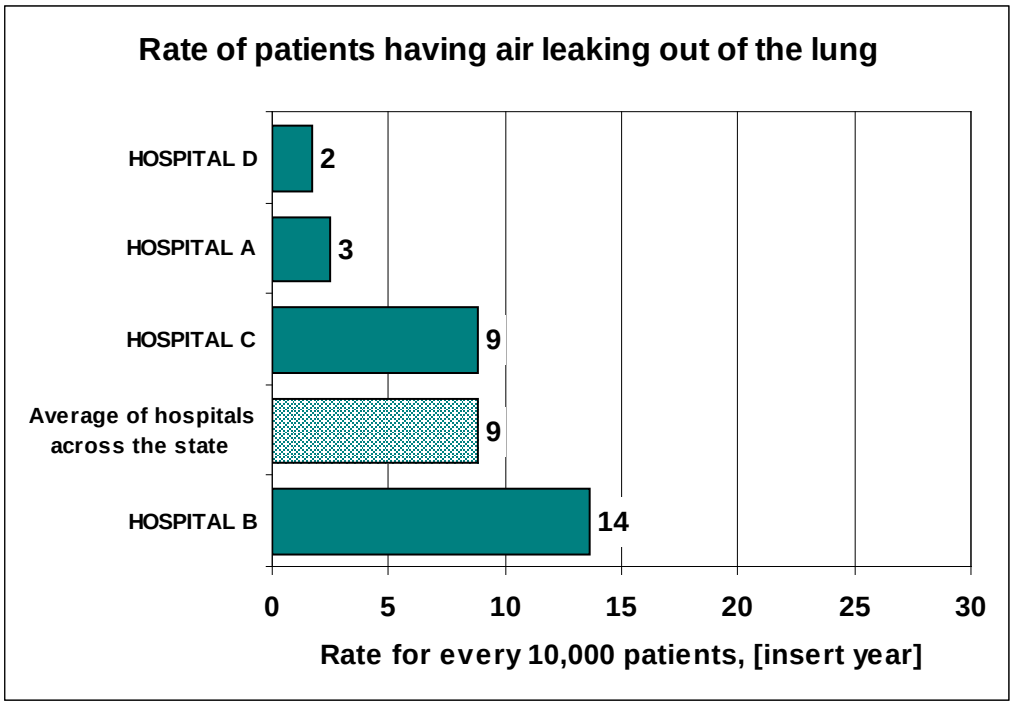
Average of hospitals across the state: The average rate of patients with bed sores in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of patients having air leaking out of the lung

This graph shows you how often air leaks out of the lung because someone accidentally punctured it as a result of a medical procedure (called *iatrogenic pneumothorax*). Iatrogenic pneumothorax sometimes requires putting a tube into a patient's chest to remove the extra air. This information is for patients who were admitted during [insert year]. **Please note that this is a very rare event**.

When choosing a hospital, look for the hospital that has a **lower** rate for this complication. A **lower** rate is shown by a **shorter** bar on the graph below.



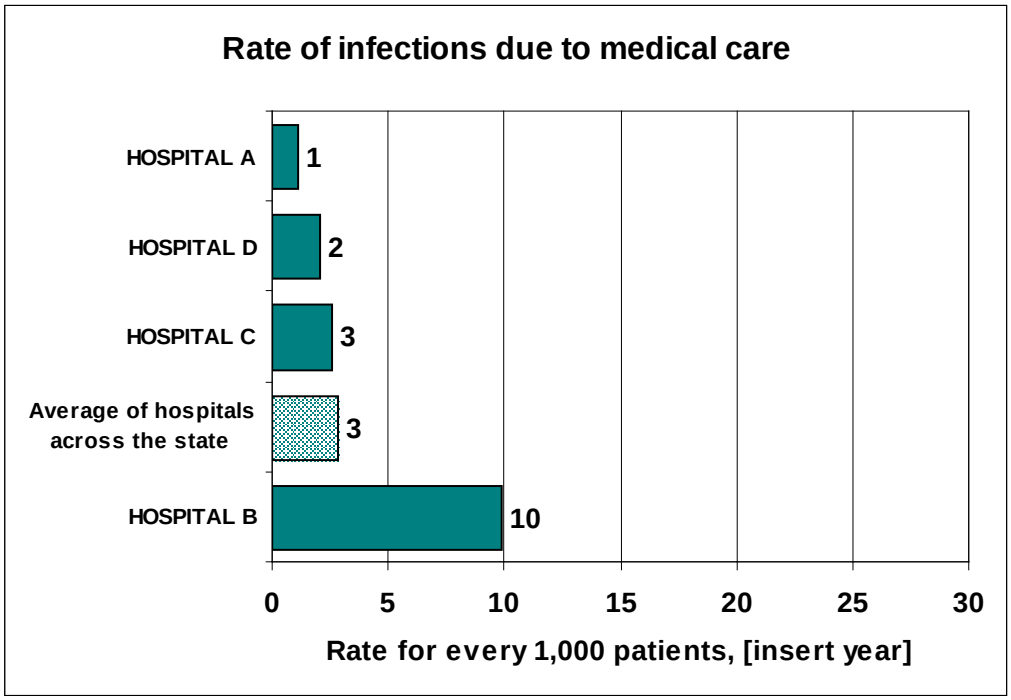
Average of hospitals across the state: The average rate of patients with this complication in hospitals across your state. This number is included so you have:

- a better idea of what is normal for your state.
- a standard to compare the other hospitals to.

Rate of infections due to medical care

This graph shows you the percent of patients who got certain types of infections as a result of care they received while in the hospital. These include infections related to intravenous tubes and fluids, treatment of kidney failure, transfusions, and other types of shots. This information is for patients admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** rate for this topic. A **lower** number is shown by a **shorter** bar on the graph below.



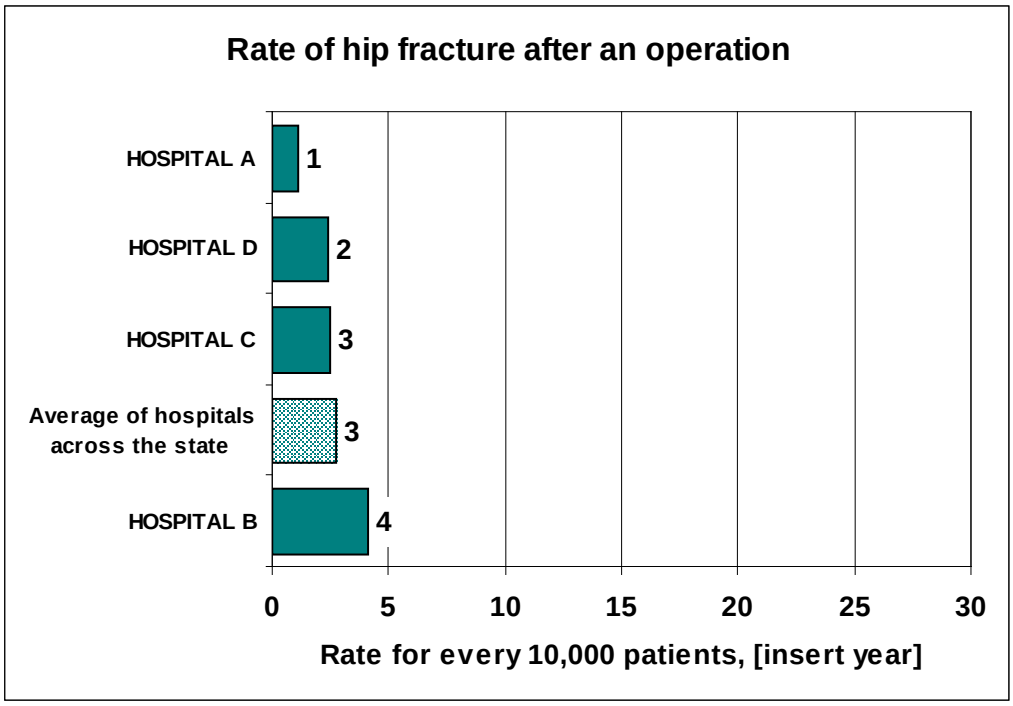
Average of hospitals across the state: The average rate of patients with certain types of infections due to medical care, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of hip fracture after an operation

This graph shows you the percent of patients who broke a hip from a fall following any kind of operation. A fall can happen for different reasons, such as being given too much pain medication, or having too little supervision when trying to walk after an operation. Or, it may just happen. This information is for patients admitted during [insert year]. **Please note that this is a very rare event**.

When choosing a hospital, you should look for the hospital that has a **lower** rate of postoperative hip fractures. A **lower** number is shown by a **shorter** bar on the graph below.



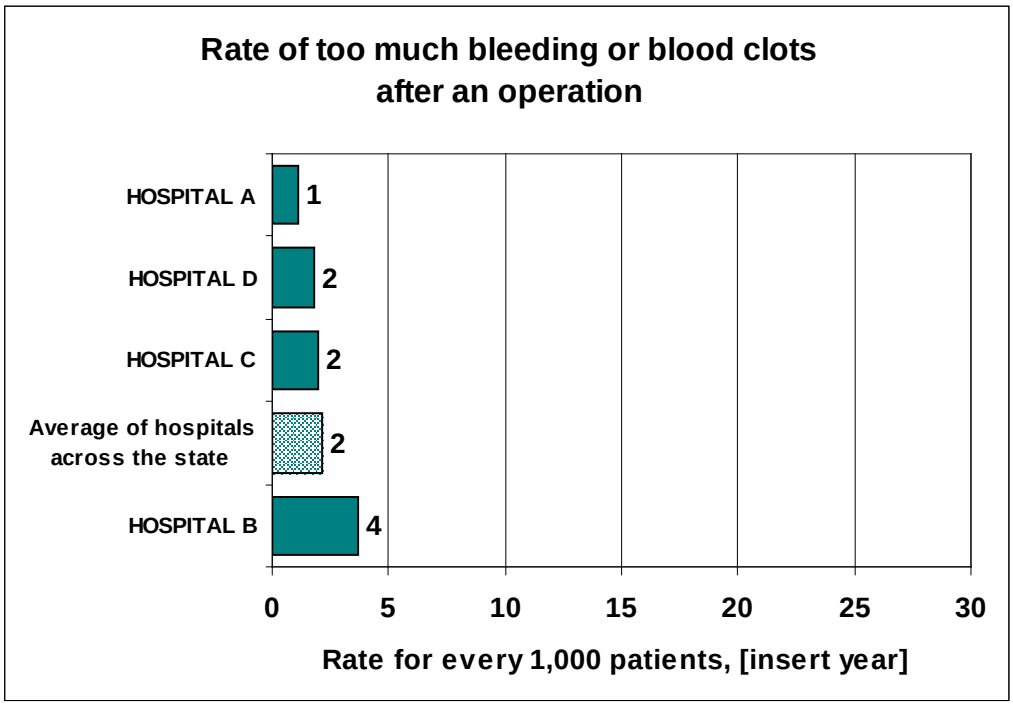
Average of hospitals across the state: The average rate of patients with hip fractures after an operation, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of too much bleeding or blood clots after an operation

This graph shows you how often patients bled too much (called *hemorrhaging*) or developed a large blood clot (called a *hematoma*) after an operation. All of these complications involved another operation to stop the bleeding or remove the blood clots. This information is for patients admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** rate for this complication. A **lower** rate is shown by a **shorter** bar on the graph below.



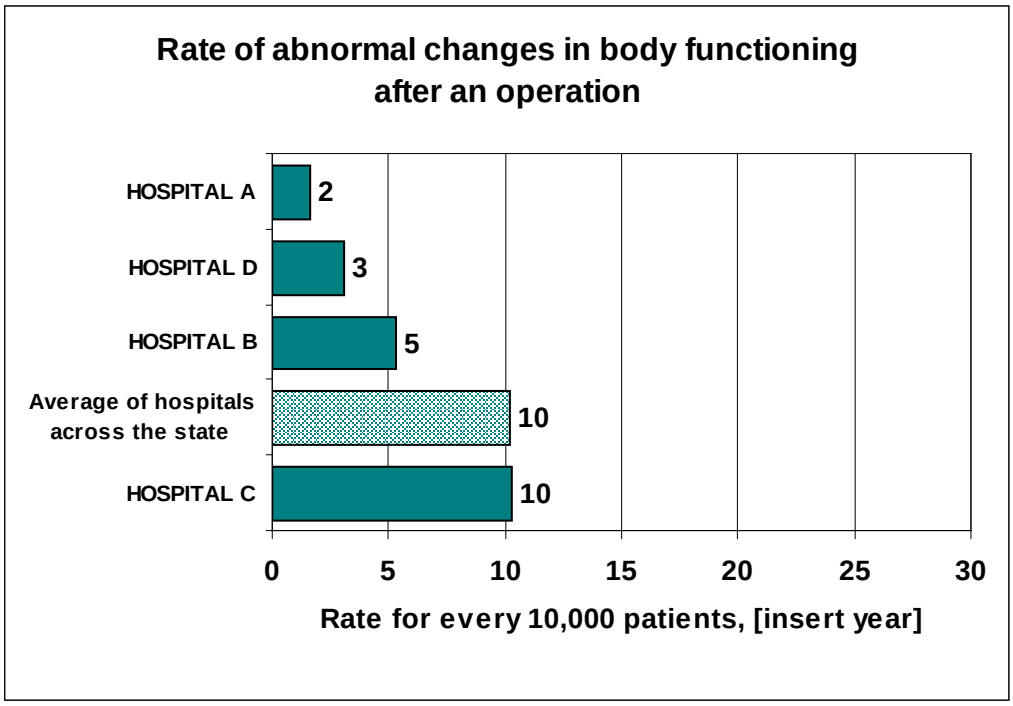
Average of hospitals across the state: The average rate of patients who had too much bleeding, or blood clots after an operation, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of abnormal changes in body functioning after an operation

This graph shows you the percent of patients who experienced problems with blood sugar control (if they have diabetes) or kidney failure (if they did not have previous kidney trouble) after having an operation (these complications are called *postoperative physiologic and metabolic derangements)* This information is for patients admitted during [insert year]. **Please note that this is a very rare event**.

When you are choosing a hospital, you should look for the hospital that has a **lower** rate for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



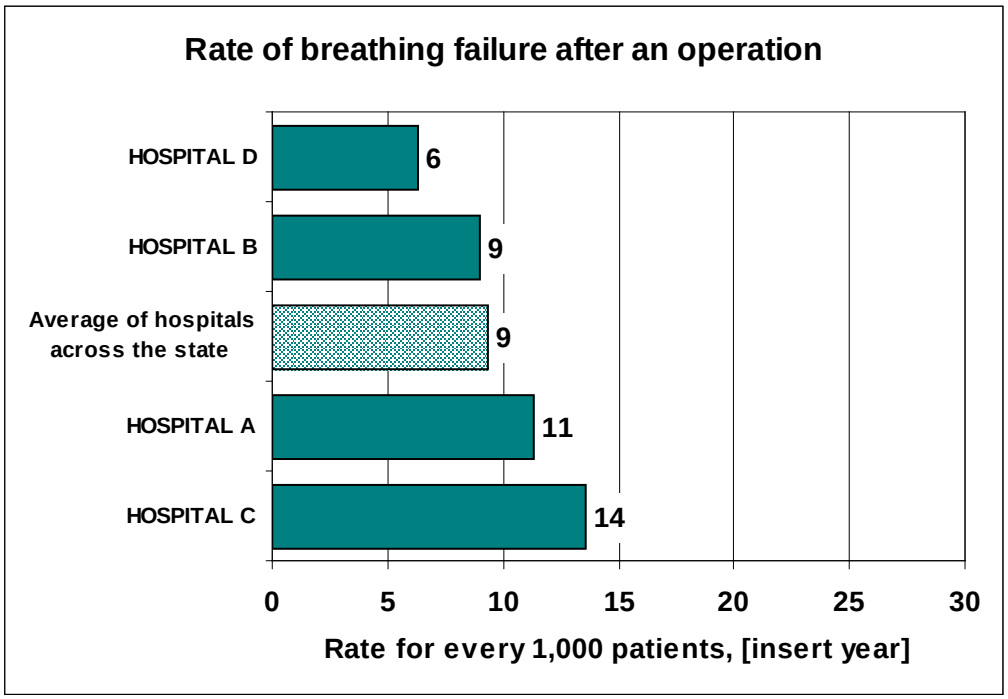
Average of hospitals across the state: The average rate of patients with abnormal changes in body functioning, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of breathing failure after an operation

This graph shows you the percent of patients who became unable to breathe on their own following an operation, and who needed a ventilator, which is a machine that helps someone breathe, at least temporarily (which is called *postoperative respiratory failure*). This information is for patients admitted during [insert year].

When choosing a hospital, you should look for the hospital that has **lower** rates for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



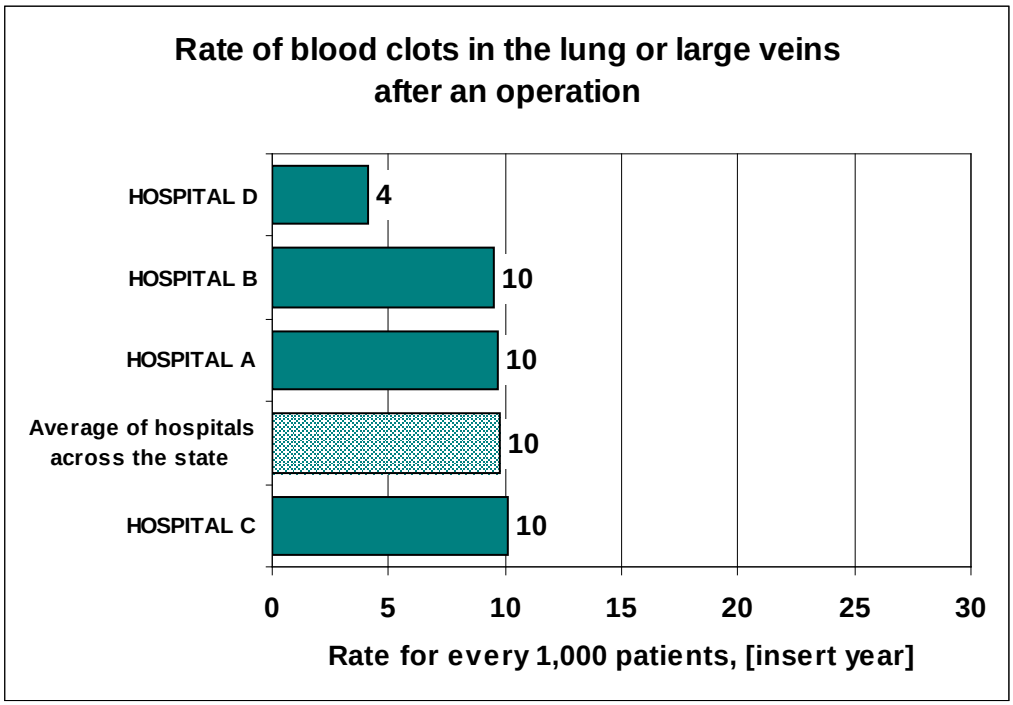
Average of hospitals across the state: The average rate of patients with breathing failure after an operation, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of blood clots in the lung or large veins after an operation

This graph shows you the percent of patients who developed a blood clot in the lungs (which is called a *pulmonary embolism*) or in a large vein (which is called *deep vein thrombosis*) following an operation. This information is for patients admitted during [insert year].

These clots can be life-threatening. When you are choosing a hospital, you should look for the hospital that has **lower** rates for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



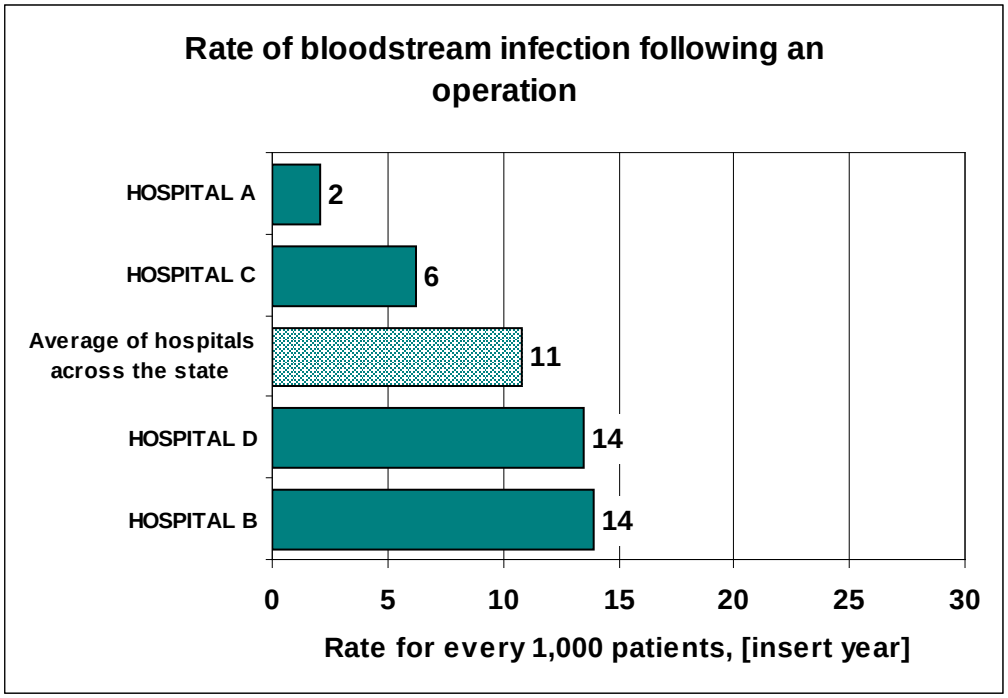
Average of hospitals across the state: The average rate of patients with blood clots in the lung or large veins after an operation, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of bloodstream infection following an operation

This graph shows you the percent of patients who got a bloodstream infection following an operation (which is called *postoperative sepsis*). This information is for patients admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has **lower** rates for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



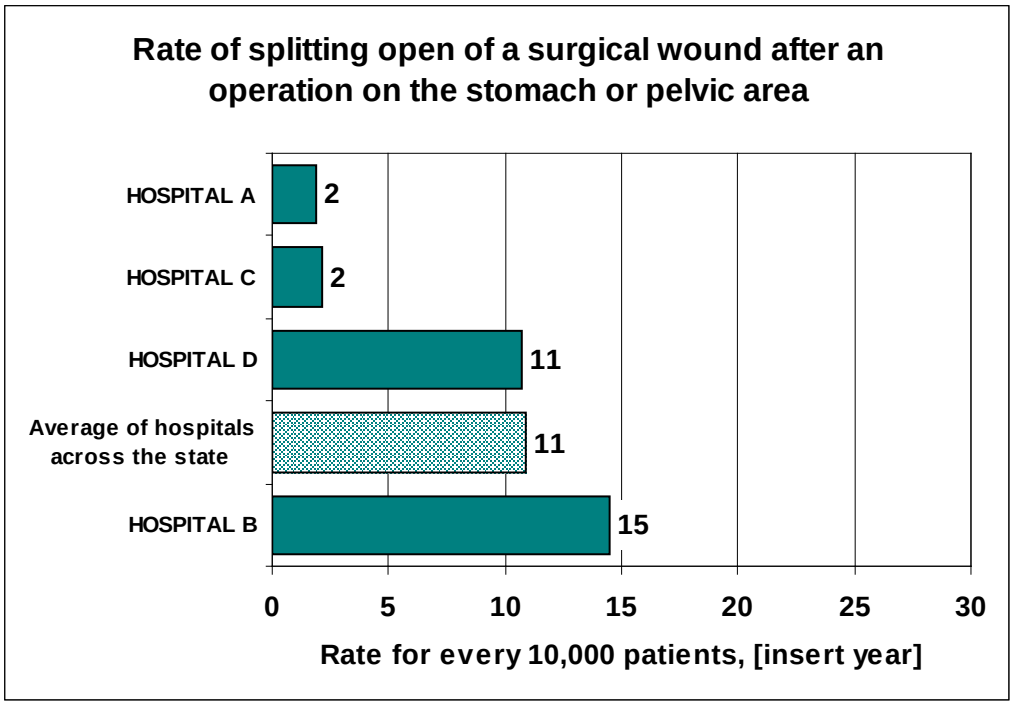
Average of hospitals across the state: The average rate of patients with bloodstream infections following an operation, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of splitting open of a surgical wound after an operation on the stomach or pelvic area

This graph shows you the percent of patients having an operation in their stomach or pelvic area whose wound split open after an operation (which is called *postoperative wound dehiscence*). All of these complications were treated with another major operation to fix the wound. This information is for patients admitted during [insert year]. **Please note that this is a very rare event**.

When choosing a hospital, you should look for the hospital that has **lower** rates for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



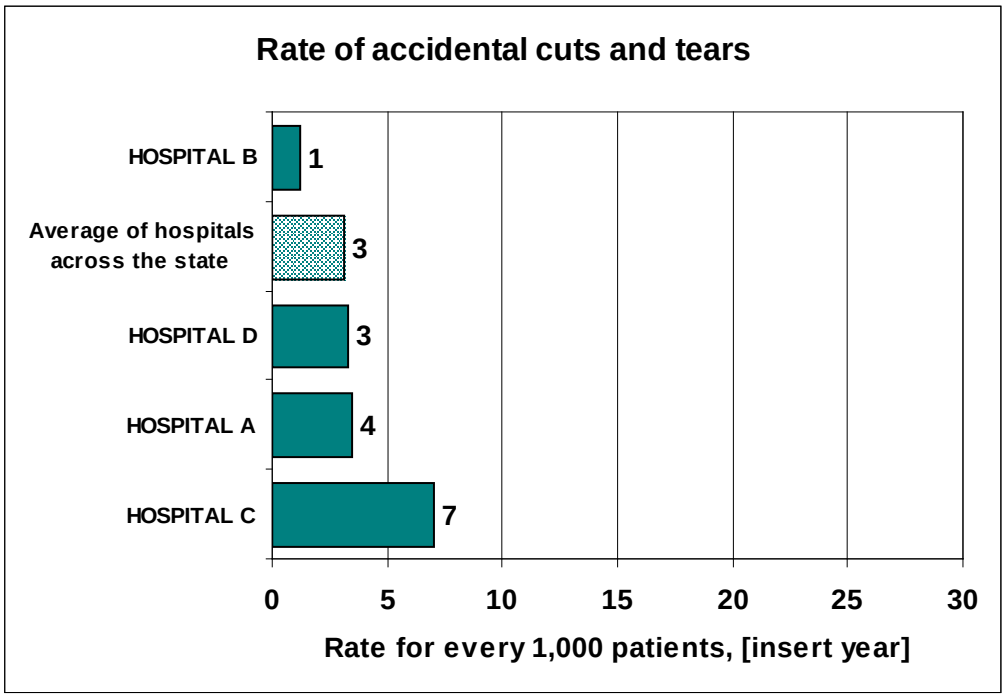
Average of hospitals across the state: The average rate of patients with splitting open of a surgical wound after an operation on the stomach or pelvis splitting, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of accidental cuts and tears

This graph shows you the percent of patients who were accidentally cut or injured, making a hole or tear in an organ of the body, while receiving medical care (which is called *accidental puncture and laceration*). This information is for patients admitted during [insert year].

When choosing a hospital, you should look for the hospital that has **lower** rates for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



Average of hospitals across the state: The average rate of patients who had accidental cuts and tears, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Specific topics of medical complications, for children

Information is available in the Report about the seven topics that show how often **children** under 18 in the hospital experienced complications as a result of their stay. These complications can be serious, even fatal. They can be potentially prevented if steps are taken to make care safer. Definitions of each of these seven topics are provided below.

Please check the box next to each topic you care about.

You can return to this page and pick another overall score whenever you like, using the tabs on the (top/left)

.

Select All

☐ **Rate of bed sores in hospitalized children**
How often children in the hospital under 18 developed a bed sore (which is called a *decubitus ulcer*), which is a sore or wound on the skin. This can occur because people are lying in one position for too long.

☐ **Rate of children (other than newborns) having air leaking out of their lung**
How often air leaks out of the lung because someone accidentally punctured it as a result of a medical procedure or operation (which is called *iatrogenic pneumothorax*). This rate is for children other than newborns.

☐ **Rate of infections due to medical care**
How often children under 18 got certain types of infections as a result of the care they received in the hospital.

☐ **Rate of too much bleeding, or bruises or clots after an operation**
How often children under 18 bled too much, either within their body or outside their body (called *hemorrhaging*), or developed a large blood clot after an operation (which is called a *hematoma*).

☐ **Rate of breathing failure after an operation**
How often children under 18 became unable to breathe on their own following an operation, and needed a ventilator, which is a machine that helps someone breathe, at least temporarily (which is called *postoperative respiratory failure*).

☐ **Rate of bloodstream infection following an operation**
How often children under 18 got a serious bloodstream infection following an operation (which is called *postoperative sepsis*).

☐ **Rate of splitting open of a surgical wound after an operation on the stomach or pelvis**
How often children under 18 had a surgical wound in the stomach or pelvic area split open after an operation (which is called *postoperative wound dehiscence*).

☐ **Rate of accidental cuts and tears**
How often children under 18 were accidentally cut, making a hole or tear in an organ of the body, while receiving medical care (which is called *accidental puncture and laceration*).

Compare Hospital Scores

Compare hospital scores for medical complications, for children

When you are choosing a hospital, you should look for the hospital that does **Better than average** on the topics that are most important to you, or on as many items as possible.

Click on the topic name to see detail results of how each hospital performed.

Rate is the percent of patients who experienced a particular problem during their hospital stay during [insert year]. **Death rate** is the percent of patients who died while in each hospital during [insert year] as a result of a serious complication that could have been prevented.	**Each hospital's rate is compared to the average rate of hospitals across the state.** This state average is provided beneath the name of the individual topic. Average is about the same as the average rate of hospitals across the state. **Better than average** is better than the average rate of hospitals across the state. **Worse than average** is worse than the average rate of hospitals across the state.

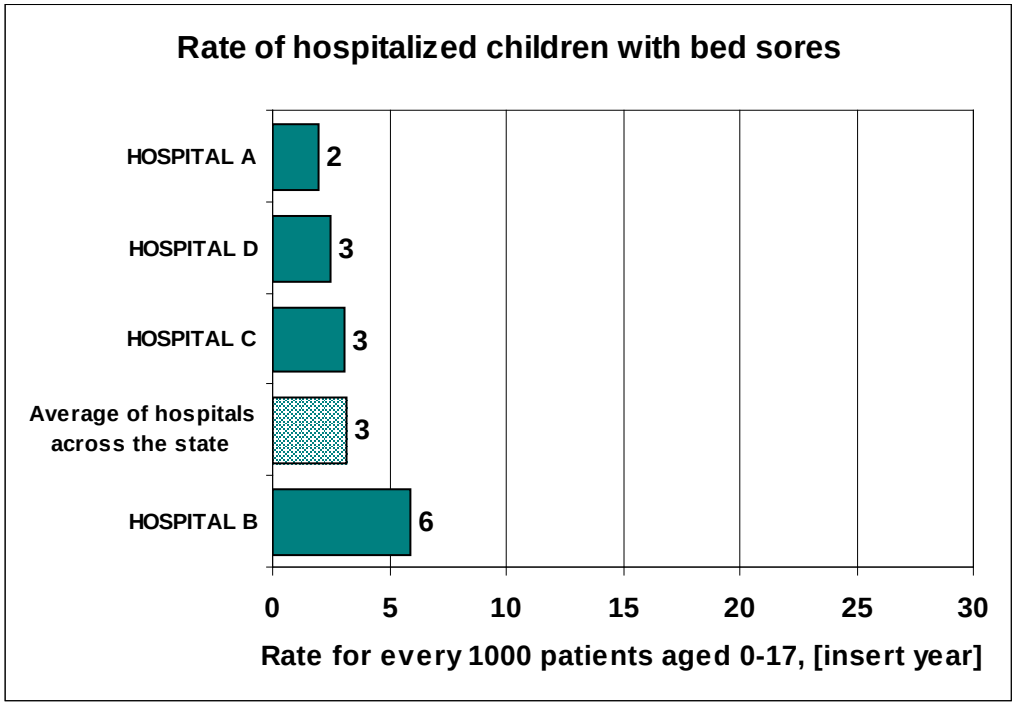
Medical Complications, Children	Hospital A	Hospital B	Hospital C	Hospital D
Rate of bed sores in hospitalized children The average rate for hospitals across the state is **3** for every **1,000** child patients	**Better than average**	**Worse than average**	Average	**Better than average**
Rate of children having air leaking out of their lung The average rate for hospitals across the state is **2** for every **10,000** child patients.	**Better than average**	Average	**Worse than average**	**Better than average**
Rate of infections in children due to medical care The average rate for hospitals across the state is **3** for every **1,000** child patients	Average	**Better than average**	**Worse than average**	Average
Rate of too much bleeding or blood clots in children following an operation The average rate for hospitals across the state is **2** for every **1,000** child patients	**Better than average**	**Worse than average**	Average	Average
Rate of breathing failure in children following an operation The average rate for hospitals across the state is **14** for every **1,000** child patients	**Better than average**	**Better than average**	**Worse than average**	**Worse than average**
Rate of bloodstream infection in children following an operation The average rate for hospitals across the state is **9** for every **1,000** child patients.	Average	**Better than average**	Average	**Worse than average**

Rate of splitting open of a surgical wound after an operation on the stomach or pelvic area among children The average rate for hospitals across the state is **10** for every **10,000** child patients.	**Better than average**	**Worse than average**	**Better than average**	**Better than average**
Rate of accidental cuts and tears in hospitalized children The average rate for hospitals across the state is **2** for every **1,000** child patients.	Average	**Better than average**	**Worse than average**	Average

Rate of hospitalized children with bed sores

This graph shows you how often children in the hospital developed a bed sore (which is called a *decubitus ulcer*), which is a sore or wound on the skin. This can occur because children are lying in one position for too long. This information is for patients under 18 admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** rate for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



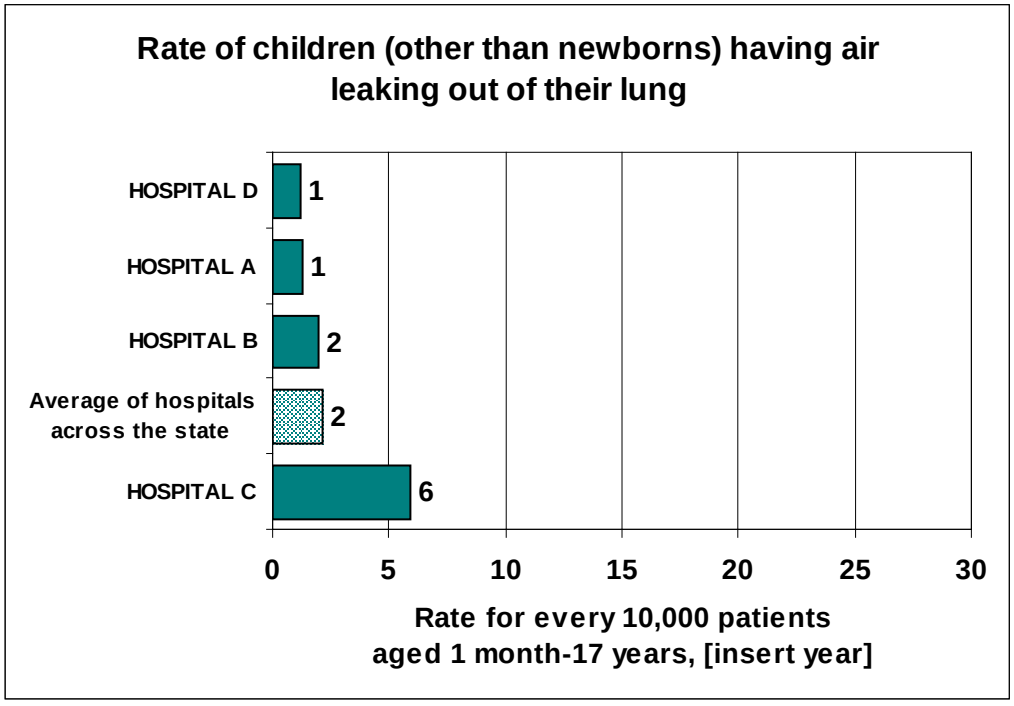
Average of hospitals across the state: The average rate of children with bed sores in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of children (other than newborns) having air leaking out of their lung

This graph shows you how often air leaks out of a child's lung because someone accidentally punctured it during a medical procedure (a complication which is called *iatrogenic pneumothorax*). Iatrogenic pneumothorax sometimes requires putting a tube into a child's chest to remove the extra air. This information is for patients under 18, other than newborns, who were admitted during [insert year]. **Please note that this is a very rare event**.

When choosing a hospital, look for the hospital that has a **lower** rate for this complication. A **lower** rate is shown by a **shorter** bar on the graph below.



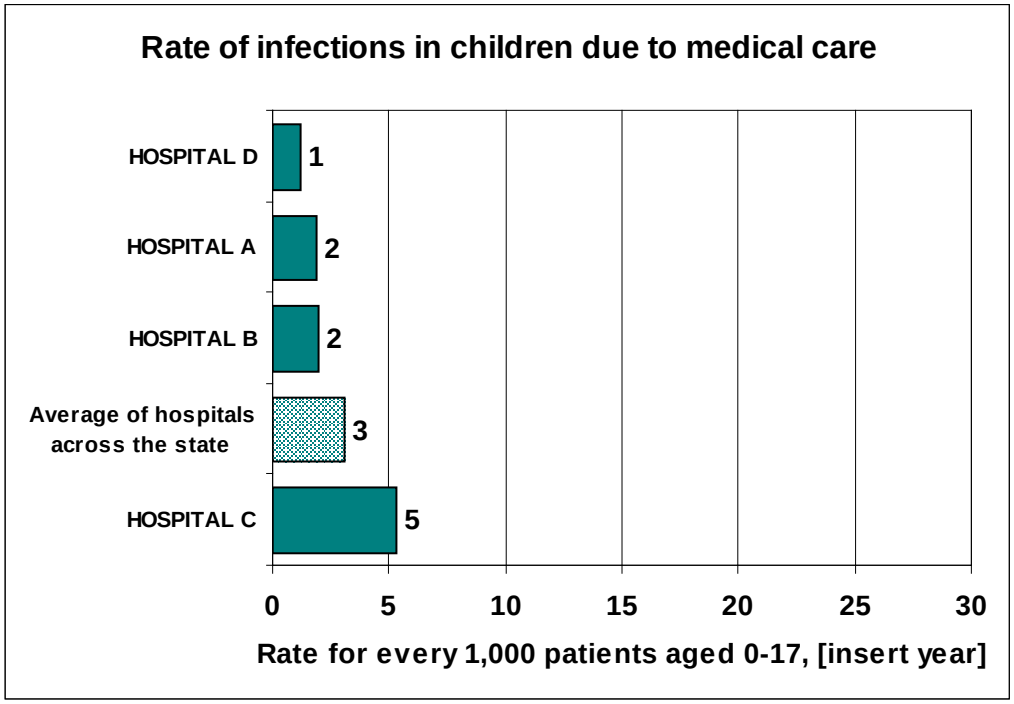
Average of hospitals across the state: The average rate of children with this complication in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of infections in children due to medical care

How often children under 18 got certain types of infections as a result of the care they received in the hospital. These include infections related to intravenous tubes and fluids, treatment of kidney failure, transfusions, and other types of shots. This information is for patients under 18 admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** rate for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



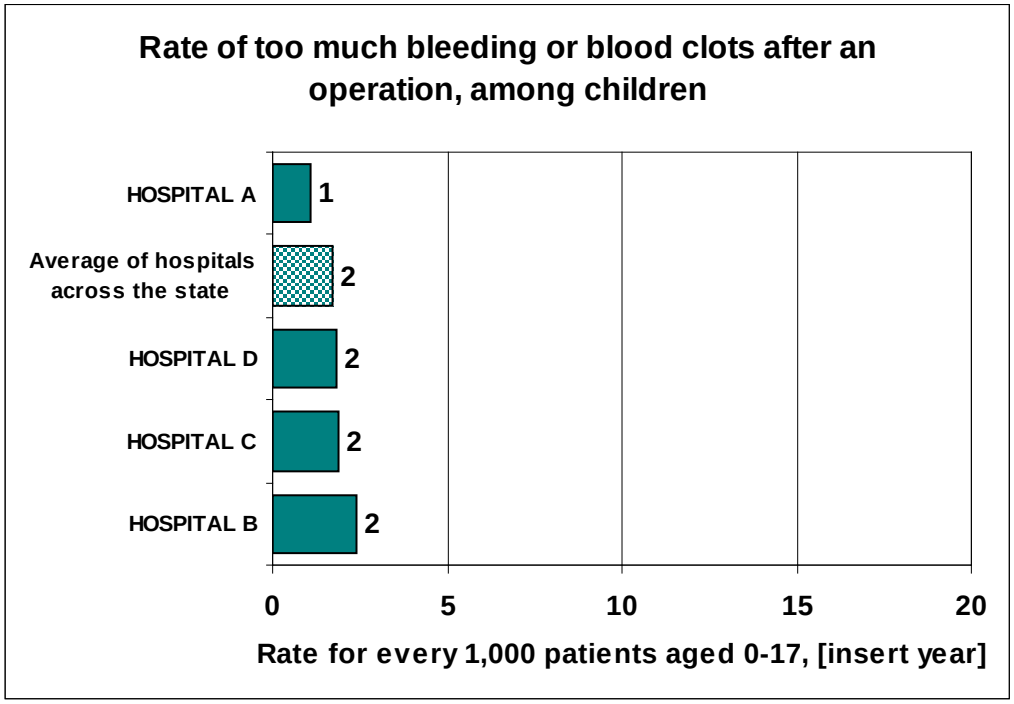
Average of hospitals across the state: The average rate of children with infections due to medical care in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of too much bleeding or blood clots after an operation, among children

This graph shows you how often children bled too much (called *hemorrhaging*) or developed a large blood clot (called *hematoma*) after an operation. All of these complications involved another operation to stop the bleeding or remove the blood clots. This information is for patients under 18 admitted during [insert year].

When choosing a hospital, you should look for the hospital that has a **lower** rate for this complication. A **lower** rate is shown by a **shorter** bar on the graph below.



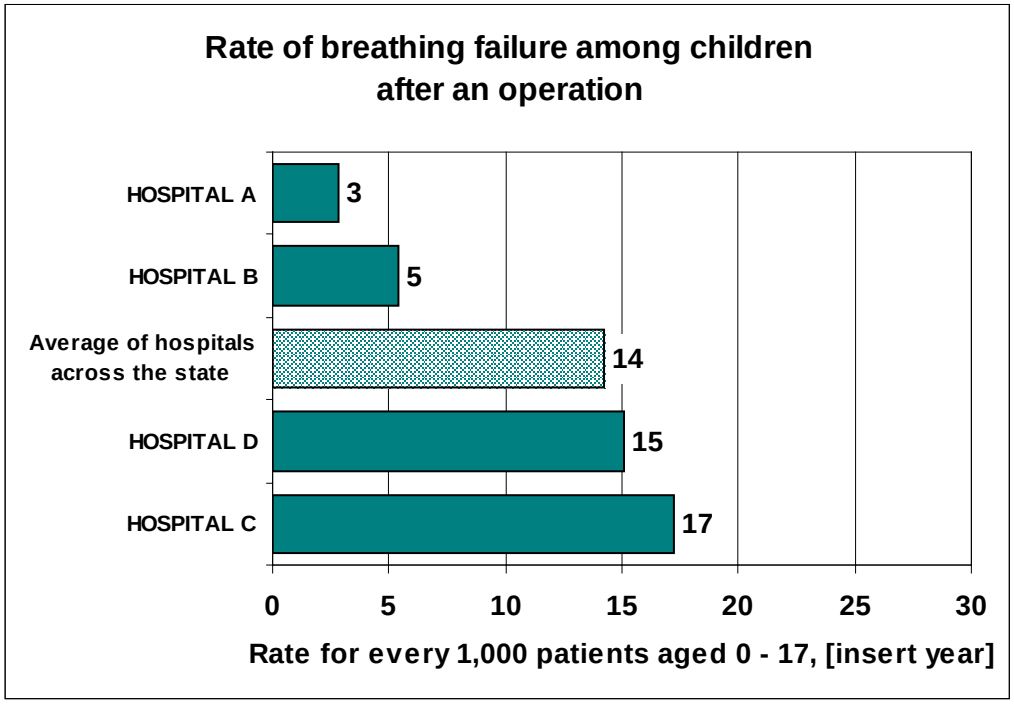
Average of hospitals across the state: The average rate of children with too much bleeding or blood clots in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of breathing failure among children after an operation

This graph shows you how often children having any kind of operation became unable to breathe on their own right afterwards, and needed a ventilator, which is a machine that helps someone breathe, at least temporarily (a complication that is called *postoperative respiratory failure*). This information is for patients under 18 admitted during [insert year].

When choosing a hospital, you should look for the hospital that has **lower** rates for this topic. A **lower** number is shown by a **shorter** bar on the graph below.



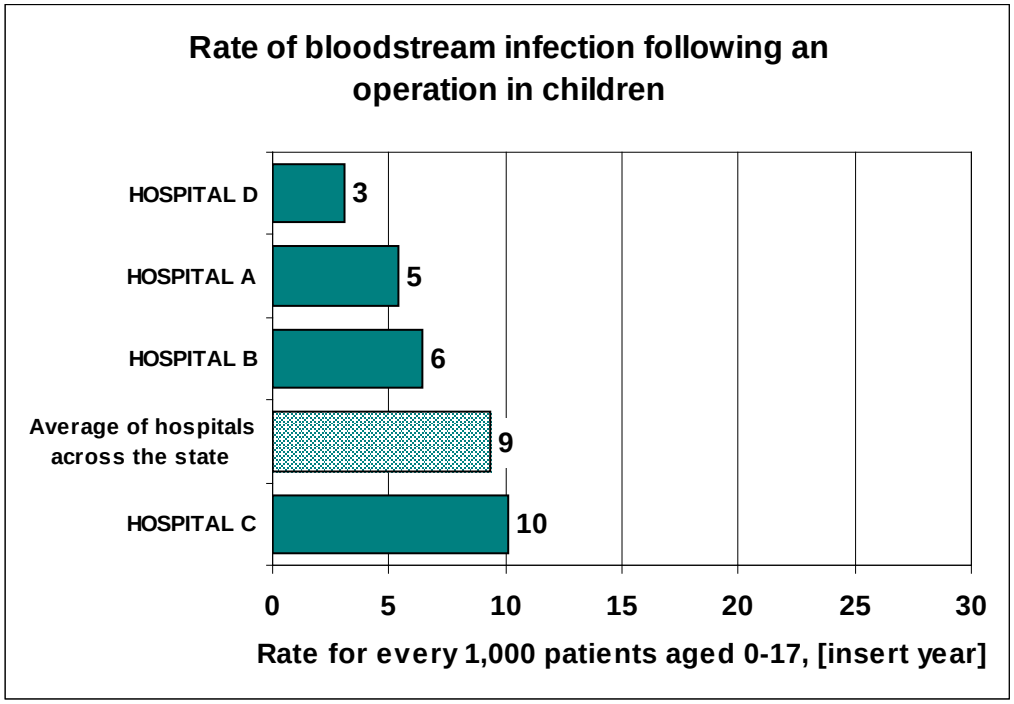
Average of hospitals across the state: The average rate of children with breathing failure after an operation, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of bloodstream infection among children following an operation

This graph shows you how often children got a bloodstream infection following an operation (which is called *postoperative sepsis*). This information is for patients under 18 admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has **lower** rates for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



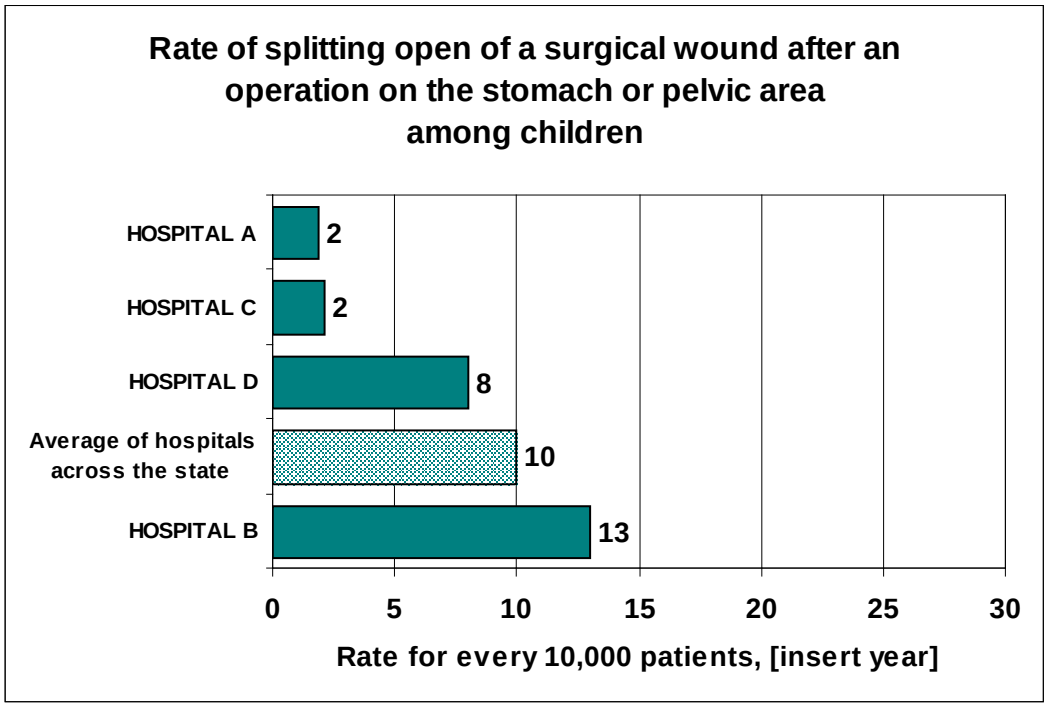
Average of hospitals across the state: The average rate of children with bloodstream infections following an operation in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of splitting open of a surgical wound after an operation on the stomach or pelvic area among children

This graph shows you the percent of children having an operation in their stomach or pelvic area whose wound split open after an operation (which is called *postoperative wound dehiscence*). All of these complications were treated with another major operation to fix the wound. This information is for patients admitted during [insert year]. **Please note that this is a very rare event**.

When choosing a hospital, you should look for the hospital that has **lower** rates for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



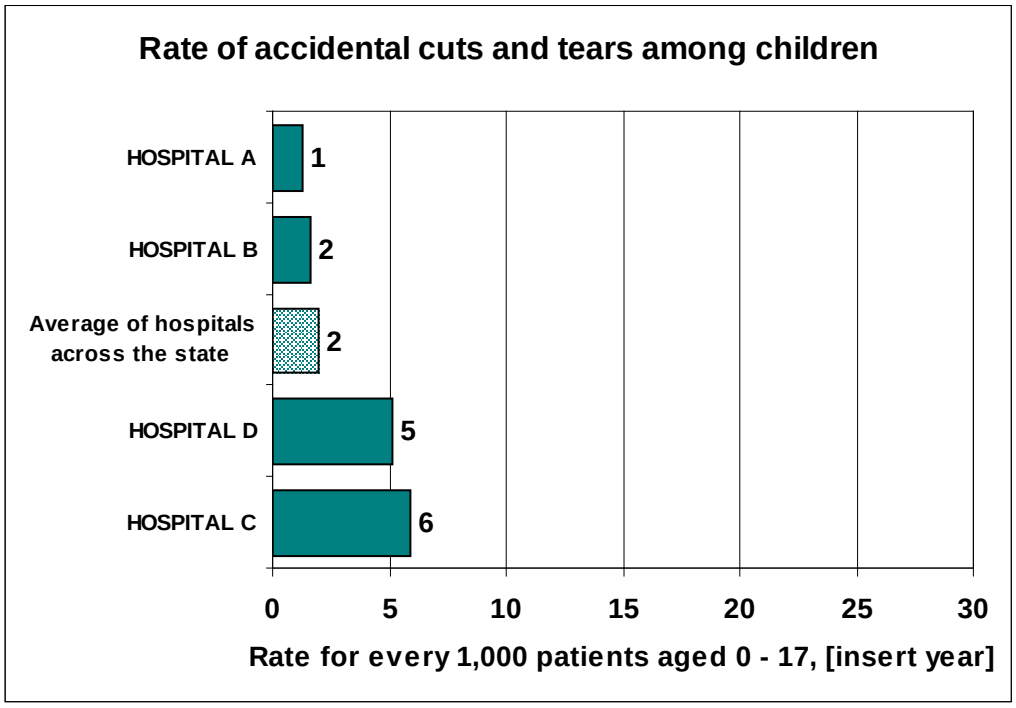
Average of hospitals across the state: The average rate of children who had surgical wounds in the stomach or pelvis split open after an operation, in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

Rate of accidental cuts and tears among children

This graph shows you how often a child under 18 was accidentally cut, making a hole or tear in an organ of the body, while receiving medical care (which is called *accidental puncture and laceration*). This information is for patients under 18 admitted during [insert year].

When you are choosing a hospital, you should look for the hospital that has **lower** rates for this complication. A **lower** number is shown by a **shorter** bar on the graph below.



Average of hospitals across the state: The average rate of children with accidental cuts and tears in hospitals across your state. This number is included so you have:

- a better idea of what is typical for your state.
- a basis for comparing individual hospitals' performance.

How should you use the Report?

How can this information help you? First and foremost, if you or someone you care about expects to be admitted to a hospital in the near future, you can use this information to **help you choose a hospital**. The information can help you **rule out certain hospitals** because the information indicates they do not perform well. It can help you **find a hospital that is especially good** at treating the conditions you face, or especially good at avoiding complications. The report can also help you **make a final choice** between two or three hospitals with good reputations.

The best way to use this particular report is also to **look for patterns in the scores**. Some hospitals may do very well across the board; others may do well in some areas and not in others; still others may really show problems in a wide range of areas. Look carefully for these patterns. At the same time, if there is a particular operation, or medical condition, or complication that is of particular concern to you, you will want to give more weight to information related to those concerns.

Several factors go into making a hospital choice. For example, you may have to **use the specific hospitals in the "network" of your health plan.** If you have to go to a hospital in the network whose scores in this report are troubling to you, **bring the information to your doctor** to discuss it. You may want to ask your doctor to be especially vigilant to ensure that certain problems that are worrying you are avoided.

Second, you can only be admitted to a hospital by a doctor, and doctors typically have "admitting privileges," the right to admit patients, at one or a few hospitals. So when you choose a doctor, and especially **when you choose a specialist, you may actually be choosing a hospital** at the same time. So when your regular doctor refers you to a specialist, ask the question "Where can this specialist admit patients?" Then, **before committing yourself to a particular specialist, check out their hospital** in this report. Again, if the information troubles you, bring it back to your doctor and see if you can be referred to a specialist who practices at a hospital that performs well on the topics that are important to you.

Remember, it's your life, and your health. Most physicians and hospitals are happy to talk with patients about information from reliable sources, and they care about your preferences. You certainly have the right to raise issues with them and get answers to your questions.

A few things to keep in mind as you use the Report

This Report is a starting point for looking at the quality of care at a particular hospital. The overall scores and specific topic results are not the final word. There are a few things to keep in mind when looking at this report.

- **Neither the summary scores nor the specific topics cover all health conditions or surgeries.**

  As new information becomes available, this report may be updated.

- **The Report doesn't address all aspects of quality.**

  For example, this report does not include information on what patients say about their care in the hospital, or information on whether hospitals consistently follow steps known to lead to better results. Information like this is available for many American hospitals on a federal government website called Hospital Compare. **Click here to go to the Hospital Compare website.**

  The Report also does not include information on the specific services provided by a hospital. That information is best obtained directly from the hospital itself. **Click here for a list of hospitals included in this Report and how to contact them.**

- **Don't presume that because a hospital does well (or poorly) in one area of health care, that it will do well (or poorly) in all areas.**

  Hospitals can have strengths and weaknesses in providing different types of care. For example, there are many different kinds of cancers, each of which is treated differently. A hospital that has good scores on operations involving cancer of the pancreas may not do so well with a different type of cancer.

- **In some cases, the specific topics track serious failures in a hospital's performance which happen only once in a great while.**

  You have to be careful when comparing hospitals on these very rare events. The numbers are so small that it is hard to know when a difference means something or just happens by chance. An example would be a bad reaction to a blood transfusion, which happens in only a handful of cases out of a million people each year.

- **Don't give too much weight to small differences between hospitals.**

  Even on more common events, be careful not to give too much weight to small differences. If in one hospital, 25 people out of a thousand had too much bleeding after an operation, and in another hospital, 26 people out of a thousand did, that's a really small difference and you shouldn't worry about it.

- **Some differences in scores may reflect the age of patients or how sick patients are rather than the care provided by the hospital.**

  Hospitals vary in quality, but they also vary in terms of their patients. Their patients can differ in terms of their age**,** or in terms of how sick they are. If one hospital takes care of people who happen to be older, or sicker, that hospital's patients are more likely to die or have certain complications, no matter how good the hospital is.

  We want to show you differences that relate to how hospitals actually perform, rather than differences that relate to how old or sick their patients are. So to the extent possible, the information in this Report takes account of differences between hospitals in the age of their patients, and how sick they are. The scores in this report have been calculated to try to take account of these differences. For details about how the scores in this report were developed, **Click here for Technical Details about the Quality Information in this Report**

Hospital Quality: What is it? Where can I find learn more about it?

Quality in health care, including in hospitals, can be described as "doing the right thing, at the right time, in the right way -- and having the best possible results."

The Institute of Medicine recently stated that high quality health care is:

- ***Effective:*** Treatment uses scientific knowledge and medical experience to increase the chances of getting the best results, and decrease the chance of getting bad results, including death.
- ***Safe:*** Treatment does not result in medical complications or cause harm to the patient that can be prevented.
- ***Patient-centered:*** Doctors, nurses, and other medical staff treat patients with respect, dignity and compassion, and are responsive to patients' needs, values, and preferences.
- ***Timely:*** Patients get the care they need without harmful delays.
- ***Efficient:*** Treatment does not waste doctors' or patients' time or money.
- ***Equitable:*** The same level of care is available to everyone, including men, women and children of all cultures, incomes, education level, social status or any other characteristic.

Where to learn more about Hospital Quality

The information in this Report deals with the first two aspects of hospital quality described above – effective care and safe care. If you are interested in other aspects of quality care, here are some resources that can help. We also list websites with materials to help you think through the process of choosing a hospital.

Hospital Compare – Department of Health and Human Services

- *Hospital Compare* is a website with quality information on almost all hospitals in the US. Current information includes measures of timely and effective care for three conditions: heart attack, heart failure and pneumonia. There is also a measure of safe care, the surgical infection prevention rate.

  In the next year or so, the website will add two kinds of new information: information similar to this report about death rates for patients admitted for different operations and medical conditions, and information about patients' experiences in hospitals, such as how well doctors and nurses communicate with patients and how responsive hospital staff are to patient needs. Go to **www.hospitalcompare.hhs.gov**.

In addition, the *Hospital Compare* website provides a *Hospital Checklist* that you can use to think through a range of issues to consider in choosing a hospital. Go to **http://www.hospitalcompare.hhs.gov/Hospital/Static/About-HospChecklist.asp**

Agency for Healthcare Research & Quality (AHRQ)

- *Quick Checks for Quality: Choosing Quality Health Care*, an information sheet by AHRQ, from **http://www.ahrq.gov/consumer/quick.htm**.

- AHRQ's *Your Guide to Choosing Quality Health Care*, from **http://www.ahrq.gov/consumer/qnt**

- *Be an Active Health Care Consumer* (**http://www.ahrq.gov/path/beactive.htm**), an AHRQ web page that includes a list of quality tools and information for people who want to take an active role in their health care. Among the resources is a booklet, ***Guide to Health Care Quality: How to Know it When You See It***

To contact AHRQ by mail write to:
Agency for Healthcare Research and Quality
Office of Communications and Knowledge Transfer
540 Gaither Road, Suite 2000
Rockville, MD 20850.

To reach them by phone, call (301) 427-1364

Joint Commission on the Accreditation of Healthcare Organizations

This organization (JCAHO) is the primary group that reviews and accredits hospitals in the United States.

- *Quality Check* (**http://www.qualitycheck.org/consumer/searchQCR.aspx**), a site of the Joint Commission on the Accreditation of Healthcare Organizations, on which you can look up hospitals that meet this organization's patient safety and quality standards.

To reach JCAHO with a general question, call 630-792-5000.

To order JCAHO publications, call 877-223-6866

If you have concerns and complaints about your care

If you have a complaint about the quality of the medical care you or a loved one received at a hospital, first contact the hospital's patient advocate. You can usually reach the patient advocate through the hospital's telephone operator.

If you still need help, there are two agencies in every state that work on hospital quality.

- *The Quality Improvement Organization or QIO.* This is the organization to contact if you are not satisfied after calling the hospital's patient advocate.
- *The State Survey Agency.* This is the organization to call if you have other complaints about a health care facility.

The phone numbers for the State Survey Agency and the Quality Improvement Organization in your state can be found at **www.medicare.gov/Contacts/Home.asp** Additional information about hospitals may be found on websites of these state agencies.

You can also contact the Complaint Hotline at the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO).
Phone: 1-800-994-6610
E-mail: complaint@jointcommission.org.

Technical details about the quality information in this Report

The scores in this report are based on standardized information that all hospitals in our state are required to submit to (insert name of state agency). Hospitals have to demonstrate that the information they provide is accurate and complete. The (agency) actually calculates the scores, not the hospitals.

The specific topics in this report were developed by the Agency for Healthcare Research and Quality (AHRQ), and are called the AHRQ Quality Indicators. AHRQ is a federal government agency whose mission is to improve the quality and safety of health care in the United States.

AHRQ saw a need for a set of hospital quality indicators that could be collected easily, based on information that was gathered in exactly the same way from hospital to hospital. Dozens of experts in health services research, internal medicine and pediatrics, statistics, and health care quality measurement worked together to develop and test these indicators to make sure they were medically meaningful, accurate and reliable. The indicators are regularly reviewed and updated. **Click here for detailed information about the AHRQ Quality Indicators**

AHRQ has developed several kinds of indicators. They have also developed the overall scores that combine information from several indicators. The information in this Report is based on what are called Inpatient Quality Indicators, Patient Safety Indicators, and Pediatric Quality Indicators. Both these sets of indicators relate primarily to the *results* of hospital care for patients.

Click here for detailed information about the AHRQ Inpatient Quality Indicators

Click here for detailed information about the AHRQ Patient Safety Indicators

Click here for detailed information about the AHRQ Pediatric Quality Indicators

How we analyzed the data and calculated scores

In this section of the website, the sponsor should present information about the methods they used in analyzing the data and calculating scores. For example, this is the place to explain how some hospitals were identified as being "better" or "worse" than average, additional details about risk-adjustment methods, and whether or not the data were smoothed, or combined for several years.