

System Performance on CMS Quality Measures: Q3 2006 thru Q2 2007										
System Name	System City	System State	OVERALL HCAHPS and Quality Rank	Number of hospitals	Inpatient days	Combined Quality Score	Combined Quality Score Rank	Combined Weighted HCAHPS Score	HCAHPS Rank	Combined HCAHPS and Quality Rank
Alegent Health	Omaha	NE	1	9	283435	97.0%	2	71.4	6	8
Mayo Foundation	Rochester	MN	2	21	793102	93.9%	9	72.9	5	14
Memorial Healthcare System	Hollywood	FL	3	4	358957	96.6%	3	69.5	23	26
Partners HealthCare System	Boston	MA	4	6	728768	93.0%	19	70.9	8	27
Baylor Health Care System	Dallas	TX	5	7	516964	93.8%	11	69.7	17	28
Baptist Health South Florida	Coral Gables	FL	6	5	361747	95.8%	4	69.0	30	34
Carolinas HealthCare System	Charlotte	NC	7	12	779350	92.8%	22	70.4	13	35
Texas Health Resources	Arlington	TX	8	12	636968	92.2%	27	70.7	10	37
University Health Systems	Greenville	NC	9	6	278285	92.2%	26	70.6	11	37
Baptist Health System	Birmingham	AL	10	4	166190	91.3%	40	77.4	1	41
MedCath, Inc	Charlotte	NC	11	11	146107	91.3%	39	74.5	3	42
OhioHealth	Columbus	OH	12	8	431003	93.7%	12	68.6	31	43
Sisters of Mercy	Chesterfield	MO	13	14	734736	92.9%	20	69.4	26	46
Allina Hospitals & Clinics	Minneapolis	MN	14	12	530157	91.9%	29	69.7	18	47
Baptist Health	Little Rock	AR	15	4	212744	91.2%	42	69.8	15	57
Marian Health System	Tulsa	OK	16	14	531506	91.6%	33	69.4	24	57
INTEGRIS Health	Oklahoma City	OK	17	10	323171	93.4%	17	67.6	41	58
Covenant Health	Knoxville	TN	18	5	245939	90.1%	59	73.8	4	63
OSF Healthcare System	Peoria	IL	19	6	263121	91.7%	32	68.3	35	67
North Mississippi Hlth Servs	Tupelo	MS	20	7	312965	89.6%	66	75.2	2	68
Iowa Health System	Des Moines	IA	21	18	562048	92.6%	24	67.0	45	69
Duke University Health System	Durham	NC	22	4	370597	91.5%	34	68.2	36	70
Intermountain Healthcare, Inc	Salt Lake City	UT	23	18	461737	89.7%	62	70.8	9	71
Bon Secours Health System, Inc	Marriottsville	MD	24	15	745168	91.5%	35	68.0	37	72
PeaceHealth	Bellevue	WA	25	6	228217	91.1%	43	68.5	32	75
BJC HealthCare	Saint Louis	MO	26	10	741662	91.2%	41	68.4	34	75
SSM Health Care	Saint Louis	MO	27	14	768756	92.2%	25	66.4	51	76
Health Alliance of Cincinnati	Cincinnati	OH	28	6	434139	90.5%	52	69.2	29	81
Wheaton Franciscan Healthcare	Wheaton	IL	29	10	372089	90.9%	48	68.5	33	81
Sentara Healthcare	Norfolk	VA	30	7	437134	93.7%	13	64.8	71	84
Baptist Healthcare System	Louisville	KY	31	5	382597	91.4%	37	66.6	48	85
Catholic Healthcare Partners	Cincinnati	OH	32	26	1077850	94.0%	7	63.7	78	85
Jefferson Health System	Radnor	PA	33	5	645753	91.3%	38	66.4	50	88
Saint Luke's Health System	Kansas City	MO	34	8	186469	89.3%	70	69.7	19	89
Trinity Health	Novi	MI	35	38	1523455	93.5%	16	63.9	77	93
Univ of Pittsburgh Medical Ctr	Pittsburgh	PA	36	11	975030	94.0%	6	62.1	87	93
Sutter Health	Sacramento	CA	37	20	1074948	91.4%	36	65.9	58	94
University Hospitals	Cleveland	OH	38	7	367274	93.3%	18	64.1	76	94
CHRISTUS Health	Irving	TX	39	15	852322	88.2%	83	70.5	12	95
Hospital Sisters Health System	Springfield	IL	40	13	431927	89.0%	74	69.5	22	96
MedStar Health	Columbia	MD	41	6	647935	90.5%	53	67.2	43	96
Catholic Health Initiatives	Denver	CO	42	47	1868604	90.1%	58	67.0	44	102
Henry Ford Health System	Detroit	MI	43	4	463635	91.9%	28	64.4	74	102
Providence Health & Services	Seattle	WA	44	24	1213795	90.5%	54	66.5	49	103
Advocate Health Care	Oak Brook	IL	45	7	674594	93.7%	14	62.0	89	103
Caritas Christi Health Care	Boston	MA	46	6	342595	90.2%	57	66.7	47	104
Oakwood Healthcare, Inc	Dearborn	MI	47	4	291263	94.5%	5	59.8	100	105
Hospital Partners of America	Charlotte	NC	48	5	167582	90.4%	56	66.3	52	108
West Penn Allegheny Hlth Syst	Pittsburgh	PA	49	5	406732	91.1%	44	65.1	66	110
Catholic Health Services of LI	Rockville Centre	NY	50	5	624162	91.8%	31	63.4	79	110
Clarian Health	Indianapolis	IN	51	7	475808	91.0%	47	65.3	64	111
Baptist Hlth System of East TN	Knoxville	TN	52	6	161279	87.1%	92	69.6	20	112
Fairview Health Services	Minneapolis	MN	53	7	392000	91.8%	30	63.2	82	112
North Shore-LIJ Health System	Great Neck	NY	54	9	1299009	93.9%	8	58.5	104	112
Methodist Hospital System	Houston	TX	55	4	374217	87.7%	88	69.4	25	113
LifePoint Hospitals, Inc	Brentwood	TN	56	46	870569	84.5%	107	71.2	7	114
Baptist Mem Health Care Corp	Memphis	TN	57	13	475165	89.7%	63	66.3	53	116

Combined HCAHPS and CMS Quality Ranking

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UMass Memorial Health Care	Worcester	MA	58	5	270956	90.9%	49	65.0	68	117
Sisters of Charity	Cleveland	OH	59	4	233916	88.3%	79	67.8	40	119
TENET Healthcare Corporation	Dallas	TX	60	58	3368842	91.0%	46	64.6	73	119
UAB Health System	Birmingham	AL	61	4	314186	84.2%	109	69.8	16	125
QHR	Plano	TX	62	114	1822487	83.6%	113	69.9	14	127
Franciscan Missionaries	Baton Rouge	LA	63	5	464149	87.5%	89	68.0	38	127
Valley Health System	Winchester	VA	64	4	167184	85.5%	100	69.4	28	128
Ascension Health	Saint Louis	MO	65	58	3253220	89.2%	71	65.5	60	131
ProMedica Health System	Toledo	OH	66	7	261922	88.6%	77	66.2	55	132
Provena Health	Mokena	IL	67	6	313098	86.8%	95	67.8	39	134
Catholic Healthcare West	San Francisco	CA	68	37	2022632	90.8%	50	63.1	84	134
Detroit Medical Center	Detroit	MI	69	4	318994	91.0%	45	61.7	91	136
WellStar Health System	Marietta	GA	70	4	352908	89.1%	73	65.2	65	138
Catholic Health East	Newtown Square	PA	71	21	1651737	90.0%	60	63.4	80	140
Ochsner Health System	New Orleans	LA	72	6	220556	77.7%	120	69.5	21	141
Sharp Healthcare	San Diego	CA	73	5	468930	86.8%	96	67.0	46	142
Covenant Health System	Lubbock	TX	74	7	194383	80.9%	117	69.4	27	144
Scripps Health	San Diego	CA	75	4	311964	87.3%	91	66.3	54	145
Sisters of Charity	Lenexa	KS	76	8	351206	88.2%	80	65.0	69	149
Franciscan Services Corp	Sylvania	OH	77	5	154188	87.0%	94	66.1	56	150
St Joseph Health System	Orange	CA	78	9	461960	88.7%	76	64.1	75	151
Brim Healthcare, Inc	Brentwood	TN	79	36	551632	84.1%	111	67.3	42	153
McLaren Health Care Corp	Flint	MI	80	5	358956	89.4%	68	62.2	85	153
Memorial Health Services	Long Beach	CA	81	4	284529	89.6%	65	62.0	88	153
Community Health Systems, Inc	Brentwood	TN	82	127	3163087	89.2%	72	63.1	83	155
Lee Memorial Health System	Fort Myers	FL	83	4	376375	85.4%	102	66.0	57	159
Resurrection Health Care Corp	Chicago	IL	84	8	539124	88.2%	81	63.4	81	162
Sisters of St Francis	Mishawaka	IN	85	8	531717	85.0%	105	65.5	61	166
Legacy Health System	Portland	OR	86	5	220745	85.1%	104	65.4	62	166
Cleveland Clinic Health System	Cleveland	OH	87	10	909780	89.7%	64	59.3	102	166
Jewish Hosp & St Mary's Hlth	Louisville	KY	88	5	202430	84.1%	110	65.6	59	169
Inova Health System	Falls Church	VA	89	5	512589	85.4%	101	64.9	70	171
Banner Health	Phoenix	AZ	90	18	811813	86.0%	99	64.6	72	171
New York Presby Hlthcare Syst	New York	NY	91	8	1390358	88.9%	75	60.3	96	171
Kaiser Foundation Hospitals	Oakland	CA	92	28	1795032	89.4%	67	58.1	105	172
Univ of CA-Systemwide Adm	Oakland	CA	93	6	791164	84.7%	106	65.1	67	173
Catholic Health System	Buffalo	NY	94	4	332123	88.0%	85	61.9	90	175
Adventist Health	Roseville	CA	95	18	577845	87.4%	90	62.2	86	176
Daughters of Charity Hlth Syst	Los Altos Hills	CA	96	5	373294	88.1%	84	61.4	92	176
Continuum Health Partners	New York	NY	97	4	659039	81.5%	116	65.4	63	179
Vanguard Health System	Nashville	TN	98	10	523058	88.0%	86	61.0	93	179
HCA	Nashville	TN	99	150	7804428	88.5%	78	59.3	101	179
Adventist Hlth System Sunbelt	Winter Park	FL	100	27	1305028	87.8%	87	60.1	99	186
Via Christi Health System	Wichita	KS	101	4	239898	86.5%	97	60.6	95	192
Ardent Health Services	Nashville	TN	102	7	240053	86.4%	98	60.1	98	196
Health Management Associates	Naples	FL	103	55	1311154	85.1%	103	59.2	103	206
Sisters of Saint Francis	Syracuse	NY	104	4	259033	81.9%	115	60.3	97	212
Wellmont Health System	Kingsport	TN	105	8	215579	84.3%	108	57.7	106	214
LA Cnty-Dept of Health Servs	Los Angeles	CA	106	5	529673	75.1%	121	60.9	94	215
Universal Health Services, Inc	King of Prussia	PA	107	24	1155522	83.6%	112	54.6	107	219
Novant Health	Winston-Salem	NC		8	509203	97.2%	1			
Aurora Health Care	Milwaukee	WI		11	416507	93.8%	10			
Saint Barnabas Health System	West Orange	NJ		6	680454	93.7%	15			
Prime Healthcare Services	Wildomar	CA		7	231286	92.8%	21			
New York City Hlth & Hosp Corp	New York	NY		11	1302721	92.8%	23			
West Virginia United Hlth Syst	Fairmont	WV		4	254285	90.7%	51			
Morton Plant Mease Health Care	Clearwater	FL		4	243991	90.5%	55			

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North Broward Hospital Dist	Fort Lauderdale	FL		4	338416	89.9%	61			
Memorial Hermann Hlthcare Syst	Houston	TX		6	520288	89.4%	69			
Carilion Health System	Roanoke	VA		7	275693	88.2%	82			
Shands HealthCare	Gainesville	FL		5	383298	87.0%	93			
IASIS Healthcare	Franklin	TN		14	447896	82.7%	114			
West Tennessee Healthcare	Jackson	TN		6	179806	80.4%	118			
East Texas Med Ctr Reg Syst	Tyler	TX		12	177963	78.9%	119			

Explanation

	In response to questions from systems, we have updated the spreadsheet in three ways: 1) We reduced the required denominator for each rate to 70 from 100. This resulted in the inclusion of 12 more systems, including several that did very well on the initial rankings; 2) We have expanded the hospital worksheet to provide information on the volume of each hospital on the quality measures as well as the number of their cases that were also included in the numerator. To get the system rates from this hospital information you would: a) Sum all the system's hospital totals for the numerators and denominators for each measure; b) calculate the rate for each measure by dividing the numerator by the denominator; c) average together all of the measures within each clinical area to get the clinical area average for the system; and d) average together the four clinical area averages to get the combined quality average, which is the basis of the overall ranking
Update: May 29, 2008	
Data & Time Period:	Data from Hospital Compare website for Q3, 2006 through Q2, 2007
System Affiliation:	Based solely on system classification provided in the 2006 AHA database. A list of hospitals affiliated with each system is provided on the hospital worksheet.
System Inclusion/Exclusion:	Only systems that contained at least 4 hospitals and that had a minimum number of 70 cases in the denominator for each measure listed below were included. Some systems had missing HCAHPS data for one or more hospitals.
Quality Measure Construction:	For each measure, a system-wide rate was calculated by dividing the total number of cases in the numerators for all hospitals in the system and dividing this number by the total number of cases in the denominators for all hospitals in the system. For each clinical area, the overall score was derived by averaging the scores for the measures in the clinical area.
Specific Quality Measures:	For AMI, 6 of the 8 measures were used. The PCI in 120 minutes and thrombolytic medication in 30 minutes measures were not included due to very small samples. All 4 CHF measures, all 7 pneumonia measures, and all 5 SIP measures were included. See the Hospital Compare website for more information on what all these measures are. Shown below is a list of the measure names used on the hospital affiliation worksheet.
HCAHPS Measures:	All 10 publicly reported HCAHPS measures were included. Full information on these measures is on the Hospital Compare website. For each question, we used the percentage of respondents in the highest reporting category.
HCAHPS System Measure Weighting	Because HCAHPS relies on samples which do not directly reflect the comparative size of hospitals in a system, we weighted each hospital's HCAHPS scores by the percentage of all inpatient days (derived from the AHA database) from all of the hospitals in the system that reported HCAHPS scores. So if hospital A had 100 inpatient days, hospital B had 400, and hospital C had 500 but had no HCAHPS results, the system score for each HCAHPS measure would be 20% based on hospital A and 80% based on hospital B.
HCAHPS Combined Score	Was calculated by averaging the system's scores on the 10 HCAHPS items. This number represents the weighted average percent of patients who evaluated the hospital in the most favorable category across the 10 publicly reported HCAHPS measures.
HA1	Heart Attack Patients Given Aspirin at Arrival
HA2	Heart Attack Patients Given Aspirin at Discharge
HA3	Heart Attack Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)
HA4	Heart Attack Patients Given Beta Blocker at Discharge
HA5	Heart Attack Patients Given Beta Blocker at Arrival
HA6	Heart Attack Patients Given Smoking Cessation Advice/Counseling
HF1	Heart Failure Patients Given an Evaluation of Left Ventricular Systolic (LVS) Function'
HF2	Heart Failure Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)'
HF3	Heart Failure Patients Given Discharge Instructions'
HF4	Heart Failure Patients Given Smoking Cessation Advice/Counseling'
SI1	Surgery Patients Who Received Preventative Antibiotic(s) One Hour Before Incision'
SI2	Surgery Patients Whose Preventative Antibiotic(s) are Stopped Within 24 hours After Surgery'
SI3	Surgery Patients who Received the Appropriate Preventative Antibiotic(s) for Their Surgery'
SI4	Surgery Patients Who Received Treatment To Prevent Blood Clots Within 24 Hours Before or After Selected Surgeries
SI5	Surgery Patients Whose Doctors Ordered Treatments to Prevent Blood Clots (Venous Thromboembolism) For Certain Types of Surgeries
PN1	Pneumonia Patients Given Oxygenation Assessment'
PN2	Pneumonia Patients Given Initial Antibiotic(s) within 4 Hours After Arrival'
PN3	Pneumonia Patients Assessed and Given Pneumococcal Vaccination'
PN4	Pneumonia Patients Whose Initial Emergency Room Blood Culture Was Performed Prior To The Administration Of The First Hospital Dose Of Antibiotics'
PN5	Pneumonia Patients Given Smoking Cessation Advice/Counseling'
PN6	Pneumonia Patients Given the Most Appropriate Initial Antibiotic(s)'
PN7	Pneumonia Patients Assessed and Given Influenza Vaccination'