

Health System Rankings on Quality and Patient Satisfaction

System Name	System City	System State	Combined Rank of Quality + Satisfaction	Number of hospitals	Inpatient days	Combined Weighted HCAHPS Score	HCAHPS System Rank	Combined Quality Score	Quality System Rank	Combined Rank (Lower=Better Rank)
Mayo Foundation	Rochester	MN	1	21	793102	72.9	5	93.9%	7	12
Memorial Healthcare System	Hollywood	FL	2	4	358957	69.5	19	96.6%	1	20
Partners HealthCare System	Boston	MA	3	6	728768	70.9	7	93.0%	15	22
Baylor Health Care System	Dallas	TX	4	7	516964	69.7	15	93.8%	8	23
Baptist Health South Florida	Birmingham	AL	5	5	361747	69.0	25	95.8%	2	27
Carolinas HealthCare System	Charlotte	NC	6	12	779350	70.4	12	92.8%	17	29
Texas Health Resources	Arlington	TX	7	12	636968	70.7	9	92.2%	21	30
University Health Systems	Greenville	NC	8	6	278285	70.6	10	92.2%	20	30
Baptist Health System	Louisville	KY	9	4	166190	77.4	1	91.3%	34	35
OhioHealth	Columbus	OH	10	8	431003	68.6	26	93.7%	9	35
MedCath, Inc	Charlotte	NC	11	11	146107	74.5	3	91.3%	33	36
Sisters of Mercy	Chesterfield	MO	12	14	734736	69.4	22	92.9%	16	38
Allina Hospitals & Clinics	Minneapolis	MN	13	12	530157	69.7	16	91.9%	23	39
Marian Health System	Tulsa	OK	14	14	531506	69.4	20	91.6%	27	47
INTEGRIS Health	Oklahoma City	OK	15	10	323171	67.6	36	93.4%	13	49
Baptist Health	Coral Gables	FL	16	4	212744	69.8	14	91.2%	36	50
Covenant Health	Knoxville	TN	17	5	245939	73.8	4	90.1%	50	54
OSF Healthcare System	Peoria	IL	18	6	263121	68.3	30	91.7%	26	56
Iowa Health System	Des Moines	IA	19	18	562048	67.0	39	92.6%	18	57
North Mississippi Hlth Servs	Tupelo	MS	20	7	312965	75.2	2	89.6%	56	58
Duke University Health System	Durham	NC	21	4	370597	68.2	31	91.5%	28	59
Intermountain Healthcare, Inc	Salt Lake City	UT	22	18	461737	70.8	8	89.7%	52	60
Bon Secours Health System, Inc	Marriottsville	MD	23	15	745168	68.0	32	91.5%	29	61
PeaceHealth	Bellevue	WA	24	6	228217	68.5	27	91.1%	37	64
BJC HealthCare	Saint Louis	MO	25	10	741662	68.4	29	91.2%	35	64
SSM Health Care	Saint Louis	MO	26	14	768756	66.4	45	92.2%	19	64
Health Alliance of Cincinnati	Cincinnati	OH	27	6	434139	69.2	24	90.5%	45	69
Wheaton Franciscan Healthcare	Wheaton	IL	28	10	372089	68.5	28	90.9%	42	70
Baptist Healthcare System	Louisville	KY	29	5	382597	66.6	42	91.4%	31	73
Sentara Healthcare	Norfolk	VA	30	7	437134	64.8	63	93.7%	10	73
Catholic Healthcare Partners	Cincinnati	OH	31	26	1077850	63.7	70	94.0%	5	75

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Saint Luke's Health System	Kansas City	MO	32	8	186469	69.7	17	89.3%	59	76
Jefferson Health System	Radnor	PA	33	5	645753	66.4	44	91.3%	32	76
Hospital Sisters Health System	Springfield	IL	34	13	431927	69.5	18	89.0%	63	81
Sutter Health	Sacramento	CA	35	20	1074948	65.9	51	91.4%	30	81
Trinity Health	Novi	MI	36	38	1523455	63.9	69	93.5%	12	81
CHRISTUS Health	Irving	TX	37	15	852322	70.5	11	88.2%	71	82
University Hospitals	Cleveland	OH	38	7	367274	64.1	68	93.3%	14	82
MedStar Health	Columbia	MD	39	6	647935	67.2	37	90.5%	46	83
Univ of Pittsburgh Medical Ctr	Pittsburgh	PA	40	11	975030	62.1	79	94.0%	4	83
Catholic Health Initiatives	Denver	CO	41	47	1868604	67.0	38	90.1%	49	87
Henry Ford Health System	Detroit	MI	42	4	463635	64.4	66	91.9%	22	88
Caritas Christi Health Care	Boston	MA	43	6	342595	66.7	41	90.2%	48	89
Providence Health & Services	Seattle	WA	44	24	1213795	66.5	43	90.5%	47	90
Advocate Health Care	Oak Brook	IL	45	7	674594	62.0	81	93.7%	11	92
Oakwood Healthcare, Inc	Dearborn	MI	46	4	291263	59.8	91	94.5%	3	94
LifePoint Hospitals, Inc	Brentwood	TN	47	46	870569	71.2	6	84.5%	90	96
Catholic Health Services of LI	Rockville Centre	NY	48	5	624162	63.4	71	91.8%	25	96
Methodist Hospital System	Houston	TX	49	4	374217	69.4	21	87.7%	76	97
West Penn Allegheny Hlth Syst	Pittsburgh	PA	50	5	406732	65.1	59	91.1%	38	97
Clarian Health	Indianapolis	IN	51	7	475808	65.3	57	91.0%	41	98
Fairview Health Services	Minneapolis	MN	52	7	392000	63.2	74	91.8%	24	98
Baptist Mem Health Care Corp	Memphis	TN	53	13	475165	66.3	46	89.7%	53	99
North Shore-LIJ Health System	Great Neck	NY	54	9	1299009	58.5	95	93.9%	6	101
Sisters of Charity	Cleveland	OH	55	4	233916	67.8	35	88.3%	68	103
UMass Memorial Health Care	Worcester	MA	56	5	270956	65.0	61	90.9%	43	104
TENET Healthcare Corporation	Dallas	TX	57	58	3368842	64.6	65	91.0%	40	105
QHR	Plano	TX	58	114	1822487	69.9	13	83.6%	94	107
Franciscan Missionaries	Baton Rouge	LA	59	5	464149	68.0	33	87.5%	77	110
Ascension Health	Saint Louis	MO	60	58	3253220	65.5	53	89.2%	60	113
ProMedica Health System	Toledo	OH	61	7	261922	66.2	48	88.6%	66	114
Provena Health	Mokena	IL	62	6	313098	67.8	34	86.8%	81	115

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Covenant Health System	Lubbock	TX	63	7	194383	69.4	23	80.9%	97	120
WellStar Health System	Marietta	GA	64	4	352908	65.2	58	89.1%	62	120
Catholic Healthcare West	San Francisco	CA	65	37	2022632	63.1	76	90.8%	44	120
Sharp Healthcare	San Diego	CA	66	5	468930	67.0	40	86.8%	82	122
Detroit Medical Center	Detroit	MI	67	4	318994	61.7	83	91.0%	39	122
Catholic Health East	Newtown Square	PA	68	21	1651737	63.4	72	90.0%	51	123
Scripps Health	San Diego	CA	69	4	311964	66.3	47	87.3%	79	126
Franciscan Services Corp	Sylvania	OH	70	5	154188	66.1	49	87.0%	80	129
Sisters of Charity	Lenexa	KS	71	8	351206	65.0	62	88.2%	69	131
St Joseph Health System	Orange	CA	72	9	461960	64.1	67	88.7%	65	132
Lee Memorial Health System	Fort Myers	FL	73	4	376375	66.0	50	85.4%	85	135
McLaren Health Care Corp	Flint	MI	74	5	358956	62.2	77	89.4%	58	135
Memorial Health Services	Long Beach	CA	75	4	284529	62.0	80	89.6%	55	135
Community Health Systems, Inc	Brentwood	TN	76	127	3163087	63.1	75	89.2%	61	136
Sisters of St Francis	Mishawaka	IN	77	8	531717	65.5	54	85.0%	88	142
Legacy Health System	Portland	OR	78	5	220745	65.4	55	85.1%	87	142
Resurrection Health Care Corp	Chicago	IL	79	8	539124	63.4	73	88.2%	70	143
Jewish Hosp & St Mary's Hlth	Louisville	KY	80	5	202430	65.6	52	84.1%	92	144
Cleveland Clinic Health System	Cleveland	OH	81	10	909780	59.3	93	89.7%	54	147
Banner Health	Phoenix	AZ	82	18	811813	64.6	64	86.0%	84	148
Univ of CA-Systemwide Adm	Oakland	CA	83	6	791164	65.1	60	84.7%	89	149
New York Presby Hlthcare Syst	New York	NY	84	8	1390358	60.3	87	88.9%	64	151
Continuum Health Partners	New York	NY	85	4	659039	65.4	56	81.5%	96	152
Kaiser Foundation Hospitals	Oakland	CA	86	28	1795032	58.1	96	89.4%	57	153
Catholic Health System	Buffalo	NY	87	4	332123	61.9	82	88.0%	73	155
Adventist Health	Roseville	CA	88	18	577845	62.2	78	87.4%	78	156
Daughters of Charity Hlth Syst	Los Altos Hills	CA	89	5	373294	61.4	84	88.1%	72	156
Vanguard Health System	Nashville	TN	90	10	523058	61.0	85	88.0%	74	159
HCA	Nashville	TN	91	150	7804428	59.3	92	88.5%	67	159
Adventist Hlth System Sunbelt	Winter Park	FL	92	27	1305028	60.1	90	87.8%	75	165
Ardent Health Services	Nashville	TN	93	7	240053	60.1	89	86.4%	83	172

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Health Management Associates	Naples	FL	94	55	1311154	59.2	94	85.1%	86	180
Sisters of Saint Francis	Syracuse	NY	95	4	259033	60.3	88	81.9%	95	183
LA Cnty-Dept of Health Servs	Los Angeles	CA	96	5	529673	60.9	86	75.1%	98	184
Wellmont Health System	Kingsport	TN	97	8	215579	57.7	97	84.3%	91	188
Universal Health Services, Inc	King of Prussia	PA	98	24	1155522	54.6	98	83.6%	93	191

Correlation between quality and satisfaction=0.25

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 100 cases in the denominator for each measure listed below were included. 45 systems with 4 or more hospitals were omitted because they lacked 100 cases for each included measure. 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.
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.