America's Best-In-State Hospitals 2024

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Methodology – America's Best-In-State Hospitals 2024

Summary of the project

- Proximity and access are of the utmost importance when choosing between top hospitals. As many patients seek high quality care within their state, Statista and Newsweek have partnered to identify the top hospitals at the state level.

- The **America's Best-In-State Hospitals 2024** ranking awards the nation's 600 leading hospitals.

- Hospitals from **all US states**[1] **were eligible** for the ranking and included in the nationwide survey.

- The 25 states with the most hospitals according to the Center for Medicaid and Medicare Services (CMS) were surveyed individually. The remaining states were grouped into 4 regions: Northeast, Midwest, West and South. Leading hospitals from these states were considered accordingly.

- As a result, 50 state lists as well as a list for the District of Columbia were identified.

- The lists are based on four data sources:

1. **Nationwide online survey:** Tens of thousands of medical professionals (doctors, hospital managers and healthcare workers) were asked to recommend the best hospitals (in and out of state) based on their expertise.

2. **Quality metrics data**

3. **Patient satisfaction**

4. **PROMS Implementation survey:** to account for the increasing importance of Patient Reported Outcome Measures (PROMs), hospitals which participated in the voluntary PROMs Implementation survey[2] received a PROMs implementation score.

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Hospitals from all US states were eligible for the ranking

Geographical distribution

- Hospitals from the **25 states with the highest number of hospitals** were included in the survey:

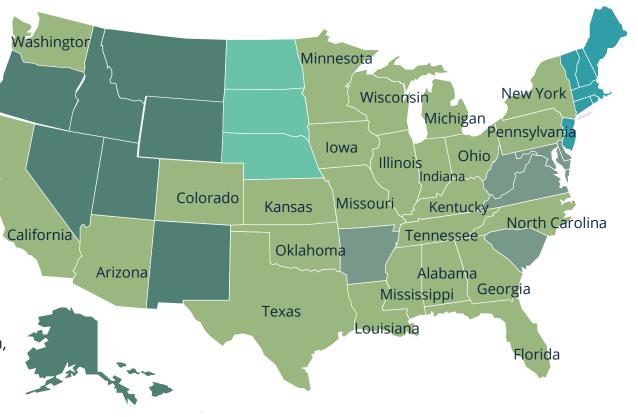 | | | |
  |---|---|---|
  | – Alabama | – Kansas | – Ohio |
  | – Arizona | – Kentucky | – Oklahoma |
  | – California | – Louisiana | – Pennsylvania |
  | – Colorado | – Michigan | – Tennessee |
  | – Florida | – Minnesota | – Texas |
  | – Georgia | – Mississippi | – Washington |
  | – Illinois | – Missouri | – Wisconsin |
  | – Indiana | – New York | |
  | – Iowa | – North Carolina | |

- All remaining states were divided into **4 regions** for the survey:

  - **Northeast:** Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, Rhode Island, Vermont
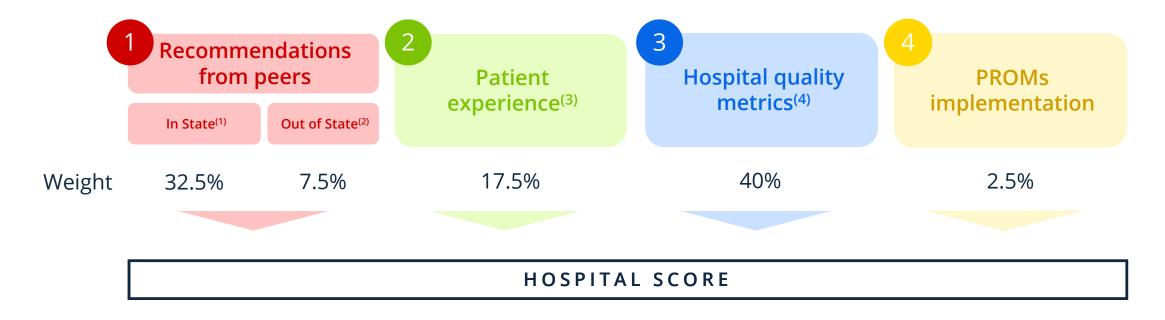
  - **Midwest:** Nebraska, North Dakota, South Dakota

  - **West:** Alaska, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Wyoming

  - **South:** Arkansas, District of Columbia, Delaware, Maryland, South Carolina, Virginia, West Virginia

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A score was calculated for each hospital

Scoring model

	Recommendations from peers		Patient experience[3]	Hospital quality metrics[4]	PROMs implementation
	1		**2**	**3**	**4**
	In State[1]	Out of State[2]			
Weight	32.5%	7.5%	17.5%	40%	2.5%

HOSPITAL SCORE

Hospitals which received a 1 star rating from the Center of Medicare and Medicaid Services (CMS) were not eligible for the ranking.

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Tens of thousands medical experts were invited to the survey

From June to July 2023, Statista invited tens of thousands health care professionals (doctors, hospital managers and other healthcare professionals) to an online survey.

1 **National online survey**

Nationwide online survey among health care professionals and hospital managers. Participants were invited via e-mail.

Participants were asked to recommend the leading hospitals **from their respective state*** by considering the quality of care offered, staffing, patient counselling, and accommodation and amenities. Recommendations for own employer were not allowed.

The number of state and national recommendations were weighted equally. A **score was assigned to each hospital based on the number of recommendations**. Additionally, the professional experience of the participant was taken into account.

RECOMMENDATIONS CONSTITUTE 40% OF THE REPUTATION SCORE

Note *Participants also had the option to recommend hospitals from another state

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Publicly available quality data on hospitals was collected

Methodology: Patient experience data and hospital quality metrics

2 Patient experience

- Publicly available data was used to analyze patient experience
- Medicare and Medicaid Services (CMS) data from the survey of patient experience[1] included:
  - Cleanliness of the hospitals and quietness
  - Communication of the nurses/doctors and staff responsiveness
  - Care transition, medicine communication, and discharge information
- The Joint Commission[2] (TJC) National Patient Safety Goals[3] data was available for: Hospital care, home care, and critical access care
- Hospitals with an **outstanding performance** in patient experience are additionally recognized with a **patient satisfaction award**
- For the award, hospitals had to have all 10 HCAHPS measures rated with at least 3 stars, at least five 4-star measures, and at least two 5-star measures.

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SCORE FOR PATIENT EXPERIENCE
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3 Hospital quality metrics

- Hospital quality metrics from Medicare and Medicaid Services[4] (CMS) was available for:
  - Mortality
  - Safety
  - Readmission
  - Experience
  - Timely & effective care
- Hospitals had to report in at least 3 CMS categories (one of which had to be either Mortality or Safety) to be eligible for the hospital quality metric score.
- Hospital accreditation data from The Joint Commission (TJC) was taken into account.

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SCORE FOR HOSPITAL QUALITY METRICS
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Results from the PROMs Implementation survey were included in the scoring model

Methodology: PROMs implementation survey

4   📋   **PROMs Implementation Survey**

- **Patient Reported Outcome Measures (PROMs)** are defined as standardized, validated questionnaires completed by patients to measure their perception of their functional well-being and quality of life.

- In 2023, Newsweek and Statista conducted a **voluntary PROMs Implementation Survey** to determine the status quo of PROMs implementation, audits and reporting of the data, and whether the PROMs data is used to optimize the care process and support therapeutic decisions in real-time.

- A PROMs Implementation score was included in the scoring model of the ranking.

- A grading system for the different questions was built to determine a PROMs Implementation Score. Only hospitals which achieved a minimum of 50% (of the maximum 100% score) were eligible to be graded on the PROMs Implementation Score curve.

- **Future cycles** will be announced on newsweek.com and via e-mail to preregistered participants. **Pre-registration** is available here.

- A sample PROMs Implementation questionnaire can be accessed here.

THE PROMS IMPLEMENTATION SURVEY CONSTITUTES 2.5% OF THE TOTAL SCORE

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As a result, the 600 hospitals with the highest total score were awarded

Final ranking per state

California

Rank	Hospital	Score	City
1	UCLA Health - Ronald Reagan Medical Center	96,78%	Los Angeles
2	Stanford Health Care - Stanford Hospital	95,52%	Stanford
3	UCSF Medical Center	92,29%	San Francisco
4	Cedars-Sinai Medical Center	92,09%	Los Angeles
5	Scripps Memorial Hospital La Jolla	89,60%	La Jolla

[...]

Texas

Rank	Hospital	Score	City
1	Houston Methodist Hospital	93,71%	Houston
2	UT Southwestern Medical Center	86,14%	Dallas
3	Baylor University Medical Center	85,55%	Dallas
4	Memorial Hermann-Texas Medical Center	82,29%	Houston
5	Baylor St. Luke's Medical Center	82,15%	Houston

[...]

LEADING HOSPITALS WERE AWARDED BY STATE

Note Due to the difference in provision of services from Specialized hospitals, specialized hospitals appear at the bottom of each State list without a rank.

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America's Best-In-State Hospitals partner network

Overview of involved parties

About Newsweek

Newsweek is a premier news magazine and website that has been bringing high-quality journalism to readers around the globe for over 80 years.

Newsweek provides the latest news, in-depth analysis and ideas about international issues, technology, business, culture and politics. In addition to its online and mobile presence, Newsweek publishes weekly English print editions in the United States, Europe/Middle East/Africa and Asia as well as editions in Japanese, Korean, Polish, Serbian and Spanish.

newsweek.com

About Statista R

Statista R is a world leader in the creation of company, brand, and product rankings, based on comprehensive market research and data analysis.

With a team of over 100 expert analysts and partnerships with more than 50 media publications across all continents, Statista creates transparency for consumers and helps companies build trust and recognition across a plethora of industries and product categories.

Please visit r.statista.com for further information about Statista R and our rankings.

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Disclaimer

The rankings are comprised exclusively of hospitals that are eligible regarding the scope described in this document. The ranking is the result of an elaborate process which, due to the interval of data-collection and analysis, is a reflection of the last 12 months. Furthermore, events preceding or following the period September 8th, 2022 – September 7th, 2023, and/or pertaining to individual persons affiliated/associated to the facilities were not included in the metrics. As such, the results of this ranking should not be used as the sole source of information for future deliberations.

The information provided in this ranking should be considered in conjunction with other available information about hospitals or, if possible, accompanied by a visit to a facility. Please note that data are subject to change and may be affected by continuing differences among states in abortion laws. The quality of hospitals that are not included in the rankings is not disputed.

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