FACTFILE

Hospital Performance

The Truven Health Analytics™ 100 Top Hospitals® outperform their peers by demonstrating balanced excellence—operating effectively across all functional areas of their organizations. The data demonstrates how both patients’ health and hospitals’ bottom lines could be improved. Based on comparisons between the study winners and a peer group of similar high-volume hospitals that were not winners, the study found that if all hospitals performed at the level of this year’s winners, nearly 165,000 additional lives could be saved, more than 90,000 additional patients could be complication-free, $5.4 billion could be saved, and the typical patient could be released from the hospital half a day sooner.

**Better Patient Outcomes**

The 100 Top Hospitals award winners had better survival rates and patient outcomes. The winners had 7% fewer deaths and 8% fewer complications than expected, considering patient severity, while their nonwinning peers had about as many as would be expected. A patient safety index of 0.86 indicates that the winning hospitals had 14% fewer adverse patient safety events than expected; their peers had only 6% fewer adverse events than expected.

**Better Efficiency**

The best hospitals achieve better clinical outcomes without compromising efficiencies. They charge less and discharge patients sooner. The typical winning hospital has 9.3% lower expenses, charging $581 less per discharge than the typical nonwinner. And winning hospitals have an average length of stay of 4.3 days, more than half a day shorter than their peers' average of nearly 5 days.

**Source:** Truven Health 100 Top Hospitals® 2014.
LONG-TERM PERFORMANCE SNAPSHOT

By studying the direction of performance change of all hospitals in the study (winners and nonwinners), we can see that in recent years, U.S. hospitals have not been able to significantly improve overall performance across the entire balanced scorecard. But, over the years studied, there were noteworthy performance improvements in adherence to core measures and overall patient satisfaction: 70% of the hospitals studied improved their core measures score and almost 30% improved their overall Hospital Consumer Assessment of Healthcare Providers and Systems score. For the remainder of the measures, the majority of hospitals in the study had no statistically significant change in performance; however, on the operating efficiency front, nearly 16% of hospitals studied had a significant increase for inpatient expense per discharge.

SOURCE: Truven Health 100 Top Hospitals® 2014.

BETTER PATIENT SATISFACTION SCORES

Patients rate 100 Top Hospitals higher than peer hospitals. The winners’ 3.5% higher median Hospital Consumer Assessment of Healthcare Providers and Systems score (269 versus 260) tells us that patients treated at the winning hospitals are reporting a better overall experience than those treated in nonwinning hospitals. The winning small community hospitals had the highest HCAHPS scores at 273, some 12 points higher than the 261 score of the peer group.

SOURCE: Truven Health 100 Top Hospitals® 2014.

HEALTHIER OPERATING MARGINS

The top-performing hospitals have not let providing better patient outcomes affect their margins. Overall, the winners had a median operating margin of 13.5%, more than three times better than their peers, which posted 4.1% margins. Winning small community hospitals had the highest margins at 18.6%, more than six times better than the 3% posted by their peers.

SOURCE: Truven Health 100 Top Hospitals® 2014.