Consulting and Service Program:

Road to 100 Top Hospitals

Turn Aspirational Goals Into a Sustainable Performance Reality

For those hospitals and health systems seeking to make improvements in operational and quality performance — including clinical outcomes — and to join the ranks of the top hospitals in the nation, Truven Health Analytics™ offers the **Road to 100 Top Hospitals**® consulting and service program.

This program encompasses operational and clinical benchmarking, helping you better understand the requirements for a 100 Top Hospitals ranking. It consists of two distinct phases. Phase One is an analysis of current state opportunities for improvement and recommended actions. Phase Two is the actual implementation of recommendations and establishing processes that will sustain improvements.

Truven Health experts then guide and help you address the challenges involved with improvements in operational and quality performance. We offer a unique marketwide perspective and unparalleled scientific innovation and rigor that ensure data-driven decisions — and success.

The Truven Health Approach Drives the Results You Want

For change to be sustainable, both cultural and process-level redesign are critical. Therefore, as part of the Road to 100 Top Hospitals consulting and service program, we:

- Support comprehensive redesign of processes as needed
- Include staff and physicians who are crucial to the success of the project
- Provide guidance on how to sustain organization-wide process improvement practices going forward
- Encourage open communications for transparency and accountability, as well as the essential sharing of information throughout the organization

Your Organizational Needs Are Unique

To deliver results that matter, we help you focus on your areas of greatest performance improvement opportunity using only proven, data-driven methodologies. And to make certain that you get measurable results specific to your objectives, we customize the program based on your needs, through these steps:

Phase One: Analysis and Recommendations

Project Initiation — The Truven Health team will host a project initiation meeting where we will review objectives, requirements, and the project plan. We will also define roles and discuss timeframes.

Clinical and Operational Assessments — We will conduct a thorough analysis of clinical and efficiency outcomes in an approximate eight-week timeframe, based on the data you provide.

Review of Assessment Findings and Recommendations — Upon completion of the assessment, we will summarize the findings in a written report and present this information to your leadership.

Timeline for a Successful Phase One Analysis and Recommendations: **Approximately eight weeks**

Included in Our Clinical and Operational Assessments

- Expected vs. actual mortality rate
- Expected vs. actual complications
- Expected vs. actual patient safety
- Expected vs. actual length of stay
- Expected vs. actual cost per case
- Core Measures
- HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) — patient satisfaction
- Operating margin
- Readmission rate (actual inpatient only)

Phase Two: Action Facilitation

Implementation — Our team will facilitate and help implement initiatives by collaboratively designing specific actions necessary to improve performance. Those actions, for example, could range from decreasing length of stay by improving the discharge process to reducing physician variability to reduce costs.

Get Connected

For more information about the Road to 100 Top Hospitals consulting and service program, email us at **info@truvenhealth.com** or visit **truvenhealth.com/provider-consulting-services**.

Our Team

Our consultants have extensive experience working with hospitals to improve outcomes. They easily combine the advanced analytics of Truven Health with real-world clinical expertise and technical competence. Because of this, our team can seamlessly bridge the gap between data and hospital operations.

TRUVEN HEALTH ANALYTICS™

ABOUT TRUVEN HEALTH ANALYTICS

At Truven Health Analytics, we're dedicated to delivering the answers our clients need to improve healthcare quality and access, and reduce costs. Our unmatched data assets, technology, analytic expertise, and comprehensive perspective have served the healthcare industry for more than 30 years. Everyday our insights and solutions give hospitals and clinicians, employers and health plans, state and federal government, life sciences researchers, and policymakers the confidence they need to make the right decisions.

Truven Health Analytics owns some of the most trusted brands in healthcare, such as Micromedex, ActionOI, 100 Top Hospitals, MarketScan, and Advantage Suite. Truven Health has its principal offices in Ann Arbor, Mich.; Chicago; and Denver. For more information, please visit truvenhealth.com.

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