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# Best Hospitals

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University Hospitals

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# Best Hospitals

Sifting through data for nearly 5,000 hospitals, we identified 152 standouts in 16 specialties

By Avery Comarow

**T**he mission of the annual *U.S. News* Best Hospitals rankings has not changed in 21 years: to guide patients who need an unusually high level of hospital care. Other "best" lists factor in routine procedures such as hernia repair and unthreatening conditions such as mild heart failure. Best Hospitals judges medical centers on their competence in complex, demanding situations, often with high-risk patients. Replacing heart valves in a man in his 90s, diagnosing and treating spinal tumors, and managing inflammatory bowel disease are a few of many examples.

In the pages that follow, you'll find hospitals ranked in 16 specialties, from cancer and kidney disorders to orthopedics and urology. This year, only 152 of the 4,852 hospitals evaluated performed well enough to rank in even one specialty. And of the 152, just 14 qualified for a spot in the Honor Roll, below, by ranking at or near the top in six or more specialties.

## The mission of Best Hospitals: Guide patients who need an unusually high level of care.

Hard data largely determined rank in 12 of the 16 specialties; examples include death rates, procedure volume, and balance of nurses and patients. Hospitals in the four remaining specialties—ophthalmology, psychiatry, rehabilitation, and rheumatology—were ranked on reputation alone, because so few patients die that mortality data mean little.

To be considered in any of the 12 data-driven specialties, a hospital had to meet at least one of four criteria: be a teaching hospital, be affiliated with a medical school, have at least 200 beds, or have at least 100 beds and at least four of eight key medical technologies available, such as a PET/CT scanner and certain precise radiation therapies. This year, 45 percent of all hospitals met that test.

Next, the hospitals had to meet a volume requirement—a minimum number of Medicare inpatients from 2006 to 2008 who had certain procedures and conditions in a given specialty. The minimum was 270 patients in cancer and 767 in pulmonology, for example. A hospital that fell short could still pass if nominated by at least one physician in any of the *U.S. News* reputational surveys conducted in 2008, 2009,

and 2010. That left 1,892 hospitals eligible.

Each hospital received a *U.S. News* score from 0 to 100 based on four basic elements: reputation, death rate, patient safety, and care-related factors such as nursing and patient services. The 50 top performers are ranked. Scores and data for the rest in each specialty are at [www.usnews.com/besthospitals](http://www.usnews.com/besthospitals). Be sure to add your own fact-gathering to ours; no hospital is best for every patient. In brief, the four elements and their weight in the score:

**Reputation (32.5 percent).** Each year, 200 physicians per specialty are randomly selected and asked to list five hospitals they consider to be the best in their specialty for complex or difficult cases. The figure shown in the rankings is the total percentage of specialists in 2008, 2009, and 2010 who named the hospital.

**Mortality index (32.5 percent).** A hospital's success at keeping patients alive was judged by comparing the number of Medicare inpatients with certain conditions who died within 30 days of admission in 2006, 2007, and 2008 with the number expected given the severity of illness. An index number above 1.00 means the hospital did worse than expected and below 1.00 better than expected. Software used by many researchers (3M Health Information Systems MS-DRG Grouper) took each patient's condition into account.

**Patient safety index (5 percent).** This number reflects how well a hospital minimizes harm—blunders happen at every institution. Two of the seven items comprising the index, for example, are deaths of patients whose conditions should not have put them at significant risk and incisions that reopen.

**Other care factors (30 percent).** These include nurse staffing, technology, and other measures related to quality of care. The American Hospital Association's 2008 survey of all hospitals in the nation was the main source.

Hospitals appearing in the reputation-only rankings were identified on the basis of responses to the most recent three years of physician surveys. Ranked hospitals were cited by at least 3 percent of responding physicians.

The 2010-11 Best Hospitals rankings were produced for *U.S. News* by RTI International, a leading research organization based in Research Triangle Park, N.C. ●



U.S. News & World Report named Thomas Jefferson University Hospitals as among the best in the nation in its 2010 Best Hospitals survey in these specialties – orthopedics and rehabilitation medicine; cancer; ear, nose & throat; gastroenterology; geriatrics; gynecology; and pulmonology.

## CANCER

Rank	Hospital	U.S. NEWS Score	Reputation (%)	Mortality index (below 1.00 is better)	Patient safety index (Max.=5)	Discharges (3 years)	Nurse staffing (higher is better)	Nurse Magnet hospital	NCI cancer center	FACT accreditation level (Max.=2)	Technologies (of 7)
33	Roswell Park Cancer Institute Buffalo	32.3	2.3	0.77	1	753	2	No	Yes	2	7
34	University Hospitals Case Medical Center, Cleveland	32.3	1.1	0.69	1	1,294	1.9	Yes	Yes	2	7
35	Thomas Jefferson University Hospitals, Philadelphia	32.1	1.3	0.78	5	1,179	2.1	Yes	Yes	2	7
36	Wake Forest Univ. Baptist Med. Center, Winston-Salem, NC	32.1	0.6	0.71	5	1,565	1.5	Yes	Yes	2	7
37	University of Minnesota Medical Center, Fairview	31.9	0.9	0.69	2	1,027	1.9	Yes	Yes	2	7

## EAR, NOSE & THROAT

Rank	Hospital	U.S. NEWS Score	Reputation (%)	Mortality index (below 1.00 is better)	Patient safety index (Max.=5)	Discharges (3 years)	Nurse staffing (higher is better)	Nurse Magnet hospital	Patient services (of 6)	Trauma center
29	University of Kansas Hospital Kansas City	40.4	1.3	0.34	3	180	2	Yes	7	Yes
30	University of Miami, Jackson Memorial Hospital	40.3	2.9	0.86	1	174	1.8	No	8	Yes
31	Thomas Jefferson University Hospitals, Philadelphia	40.3	1.8	0.72	5	207	2.1	Yes	8	Yes
32	Rush University Medical Center Chicago	40	1.6	0.37	2	126	2	Yes	8	Yes
33	University of Maryland Medical Center, Baltimore	39.9	1	0.31	3	201	2.1	Yes	8	Yes

## GASTROENTEROLOGY

Rank	Hospital	U.S. NEWS Score	Reputation (%)	Mortality index (below 1.00 is better)	Patient safety index (Max.=5)	Discharges (3 years)	Nurse staffing (higher is better)	Nurse Magnet hospital	Technologies (of 7)	Patient services (of 6)	Trauma center
19	University of Texas M.D. Anderson Cancer Center, Houston	38.2	4	0.58	2	2,021	2.1	Yes	6	8	No
20	Methodist Hospital, Houston	37.5	2.4	0.66	3	3,635	1.8	Yes	7	8	No
21	Thomas Jefferson University Hospitals, Philadelphia	37.4	3.4	0.82	5	2,848	2.1	Yes	7	8	Yes
22	Northwestern Memorial Hospital Chicago	37.1	4.8	0.97	1	2,872	1.6	Yes	7	8	Yes
23	Both Israel Deaconess Medical Center, Boston	35.9	2.4	0.68	1	3,845	1.5	No	7	8	Yes

## GERIATRICS

Rank	Hospital	U.S. NEWS Score	Reputation (%)	Mortality index (below 1.00 is better)	Patient safety index (Max.=5)	Discharges (3 years)	Nurse staffing (higher is better)	Nurse Magnet hospital	MM Alzheimer's center	Patient services (of 9)
46	University of California, San Diego Medical Center	31.6	0.7	0.73	1	3,929	1.9	No	Yes	9
47	University of Kansas Hospital Kansas City	31.1	0.3	0.64	3	4,067	2	Yes	No	8
48	Vanderbilt University Medical Center, Nashville	31.1	1.2	0.80	4	6,240	2.1	Yes	No	9
49	Good Samaritan Hospital Baltimore	31.1	0	0.56	5	9,932	1.2	No	No	8
50	Thomas Jefferson University Hospitals, Philadelphia	30.5	0.5	0.77	5	11,349	2.1	Yes	No	9



Cancer

Kimmel Cancer Center at Jefferson



Ear, Nose & Throat



Gastroenterology



Geriatrics



Gynecology

## GYNECOLOGY

Rank	Hospital	U.S. NEWS Score	Reputation (%)	Mortality index (below 1.00 is better)	Patient safety index (Max.=5)	Discharges (3 years)	Nurse staffing (higher is better)	Nurse Magnet hospital	Technologies (of 5)	Patient services (of 9)
44	Dartmouth-Hitchcock Medical Center, Lebanon, NH	46.7	1	0.23	1	175	2.3	Yes	5	9
45	Mayo Clinic Hospital, Phoenix	46.6	1.2	0.23	2	146	3.8	No	3	7
46	Thomas Jefferson University Hospitals, Philadelphia	46.2	1.4	0.50	5	79	2.1	Yes	5	9
47	Medical University of South Carolina, Charleston	46	1.2	0.31	5	167	2.3	No	5	8
48	University Hospitals Case Medical Center, Cleveland	46	1.1	0.54	1	302	1.9	Yes	5	9



Orthopedics

Rothman Institute at Jefferson

## ORTHOPEDICS

Rank	Hospital	U.S. NEWS Score	Reputation (%)	Mortality index (below 1.00 is better)	Patient safety index (Max.=5)	Discharges (3 years)	Nurse staffing (higher is better)	Nurse Magnet hospital	Technologies (of 2)	Patient services (of 7)	Trauma center
11	Hospital for Joint Diseases, NYU Med. Center, New York	49.7	8.4	0.57	2	2,626	1.7	Yes	2	6	Yes
12	Harborview Medical Center, Seattle	47.9	10.9	0.32	2	971	2.2	No	2	6	Yes
13	Thomas Jefferson University Hospitals, Philadelphia	44.3	5.1	0.47	5	2,846	2.1	Yes	2	7	Yes
14	Hospital of the University of Pennsylvania, Philadelphia	44.1	7.4	0.71	2	471	1.7	Yes	2	7	Yes
15	New York Presbyterian Univ. Hospital of Columbia and Cornell	42.9	5.8	0.55	1	2,441	2	No	2	7	Yes



Pulmonology

## PULMONOLOGY

Rank	Hospital	U.S. NEWS Score	Reputation (%)	Mortality index (below 1.00 is better)	Patient safety index (Max.=5)	Discharges (3 years)	Nurse staffing (higher is better)	Nurse Magnet hospital	Technologies (of 6)	Patient services (of 8)	Trauma center
23	University of Minnesota Medical Center, Fairview	40.3	2.2	0.67	2	2,127	1.9	Yes	6	8	Yes
24	University of Alabama Hospital at Birmingham	40.2	3.2	0.82	1	3,572	1.9	Yes	6	8	Yes
25	Thomas Jefferson University Hospitals, Philadelphia	37.9	2.1	0.78	5	2,614	2.1	Yes	5	8	Yes
26	Temple University Hospital Philadelphia	37.7	3.2	0.87	3	1,986	1.6	No	6	8	Yes
27	Methodist Hospital, Houston	36.3	1.6	0.76	3	4,529	1.8	Yes	6	8	No



Rehabilitation

## REHABILITATION

Rank	Hospital	Reputation (%)
10	Moss Rehabilitation Elkins Park, PA	8.6
11	Ohio State University Hospital Columbus	8.3
12	Thomas Jefferson University Hospitals, Philadelphia	7.8
13	National Rehabilitation Hospital Washington, DC	6.3
14	Johns Hopkins Hospital Baltimore	6



Ophthalmology

Wills Eye Institute

## OPHTHALMOLOGY

Rank	Hospital	Reputation (%)
1	Bascom Palmer Eye Institute at the University of Miami	71.8
2	Wilmer Eye Institute, Johns Hopkins Hospital, Baltimore	67.6
3	Wills Eye Hospital, Philadelphia	58.4
4	Massachusetts Eye and Ear Infirmary, Massachusetts General Hospital, Boston	30.2
5	Jules Stein Eye Institute, UCLA Medical Center, Los Angeles	30.1



January 2011

Dear Colleague,

I congratulate and thank each of you for once again making Thomas Jefferson University Hospitals among the best in the nation as recognized by *U.S. News & World Report's* 2010-11 Best Hospitals survey. The rankings are based on our reputation among physicians, the quality of the care that we provide as measured by both mortality and patient safety scores, and the services and technologies that we offer to our patients. Each member of our medical staff contributes to our superb rankings through the excellent clinical care that you provide as well as through the relationships and interactions that you have with physician colleagues outside of Jefferson.

For this year, Jefferson's top rankings are in:

- **Orthopedics** – 13th best hospital in the nation
- **Rehabilitation** – 12th best hospital in the nation

*U.S. News & World Report* also named Jefferson as among the best in six other specialties:

- **Cancer**
- **Ear, Nose & Throat**
- **Gastroenterology**
- **Geriatrics**
- **Gynecology**
- **Pulmonology**

In addition, Wills Eye Institute, which serves as the Department of Ophthalmology for Thomas Jefferson University Hospitals and Jefferson Medical College of Thomas Jefferson University, was rated as 3rd in the nation for Ophthalmology.

Enclosed is a lapel pin with the *U.S. News & World Report* badge that I hope you will wear and display proudly. Also, enclosed is a reprint of our *U.S. News & World Report* rankings. We would be happy to mail a copy of this reprint on your behalf to your referring physicians. Please supply us with a list of names and addresses and we will take care of the mailing.

Once again, thank you for the work that you do every day to keep Jefferson in the national spotlight.

Sincerely,



Thomas J. Lewis  
President and Chief Executive Officer