Variation in Patient Safety Outcomes and the Importance of Being Informed

Announcing the Healthgrades 2013 Patient Safety Excellence Award™ Recipients

Healthgrades has brought to light the variation in hospital quality both locally and across the nation in order to show consumers that spending time on understanding hospital performance can be a matter of life and death. Unfortunately, another area of performance disparity exists in our nation's hospitals—how well hospitals keep their patients safe by preventing medical errors and avoidable complications (see *Table 1*).

Despite the variation, consumers can arm themselves with information in order to understand what to expect from hospitals in terms of keeping patients safe and how well their local hospitals perform in this effort. The good news is there are hospitals that do a better job than other hospitals with preventing patient safety events as measured by patient safety indicators (PSIs). It is to this end, informing consumers with measurable outcomes, that Healthgrades reviews the performance of the nation's hospitals.

Healthgrades is pleased to recognize **379 hospitals** across the nation as Healthgrades Patient Safety Excellence Award™ recipients for 2013. The distinction places this elite group of hospitals within the top 10% of all hospitals for their excellent performance in safeguarding patients from serious, potentially preventable complications during their hospital stays.

During the 2013 study period (2009-2011), Patient Safety Excellence Award hospitals showed better than expected performance in providing safety for patients in the Medicare population, as measured by objective outcomes (risk-adjusted patient safety indicator rates) across 13 of the 14 most common patient safety indicators, as defined by the Agency for Healthcare Research and Quality (AHRQ). We applaud and honor these hospitals by recognizing them as Healthgrades 2013 Patient Safety Excellence Award™ recipients (see *Table 4*).

How Hospitals Work to Improve Patient Safety

Hospitals are working harder than ever to improve communication and decrease preventable patient safety events through a variety of general initiatives, including the following:[1]

Measuring, Tracking and Preventing Patient Safety Events

The first step in preventing patient safety events is to understand the extent of the problem. Hospitals around the country are now identifying hazards, measuring and tracking their rates accurately, and implementing solutions that work to prevent patient safety events.

Teamwork Training

Providing safe healthcare depends on highly trained individuals with disparate roles and responsibilities acting together in the best interests of the patient. The need for improved teamwork has led to the application of teamwork training principles, originally developed in aviation, to a variety of healthcare settings.

Creating Rapid Response Teams

Failure to recognize when a patient's condition is deteriorating is a key contributor to patient death in the hospital. The Rapid Response Team includes expertise in critical care medicine and brings that expertise to the patient's bedside.

WHY PATIENT SAFETY MATTERS

From 2009 through 2011, there were:

287,630
serious potentially preventable patient safety events among Medicare patients in U.S. hospitals.*

HOW PATIENT SAFETY EXCELLENCE AWARD RECIPIENTS MEASURE UP

When compared to hospitals performing in the bottom 5% for patient safety, Healthgrades Patient Safety Excellence Award™ recipients had three patient safety indicators showing the largest difference in observed to expected ratios.

On average, patients treated in Patient Safety Excellence Award hospitals were:

81%
less likely to experience Hip Fracture following surgery compared to hospitals ranked in the bottom 5% in the nation.*

80%
less likely to experience Pressure Sores or Bed Sores Acquired in the Hospital compared to hospitals ranked in the bottom 5% in the nation.*

70%
less likely to experience a Catheter-Related Bloodstream Infections Acquired in the Hospital compared to hospitals ranked in the bottom 5% in the nation.*

THREE INDICATORS ACCOUNT FOR OVER 66% OF ALL PATIENTSAFETY EVENTS

Three patient safety indicators accounted for 66.7% of all patient safety events during the three years analyzed:

- Deep blood clots in the lungs or legs following surgery
- Accidental puncture or laceration during a procedure
- Respiratory failure following surgery*

*Statistics are based on Healthgrades application of QI Windows® Software (version 4.4), developed by the Agency for Healthcare Research and Quality (AHRQ), to MedPAR data for years 2009 through 2011 and represent 3-year estimates for Medicare patients only.

Implementing Strategies to Improve Medication Safety

There are many opportunities for medication errors during a healthcare encounter. Hospitals are implementing numerous strategies to reduce errors, such as involving patients in their medication administration and reconciling medications when a patient is discharged—comparing the medications the patient was on prior to admission to the changes made to the medications in the hospital—to ensure there are no interactions or duplicate medications or other unintended medication errors.

Getting Aggressive About Infections

Hospital-acquired infections are a serious patient safety event and hospitals are more aggressive than ever about preventing these. Hospitals are implementing a variety of practices to prevent infections, from hand washing campaigns to clinical protocols for indwelling catheters and central lines.

Implementing Protocols to Prevent Patient Falls

Patient falls in hospitals can be very serious, especially for patients older than 65. To prevent patient falls, many hospitals have implemented fall prevention programs that include interventions: identifying patients at risk of falls, using treaded socks, placing the patient bed so that the patient may get out on his or her stronger side, and adjusting medications that may contribute to the patient's risk.

Implementing Protocols to Make Surgery Safer

Many hospitals are now using a surgical safety checklist to ensure proper patient identification, correct site of surgery, and preventive measures, such as the patient receiving antibiotics before surgery.

Patient Safety Events and Results

Healthgrades evaluated approximately 40 million Medicare hospitalizations from 2009 through 2011 and found 287,630 serious, potentially preventable patient safety events among Medicare patients in U.S. hospitals. *Table 1* shows the number of cases and events, along with the rate per 1,000 for each of 14 AHRQ-defined patient safety events (PSIs).

PATIENT SAFETY STRATEGIES HOSPITALS CAN ADOPT NOW

A panel of experts recently evaluated the effectiveness of many safety strategies. Hospitals are **strongly encouraged** to adopt the following top 10 patient safety strategies (see also *12 Patient Safety Strategies Hospitals are Encouraged to Adopt* on page 3).

Top 10 Patient Safety Strategies

1. Preoperative checklists and anesthesia checklists to prevent operative and postoperative events
2. Bundles that include checklists to prevent central line-associated bloodstream infections
3. Interventions to reduce urinary catheter use including catheter reminders, stop orders, and nurse-initiated removal protocols
4. Bundles that include head-of-bed elevation, sedation vacations, oral care with chlorhexidine, and subglottic suctioning endotracheal tubes to prevent ventilator-associated pneumonia
5. Hand hygiene
6. The do-not-use list for hazardous abbreviations
7. Interventions to reduce pressure ulcers
8. Barrier precautions to prevent healthcare–associated infections
9. Real-time ultrasonography for central line placement
10. Interventions to improve prophylaxis for venous thromboembolisms

Source: Shekelle, P.G. et al. The Top Patient Safety Strategies That Can Be Encouraged for Adoption Now. Ann Intern Med. 2013;158 :365-368.

Table 1. Total Number of Patient Safety Events, Cases and Rates per 1,000 for 14 PSIs (2009-2011)

Patient Safety Event	Number of Cases	Rate per 1,000	Number of Events
Death in procedures where mortality is usually very low	3,239,650	1.00	3,229
Pressure sores or bed sores acquired in the hospital	13,526,349	0.65	8,812
Death following a serious complication after surgery	210,672	91.13	19,199
Foreign object left in body during a surgery or procedure	41,322,490	0.03	1082
Collapsed lung due to a procedure or surgery in or around the chest	39,501,863	0.38	15,037
Catheter-related bloodstream infections acquired at the hospital	27,550,553	0.25	6,885
Hip fracture following surgery	6,319,582	0.07	426
Excessive bruising or bleeding as a consequence of a procedure or surgery	10,769,962	1.61	17,370
Electrolyte and fluid imbalance following surgery	5,771,457	0.50	2,869
Respiratory failure following surgery	4,396,614	13.79	60,632
Deep blood clots in the lungs or legs following surgery	10,793,480	5.71	61,627
Bloodstream infection following surgery	1,384,370	12.59	17,433
Breakdown of abdominal incision site	1,327,317	2.64	3,507
Accidental cut, puncture, perforation or hemorrhage during medical care	41,322,490	1.68	69,522
Totals			**287,630**

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How Healthgrades Determines Patient Safety Excellence Award Recipients

Healthgrades Patient Safety Excellence Award™ recognizes the 379 hospitals out of 4,729 evaluated that have the lowest occurrences of 13 of 14 serious, potentially preventable complications and adverse events during a patient's hospital stay.

To evaluate hospital patient safety, Healthgrades uses Medicare inpatient data from the Medicare Provider Analysis and Review (MedPAR) database purchased from the Centers for Medicare and Medicaid Services (CMS). We evaluate all short-term acute care hospitals in the MedPAR file for three years (2009 through 2011. In addition, Healthgrades uses the QI Windows® Software (version 4.4) developed by the Agency for Healthcare Research and Quality (AHRQ).

For most patient safety indicators (PSIs), the AHRQ software uses advanced statistical algorithms that can predict the number of patient safety incidents that are likely to occur at a hospital based on the types of patients treated at that hospital. This is the expected rate.

We analyze 14 AHRQ-defined PSIs, each of which represents a serious, potentially preventable complication. *Table 2* provides AHRQ's definition for each of the 14 PSIs, as well as its description used in Healthgrades reports.[*]

Table 2. Patient Safety Indicators and Translation

Patient Safety Indicator	Translated in Healthgrades Reports as...
Death Rate Among Surgical Inpatients With Serious Treatable Complications	Death following a serious complication after surgery
Death Rate in Low-Mortality Diagnosis Related Groups (DRGs)	Death in procedures where mortality is usually very low
Pressure Ulcer Rate	Pressure sores or bed sores acquired in the hospital
Iatrogenic Pneumothorax Rate	Collapsed lung due to a procedure or surgery in or around the chest
Central Venous Catheter-Related Bloodstream Infection Rate	Catheter-related bloodstream infections acquired at the hospital
Postoperative Hip Fracture Rate	Hip fracture following surgery
Postoperative Hemorrhage or Hematoma Rate	Excessive bruising or bleeding as a consequence of a procedure or surgery
Postoperative Physiologic and Metabolic Derangement Rate	Electrolyte and fluid imbalance following surgery
Postoperative Respiratory Failure Rate	Respiratory failure following surgery
Postoperative Pulmonary Embolism or Deep Vein Thrombosis Rate	Deep blood clots in the lungs or legs following surgery
Postoperative Sepsis Rate	Bloodstream infection following surgery
Postoperative Wound Dehiscence Rate	Breakdown of abdominal incision site
Accidental Puncture or Laceration Rate	Accidental cut, puncture, perforation or hemorrhage during medical care
Foreign Object Left During Surgery or Procedure	Foreign objects left in body during a surgery or procedure (reported as number of events)

[*]Healthgrades ratings reflect 14 PSIs, 13 of which are presented as rates and are used to determine Patient Safety Excellence Award recipients. One PSI, Foreign Object Left During Surgery or Procedure, is not used in award determination because it is a count as opposed to a rate.

PATIENT SAFETY IS#1 IN THE TOP THREE PRIORITIES FOR HOSPITALS

#1: *Quality & Patient Safety*

#2: *Patient Experience*

#3: *Cost Reduction*

Source: The Beryl Institute. The State of Patient Experience in American Hospitals, March 2011.

OTHER STRATEGIES TO SAFEGUARD PATIENTS

An expert panel also **encouraged** hospitals to adopt the following 12 patient safety strategies (see also *Top 10 Patient Safety Strategies* on page 2*)*. These strategies are known to be effective and ready for hospitals to adopt now.

12 Patient Safety Strategies Hospitals are Encouraged to Adopt

1. Interventions to reduce falls
2. Clinical pharmacists to reduce adverse drug events
3. Documentation of patient preferences for life-sustaining treatment
4. Obtaining informed consent to improve patients' understanding of the potential risks of procedures
5. Team training
6. Medication reconciliation
7. Practices to reduce radiation exposure from fluoroscopy and CT
8. Surgical outcome measurements and report cards, such as those from ACS NSQIP
9. Rapid response systems
10. Complementary methods for detecting adverse events or medical errors to monitor for patient safety problems
11. Computerized provider order entry
12. Simulation exercises in patient safety efforts

Source: Shekelle, P.G. et al. The Top Patient Safety Strategies That Can Be Encouraged for Adoption Now. Ann Intern Med. 2013;158 :365-368.

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To be eligible for the Healthgrades Patient Safety Excellence Award™, a hospital must meet clinical quality thresholds, have zero occurrences of PSI Foreign Object Left During Surgery or Procedure, and have data on at least seven out of eight core PSIs.

- **Clinical Quality Threshold** – Eligible hospitals must be in the top 80% of hospitals for clinical quality as ranked by average z-score across the conditions and procedures that Healthgrades evaluates using Medicare data. Hospitals that have patient safety data but no Healthgrades ratings, such as cancer centers, are also eligible.

- **Zero Occurrences of PSI Foreign Object Left During Surgery or Procedure** – Eligible hospitals must not have any occurrences of the PSI: Foreign Object Left During Surgery or Procedure. A hospital is ineligible for this award if even one patient has experienced this adverse event.

- **Data for Seven of Eight Core PSIs** – Healthgrades identifies a core set of eight PSIs that are serious, but potentially preventable, complications related to medical or surgical inpatient hospital care. This core set of PSIs is included in the CMS Inpatient Quality Reporting program and represents events that are most amenable to prevention when hospitals make changes. Eligible hospitals may have data for all 13 PSIs, but they must have data for at least seven of the eight core PSIs (see *Table 3*).

To recognize hospitals that provide excellent patient safety, Healthgrades:

1. Creates a composite patient safety z-score.

2. Calculates a significance level associated with each composite patient safety z-score.

3. Identifies those hospitals with a "Better than Expected" overall patient safety significance level (using a 90% confidence interval) as Patient Safety Excellence Award recipients.

Table 3. Healthgrades Core Set of Eight PSIs and Translation

Patient Safety Indicator	Translated in Healthgrades Reports as...
Pressure Ulcer Rate	Pressure sores or bed sores acquired in the hospital
Iatrogenic Pneumothorax Rate	Collapsed lung due to a procedure or surgery in or around the chest
Central Venous Catheter-Related Bloodstream Infection Rate	Catheter-related bloodstream infections acquired at the hospital
Postoperative Hip Fracture Rate	Hip fracture following surgery
Postoperative Respiratory Failure Rate	Respiratory failure following surgery
Postoperative Pulmonary Embolism or Deep Vein Thrombosis Rate	Deep blood clots in the lungs or legs following surgery
Postoperative Wound Dehiscence Rate	Breakdown of abdominal incision site
Accidental Puncture or Laceration Rate	Accidental cut, puncture, perforation or hemorrhage during medical care

For more information, please see *Healthgrades Patient Safety Ratings and Patient Safety Excellence Award™ 2013 Methodology* at ***www.healthgrades.com/quality***.

SAFETY TIPS FOR PATIENTS AND CONSUMERS: HOW TO STAY SAFE IN THE HOSPITAL

Research shows that patients who are more involved with their care tend to get better results. Here are some tips that hospitals can share with patients so that they are part of the solution to staying safe:

Safety Tips for Patients & Consumers

- Speak up if you have questions or concerns. You have a right to question anyone who is involved with your care.

- Make sure that someone, such as your primary care doctor, coordinates your care. This is especially important if you have many health problems or are in the hospital.

- Make sure that all your doctors and hospital staff have your important health information including allergies to medications. Do not assume that everyone has all the information they need.

- Let everyone involved in your care know all the medication you normally take. This includes vitamins, minerals, herbs, and other dietary supplements.

- Ask a family member or friend to go with you to appointment or to check on you and review your care in the hospital.

  At appointments, they can help remember what was discussed or ensure that your questions are answered.

  At the hospital, they can make sure your needs are being met and notice subtle changes in your mental state and quickly call for help.

- Know that "more" tests or treatments are not always better. It is a good idea to find out why a test or treatment is needed and how it can help you. You may be better off without it.

- Protect yourself against hospital-acquired infections. Everyone who touches you or anything attached to you, such as your tubing or catheters, must have clean hands or wear clean gloves.

  If you aren't sure if someone's hands or gloves are clean, just ask, "When did you last wash your hands?"

- If you have a test, do not assume that no news is good news. Ask how and when you will get the results.

- Learn about your condition and treatments by asking your doctor and nurse and by using other reliable sources.

Source: AHRQ Publication No. 11-0089. 20 Tips to Help Prevent Medical Errors: Patient Fact Sheet. Replaces AHRQ Publication No. 00-P038. As of September 2011.

About Healthgrades

Since 1998, Healthgrades has collected, reported and explained the importance of health quality outcomes to consumers. We provide consumers with critical information at the time they need it most: when selecting a physician or hospital to care for themselves or family members. In addition, by reporting quality information to the public, Healthgrades is on the forefront of driving high-quality performance by doctors and hospitals.

Over 225 million annual visitors have made the Healthgrades family of web properties the premiere destination for objective, comprehensive, consistent and credible consumer healthcare information.

Healthgrades consumer information includes:

- Risk-adjusted hospital quality outcomes based upon analysis of the Centers for Medicare and Medicaid Services (CMS) MedPAR data.
- Risk-adjusted hospital quality outcomes based upon analysis of All Payer data from hospitals representing 19 states.
- Hospital patient experience metrics based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) data.
- Hospital patient safety performance outcomes for 13 indicators of patient safety developed by the Agency for Healthcare Research and Quality.
- Information on more than 900,000 physicians in all 50 states and the District of Columbia.

Healthgrades awards hospital quality achievements for cohort-specific performance, specialty area performance, and overall best performance in these categories. For detailed performance information such as cohort-specific outcomes data and quality achievements for individual hospitals, please visit *www.healthgrades.com/find-a-hospital*.

Healthgrades, headquartered in Denver, Colorado, is the leading online resource for comprehensive information about physicians and hospitals. More than 225 million visitors use the Healthgrades websites to search, evaluate, compare, and connect with physicians and hospitals that best meet their treatment needs. Consumers are empowered through use of the Healthgrades proprietary information about clinical outcomes, satisfaction, safety, and health conditions to make informed healthcare decisions and take action. For more information, please visit *www.healthgrades.com* and *www.bettermedicine.com*.

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1   Shekelle, P.G. et al. The Top Patient Safety Strategies That Can Be Encouraged for Adoption Now. Ann Intern Med. 2013;158 :365-368.

2   TheBeryl Institute. The State of Patient Experience in American Hospitals, March 2011.

3   AHRQ Publication No. 11-0089. 20 Tips to Help Prevent Medical Errors: Patient Fact Sheet. Replaces AHRQ Publication No. 00-P038. As of September 2011.

4   Patient Safety Primers. Agency for Healthcare Research and Quality. *http://www.psnet.ahrq.gov/primerHome.aspx*. Accessed March 13, 2013.

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Healthgrades Patient Safety Excellence Award™ Recipients 2013

The following hospitals are recipients of the Healthgrades Patient Safety Excellence Award in 2013. Some of the award recipients have multiple locations. In these cases, Healthgrades analyzes the results for all locations and recognizes each of the facilities as a recipient of the award. Information on the award recipients and the rating methodology is available at *www.healthgrades.com*.

Table 4. Healthgrades Patient Safety Excellence Award Recipients 2013

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
Alabama	Jack Hughston Memorial Hospital	Phenix City
	Marshall Medical Center North	Guntersville
	Pickens County Medical Center	Carrollton
	Walker Baptist Medical Center	Jasper
Arkansas	Arkansas Heart Hospital	Little Rock
	Arkansas Surgical Hospital	North Little Rock
	Medical Park Hospital	Hope
	NEA Baptist Memorial Hospital	Jonesboro
	Including: The Surgical Hospital of Jonesboro	Jonesboro
	Saline Memorial Hospital	Benton
Arizona	Arizona Spine and Joint Hospital	Mesa
	Carondelet St. Mary's Hospital	Tucson
	Scottsdale Healthcare - Shea Medical Center	Scottsdale
	Surgical Specialty Hospital of Arizona	Phoenix
	Verde Valley Medical Center	Cottonwood
	Yavapai Regional Medical Center - East	Prescott Valley
California	AHMC Anaheim Regional Medical Center	Anaheim
	Alhambra Hospital Medical Center	Alhambra
	Bakersfield Heart Hospital	Bakersfield
	East Valley Hospital Medical Center	Glendora
	French Hospital Medical Center	San Luis Obispo
	Good Samaritan Hospital	Los Angeles
	Hollywood Presbyterian Medical Center	Los Angeles
	John Muir Medical Center - Walnut Creek	Walnut Creek
	Kaiser Permanente Baldwin Park Medical Center	Baldwin Park
	Kaiser Permanente Los Angeles Medical Center	Los Angeles
	Kaiser Permanente Panorama City Medical Center	Panorama City
	Kaiser Permanente Riverside Medical Center	Riverside
	Kaiser Permanente Sacramento Medical Center	Sacramento
	Kaiser Permanente San Diego Medical Center - Kaiser Foundation	San Diego
	Kaiser Permanente South Sacramento Medical Center	Sacramento
	Kaiser Permanente Woodland Hills Medical Center	Woodland Hills

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
California - continued	Memorial Hospital	Bakersfield
	Novato Community Hospital	Novato
	Oroville Hospital	Oroville
	Palm Drive Hospital	Sebastopol
	Pomerado Hospital	Poway
	Pomona Valley Hospital Medical Center	Pomona
	Providence Little Company of Mary Medical Center Torrance	Torrance
	Redwood Memorial Hospital	Fortuna
	Saint Elizabeth Community Hospital	Red Bluff
	Saint John's Health Center	Santa Monica
	Saint Vincent Medical Center	Los Angeles
	Santa Rosa Memorial Hospital	Santa Rosa
	Sierra Vista Regional Medical Center	San Luis Obispo
	St. Mary Medical Center	Long Beach
	Stanislaus Surgical Hospital	Modesto
	Sutter General Hospital	Sacramento
	Including: Sutter Memorial Hospital	Sacramento
	Sutter Surgical Hospital - North Valley	Yuba City
	Temple Community Hospital	Los Angeles
	Thousand Oaks Surgical Hospital	Thousand Oaks
	White Memorial Medical Center	Los Angeles
Colorado	Animas Surgical Hospital	Durango
	Centura Health - Porter Adventist Hospital	Denver
	Exempla Saint Joseph Hospital	Denver
	McKee Medical Center	Loveland
	Valley View Hospital	Glenwood Springs
	Yampa Valley Medical Center	Steamboat Springs
Connecticut	Saint Francis Care	Hartford
Delaware	Beebe Medical Center	Lewes
	Saint Francis Hospital	Wilmington
Florida	Baptist Hospital of Miami	Miami
	Broward Health Imperial Point	Fort Lauderdale
	Charlotte Regional Medical Center	Punta Gorda
	Coral Gables Hospital	Coral Gables
	Doctors Hospital of Sarasota	Sarasota
	Fishermen's Hospital	Marathon
	Florida Hospital Orlando	Orlando
	Including: Florida Hospital - Altamonte	Altamonte Springs
	Florida Hospital - Apopka	Apopka
	Celebration Health	Celebration

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
Florida- continued	Gulf Breeze Hospital	Gulf Breeze
	Holy Cross Hospital	Fort Lauderdale
	Kendall Regional Medical Center	Miami
	Lakewood Ranch Medical Center	Lakewood Ranch
	Memorial Hospital West	Pembroke Pines
	Palmetto General Hospital	Hialeah
	Sacred Heart Hospital On the Emerald Coast	Miramar Beach
	Saint Vincent's Medical Center	Jacksonville
	Sylvester Comprehensive Cancer Center/UMHC	Miami
	Tallahassee Memorial Healthcare	Tallahassee
Georgia	Emory Johns Creek Hospital	Johns Creek
	Hart County Hospital	Hartwell
	Hughston Hospital	Columbus
	Meadows Regional Medical Center	Vidalia
	Saint Mary's Health Care System	Athens
	Trinity Hospital of Augusta	Augusta
	West Georgia Medical Center	Lagrange
Hawaii	Kona Community Hospital	Kealakekua
	Straub Clinic & Hospital	Honolulu
Idaho	Northwest Specialty Hospital	Post Falls
	Saint Joseph Regional Medical Center	Lewiston
Illinois	Advocate South Suburban Hospital	Hazel Crest
	Alexian Brothers Medical Center	Elk Grove Village
	Centegra Hospital - McHenry	McHenry
	Genesis Medical Center - Illini	Silvis
	Good Samaritan Regional Health Center	Mount Vernon
	Harrisburg Medical Center	Harrisburg
	Herrin Hospital	Herrin
	Holy Cross Hospital	Chicago
	Illinois Valley Community Hospital	Peru
	Provena Saint Joseph Medical Center	Joliet
	Provena Saint Mary's Hospital	Kankakee
	Rockford Memorial Hospital	Rockford
	Saint Joseph's Hospital	Breese
	Skokie Hospital	Skokie
	Swedish Covenant Hospital	Chicago

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
Indiana	Adams Memorial Hospital	Decatur
	Columbus Regional Hospital	Columbus
	Community Hospital East	Indianapolis
	Franciscan St. Francis Health - Mooresville	Mooresville
	Franciscan St. Francis Health- Indianapolis	Indianapolis
	Good Samaritan Hospital	Vincennes
	Howard Regional Health System	Kokomo
	Indiana Orthopaedic Hospital	Indianapolis
	Indiana University Health Arnett Hospital	Lafayette
	Indiana University Health Ball Memorial Hospital	Muncie
	Indiana University Health Methodist Hospital	Indianapolis
	Including: Indiana University Health University Hospital	Indianapolis
	Indiana University Health North Hospital	Carmel
	Major Hospital	Shelbyville
	Parkview Hospital	Fort Wayne
	Including: Parkview North Hospital	Fort Wayne
	Parkview Ortho Hospital	Fort Wayne
	St. Vincent Heart Center of Indiana	Indianapolis
	The Indiana Heart Hospital	Indianapolis
	The Orthopaedic Hospital of Lutheran Health Network	Fort Wayne
Iowa	Genesis Medical Center - Davenport	Davenport
	Mary Greeley Medical Center	Ames
	Mercy Medical Center - Dubuque	Dubuque
	Pella Regional Health Center	Pella
	The Finley Hospital	Dubuque
Kansas	Community Memorial Healthcare	Marysville
	Heartland Spine and Specialty Hospital	Overland Park
	Hutchinson Regional Medical Center	Hutchinson
	Kansas City Orthopaedic Institute	Leawood
	Kansas Surgery & Recovery Center	Wichita
	Mercy Independence Kansas	Independence
	Newton Medical Center	Newton
	Salina Surgical Hospital	Salina
	Susan B. Allen Memorial Hospital	El Dorado
	Via Christi Hospital	Wichita
Kentucky	Saint Joseph Hospital	Lexington
	Twin Lakes Regional Medical Center	Leitchfield
Louisiana	Doctors Hospital at Deer Creek	Leesville
	Our Lady of Lourdes Regional Medical Center	Lafayette
	P & S Surgical Hospital	Monroe

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State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
Louisiana - continued	Rapides Regional Medical Center	Alexandria
	Including: Rapides Women's and Children's Hospital	Alexandria
	The Regional Medical Center of Acadiana	Lafayette
	Including: Women's and Children's Hospital	Lafayette
Maine	Maine Coast Memorial Hospital	Ellsworth
	Mercy Hospital	Portland
	Miles Memorial Hospital	Damariscotta
Maryland	Carroll Hospital Center	Westminster
	MedStar St. Mary's Hospital	Leonardtown
	Saint Joseph Medical Center	Towson
Massachusetts	Baystate Mary Lane Hospital	Ware
	Baystate Medical Center	Springfield
	Cooley Dickinson Hospital	Northampton
	Good Samaritan Medical Center	Brockton
	Lowell General Hospital	Lowell
	Milford Regional Medical Center	Milford
	New England Baptist Hospital	Boston
	Newton - Wellesley Hospital	Newton
	Norwood Hospital	Norwood
	Saint Vincent Hospital	Worcester
Michigan	Allegiance Health	Jackson
	Alpena Regional Medical Center	Alpena
	Beaumont Hospital - Troy	Troy
	Chelsea Community Hospital	Chelsea
	Crittenton Hospital Medical Center	Rochester
	Huron Medical Center	Bad Axe
	Lakeland Hospital Saint Joseph	Saint Joseph
	Including: Lakeland Medical Center Niles	Niles
	Marquette General Hospital	Marquette
	Munson Medical Center	Traverse City
	Otsego Memorial Hospital	Gaylord
	ProMedica Bixby Medical Center	Adrian
	Saint John Hospital & Medical Center	Detroit
	Including: Saint John North Shores Hospital	Harrison Township
	Saint Joseph Mercy Hospital	Ypsilanti
	Scheurer Hospital	Pigeon
	Spectrum Health Zeeland Community Hospital	Zeeland
	Sturgis Hospital	Sturgis
	University of Michigan Health System	Ann Arbor
	West Shore Medical Center	Manistee

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
Minnesota	Fairview Ridges Hospital	Burnsville
	Lake Region Healthcare Corporation	Fergus Falls
	Lakeview Hospital	Stillwater
	Mayo Clinic Health System - Fairmont	Fairmont
	Mercy Hospital	Coon Rapids
	New Ulm Medical Center	New Ulm
	North Memorial	Robbinsdale
Mississippi	Forrest General Hospital	Hattiesburg
	Greenwood Leflore Hospital	Greenwood
Missouri	Audrain Medical Center	Mexico
	Barnes - Jewish West County Hospital	Saint Louis
	Citizens Memorial Hospital	Bolivar
	Mercy Hospital Lebanon	Lebanon
	Northeast Regional Medical Center	Kirksville
	Including: Grim - Smith Hospital and Clinic	Kirksville
	Ozarks Medical Center	West Plains
Montana	Great Falls Clinic Medical Center	Great Falls
	Health Center Northwest	Kalispell
	Kalispell Regional Medical Center	Kalispell
Nevada	Good Samaritan Hospital	Kearney
	Lincoln Surgical Hospital	Lincoln
	Nebraska Heart Institute & Heart Hospital	Lincoln
	Nebraska Orthopaedic Hospital	Omaha
	The Nebraska Medical Center	Omaha
	The Nebraska Methodist Hospital	Omaha
New Hampshire	Frisbie Memorial Hospital	Rochester
	Monadnock Community Hospital	Peterborough
New Jersey	Clara Maass Medical Center	Belleville
	Newton Medical Center	Newton
New Mexico	CHRISTUS Saint Vincent Physicians Medical Center	Santa Fe
	Espanola Hospital	Espanola
	Heart Hospital of New Mexico	Albuquerque
	Lovelace Westside Hospital	Albuquerque
	Miners' Colfax Medical Center	Raton
New York	Community Memorial Hospital	Hamilton
	Franklin Hospital	Valley Stream
	Glen Cove Hospital	Glen Cove
	Hospital for Special Surgery	New York
	Kenmore Mercy Hospital	Kenmore
	Kingsbrook Jewish Medical Center	Brooklyn

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
New York – continued	Olean General Hospital	Olean
	Orange Regional Medical Center	Middletown
	Samaritan Medical Center	Watertown
	St. Luke's Cornwall Hospital	Newburgh
North Carolina	CarolinaEast Medical Center	New Bern
	Carolinas Medical Center	Charlotte
	Duke Health Raleigh Hospital	Raleigh
	Hugh Chatham Memorial Hospital	Elkin
	Iredell Memorial Hospital	Statesville
	North Carolina Specialty Hospital	Durham
	Presbyterian Hospital - Huntersville	Huntersville
	Sandhills Regional Medical Center	Hamlet
	Wake Forest Baptist Health-Lexington	Lexington
North Dakota	Saint Alexius Medical Center	Bismarck
Ohio	Blanchard Valley Hospital	Findlay
	Crystal Clinic Orthopaedic Center	Akron
	Dublin Methodist Hospital	Dublin
	Genesis Healthcare System	Zanesville
	Grandview Medical Center	Dayton
	Kettering Medical Center	Kettering
	Licking Memorial Hospital	Newark
	Mercy Health - Fairfield Hospital	Fairfield
	Mercy Health - Mount Airy Hospital	Cincinnati
	Mercy Health - Western Hills Hospital	Cincinnati
	Mercy Memorial Hospital	Urbana
	Mercy Regional Medical Center	Lorain
	O'Bleness Memorial Hospital	Athens
	Parma Community General Hospital	Parma
	ProMedica Toledo Hospital	Toledo
	Riverside Methodist Hospital	Columbus
	Samaritan Regional Health System	Ashland
	Including: People's Hospital	Mansfield
	St. John Medical Center	Westlake
	Summa Wadsworth - Rittman Hospital	Wadsworth
	TriPoint Medical Center	Painesville
	Union Hospital	Dover
	University Hospitals Geauga Medical Center	Chardon
	West Chester Hospital	West Chester

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
Oklahoma	Duncan Regional Hospital	Duncan
	Integris Baptist Medical Center	Oklahoma City
	Medical Center of Southeastern Oklahoma	Durant
	Mercy Health Center	Oklahoma City
	Midwest Regional Medical Center	Midwest City
	Oklahoma Heart Hospital	Oklahoma City
	Oklahoma Heart Hospital South	Oklahoma City
	Oklahoma Spine Hospital	Oklahoma City
	Oklahoma Surgical Hospital	Tulsa
	Saint John – Sapulpa	Sapulpa
	Saint John Broken Arrow	Broken Arrow
	Saint Mary's Regional Medical Center	Enid
	Stillwater Medical Center	Stillwater
	Tulsa Spine and Specialty Hospital	Tulsa
Oregon	Kaiser Sunnyside Medical Center	Clackamas
	Pioneer Memorial Hospital	Prineville
	Saint Charles Medical Center – Bend	Bend
	Saint Charles Medical Center – Redmond	Redmond
Pennsylvania	Bradford Regional Medical Center	Bradford
	Bryn Mawr Hospital	Bryn Mawr
	Butler Memorial Hospital	Butler
	Carlisle Regional Medical Center	Carlisle
	Clearfield Hospital	Clearfield
	Community Medical Center	Scranton
	Dubois Regional Medical Center	Du Bois
	Excela Health Frick Hospital	Mount Pleasant
	Excela Health Latrobe Hospital	Latrobe
	Holy Spirit Hospital	Camp Hill
	Lansdale Hospital	Lansdale
	Marian Community Hospital	Carbondale
	Moses Taylor Hospital	Scranton
	Regional Hospital of Scranton	Scranton
	Saint Luke's Miners Memorial Hospital	Coaldale
	The Washington Hospital	Washington
	Waynesboro Hospital	Waynesboro
	Westfield Hospital	Allentown
Rhode Island	Westerly Hospital	Westerly
South Carolina	AnMed Health	Anderson
	East Cooper Medical Center	Mount Pleasant
	Roper Hospital	Charleston
	Spartanburg Regional Medical Center	Spartanburg

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
South Dakota	Avera Heart Hospital of South Dakota	Sioux Falls
	Avera Sacred Heart Hospital	Yankton
	Black Hills Surgical Hospital	Rapid City
	Siouxland Surgery Center	Dakota Dunes
Tennessee	Franklin Woods Community Hospital	Johnson City
	Jackson - Madison County General Hospital	Jackson
	Memorial Healthcare System	Chattanooga
	TriStar Skyline Medical Center	Nashville
	Including: Skyline Madison	Madison
	Unicoi County Memorial Hospital	Erwin
Texas	Angleton - Danbury Medical Center	Angleton
	Austin Surgical Hospital	Austin
	Baptist Beaumont Hospital	Beaumont
	Baylor Jack and Jane Hamilton Heart and Vascular Hospital	Dallas
	Baylor Orthopedic and Spine Hospital at Arlington	Arlington
	Baylor Surgical Hospital at Fort Worth	Fort Worth
	CHRISTUS Saint Elizabeth Hospital	Beaumont
	Including: CHRISTUS Saint Mary Hospital	Port Arthur
	CHRISTUS Spohn Hospital Alice	Alice
	CHRISTUS Spohn Hospital Kleberg	Kingsville
	East Texas Medical Center Athens	Athens
	Fort Duncan Regional Medical Center	Eagle Pass
	Good Shepherd Medical Center	Longview
	Harlingen Medical Center	Harlingen
	Hendrick Medical Center	Abilene
	Hill Country Memorial Hospital	Fredericksburg
	Houston Orthopedic and Spine Hospital	Bellaire
	Houston Physicians' Hospital	Webster
	Kell West Regional Hospital	Wichita Falls
	Mainland Medical Center	Texas City
	Memorial Hermann Healthcare System - Southwest	Houston
	Including: Memorial Hermann Northwest Hospital	Houston
	Memorial Hermann Southeast Hospital	Houston
	Memorial Hermann The Woodlands Hospital	Shenandoah
	Memorial Hermann Memorial City Medical Center	Houston
	North Central Surgical Center	Dallas
	Northwest Hills Surgical Hospital	Austin
	Quail Creek Surgical Hospital	Amarillo
	Scott and White Hospital - Llano	Llano
	Scott and White Memorial Hospital	Temple
	South Texas Spine & Surgical Hospital	San Antonio

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
Texas- continued	St. David's Medical Center	Austin
	Including: Heart Hospital of Austin	Austin
	St. David's Georgetown Hospital	Georgetown
	St. David's North Austin Medical Center	Austin
	Texas Health Harris Methodist Azle	Azle
	Texas Health Harris Methodist Hospital Hurst - Euless - Bedford	Bedford
	Texas Health Harris Methodist Hospital Southlake	Southlake
	Texas Health Presbyterian Hospital Rockwall	Rockwall
	Texas Orthopedic Hospital	Houston
	Texas Spine and Joint Hospital	Tyler
	The Hospital at Westlake Medical Center	Austin
	University General Hospital	Houston
	USMD Hospital at Arlington	Arlington
	USMD Hospital at Fort Worth	Fort Worth
	Val Verde Regional Medical Center	Del Rio
	Valley Baptist Medical Center - Harlingen	Harlingen
	Yoakum Community Hospital	Yoakum
Utah	Alta View Hospital	Sandy
	Lakeview Hospital	Bountiful
	Logan Regional Hospital	Logan
	Ogden McKay-Dee Hospital Center	Ogden
	The Orthopedic Specialty Hospital	Murray
	Timpanogos Regional Hospital	Orem
Vermont	Porter Medical Center	Middlebury
	Rutland Regional Medical Center	Rutland
Virginia	Augusta Health	Fishersville
	Bon Secours - Maryview Medical Center	Portsmouth
	Carilion Giles Community Hospital	Pearisburg
	Carilion New River Valley Medical Center	Christiansburg
	Inova Loudoun Hospital	Leesburg
	LewisGale Hospital - Montgomery	Blacksburg
	Lynchburg General Hospital	Lynchburg
	Sentara Williamsburg Regional Medical Center	Williamsburg
Washington	Northwest Hospital & Medical Center	Seattle
	Overlake Hospital Medical Center	Bellevue
	Providence Centralia Hospital	Centralia
	Providence Holy Family Hospital	Spokane
	Providence Saint Mary Medical Center	Walla Walla
	Sacred Heart Medical Center	Spokane
	Valley General Hospital	Monroe

State	Healthgrades Patient Safety Excellence Award Recipients 2013	City
Wisconsin	Aurora Medical Center	Summit
	Mercy Medical Center	Oshkosh
	OakLeaf Surgical Hospital	Eau Claire
	Richland Hospital	Richland Center
	Saint Mary's Hospital	Madison
	Sauk Prairie Memorial Hospital	Prairie Du Sac
West Virginia	Fairmont General Hospital	Fairmont
	Mon General Hospital	Morgantown
	Weirton Medical Center	Weirton
Wyoming	Star Valley Medical Center	Afton
	Washakie Medical Center	Worland