World's Best Hospitals 2024

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Methodology – World's Best Hospitals 2024

Summary of the project

- The **World's Best Hospitals 2024** ranking lists the best hospitals in 30 countries: **USA, Germany, Japan, France, Italy, United Kingdom, South Korea, Brazil, India, Spain, Canada, Australia, Mexico, Colombia, Netherlands, Saudi Arabia, Switzerland, Taiwan, United Arab Emirates, Austria, Belgium, Chile, Malaysia, Thailand, Sweden, Denmark, Finland, Norway, Israel, Singapore.** The countries were selected based on multiple comparability factors, such as standard of living/life expectancy, population size, number of hospitals and data availability.

- The lists are based on **four data sources:**

  - **Recommendations from medical experts** (doctors, hospitals managers, health care professionals)

  - **Results from patient surveys**

  - **Hospital quality metrics**

  - **PROMs implementation survey**

- The number of hospitals awarded in each country varies based on the number of hospitals and data availability in the respective country. USA has the most hospitals awarded with 420, while Israel and Singapore are represented with 10 hospitals each. In total, 2,400 hospitals are ranked for this sixth edition of the ranking.

- Every hospital in each country is rated by a score. **Scores are only comparable between hospitals in the same country**, because different sources for patient experience and hospital quality metrics were examined in each country. Since it was not possible to harmonize this data, cross-country comparisons of the scores are not possible (example: A score of 90 in country A doesn't necessarily mean that this hospital is better than a hospital with a score of 87 in country B).

- Specialized hospitals like heart or cancer hospitals differ in their offer from general hospitals, and therefore are displayed separately. This lists are sorted alphabetically because hospitals with different specialties are not comparable.

- In addition to the country lists, the project includes a global list of the **Top 250 hospitals**.

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New features and changes in the 2024 edition

- The following list provides a brief overview of all **major changes in this year's edition** compared to the World's Best Hospitals 2023 ranking:

  - **Increased hospital quality metrics data weighting:** This year the weighting of the hospital quality metrics pillar was increased within the scoring model to reflect the emphasis on the medical key performance indicators.

  - **Addition of more accreditations:**
    - South Korea: The Korea Institute for Healthcare Accreditation (KOIHA)
    - Malaysia: The Joint Commission of Malaysia and the Malaysian Society for Quality in Health (MSQH)
    - Chile: The Superintendencia de Salud (SIS)

  - Featuring **two new countries**: Chile and Malaysia. One goal of this project is to increase the global coverage to provide the reader with the most comprehensive ranking of the World's Best Hospitals. The additional country was primarily chosen based on data availability and comparability of high-quality health care systems.

  - **ICHOM partnership**: Statista has partnered with the International Consortium for Health Outcomes Measurement (ICHOM, www.ichom.org) as a knowledge partner for the development of the *PROMs implementation survey* and use in the Statista/Newsweek hospital rankings. ICHOM is the world's leading non-profit organization dedicated to transforming healthcare by defining standardized patient-important outcome measures (including PROMs) as the basis for value.

  - **PROMs Implementation survey**: The survey, eligibility thresholds, and display of participating hospitals have been updated.

  - **CMS Eligibility criteria** for the United States list: For the first time in the World's Best Hospitals USA list, CMS eligibility criteria was introduced.

  - **Global Top 250 List:** Three new pillars were added to the scoring model including PROMs Implementation excellence and quality metrics/patient satisfaction excellence.

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30 countries are included in sixth edition of the ranking

Overview of countries and number of awarded hospitals (I/III)

Americas

USA:
Top 420 Hospitals

Brazil:
Top 115 Hospitals

Canada:
Top 80 Hospitals

Mexico:
Top 60 Hospitals

Colombia:
Top 55 Hospitals
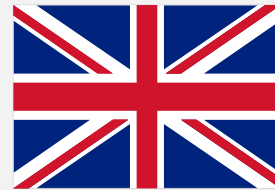
Chile:
Top 35 Hospitals

Europe

Germany:
Top 220 Hospitals

France:
Top 150 Hospitals

Italy:
Top 140 Hospitals
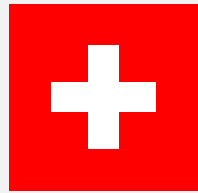
United Kingdom:
Top 140 Hospitals

Spain:
Top 100 Hospitals

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30 countries are included in sixth edition of the ranking

Overview of countries and number of awarded hospitals (II/III)

Europe (contd.)

Switzerland:
Top 35 Hospitals
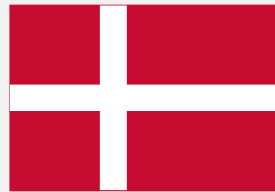
The Netherlands:
Top 35 Hospitals

Austria:
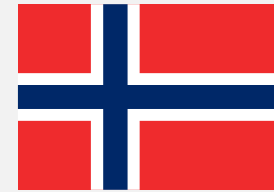Top 30 Hospitals

Belgium:
Top 30 Hospitals

Sweden:
Top 20 Hospitals

Denmark:
Top 15 Hospitals

Finland:
Top 15 Hospitals

Norway:
Top 15 Hospitals

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30 countries are included in sixth edition of the ranking

Overview of countries and number of awarded hospitals (III/III)

Asia
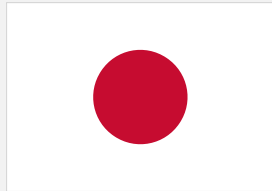
Japan:
Top 200 Hospitals

South Korea:
Top 135 Hospitals

India:
Top 100 Hospitals

Saudi Arabia:
Top 35 Hospitals

Taiwan:
Top 35 Hospitals

United Arab Emirates:
Top 35 Hospitals

Malaysia:
Top 30 Hospitals

Thailand:
Top 30 Hospitals
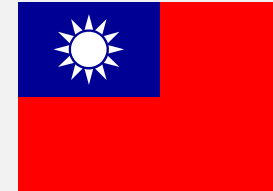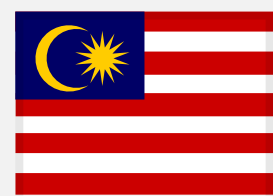
Israel:
Top 10 Hospitals

Singapore:
Top 10 Hospitals

Oceania

Australia:
Top 70 Hospitals

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Hospital evaluation based on four data sources

Data Sources

WORLD'S BEST HOSPITALS

Doctors

Health care professionals

1 Hospital recommen-dations from peers

Online survey among tens of thousands of doctors, health care professionals and hospitals managers in 30 countries

2 Patient experience

Survey of patient satisfaction with hospitalization

3 Hospital quality metrics

Medical indicators e.g., data on quality of care for treatments, hygiene measures, patient safety, waiting times

4 PROMs implementation

Statista online survey on implementation and use of PROMs in hospitals (optional)

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Over 85,000 medical experts were invited to the survey

1 **Hospital recommendation from peers**

From September to November 2023, Statista invited tens of thousand of medical professionals (doctors, hospital managers and other healthcare professionals, e.g., nurses) in the 30 selected countries to an online survey. The survey was also promoted on newsweek.com.

International online survey among medical professionals in 30 countries

Participants were asked to recommend hospitals in **their own country**[1] as well as **in other countries**[2]. Recommendations for own employer/hospital were not allowed.
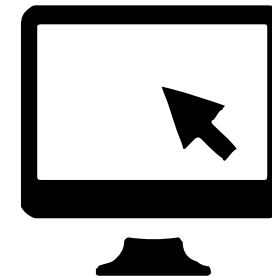
Analysis of national and international recommendations for every hospital in each country.

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Existing data on hospitals was collected

Methodology: Patient experience data and hospital quality metrics

2 👤 Patient experience

- Publicly available data from existing patient surveys was used to analyze patient experience[1]

- Patient surveys are typically conducted by insurance companies among patients after hospitalization

- Examples of survey topics:
    – General satisfaction with hospital
    – Recommendation of hospital
    – Satisfaction with medical care
    – Satisfaction with service and organization

3 🏥 Hospital quality metrics

- Hospital quality metrics from a variety of public sources were collected for most countries[2,3]

- The metrics differ between the countries. Examples of included data:
    – Data on quality of care for specific treatments
    – Data on hygiene measures and patient safety
    – Data on number of patients per doctors/per nurse

SCORE FOR PATIENT EXPERIENCE	SCORE FOR HOSPITAL QUALITY METRICS

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The Statista PROMs implementation survey is an optional element of the scoring model
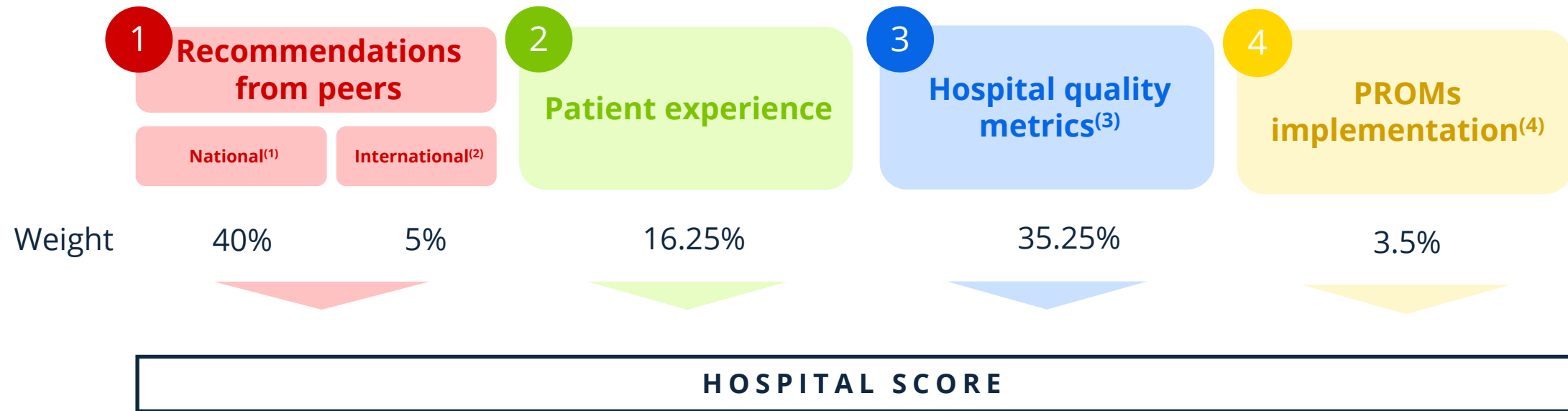
Methodology: PROMs implementation survey

4 📝 PROMs implementation survey

- For the second time, a **PROMs implementation score** has been included in the scoring model of the World's Best Hospitals project.

- **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 fall/winter of 2023, Newsweek and Statista reached out to hospitals and conducted the **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.

- This year, Statista has partnered with the **International Consortium for Health Outcomes Measurement** (ICHOM, www.ichom.org) as a knowledge partner. ICHOM is the world's leading non-profit organization dedicated to development of standardized measurement of patient-important outcomes (including PROMs) as a basis for driving value-based health care. ICHOM is contributing to the future development of the PROMs implementation survey, in a manner that can drive not only measurement but use of the data from PROMs (and other patient-important outcomes) to advance value based healthcare.

- A grading system for the different questions was built to determine a **PROMs implementation score** for each participating hospital. Only hospitals which achieved a minimum of 50% (of the maximum 100% score) were eligible to be graded and received a maximum of up to 3.5% towards the total score.

- A preview of the PROMs implementation questionnaire can be accessed here. Future survey cycles will be announced on r.statista.com , newsweek.com and via e-mail to registered participants. Registrations can be submitted to: hospitals@statista.com.

SCORE FOR PROMS IMPLEMENTATION

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A score was calculated for each hospital

Scoring Model

1 **Recommendations from peers**	**2** **Patient experience**	**3** **Hospital quality metrics**[3]	**4** **PROMs implementation**[4]
National[1] / **International**[2]			

Weight				
40%	5%	16.25%	35.25%	3.5%

HOSPITAL SCORE

The total hospital score is based on the four pillars and their respective weights listed above.

(1) Recommendations from peers from the respective country
(2) Recommendations from peers from other countries
(3) In case there is no official data on quality metrics available, the score is calculated based on recommendations, patient experience and PROMs implementation (pending availability).
(4) Optional score pending on submission of Statista PROMs implementation survey

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A global board of renowned experts supports the continuous development of the methodology

Overview of global board of medical experts

Prof. Dr. David Bates
Professor of Medicine, Harvard Medical School, USA

Dr. Gary Kaplan
Senior Advisor and Senior Vice President, CommonSpirit Health, USA

Prof. Dr. med. Christoph Meier
Director, Department of Internal Medicine, University Hospital Zürich, Switzerland

Dr. med. Jens Deerberg-Wittram
Founding President, International Consortium for Health Outcomes Measurement, Germany

Prof Dr. Eyal Zimlichman, MD
Chief Transformation and Innovation Officer, Sheba Medical Center, Israel

Prof. Dr. Gregory Katz
Chair of Innovation Management & Value in Health, University of Paris Medical School, France

THE GLOBAL BOARD OF MEDICAL EXPERTS PROVIDES GUIDANCE FOR THE METHODOLOGY OF THE RANKING

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World's Best Hospitals: Global Top 250 List

Methodology of the Global Top 250 List

- In addition to the country lists, the project provides a list of the **Top 250** best hospitals worldwide.

- The global top hospitals were determined by **the number of international recommendations** received in the survey and their national rank.

- **Three new components** were added to the calculation: quality metrics excellence, patient satisfaction excellence and PROMs implementation excellence.

- Hospitals whose performance within the **quality metrics and/or patient satisfaction pillars** were in the top 20% of the respective country were eligible for the excellence pillars.

- Hospitals which met the **PROMs implementation grading threshold** were also eligible for the PROMs implementation excellence pillar.

- The global list does not include specialized hospitals.

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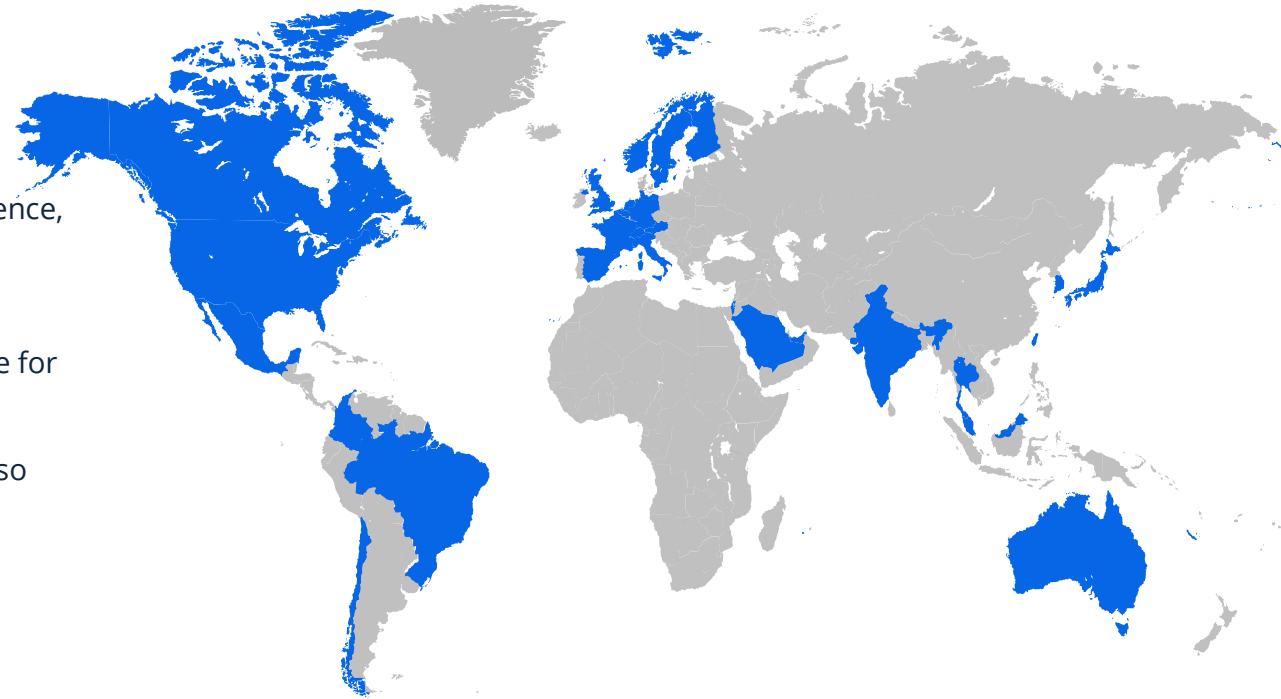
Result: tables of the best hospitals in each country

🇺🇸 World's Best Hospitals - USA

Rank	Hospital	Score	City
1	Mayo Clinic - Rochester	97.51	Rochester
2	Cleveland Clinic	93.17	Cleveland
3	The Johns Hopkins Hospital	91.16	Baltimore
4	Massachusetts General Hospital	90.97	Boston
5	UCLA Health – Ronald Reagan Medical Center	89.36	Los Angeles

[...]

🇩🇪 World's Best Hospitals - Germany

Rank	Hospital	Score	City
1	Charité - Universitätsmedizin Berlin	93.27	Berlin
2	Universitätsklinikum Heidelberg	91.63	Heidelberg
3	LMU Klinikum	89.45	München
4	Klinikum rechts der Isar der Technischen Universität München	87.39	München
5	Medizinische Hochschule Hannover	85.08	Hannover

[...]

HOSPITALS WITH THE HIGHEST SCORE IN EACH COUNTRY WERE AWARDED

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US only: Two special awards for US hospitals

Methodology: Infection Prevention Award and Patient Experience Award

Infection Prevention

Patient Experience

- Hospitals in the US are required to report infection data to the Centers for Disease Control and Prevention (CDC).

- The Infection Prevention Award identifies which of the US hospitals featured in the national ranking were **performing "above national average"** based on 6 reported measures[1].

- Hospitals had to meet the following criteria for the award:

    - **At least 4 of the 6 measures** need to be available for the mentioned time period of 2022

    - **None** of the measures can be valued "**below the national average**"

    - At least **one available** measure must be valued "**above the national average**"

- In the United States, patient experience is measured according to the results of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey

- The patient experience award recognizes hospitals with an **outstanding performance** based on the ratings across the 10 composite measures of the HCAHPS survey

- For the award, hospitals must meet the following criteria:

    - Out of the measures reported to the HCAHPS survey, **none** can receive a **rating below or equal to 1 star**.

    - **At least two of the measures** must have a **4 star rating** and **at least one** must have a **5 star rating**.

293 HOSPITALS WERE AWARDED	157 HOSPITALS WERE AWARDED

(1) Six measures reported to CMS and evaluated for the award are: Cathether Associated Urinary Tract Infections, Central Line Associated Bloodstreaminfections, laboratory identified events for: Clostridium Difficile and MRSA Bacteremia, Surgical site infections for Abdominal Hysterectomy and for Colon Surgery

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World's Best 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

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Statista R is a division of Statista. The leading data and business intelligence portal provides an extensive collection of statistics, reports, and insights on over 80,000 topics from 22,500 sources in 170 industries. Find out more at statista.com.

About ICHOM

The International Consortium for Health Outcomes Measurement (ICHOM, www.ichom.org) is the leading non-profit dedicated to transforming healthcare by focusing on what truly matters to patients. They accomplish this by empowering patient and clinical leaders to standardize important clinical, quality of life, function and experience results for health care, and enabling transparent large-scale use to achieve patient-centric health system transformation. ICHOM's standardized 'sets' of patient-centred outcomes measures help all actors in healthcare design, deliver and evaluate care based on outcomes that matter to patients. To date, ICHOM has developed 45 outcome measure sets for conditions. The sets are available in IT-ready interoperable formats and have been implemented in 500+ care settings in 42+ countries.

Disclaimer

The rankings are comprised exclusively of hospitals that are eligible regarding the scope described in this document. A mention in the ranking is a positive recognition based on peer recommendations and publicly available data sources at the time. 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 calendar year. Furthermore, events preceding or following the period 01/01/2023-31/12/2023 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. The quality of hospitals that are not included in the rankings is not disputed.

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