

# World's Best Hospitals 2019

Methodology

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**Newsweek**

**statista** 

# Methodology – World's Best Hospitals 2019

## Summary

- The **World's Best Hospitals 2019** ranking lists the best hospitals in 11 countries: **USA, Canada, Germany, France, United Kingdom, Switzerland, South Korea, Japan, Singapore, Australia and Israel**. The countries were mainly selected based on standard of living/life expectancy, population size, number of hospitals and data availability.
- The lists are based on **three data sources**:
  - **Recommendations from medical experts** (doctors, hospitals managers, health care professionals)
  - **Results from patient surveys**
  - **Medical KPIs on hospitals**
- Granularity level: included are single branches of hospitals (e. g. Mayo Clinic Rochester), no hospital groups.
- Hospitals had to have a capacity of at least 100 inpatient beds<sup>(1)</sup> to be considered.
- The amount of hospitals awarded in each country varies based on the number of hospitals and data availability in the respective country. USA had the most hospitals awarded with 250, while Israel and Singapore were represented with 10 hospitals each.
- Every hospital in the country lists is rated by a score. **Scores are only comparable between hospitals in the same country**, because different sources for patient experience and medical KPIs were examined in each country. Since it was not possible to harmonize the data of these sources, cross-country comparisons of the scores is not possible (Example: A score of 90 in one country doesn't necessary mean that this hospital is better than a hospital with a score of 87 in another country).
- Specialized hospitals like heart or cancer hospitals differ in their offer from general hospitals, and therefore are displayed in a separate list. This list is sorted alphabetically because it is also not possible to compare them with each other.
- In addition to the 11 country lists, the study includes a Global Top 100 list. This list ranks the top 10 hospitals and the other 90 hospitals are sorted alphabetically.

# 11 countries in first edition of ranking included

Overview of countries and number of awarded hospitals

## North America



USA:  
Top 250 Hospitals



Canada:  
Top 100 Hospitals

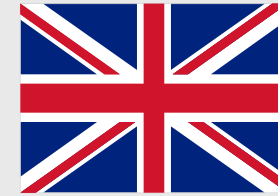
## Europe



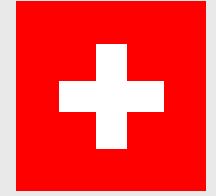
Germany:  
Top 110 Hospitals



France:  
Top 110 Hospitals



United Kingdom:  
Top 100 Hospitals

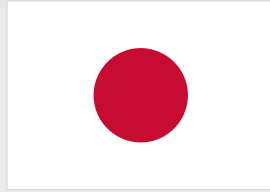


Switzerland:  
Top 50 Hospitals

## Asia



South Korea:  
Top 100 Hospitals



Japan:  
Top 110 Hospitals



Singapore:  
Top 10 Hospitals

## Rest of World

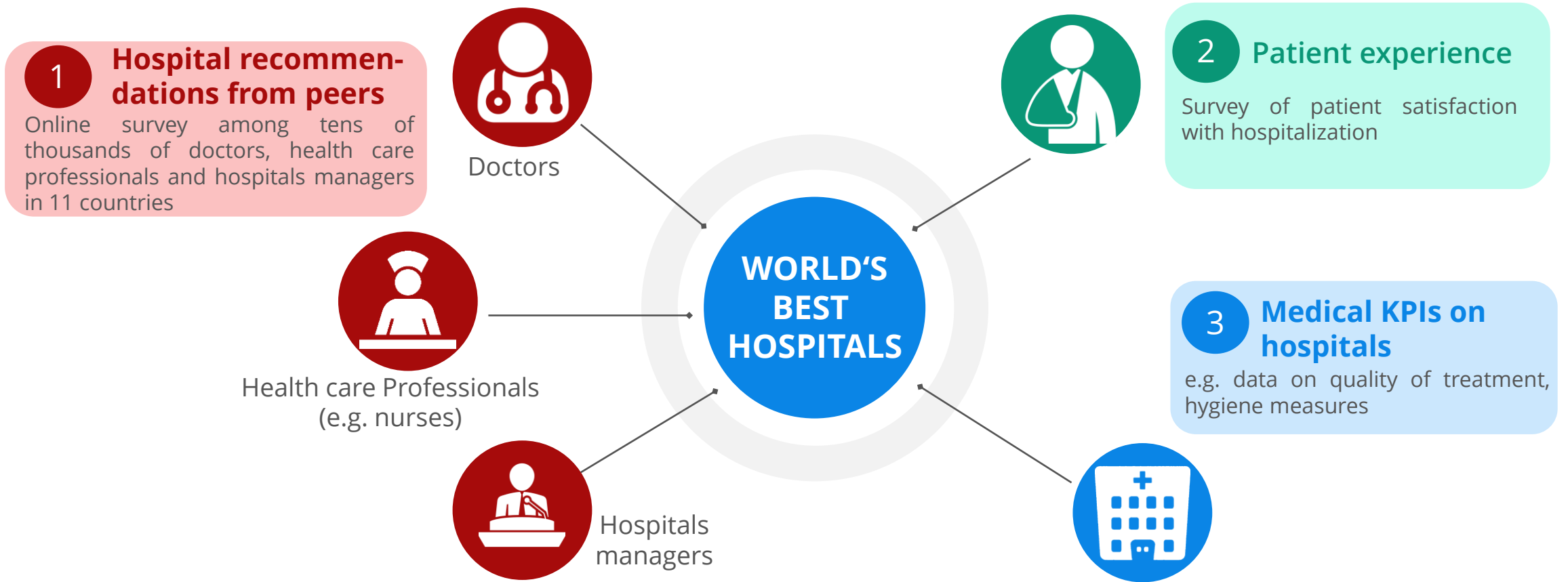


Australia:  
Top 50 Hospitals



Israel:  
Top 10 Hospitals

# Hospital evaluation based on three data sources



# About 40,000 medical experts were invited to the survey

## 1 Hospital recommendations from peers

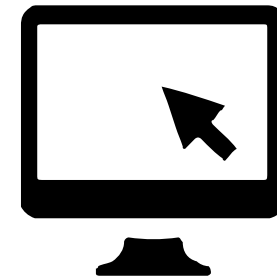
From October 2018 to January 2019 Statista, in collaboration with GeoBlue, invited tens of thousand of medical professionals (mostly doctors, but also hospital managers and other healthcare professionals e.g. nurses) in the 11 selected countries to an online survey. The survey was also promoted on newsweek.com.



International online survey among medical professionals in 11 countries:  
USA, Canada, Germany, France, United Kingdom, Switzerland, South Korea, Japan, Australia and Israel



Participants were asked to recommend hospitals in **their own country**<sup>(1)</sup> as well as **in other countries**<sup>(2)</sup>. Recommendations for own employer/hospital were not allowed.



Analysis of national and international recommendations for every hospital in each country.

(1) Original question: *If the hospital you work for cannot accept a patient for medical treatment (e. g. due to capacity limits, geographical distance, insurance reasons), would there be one or more other hospitals in your country that you would recommend for the patient based exclusively on quality and service?*  
(2) Original question: *Based on quality and service, are there one or more international hospitals (in another country) that you would recommend?*

# Existing data on hospitals was collected

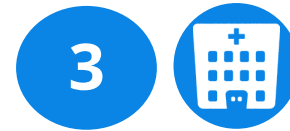
Methodology: Patient experience data and hospital KPIs



## Patient experience

- For most of the countries<sup>(1)</sup> data from existing patient surveys was collected
- 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

**SCORE FOR PATIENTS EXPERIENCE**



## Medical KPIs

- Key performance indicators on hospitals from a variety of public sources were collected for most of the countries<sup>(2)</sup>
- The KPIs 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

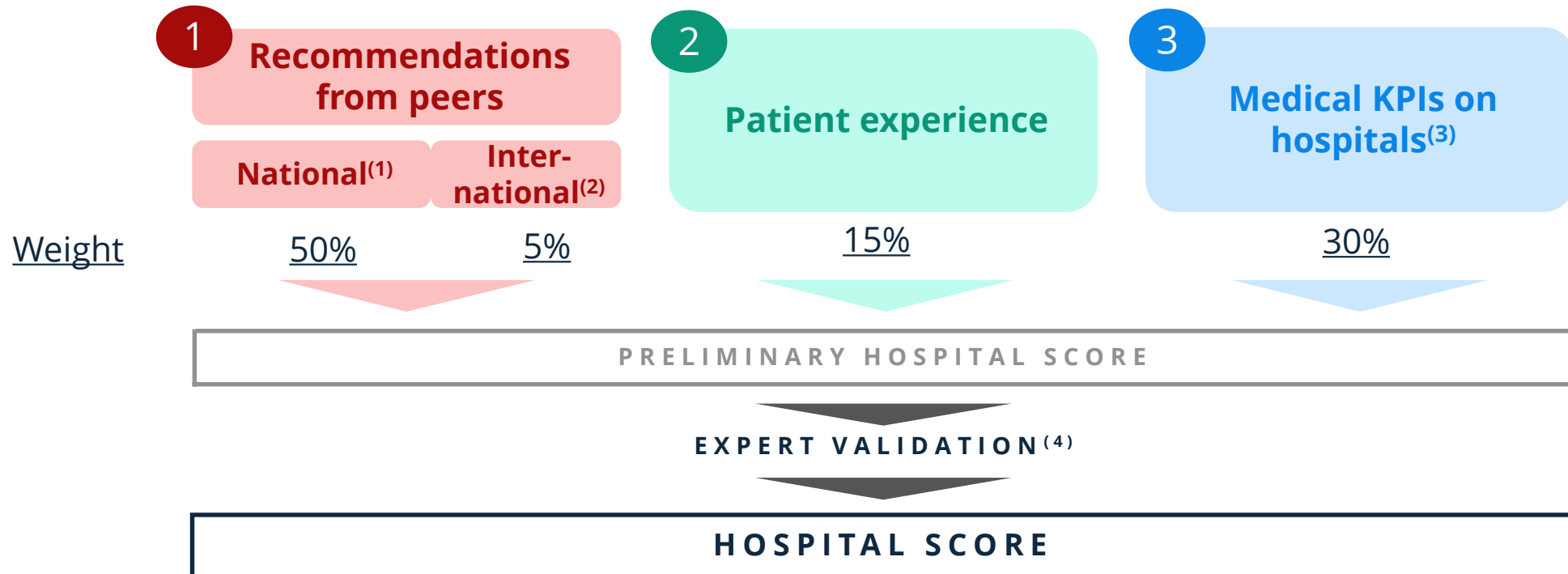
**SCORE FOR MEDICAL KPIS**

(1) Data on patient's experience from official sources was not available for Canada, Singapore, Australia, Japan and the United Kingdom. In these countries evaluations from Google serve as a substitute but were considered with a lower weight in the scoring model.

(2) Hospital KPIs were not available for Japan, Singapore and Israel

# For each hospital a score was calculated

Scoring model



Recommendations from peers (doctors, hospital managers and healthcare professionals) account for 55% (50% national recommendations and 5% international recommendations) of each hospital's score. They are assigned the highest weighting in the calculation of the score because medical experts are able to best assess the quality of a hospital.

(1) Recommendations from peers from the respective country

(2) Recommendations from peers from other countries

(3) In the few countries (Japan, Singapore and Israel) where no medical KPIs were available the score's calculation was based solely on recommendations from peers and patient's experience

(4) The preliminary results were checked in terms of plausibility by a medical journalist and his international network. The results of this validation were then incorporated quantitatively in the first criteria (recommendations from peers)

# Result: tables of the best hospitals in each country

## Example: World's Best Hospitals - USA

Rank	Hospital	Score	City	# of hospital beds
1	Mayo Clinic	98.8	Rochester	1,297
2	Cleveland Clinic	97.4	Cleveland	1,283
3	The Johns Hopkins Hospital	96.7	Baltimore	997
4	Massachusetts General Hospital	96.5	Boston	1,011
5	UCSF Medical Center	92.0	San Francisco	782

[...]

## Example: World's Best Hospitals - Germany

Rank	Hospital	Score	City	# of hospital beds
1	Charité – Universitätsmedizin Berlin	94.2	Berlin	3,011
2	Universitätsklinikum Heidelberg	94.1	Heidelberg	1,988
3	Klinikum der Universität München	91.4	Munich	2,050
4	Universitätsklinikum Hamburg-Eppendorf	90.8	Hamburg	1,436
5	Medizinische Hochschule Hannover	90.8	Hannover	1,520

[...]

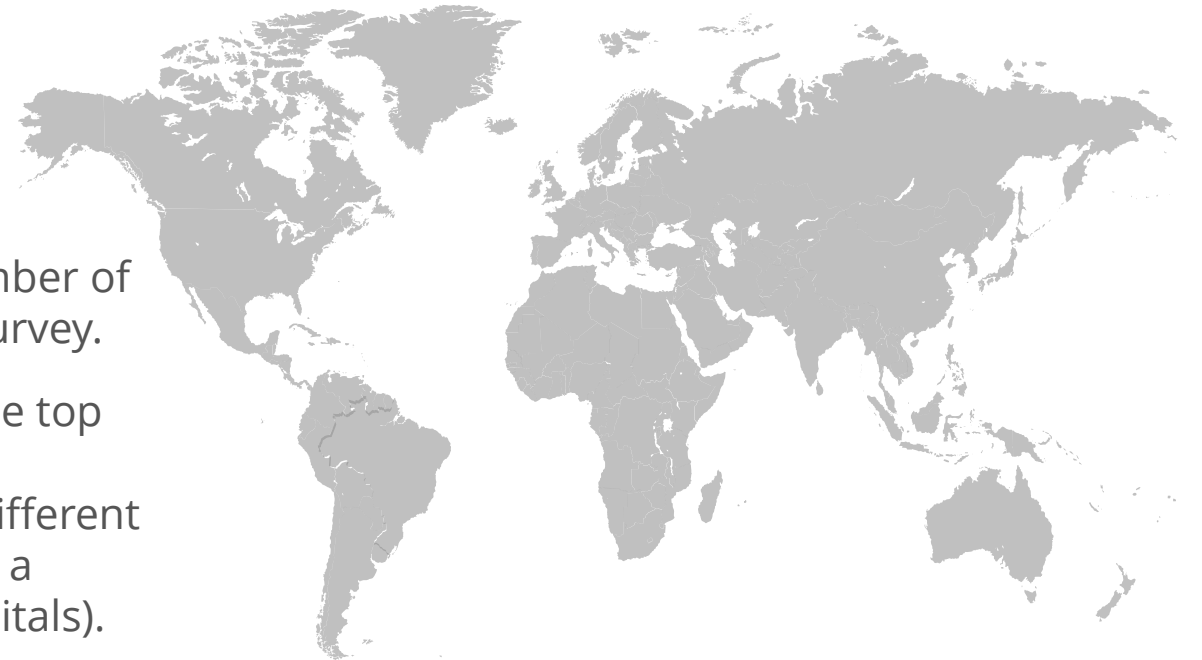
**IN EACH COUNTRY THE HOSPITALS WITH THE HIGHEST SCORES WERE AWARDED**



# World's Best Hospitals: Global Top 100 List

## Methodology of the Global Top 100 List

- In addition to the country lists the study provides a list of the Top 100 best hospitals worldwide. This list is separated into two parts:
  - Top 10 hospitals, sorted by rank
  - Top 11 to 100 hospitals, sorted alphabetically
- The top 10 hospitals were determined by the number of international recommendations received in the survey.
- The remaining 90 hospitals in the list consist of the top 10% hospitals of each country and are sorted alphabetically, not by rank (the data used in the different countries is not homogenous enough to allow for a detailed cross-country comparison between hospitals).
- The global list does not include specialized hospitals.



# World's Best Hospitals partner network

Overview of involved parties

The Newsweek logo consists of the word "Newsweek" in white, bold, sans-serif font, centered within a solid red rectangular background.

## 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](https://www.newsweek.com)

The GeoBlue logo features the word "GeoBlue" in a blue, sans-serif font. To the right of the text are two icons: a blue cross with a white globe inside, and a blue shield with a white caduceus (a staff with two snakes) inside.

## About GeoBlue

GeoBlue, a trusted provider of health insurance coverage and solutions that help world travelers stay safe and healthy.

The group's health plans combine unsurpassed service and mobile technology to help members access trusted doctors and hospitals all around the globe.

[geo-blue.com](https://www.geo-blue.com)

The statista logo features the word "statista" in a bold, black, sans-serif font. To the right of the text is a black square icon containing a white, stylized wave or 'S' shape.

## About Statista

Statista publishes worldwide established industry rankings and company listings with high profile media partners.

This research and analysis service is based on the success of [statista.com](https://www.statista.com). The leading data and business intelligence portal provides statistics, business relevant data, and various market and consumer studies/surveys.

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