World’s Best Hospitals 2019

Methodology
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(1) 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.

(1) Exceptions: Switzerland and Canada: at least 80 inpatient beds; United Kingdom: 75 inpatient beds
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

1. **Hospital recommendations from peers**
   - Online survey among tens of thousands of doctors, health care professionals and hospitals managers in 11 countries

2. **Patient experience**
   - Survey of patient satisfaction with hospitalization

3. **Medical KPIs on hospitals**
   - e.g. data on quality of treatment, hygiene measures

**WORLD’S BEST HOSPITALS**
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.

### Hospital recommendations from peers

About 40,000 medical experts were invited to the survey

1. **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(1) as well as in other countries(2). Recommendations for own employer/hospital were not allowed.

3. 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\(^{(1)}\) 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

Medical KPIs

- Key performance indicators on hospitals from a variety of public sources were collected for most of the countries\(^{(2)}\)
- 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

---

\(^{(1)}\) 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

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

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

### Example: World’s Best Hospitals - Germany

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

[...] [...]

**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

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 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

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. The leading data and business intelligence portal provides statistics, business relevant data, and various market and consumer studies/surveys.

statista-research.com