World’s Best Hospitals 2021

Methodology
Methodology – World’s Best Hospitals 2021

Summary

• The World’s Best Hospitals 2021 ranking lists the best hospitals in 25 countries: USA, Germany, Japan, South Korea, France, Italy, United Kingdom, Spain, Brazil, Canada, India, Australia, Mexico, The Netherlands, Poland, Austria, Thailand, Switzerland, Sweden, Belgium, Finland, Norway, Denmark, Israel and Singapore. 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

• The number 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 350, while Israel and Singapore were represented with 10 hospitals each. In total, 2,000 hospitals were ranked in this third 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 medical KPIs 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 in a separate list. This list is sorted alphabetically because Hospitals with different specialties are not comparable.

• In addition to the country lists, the study includes a Global Top 200 list. This list includes a ranking of the 100 best global hospitals, ranks 101-200 are sorted alphabetically.
25 countries included in third edition of ranking
Overview of countries and number of awarded hospitals (I/II)

### North, Central & South America

<table>
<thead>
<tr>
<th>Country</th>
<th>Top Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>Top 350 Hospitals</td>
</tr>
<tr>
<td>Canada</td>
<td>Top 80 Hospitals</td>
</tr>
<tr>
<td>Brazil</td>
<td>Top 100 Hospitals</td>
</tr>
<tr>
<td>Mexico</td>
<td>Top 55 Hospitals</td>
</tr>
</tbody>
</table>

### Oceania

<table>
<thead>
<tr>
<th>Country</th>
<th>Top Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>Top 60 Hospitals</td>
</tr>
</tbody>
</table>

### Asia

<table>
<thead>
<tr>
<th>Country</th>
<th>Top Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Korea</td>
<td>Top 135 Hospitals</td>
</tr>
<tr>
<td>Japan</td>
<td>Top 170 Hospitals</td>
</tr>
<tr>
<td>Singapore</td>
<td>Top 10 Hospitals</td>
</tr>
<tr>
<td>India</td>
<td>Top 80 Hospitals</td>
</tr>
<tr>
<td>Thailand</td>
<td>Top 30 Hospitals</td>
</tr>
<tr>
<td>Israel</td>
<td>Top 10 Hospitals</td>
</tr>
</tbody>
</table>
25 countries included in third edition of ranking
Overview of countries and number of awarded hospitals (II/II)

Europe

Germany: Top 220 Hospitals
France: Top 125 Hospitals
United Kingdom: Top 125 Hospitals
Italy: Top 125 Hospitals
Spain: Top 100 Hospitals
Poland: Top 50 Hospitals
Austria: Top 30 Hospitals
The Netherlands: Top 30 Hospitals
Switzerland: Top 30 Hospitals
Belgium: Top 20 Hospitals
Sweden: Top 15 Hospitals
Denmark: Top 15 Hospitals
Finland: Top 15 Hospitals
Norway: Top 15 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 25 countries

2. Patient experience
   Survey of patient satisfaction with hospitalization

3. Medical KPIs on hospitals
   e.g. data on quality of treatment, hygiene measures
Over 74,000 medical experts were invited to the survey

Hospital recommendations from peers

From September to November 2020, Statista invited tens of thousand of medical professionals (mostly doctors, but also hospital managers and other healthcare professionals, e.g. nurses) in the 25 selected countries to an online survey. The survey was also promoted on newsweek.com.

International online survey among medical professionals in 25 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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$^{(1)}$ 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?
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

Key performance indicators on hospitals from a variety of public sources were collected for most 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
A global board of renowned experts validated the ranking

Overview of global expert board

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

**Dr. Gary Kaplan**
CEO, Virginia Mason Health System, USA

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

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

**Dr. Eyal Zimlichman, MD**
Chief Medical Officer, Sheba Medical Center, Israel

**Dr. med. Jens Deerberg-Wittram**
CEO, RoMed Kliniken, Germany

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**THE GLOBAL BOARD OF MEDICAL EXPERTS PROVIDED QUALITY ASSURANCE AS WELL AS METHODOLOGICAL INPUT FOR THE RANKING**
A score was calculated for each hospital

Scoring model

1. Recommendations from peers
   - National (1)
   - International (2)
   - Weight: 50% 5%

2. Patient experience
   - Weight: 15%

3. Medical KPIs on hospitals (3)
   - Weight: 30%

**Preliminary Hospital Score**

**Validation by Board of Experts and Medical Journalists (4)**

**Final Hospital Score**

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 case there is no official KPI data available, the score is calculated by recommendations and patient experience only
(4) The preliminary results were checked for plausibility by a board of experts consisting of renowned medical professionals as well as a medical journalist and his international network. The results of this validation were then incorporated quantitatively in the first criteria (recommendations from peers)
### Example: World’s Best Hospitals - USA

<table>
<thead>
<tr>
<th>Rank</th>
<th>Hospital</th>
<th>Score</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mayo Clinic - Rochester</td>
<td>98.4</td>
<td>Rochester, MN</td>
</tr>
<tr>
<td>2</td>
<td>Cleveland Clinic</td>
<td>92.4</td>
<td>Cleveland, OH</td>
</tr>
<tr>
<td>3</td>
<td>Massachusetts General Hospital</td>
<td>89.1</td>
<td>Boston, MA</td>
</tr>
<tr>
<td>4</td>
<td>The John Hopkins Hospital</td>
<td>84.6</td>
<td>Baltimore, MD</td>
</tr>
<tr>
<td>5</td>
<td>Stanford Health Care - Stanford</td>
<td>79.9</td>
<td>Stanford, CA</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>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Charité - Universitätsmedizin Berlin</td>
<td>93.2</td>
<td>Berlin</td>
</tr>
<tr>
<td>2</td>
<td>Universitätsklinikum Heidelberg</td>
<td>92.8</td>
<td>Heidelberg</td>
</tr>
<tr>
<td>3</td>
<td>Klinikum der Universität München</td>
<td>84.1</td>
<td>München</td>
</tr>
<tr>
<td>4</td>
<td>Klinikum rechts der Isar der Technischen Universität München</td>
<td>83.8</td>
<td>München</td>
</tr>
<tr>
<td>5</td>
<td>Medizinische Hochschule Hannover</td>
<td>83.3</td>
<td>Hannover</td>
</tr>
</tbody>
</table>

[...]

**Hospitals with the highest scores in each country were awarded**
In addition to the country lists the study provides a list of the Top 200 best hospitals worldwide. This list is separated into two parts:

- Global Top 100 hospitals, sorted by rank
- Global Top 101 to 200 hospitals, sorted alphabetically

The top 100 hospitals were determined by the number of international recommendations received in the survey and their national rank.

Ranks 101 through 200 in the list consist of the next best hospitals in each country. They are sorted alphabetically and not by rank because the data is too heterogenous between countries to allow for further cross-country comparison.

The global list does not include specialized hospitals.
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

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