World’s Best Hospitals 2023

Methodology
Methodology – World’s Best Hospitals 2023

Summary of the project

- The World’s Best Hospitals 2023 ranking lists the best hospitals in 28 countries: USA, Germany, Japan, South Korea, France, Italy, United Kingdom, Spain, Brazil, Canada, India, Australia, Mexico, The Netherlands, Austria, Thailand, Switzerland, Sweden, Belgium, Finland, Norway, Denmark, Israel, Singapore, Saudi Arabia, United Arab Emirates, Colombia, Taiwan.

- 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, over 2,300 hospitals are ranked for this fifth 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.
28 countries are included in fifth edition of the ranking

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

**Americas**

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of Awarded Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>Top 420 Hospitals</td>
</tr>
<tr>
<td>Brazil</td>
<td>Top 115 Hospitals</td>
</tr>
<tr>
<td>Canada</td>
<td>Top 80 Hospitals</td>
</tr>
<tr>
<td>Mexico</td>
<td>Top 60 Hospitals</td>
</tr>
<tr>
<td>Colombia</td>
<td>Top 50 Hospitals</td>
</tr>
</tbody>
</table>

**Europe**

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of Awarded Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
<td>Top 220 Hospitals</td>
</tr>
<tr>
<td>France</td>
<td>Top 150 Hospitals</td>
</tr>
<tr>
<td>Italy</td>
<td>Top 140 Hospitals</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Top 140 Hospitals</td>
</tr>
<tr>
<td>Spain</td>
<td>Top 100 Hospitals</td>
</tr>
</tbody>
</table>

*Note: The number of hospitals listed for Germany and United Kingdom is the same, indicating a potential error in the data.*
28 countries are included in fifth edition of the ranking

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

Europe (contd.)

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switzerland</td>
<td>Top 35 Hospitals</td>
</tr>
<tr>
<td>The Netherlands</td>
<td>Top 35 Hospitals</td>
</tr>
<tr>
<td>Austria</td>
<td>Top 30 Hospitals</td>
</tr>
<tr>
<td>Belgium</td>
<td>Top 25 Hospitals</td>
</tr>
<tr>
<td>Sweden</td>
<td>Top 20 Hospitals</td>
</tr>
<tr>
<td>Denmark</td>
<td>Top 15 Hospitals</td>
</tr>
<tr>
<td>Finland</td>
<td>Top 15 Hospitals</td>
</tr>
<tr>
<td>Norway</td>
<td>Top 15 Hospitals</td>
</tr>
</tbody>
</table>
28 countries are included in fifth 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
- Thailand: Top 30 Hospitals
- Israel: Top 10 Hospitals
- Singapore: Top 10 Hospitals

Oceania
- Australia: Top 70 Hospitals
- Taiwan: Top 35 Hospitals
Hospital evaluation based on four data sources

Data Sources

1. **Hospital recommendations from peers**
   - Online survey among tens of thousands of doctors, health care professionals and hospitals managers in 28 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**
   - Online survey on implementation and use of PROMs in hospitals (optional)
Over 80,000 medical experts were invited to the survey

1. Hospital recommendation from peers

From September to November 2022, Statista invited tens of thousands of medical professionals (mostly doctors, but also hospital managers and other healthcare professionals, e.g. nurses) in the 28 selected countries to an online survey. The survey was also promoted on newsweek.com.

International online survey among medical professionals in 28 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?
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

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Data on patient experience from official sources was not available for Australia, Austria, Belgium, Brazil, Canada, Colombia, Denmark, Finland, India, Japan, Mexico, Norway, Saudi Arabia, Singapore, Spain, Sweden, Taiwan, Thailand, United Arab Emirates, and United Kingdom. In these countries evaluations from Google serve as a substitute but were considered with a lower weight in the scoring model.

Hospital quality metrics were not available for Belgium, Colombia, Finland, India, Mexico, Spain, Singapore, Saudi Arabia, Taiwan, Thailand, and United Arab Emirates.

No hospital quality metrics and only accreditations were available for Belgium, Colombia, India, Mexico, Netherlands, Saudi Arabia, Spain, Taiwan, Thailand and United Arab Emirates.
The PROMs implementation survey was introduced as an additional element of the scoring model

Methodology: PROMs implementation survey

**PROMs implementation survey**

- For the first 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 2022, 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.
- 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 70% (of the maximum 100% score) were eligible to be graded and received a maximum of up to 2.5% on the grading curve towards the total score.
- The PROMs implementation questionnaire can be accessed [here](#).
- Future survey cycles will be announced on newsweek.com and via e-mail to registered participants. Registrations can be submitted to: hospitals@statista-research.com.
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
CEO, RoMed Kliniken, 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
A score was calculated for each hospital

Scoring Model

Recommendations from peers (doctors, hospital managers and healthcare professionals) account for 54% (49% 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.
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.
• The ranking in the global list does not consider any national data sources for hospital quality data or patient satisfaction because the data is too heterogeneous between countries to allow for further cross-country comparison.
• The global list does not include specialized hospitals.
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>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mayo Clinic - Rochester</td>
<td>97.5</td>
<td>Rochester, MN</td>
</tr>
<tr>
<td>2</td>
<td>Cleveland Clinic</td>
<td>92.6</td>
<td>Cleveland, OH</td>
</tr>
<tr>
<td>3</td>
<td>Massachusetts General Hospital</td>
<td>92.3</td>
<td>Boston, MA</td>
</tr>
<tr>
<td>4</td>
<td>The John Hopkins Hospital</td>
<td>89.9</td>
<td>Baltimore, MD</td>
</tr>
<tr>
<td>5</td>
<td>UCLA Health - Ronald Reagan Medical Center</td>
<td>87.8</td>
<td>Los Angeles, 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>93.5</td>
<td>Berlin</td>
</tr>
<tr>
<td>2</td>
<td>Universitätsklinikum Heidelberg</td>
<td>92.4</td>
<td>Heidelberg</td>
</tr>
<tr>
<td>3</td>
<td>Klinikum rechts der Isar der Technischen Universität München</td>
<td>87.1</td>
<td>München</td>
</tr>
<tr>
<td>4</td>
<td>LMU Klinikum</td>
<td>86.6</td>
<td>München</td>
</tr>
<tr>
<td>5</td>
<td>Medizinische Hochschule Hannover</td>
<td>86.0</td>
<td>Hannover</td>
</tr>
</tbody>
</table>

Hospitals with the highest score in each country were awarded
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
Statista publishes worldwide established 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.
Disclaimer

The rankings are comprised exclusively of hospitals that are eligible regarding the scope described in this document. 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 01/01/2022-31/12/2022 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.