

Hospital Comparison Worksheet



**Press Ganey
Patient Satisfaction**

**Survey of Patients'
Hospital Experiences
(Hospital Compare)**

**Survey of Patients'
Hospital Experiences
(Hospital Compare)**

**Risk-Adjusted
Mortality**

Hospital Name	Enter the hospital's most recent patient satisfaction score. <i>The higher the number the better.</i>	<i>Percent</i> of patients who reported YES, they would definitely recommend the hospital. <i>The higher the percentage the better.</i>	<i>Percent</i> of patients who gave their hospital a rating of 9 or 10 on a scale from 0 to 10. <i>The higher the percentage the better.</i>	Enter the number for the most recent month reported. <i>A number less than 1, such as .75, is better.</i>
National Average or Mean Score	50th percentile	71%	70%	.94
THE UNIVERSITY OF KANSAS HOSPITAL	93rd percentile	85%	82%	.63

THE UNIVERSITY OF KANSAS HOSPITAL

Instructions for Using the Hospital Comparison Worksheet

1. Print the Hospital Comparison Worksheet.
2. Write the names of the hospitals you want to compare on the blank rows under “Hospital Name.”

(The information for The University of Kansas Hospital is automatically filled in for you online. The national average or mean score is also entered automatically, for a quick comparison to all hospitals that report the data. You’ll want to write these numbers onto your worksheet.)

Column 1: Press Ganey Patient Satisfaction

1. Visit each hospital’s web site, and write down its most recent Press Ganey score on the worksheet.

Press Ganey scores range from the 1st (lowest) to the 99th (highest) percentiles. The higher the number, the better.

2. If a hospital does not report a Press Ganey score, go to the next two worksheet columns (Survey of Patients’ Hospital Experiences). These scores also measure patients’ feelings about their experience in a hospital.

Columns 2 and 3: Survey of Patients’ Hospital Experiences (Hospital Compare)

1. Go to the Hospital Compare web site.
(Web address: www.hospitalcompare.hhs.gov.)
2. Click on “Find and Compare Hospitals.”

3. Choose whether you want to search by hospital name, zip code, city, state or county, and click “Continue.”
4. Choose “General Search” and click “Continue.” Depending on your search criteria, you will see one or more hospitals in a list.
5. Check the box(es) next to the hospital(s) you want to compare, and click “Continue.”
6. Scroll down to the bottom of the page until you see the section on “Survey of Patients’ Hospital Experiences.” Columns 2 and 3 on your worksheet correspond to the last two questions on the list.
7. Enter these numbers on your worksheet.

For these scores, the higher the percentage, the better.

Column 4: Risk-Adjusted Mortality

1. Visit each hospital’s web site and, if it reports a risk-adjusted mortality number, write the most recent number down on your worksheet.

Risk-adjusted mortality compares the actual number of deaths in a hospital with the number of deaths that might have been expected during that same period. It’s a complex calculation that takes into consideration the many different risk factors each patient in the hospital had during that period.

The further the number is below “1,” the better. For example, a score of .65 is better than a score of .85.