

This brochure is designed to help by providing a resource to obtain quality information. By using the link included in this brochure, you will see that a hospital may receive a high score for one category of care or surgery and a low score for other services.

For example, the hospital you always go to may have a high *Quality Ranking* for Gallbladder Surgery, but a low *Quality Ranking* for a Knee replacement Surgery.

Therefore, you may want to go to one hospital for one type of service and a different hospital for other types or services and care.

**It is YOUR DECISION!**



## The Most Comprehensive Place for Rating Medical Care

CareChex® is an information service of Quantros, Inc. CareChex® provides clinical, financial, and patient satisfaction findings to consumers providers, and purchasers of U.S. medical care. Unlike other publicly available quality ratings, CareChex® provides a composite evaluation of all components of medical quality including process of care, outcomes of care, and patient experiences. For access to provider quality ratings, visit [www.CareChex.com](http://www.CareChex.com).

## Why should I be concerned about Hospital Quality?



*This brochure is provided compliments of:*



### Medical Excellence Award

This award is an overall measure of quality for the hospital or health system and encompasses performance across risk-adjusted mortality rates, risk-adjusted complication rates, AHRQ inpatient quality indicators (IQI's), AHRQ patient safety indicators (PSIs), core measures, and HCAHPS patient satisfaction scores.

It is estimated that at least **1.7 million** hospital acquired infections occur annually leading to **99,000** deaths.



Medication errors cause **770,000** injuries and deaths each year.

## What does Quality in health care mean?

Quality health care is easily defined as doing the right thing (getting the health care services you need), at the right time (when you need it), in the right way (using the appropriate test or procedure), to achieve the best possible results.

## What is so important about hospital quality?



Higher quality of care speeds up your recovery and decreases the chances of negative outcomes like medication errors

and hospital acquired infections which impact the total cost of care.

### Quick Tips

- Highest Quality = \$\$\$ Well Spent
- Not ALL health care is the same

When purchasing a car, some models or brands have better quality rankings than others. This is the same for hospitals. Most hospitals do some things well, but the quality of services provided by hospitals can range from low to high.

High Cost does not necessarily equal High Quality.

## Can I ask about quality?

YES! Using resources like **www.CareChex.com** can help. Your health is your most important asset. You should know which hospitals provide the highest quality and use that information in making your choices.

## Why use CareChex vs. word-of-mouth or hospital advertising?

Many highly publicized and promoted quality reports are based on the hospital's own self-reported information, which may not be clinically based or valid. The data that is collected and presented at the **www.CareChex.com** website is done by an independent company. CareChex is not in any way affiliated with a hospital or doctors.

**CareChex quality information is designed to help YOU make informed decisions on where to receive the best care instead of using advertising or magazine sales.**

The MOST important asset is YOU!

## How do I find Hospital Quality Rankings on CareChex?

**Step 1:** Go to... **www.carechex.com**

**Step 2:** Look for... **"Consumer Access to Hospital Ratings"**

**Step 3:** Choose from the drop down box for each:

- ✓ *Select: clinical Category (type of service you are receiving)*
- ✓ *Select: State*
- ✓ *Select: Metro Area*

**Step 4:** Click Submit

**Step 5:** On Terms and Conditions page, read and then click **"I Agree"**

**Step 6:** **View** your report

To search another category, simply use the back button.

Use **www.CareChex.com** to learn more