



Thomson Reuters Research Identifies Top 10 U.S. Health Systems

Ann Arbor, MI May 31, 2011 — Thomson Reuters today released its third annual study identifying the 10 top 10 U.S. health systems based on quality of care, efficiency, and patient satisfaction. They are:

- Advocate Health Care¹ — Oak Brook, IL
- Cape Cod Healthcare — Hyannis, MA
- CareGroup Healthcare System — Boston, MA
- Kettering Health Network¹ — Dayton, OH
- Maury Regional Healthcare System — Columbia, TN
- Mayo Foundation² — Rochester, MN
- NorthShore University HealthSystem — Evanston, IL
- OhioHealth¹ — Columbus, OH
- Partners Healthcare — Boston, MA
- Spectrum Health² — Grand Rapids, MI

Compared with their peers, the *Thomson Reuters 10 Top Health Systems* saved more lives, caused fewer medical complications, made fewer medical errors, followed recommended standards of care more closely, released patients half a day sooner on average, and scored better on patient satisfaction surveys.

“This year, the 10 Top Health Systems set a new standard for high quality of care across all of the communities they serve,” said Jean Chenoweth, senior vice president for performance improvement and 100 Top Hospitals programs at Thomson Reuters.

“To produce consistent, strong performance across multiple hospitals, health system leaders must be providing crystal clear goals and communication as well as the means for staff to execute effectively,” Chenoweth said. “These systems are positioned to continue performing well as we move further into the era of healthcare reform.”

These 10 health systems rose to the top when researchers from the Thomson Reuters 100 Top Hospitals® program analyzed the performance of 285 health systems based on eight metrics:

- In-hospital mortality.
- Medical complications.
- Patient safety.
- Average length of stay.
- 30-day mortality rate (post-discharge).
- 30-day readmission rate (post discharge).
- Adherence to clinical standards of care (evidence-based core measures published by the Centers for Medicare and Medicaid Services).

¹ Three-time winner

² Two-time winner



Top Health Systems

Page 2 of 2

May 31, 2011

- Hospital Consumer Assessment of Healthcare Providers and Systems patient survey score (part of a national initiative sponsored by the U.S. Department of Health and Human Services to measure the quality of care in hospitals).

The study evaluated U.S. health systems with two or more short-term, acute care, non-federal hospitals that treat a broad spectrum of patients. Researchers used public data from the Medicare Provider Analysis and Review (MedPAR) dataset and the CMS Hospital Compare datasets.

The Thomson Reuters 100 Top Hospitals program has analyzed and reported on the performance of hospitals since 1993. For more information, visit www.100tophospitals.com.

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Contact

David Wilkins

Thomson Reuters

734 913 3397

david.wilkins@thomsonreuters.com