



# 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



USA:  
Top 420 Hospitals



Brazil:  
Top 115 Hospitals



Canada:  
Top 80 Hospitals



Mexico:  
Top 60 Hospitals



Colombia:  
Top 50 Hospitals

## Europe



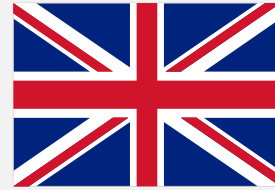
Germany:  
Top 220 Hospitals



France:  
Top 150 Hospitals



Italy:  
Top 140 Hospitals



United Kingdom:  
Top 140 Hospitals

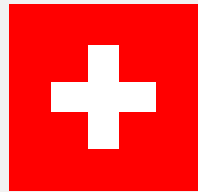


Spain:  
Top 100 Hospitals

# 28 countries are included in fifth edition of the ranking

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

## Europe (contd.)



Switzerland:  
Top 35 Hospitals



The Netherlands:  
Top 35 Hospitals



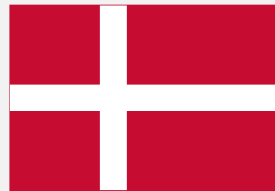
Austria:  
Top 30 Hospitals



Belgium:  
Top 25 Hospitals



Sweden:  
Top 20 Hospitals



Denmark:  
Top 15 Hospitals



Finland:  
Top 15 Hospitals

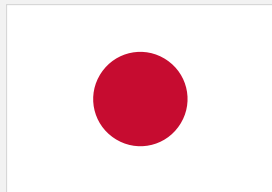


Norway:  
Top 15 Hospitals

# 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



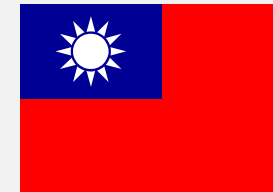
South Korea:  
Top 135 Hospitals



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

# Hospital evaluation based on four data sources

Data Sources





# Over 80,000 medical experts were invited to the survey

## 1 Hospital recommendation from peers

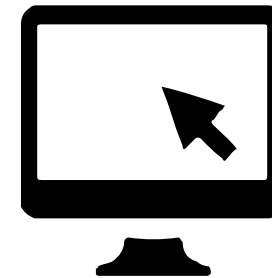
From September to November 2022, Statista invited tens of thousand of medical professionals (mostly doctors, but also hospital managers and other healthcare professionals, e.g. nurses) in the 28 selected countries to an online survey. The survey was also promoted on newsweek.com.



International online survey among medical professionals in 28 countries



Participants were asked to recommend hospitals in **their own country**<sup>(1)</sup> as well as in **other countries**<sup>(2)</sup>. Recommendations for own employer/hospital were not allowed.



Analysis of national and international recommendations for every hospital in each country.

# 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<sup>(1)</sup>
- 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<sup>(2,3)</sup>
- 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

SCORE FOR PATIENT EXPERIENCE

SCORE FOR HOSPITAL QUALITY METRICS

(1) 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.  
(2) Hospital quality metrics were not available for Belgium, Colombia, Finland, India, Mexico, Spain, Singapore, Saudi Arabia, Taiwan, Thailand, and United Arab Emirates.  
(3) 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

## 4 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](mailto:hospitals@statista-research.com).

SCORE FOR PROMS IMPLEMENTATION

# 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



**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



**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

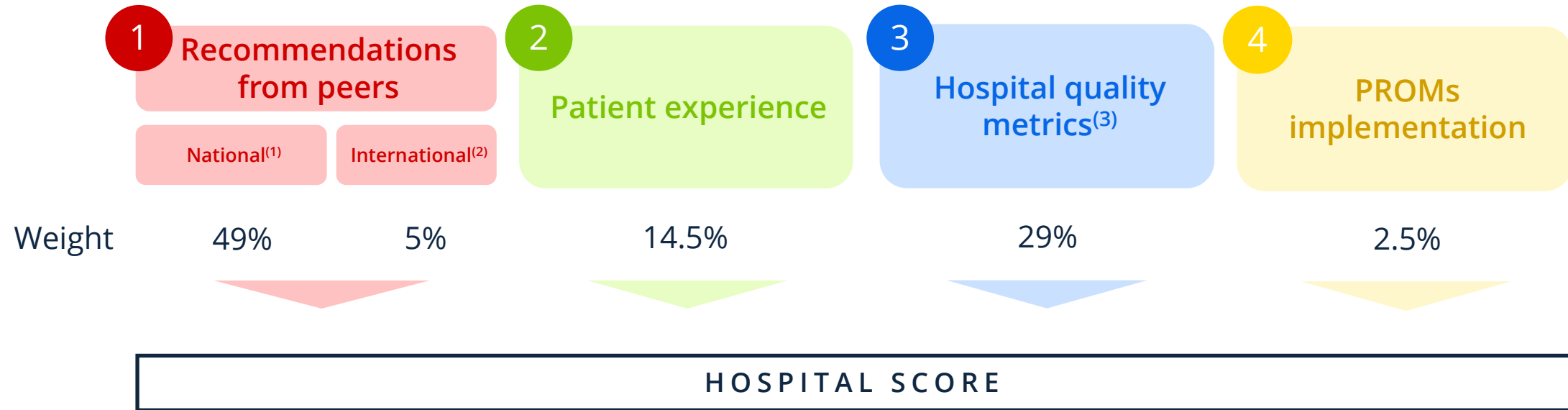


**Dr. med. Jens Deereberg-Wittram**  
CEO, RoMed Kliniken, Germany

THE GLOBAL BOARD OF MEDICAL EXPERTS PROVIDES GUIDANCE FOR THE METHODOLOGY OF THE RANKING

# A score was calculated for each hospital

## Scoring Model

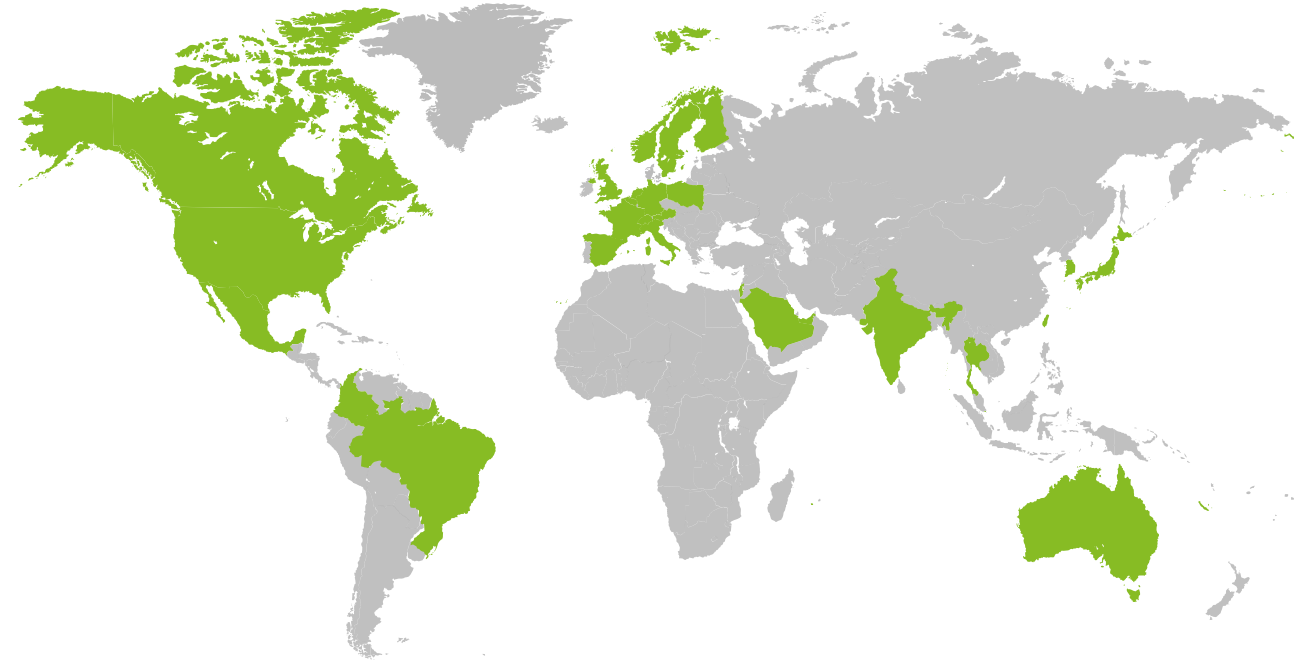


Recommendations from peers (doctors, hospital managers and healthcare professionals) account for 54% (49% national recommendations and 5% international recommendations) of each hospital's score. They are assigned the highest weighting in the calculation of the score because medical experts are able to 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 heterogenous 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

Rank	Hospital	Score	City
1	Mayo Clinic - Rochester	97.5	Rochester, MN
2	Cleveland Clinic	92.6	Cleveland, OH
3	Massachusetts General Hospital	92.3	Boston, MA
4	The John Hopkins Hospital	89.9	Baltimore, MD
5	UCLA Health - Ronald Reagan Medical Center	87.8	Los Angeles, CA

[...]



## Example: World's Best Hospitals - Germany

Rank	Hospital	Score	City
1	Charité - Universitätsmedizin Berlin	93.5	Berlin
2	Universitätsklinikum Heidelberg	92.4	Heidelberg
3	Klinikum rechts der Isar der Technischen Universität München	87.1	München
4	LMU Klinikum	86.6	München
5	Medizinische Hochschule Hannover	86.0	Hannover

[...]

HOSPITALS WITH THE HIGHEST SCORE IN EACH COUNTRY WERE AWARDED

# World's Best Hospitals partner network

Overview of involved parties

**Newsweek**

## 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.

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# 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.