



2011 Blue StarSM Hospital Report

The 2011 Blue Star Hospital Report – based on the 2011 Annual Blue Cross and Blue Shield of Illinois (BCBSIL) Hospital Profile – summarizes the results of quality and safety performance measures for 109 Illinois hospitals.

Hospital profiles are compiled using data collected from multiple sources, including: BCBSIL claims data, information provided by the hospitals, and publicly available information from entities such as the Leapfrog Group*, the Centers for Medicare & Medicaid Services and accrediting entities.

For the Blue Star Hospital Report, each hospital's performance is reported for indicators in six categories: Structure, Process, Outcomes, Patient Experience, Efficiency and Informed Decision-Making. One blue star can be earned for each indicator, for a maximum of 14 blue stars.

How to Read the Report and Summary of Results

Hospital performance was evaluated for the following categories and indicators. To help make comparisons more valid, the hospitals in the report are divided into five peer groups. Below are the criteria and results for the hospitals.

Structure

- **Accreditation and Medical Staff Board Certification:** Hospital is accredited and documented that at least 85 percent of active medical staff members are board certified.
• 80 hospitals (73%) earned a blue star
- **Participation in State and National Quality Improvement Initiatives:** Hospital submitted documentation that met criteria for participation in multiple state and national programs designed to improve the quality of patient care and/or patient safety. • 71 hospitals (65%) earned a blue star

Process

- **Leapfrog – Structure/Process:** Hospital received recognition on the Leapfrog website for Fully Meeting or Substantial Progress on at least one of the following “Leaps:” Prevent Medication Errors, Appropriate ICU Staffing, Steps to Avoid Harm and Managing Serious Errors.
• 56 hospitals (51%) earned a blue star
- **Leapfrog – Hospital Acquired Conditions:** Hospital received recognition on the Leapfrog website for Fully Meeting or Substantial Progress on at least one of the following “Leaps:” Reduce Pressure Ulcers, Reduce In-Hospital Injuries, and Reduce ICU Infections. • 59 hospitals (54%) earned a blue star
- **Hospital Quality Alliance (HQA) Indicators:** For most process of care measures, the hospital scored higher than the state mean. • 39 hospitals (36%) earned a blue star

Outcomes

- **Agency for Healthcare Research and Quality (AHRQ) Inpatient Quality Indicators:** Hospital was in the best quartile within its peer group for mortality rates for six specific medical conditions.
• 29 hospitals (27%) earned a blue star
- **AHRQ Patient Safety Indicators:** Hospital complication rates were lower than many peer hospitals.
• 44 hospitals (40%) earned a blue star
- **Central Line Associated Blood Stream Infections (CLABSI):** Hospital had at least one ICU with a CLABSI rate significantly lower (better) than the expected CLABSI rate.
• 31 hospitals (28%) earned a blue star

Patient Experience

- **Patient Hospital Experience:** The hospital's results were better than the state average for at least five of eight questions about communication, care and service.
• 50 hospitals (46%) earned a blue star
- **Overall Satisfaction:** The hospital's results were better than the state average for two indicators: rating of hospital and recommendation of the hospital to family and friends.
• 44 hospitals (40%) earned a blue star

Efficiency

- **Utilization Efficiency:** The ratio of actual to expected length of stay for the hospital's own case mix was in the top 30 percentile for the peer group.
• 39 hospitals (36%) earned a blue star
- **Administrative Efficiency:** Hospital submitted at least 95 percent of its claims to BCBSIL electronically.
• 89 hospitals (82%) earned a blue star

Informed Decision-Making

- **Hospital-Based Physicians:** Hospital-based physicians have contracts with BCBSIL PPO and with each of the HMO medical groups and IPAs that are affiliated with the hospital. The HMO requirement is only applicable if the HMOs of BCBSIL Provider Directory lists an affiliation between the IPA and the hospital.
• 83 hospitals (76%) earned a blue star
- **Care Comparison:** Care Comparison is a component of a transparency program that reports by facility the costs related to specific procedures to BCBSIL PPO members, as well as the total volume of each procedure performed for all payers. Hospital submitted data for Care Comparison to BCBSIL by August 13, 2010.
• 57 hospitals (52%) earned a blue star

* The Leapfrog Group is an initiative focused on health care safety, quality and customer value.

† Not all of the 109 hospitals had sufficient data to qualify for these blue stars.

	Hospital Name	Accreditation and Medical Staff Board Certification Participation in State and National Quality Improvement Initiatives														Total
		Structure	Process			Outcomes			Patient Experience		Efficiency		Informed Decision Making			
		Leapfrog- Structure/Process	Leapfrog- Hospital Acquired Conditions	Hospital Quality Alliance Indicators	AHRQ Inpatient Quality Indicators	AHRQ Patient Safety Indicators	Central Line Associated Blood Stream Infections (CLABSI)	Patient Hospital Experience	Overall Satisfaction	Utilization Efficiency	Administrative Efficiency (Claims Processing)	Hospital-Based Physicians	Care Comparison	Total Blue Stars		
Peer Group 1	Loyola University Medical Center	★	★				★		★	★	★	★		7		
	Northwestern Memorial Hospital	★	★	★	★		★	★		★		★	★	10		
	Rush University Medical Center	★	★	★	★		★			★	★	★	★	10		
	The University of Chicago Hospitals & Health System	★	★	★	★	★	★		★			★	★	10		
Peer Group 2	Advocate Christ Hospital	★	★	★	★	★	★		★	★		★		11		
	Advocate Good Samaritan	★	★	★	★	★		★	★	★	★	★	★	12		
	Advocate Illinois Masonic Hospital	★	★	★	★	★	★			★	★		★	10		
	Advocate Lutheran General Hospital	★	★	★	★	★			★	★		★	★	10		
	Carle Foundation Hospital	★	★				★	★	★	★	★	★	★	9		
	Memorial Medical Center -Springfield	★	★	★	★					★		★	★	8		
	NorthShore University HealthSystem	★	★	★	★	★				★		★	★	9		
	OSF St. Francis Hospital - Peoria	★	★	★	★				★	★		★	★	9		
	Resurrection Medical Center	★	★	★	★			★	★			★	★	9		
	St. James Hospital & Health Centers		★										★	2		
	St. John Hospital - Springfield	★	★						★	★		★	★	6		
	University of Illinois Medical Center at Chicago	★	★				★					★	★	6		
	Peer Group 3	Adventist Hinsdale Hospital	★	★		★			★			★	★		6	
		Adventist La Grange Memorial Hospital	★	★		★	★				★		★	★	7	
		Advocate BroMenn Regional Medical Center	★	★	★	★			★	★	★		★	★	10	
Advocate Condell Medical Center		★	★	★	★	★		★			★	★	★	10		
Advocate Good Shepherd		★	★	★	★	★	★		★	★	★	★	★	13		
Alexian Brothers Medical Center		★	★	★	★	★	★		★	★		★		9		
Blessing Hospital		★	★		★				★		★		★	6		
Central DuPage Hospital		★	★	★	★	★		★	★	★	★	★		11		
Edward Hospital		★	★		★	★	★		★	★	★		★	9		
Elmhurst Memorial Hospital		★	★	★		★		★				★	★	8		
Loyola Gottlieb Memorial Hospital		★	★									★	★	4		
MacNeal Hospital		★	★	★	★				★			★	★	8		
Methodist Medical Center Of Illinois		★	★	★	★	★			★	★			★	9		
MetroSouth Medical Center		★	★	★	★		★	★				★		8		
Mount Sinai Hospital			★		★			★				★	★	5		
Northshore University Skokie Hospital		★	★	★	★		★					★		6		
Northwest Community Hospital		★	★	★	★						★	★	★	8		
OSF St. Anthony Medical Center - Rockford		★	★	★					★	★		★	★	8		
OSF St. Joseph Hospital - Bloomington		★	★	★	★				★	★	★	★	★	10		
PROVENA Mercy Center for Health Care		★	★				★				★			4		
PROVENA St. Joseph Med Ctr - Joliet		★	★	★			★			★		★	★	7		
Riverside Medical Center		★	★	★	★		★	★	★	★		★	★	11		
Rush-Copley Medical Center		★	★	★	★	★		★		★	★	★		11		
Saint Joseph Hospital - Chicago		★	★	★	★		★					★	★	8		
Saints Mary and Elizabeth Medical Center			★	★		★	★	★				★	★	8		
Sherman Hospital		★	★	★	★	★		★		★		★	★	10		
St. Francis Hospital - Evanston		★	★	★	★		★	★				★	★	9		
Swedish American Hospital	★	★	★	★				★			★	★	7			
Trinity Regional Health System - West Campus	★	★					★			★		★	5			

	Hospital Name	Accreditation and Medical Staff Board Certification		Participation in State and National Quality Improvement Initiatives		Leapfrog: Structure/Process		Leapfrog: Hospital Acquired Conditions		Hospital Quality Alliance Indicators		AHRQ Inpatient Quality Indicators		AHRQ Patient Safety Indicators		Central Line Associated Blood Stream Infections (CLABSI)		Patient Hospital Experience		Overall Satisfaction		Utilization Efficiency		Administrative Efficiency (Claims Processing)		Hospital-Based Physicians		Care Comparison		Total Blue Stars						
		Structure	Process	Outcomes	Patient Experience	Efficiency	Informed Decision Making	Total																												
Peer Group 4	Adventist Bolingbrook Hospital	★			★				★			★						★	★	★	★	★	★	★	★	★	★	★	★	6						
	Centegra Hospital - McHenry	★	★		★				★			★			★			★						★	★	★	★	★	★	★	7					
	Centegra Hospital - Woodstock	★			★			★			★	★			★			★			★	★	★	★	★	★	★	★	★	★	9					
	Decatur Memorial Hospital	★	★	★	★	★			★	★		★	★		★			★			★	★	★	★	★	★	★	★	★	★	12					
	Delnor Community Hospital	★	★	★	★	★						★	★	★				★						★			★		★	★	10					
	Galesburg Cottage Hospital								★									★								★				★	3					
	Genesis Medical Center, Illini Campus	★							★			★	★	★	★	★	★								★	★	★	★	★	★	9					
	Ingalls Memorial Hospital	★	★						★	★															★						★	5				
	Little Company of Mary Hospital	★	★	★	★	★																			★			★		★	★	7				
	Memorial Hospital - Belleville	★	★						★												★				★					★	★	5				
	Memorial of Carbondale																				★	★	★				★	★	★	★	★	5				
	Mercy Hospital	★	★	★	★				★	★					★	★									★			★		★	★	10				
	Northwestern Lake Forest Hospital	★	★	★	★	★	★							★	★	★	★								★	★	★	★	★	★	★	12				
	Palos Community Hospital	★	★	★	★																					★			★		★	6				
	PROVENA Covenant Medical Center	★																			★	★	★	★	★	★					★	6				
	PROVENA St. Joseph - Elgin	★	★			★																			★						★	★	6			
	PROVENA St. Mary's Hospital - Kankakee	★											★												★	★	★	★	★	★	★	★	7			
	Silver Cross Hospital	★	★	★	★	★	★						★												★	★	★	★	★	★	★	★	11			
	St. Alexis Medical Center	★	★	★	★	★	★																		★						★	★	8			
	St. Elizabeth Hospital - Belleville		★																													★	1			
Swedish Covenant Hospital	★	★	★	★								★													★				★	★	★	7				
Weiss Memorial Hospital	★	★	★	★	★	★																			★				★	★	★	★	8			
West Suburban Medical Center	★	★	★	★								★	★																★	★	★	★	8			
Peer Group 5	Adventist Glen Oaks Hospital	★			★									★											★	★					★	5				
	Advocate South Suburban Hospital	★	★	★	★	★	★																		★	★	★	★	★	★	★	★	★	9		
	Advocate Trinity Hospital	★	★	★	★	★	★																		★	★					★	★	★	9		
	Alton Memorial Hospital								★	★				★	★	★									★	★						★	7			
	Anderson Hospital	★											★	★	★															★	★	★	★	5		
	CGH Medical Center	★			★									★	★	★									★	★	★	★	★	★	★	★	★	9		
	FHN Memorial Hospital				★	★									★										★	★	★					★	★	6		
	Gateway Regional Medical Center								★																						★	★	★	★	2	
	Good Samaritan Regional Health Center	★	★												★	★	★								★	★	★	★	★	★	★	★	★	★	9	
	Graham Hospital	★	★												★											★	★	★	★	★	★	★	★	★	7	
	Greenville Regional Hospital																									★	★	★	★	★	★	★	★	★	4	
	Holy Cross Hospital				★	★									★											★	★	★	★	★	★	★	★	★	6	
	Jackson Park Hospital				★	★									★											★	★	★	★	★	★	★	★	★	★	6
	Kishwaukee Community Hospital	★											★			★									★	★	★	★	★	★	★	★	★	★	7	
	Loretto Hospital								★	★																	★	★					★	★	★	4
	McDonough District Hospital	★													★											★	★						★	★	★	5
	Methodist Hospital of Chicago																									★	★	★	★	★	★	★	★	★	★	3
	Norwegian American Hospital														★											★					★	★	★	★	★	3
	Ottawa Regional Hospital & Healthcare Center	★													★										★	★	★	★	★	★	★	★	★	★	★	7
	Our Lady of the Resurrection Hospital				★	★	★								★											★	★					★	★	★	★	★

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		Structure	Process	Outcomes	Patient Experience	Efficiency	Informed Decision Making	Total																						
Peer Group 5 (continued)	Passavant Area Hospital	★	★	★										★		★	★	★	★	★	★	★	★	★	★	★	★	8		
	Pekin Hospital	★	★	★	★	★								★	★							★	★						9	
	Proctor Hospital	★					★								★								★	★	★				6	
	PROVENA United Samaritan Medical Center							★			★		★				★						★	★	★				6	
	Provident Hospital	★					★	★	★	★														★					6	
	Roseland Community Hospital																							★					1	
	Rush Oak Park Hospital		★	★	★					★															★	★			6	
	Sacred Heart Hospital										★														★				2	
	Saint Anthony Hospital				★	★			★	★														★	★	★				7
	Sarah Bush Lincoln Health Center						★			★					★	★								★	★	★				7
	South Shore Hospital																							★	★					2
	St. Anthony Hospital - Alton	★								★			★	★	★	★								★	★					7
	St. Anthony Memorial Hospital - Effingham	★													★	★								★	★					5
	St. Bernard Hospital & Health Care			★						★	★													★	★					5
	St. Mary's Hospital - Centralia							★			★		★	★	★	★	★								★					7
	St. Mary's Hospital - Decatur																							★	★	★				3
	St. Mary's Hospital - Streator	★													★			★						★	★	★	★			6
	Thorek Hospital & Medical Center				★																			★			★			3
	Touchette Regional Hospital																							★	★					2
	Vista Medical Center - East	★	★							†															★					3
Westlake Hospital		★	★	★				★	★				★	★										★	★					9