

# World's Best Hospitals 2020

Methodology

---

**Newsweek**

**statista** 

# Methodology – World's Best Hospitals 2020

## Summary

- The **World's Best Hospitals 2020** ranking lists the best hospitals in 21 countries: **USA, Canada, Germany, France, United Kingdom, Italy, Spain, Switzerland, Netherlands, Sweden, Denmark, Norway, Finland, Israel, South Korea, Japan, Singapore, India, Thailand, Australia** and **Brazil**. The countries were mainly selected based on standard of living/life expectancy, population size, number of hospitals and data availability.
- The lists are based on **three data sources**:
  - **Recommendations from medical experts** (doctors, hospitals managers, health care professionals)
  - **Results from patient surveys**
  - **Medical KPIs on hospitals**
- Hospitals had to have a capacity of at least 100 inpatient beds<sup>(1)</sup> to be considered.
- The amount of hospitals awarded in each country varies based on the number of hospitals and data availability in the respective country. USA had the most hospitals awarded with 300, while Israel, Denmark, Norway, Finland and Singapore were represented with 10 hospitals each.
- 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 medical KPIs 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 in a separate list. This list is sorted alphabetically because specialized hospitals are not comparable.
- In the USA, hospitals which made the World's Best Hospitals ranking were also recognized with a **Best-in-State award** in their respective state (does not apply to specialized hospitals). This distinction reflects the fact that these hospitals represent the best hospitals in the respective US state.
- In addition to the country lists, the study includes a **Global Top 100** list. This list includes a ranking of the 50 best global hospitals, ranks 51-100 are sorted alphabetically.

# 21 countries included in second edition of ranking

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

## North & South America



USA:  
Top 300 Hospitals



Canada:  
Top 50 Hospitals



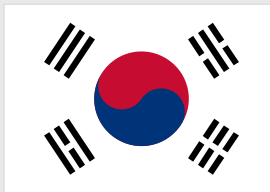
Brazil:  
Top 50 Hospitals

## Oceania

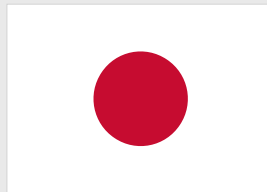


Australia:  
Top 50 Hospitals

## Asia



South Korea:  
Top 100 Hospitals



Japan:  
Top 150 Hospitals



Singapore:  
Top 10 Hospitals



India:  
Top 50 Hospitals



Thailand:  
Top 30 Hospitals



Israel:  
Top 10 Hospitals

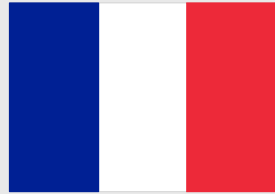
# 21 countries included in second edition of ranking

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

## Europe



Germany:  
Top 200 Hospitals



France:  
Top 125 Hospitals



United Kingdom:  
Top 125 Hospitals



Italy:  
Top 100 Hospitals



Spain:  
Top 100 Hospitals



Netherlands:  
Top 30 Hospitals



Sweden:  
Top 20 Hospitals



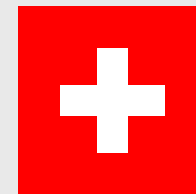
Norway:  
Top 10 Hospitals



Finland:  
Top 10 Hospitals

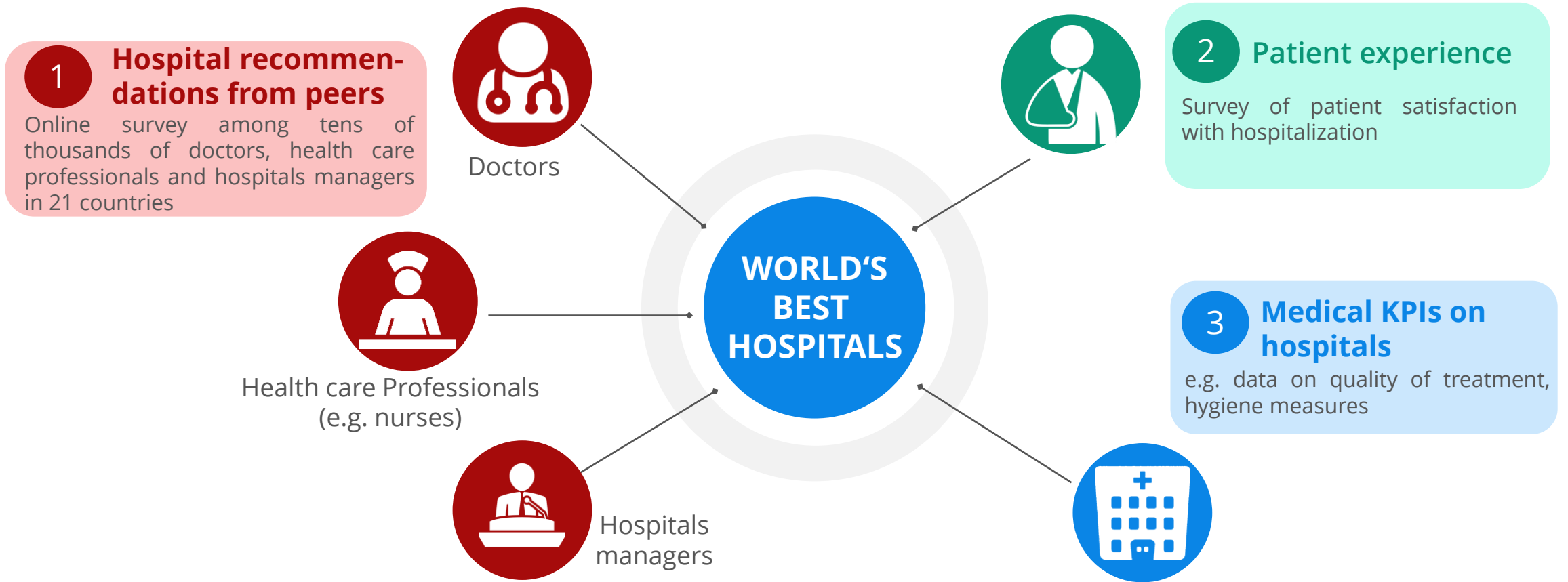


Denmark:  
Top 10 Hospitals



Switzerland:  
Top 30 Hospitals

# Hospital evaluation based on three data sources



# Over 70.000 medical experts were invited to the survey

## 1 Hospital recommendations from peers

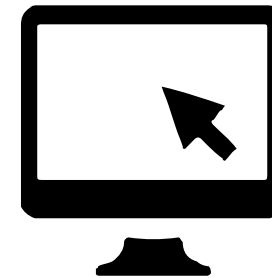
From September to November 2019 Statista, in collaboration with GeoBlue, invited tens of thousand of medical professionals (mostly doctors, but also hospital managers and other healthcare professionals e.g. nurses) in the 21 selected countries to an online survey. The survey was also promoted on newsweek.com.



International online survey among medical professionals in 21 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.

(1) Original question: *If the hospital you work for cannot accept a patient for medical treatment (e. g. due to capacity limits, geographical distance, insurance reasons), would there be one or more other hospitals in your country that you would recommend for the patient based exclusively on quality and service?*  
(2) Original question: *Based on quality and service, are there one or more international hospitals (in another country) that you would recommend?*

# Existing data on hospitals was collected

Methodology: Patient experience data and hospital KPIs

## 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

**SCORE FOR PATIENTS EXPERIENCE**

## 3 Medical KPIs

- Key performance indicators on hospitals from a variety of public sources were collected for most countries<sup>(2)</sup>
- The KPIs 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 MEDICAL KPIS**

(1) Data on patient's experience from official sources was not available for Canada, Singapore, Australia, Japan, Sweden, Denmark, Finland, Thailand, Brazil, India, Spain and the 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 KPIs were not available for Japan, Singapore, Denmark, Finland, Thailand, Brazil, Netherlands and Israel

# A global board of renowned experts validated the ranking

Overview of global expert board



**Prof. Dr. David Bates**  
Professor of Medicine, Harvard  
Medical School, USA



**Dr. Eyal Zimlichman, MD**  
Chief Medical Officer,  
Sheba Medical Center,  
Israel



**Dr. Gary Kaplan**  
CEO, Virginia Mason  
Health System, USA



**Prof. Dr. med. Christoph Meier**  
Chief Medical Officer,  
University Hospital Basel,  
Switzerland



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

**Prof. Dr. Gregory Katz**  
Chair of Innovation  
Management & Value in  
Health, University of Paris  
Medical School, France

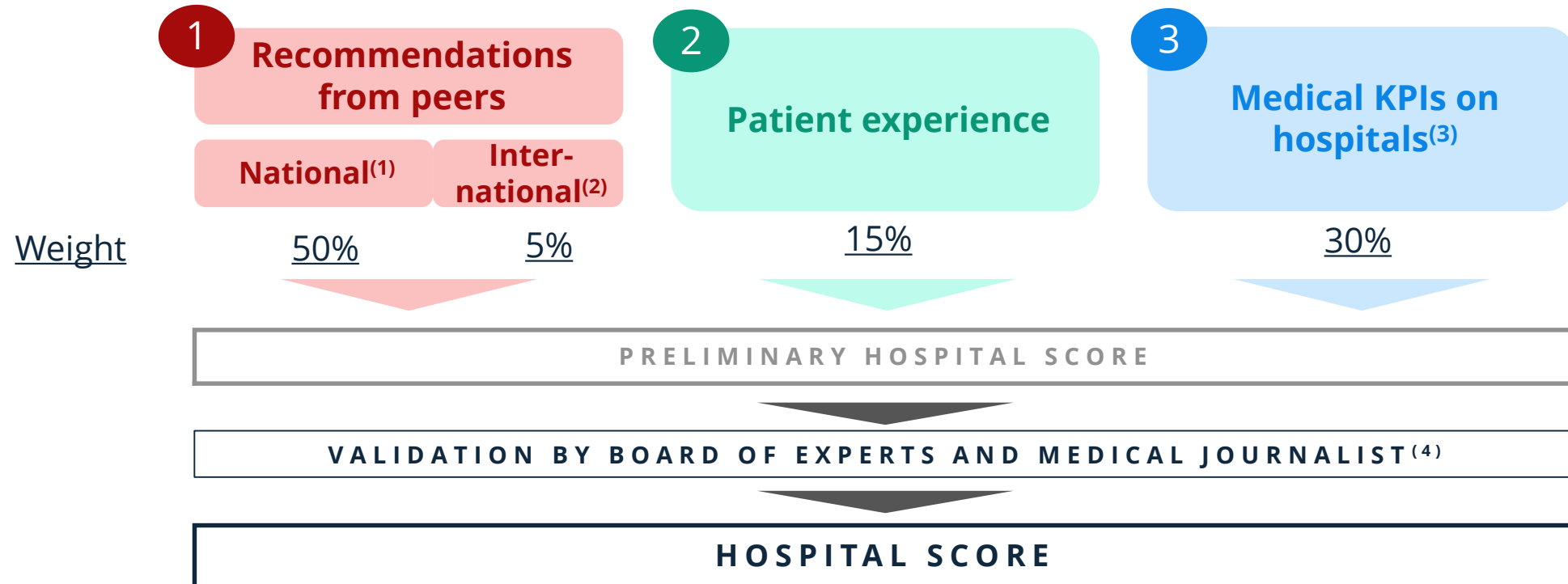


**THE GLOBAL BOARD OF MEDICAL EXPERTS PROVIDED QUALITY ASSURANCE AS WELL AS METHODOLOGICAL INPUT FOR THE RANKING**



# A score was calculated for each hospital:

Scoring model



Recommendations from peers (doctors, hospital managers and healthcare professionals) account for 55% (50% 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.

(1) Recommendations from peers from the respective country

(2) Recommendations from peers from other countries

(3) In the countries (Japan, Singapore, Denmark, Finland, Thailand, Brazil, Netherlands and Israel) where no medical KPIs were available the score's calculation was based solely on recommendations from peers and patient's experience

(4) The preliminary results were checked for plausibility by a board of experts consisting of renowned medical professionals as well as a medical journalist and his international network. The results of this validation were then incorporated quantitatively in the first criteria (recommendations from peers)

# Result: tables of the best hospitals in each country

## Example: World's Best Hospitals - USA

Rank	Hospital	Score	City	# of hospital beds
1	Mayo Clinic	97.3	Rochester	1,220
2	Cleveland Clinic	93,7	Cleveland	1,285
3	Massachusetts General Hospital	93.3	Boston	1,011
4	The John Hopkins Hospital	92.5	Baltimore	1,007
5	University of Michigan Hospital	86.5	Ann Arbor	1,006

[...]

## Example: World's Best Hospitals - Germany

Rank	Hospital	Score	City	# of hospital beds
1	Charité – Universitätsmedizin Berlin	93.1	Berlin	3,011
2	Universitätsklinikum Heidelberg	90.7	Heidelberg	1,988
3	Universitätsklinikum Hamburg-Eppendorf	90.0	Hamburg	1,436
4	Klinikum der Universität München	87.4	München	2,058
5	Medizinische Hochschule Hannover	87.2	Hannover	1,520

[...]

**HOSPITALS WITH THE HIGHEST SCORES IN EACH COUNTRY WERE AWARDED**

# World's Best Hospitals: Global Top 100 List

## Methodology of the Global Top 100 List

- In addition to the country lists the study provides a list of the **Top 100 best hospitals worldwide**. This list is separated into two parts:
  - Top 50 hospitals, sorted by rank
  - Top 51 to 100 hospitals, sorted alphabetically
- The top 50 hospitals were determined by the number of international recommendations received in the survey and their national rank.
- Numbers 51 through 100 in the list consist of the next best hospitals in each country. They are sorted alphabetically and not by rank because the data is too heterogenous between countries to allow for further cross-country comparison.
- The global list does not include specialized hospitals.



# World's Best Hospitals partner network

Overview of involved parties

The Newsweek logo consists of the word "Newsweek" in white, bold, sans-serif font, centered within a solid red rectangular background.

## 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.

[newsweek.com](http://newsweek.com)

The GeoBlue logo features the word "GeoBlue" in a blue, sans-serif font. To the right of the text are two icons: a blue cross with a white globe inside, and a blue shield with a white cross and a small figure inside.

## About GeoBlue

GeoBlue, a trusted provider of health insurance coverage and solutions that help world travelers stay safe and healthy.

The group's health plans combine unsurpassed service and mobile technology to help members access trusted doctors and hospitals all around the globe.

[geo-blue.com](http://geo-blue.com)

The statista logo features the word "statista" in a bold, black, sans-serif font. To the right of the text is a dark blue square icon containing a white, stylized wave or 'S' shape.

## About Statista

Statista publishes worldwide established rankings and company listings with high profile media partners.

This research and analysis service is based on the success of [statista.com](http://statista.com). The leading data and business intelligence portal provides statistics, business relevant data, and various market and consumer studies/surveys.

[statista-research.com](http://statista-research.com)