



**BlueCross BlueShield
of Illinois**

2012 Blue StarSM Hospital Report

The 2012 Blue Star Hospital Report – based on the 2012 Annual Blue Cross and Blue Shield of Illinois (BCBSIL) Hospital Profile – summarizes the results of quality and safety performance measures for 111 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 Centers for Medicare & Medicaid Services.

For the Blue Star Hospital Report, each hospital's performance is reported for indicators in six categories: Structure, Process, Outcome, Patient Experience, Efficiency and Informed Decision-Making. One blue star can be earned for each indicator, for a maximum of 11 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

- **Structural Indicators:** Hospital is accredited and has documented that at least 85 percent of active medical staff members are board certified.
82 hospitals (74%) 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.
91 hospitals (82%) earned a blue star
- **Participation in PREP (Preventing Readmissions Through Effective Partnerships):** Hospital participated in at least one initiative designed to reduce hospital readmissions through the PREP program, an Illinois Hospital Association and BCBSIL collaborative.
73 hospitals (66%) earned a blue star

Process

- **Hospital Quality Alliance (HQA) Indicators:** For most process of care measures, the hospital scored at least 98%.
53 hospitals (48%) earned a blue star

Outcomes

- **Agency for Healthcare Research and Quality (AHRQ) Inpatient Quality Indicators:** Hospital was in the top 40% of hospitals within its peer group for mortality rates for five specific medical conditions.
46 hospitals (41%) earned a blue star
- **AHRQ Patient Safety Indicators:** Hospital complication rates were lower than those at many peer hospitals.
47 hospitals (43%) 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.
9 hospitals (9%) 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.
56 hospitals (51%) 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.
48 hospitals (44%) 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 2 (out of 5) performance tiers for the peer group.
45 hospitals (41%) earned a blue star

Informed Decision-Making

- **Hospital-Based Physicians:** Hospital-based physicians have contracts with BCBSIL PPOs and with each of the HMO medical groups and IPAs that are affiliated with the hospital.
88 hospitals (79%) earned a blue star

† Some of the 111 hospitals did not have sufficient data to be evaluated for these blue stars.

		Structural Indicators																																			
		Participation in State and National Quality Improvement Initiatives			Participation in PREP (Preventing Readmission Through Effective Partnerships)			Hospital Quality Alliance Indicators			AHRQ Inpatient Quality Indicators			AHRQ Patient Safety Indicators			Central Line Associated Blood Stream Infections (CLABSIs)			Patient Hospital Experience			Overall Satisfaction			Utilization Efficiency			Hospital-Based Physicians			Total Blue Stars Earned			Number of Blue Stars Possible		
Hospital Name		Structure			Process			Outcome			Patient Experience			Efficiency			Informed Decision-Making			Total																	
Peer Group 1	Loyola University Hospital	★	★		★			★	★	★	★	★	★	★	★	★	8	11																			
	Northwestern Memorial Hospital	★	★	★	★	★		★		★		★		★		★	8	11																			
	Rush University Medical Center	★	★			★	★		★	★	★	★	★	★	★	★	8	11																			
	University of Chicago Medical Center	★	★	★	★			★					★			★	6	11																			
Peer Group 2	Advocate Christ Medical Center	★	★		★	★	★	★	★	★			8	11																							
	Advocate Good Samaritan Hospital	★	★	★	★		★		★	★	★	★	★	9	11																						
	Advocate Illinois Masonic Medical Center	★	★	★	★	★	★		★	★	★		9	11																							
	Advocate Lutheran General Hospital	★	★	★	★	★	★	★	★	★		★	10	11																							
	Carle Foundation Hospital	★	★	★	★				★	★		★	7	11																							
	Franciscan St. James Health	★	★	★		★						★	5	11																							
	Memorial Medical Center	★	★	★	★			★		★	★	★	8	11																							
	NorthShore University HealthSystem	★	★	★	★					★		★	6	11																							
	OSF Saint Francis Medical Center	★	★	★					★	★		★	6	11																							
	St. John's Hospital	★	★	★			★		★	★		★	7	11																							
	University of Illinois Medical Center	★	★	★					★			★	5	11																							
	Peer Group 3	Adventist Hinsdale Hospital	★	★										2	11																						
Adventist La Grange Memorial Hospital		★	★		★	★				★	★	★	7	11																							
Advocate BroMenn Medical Center		★	★	★			★		★	★	★	★	8	11																							
Advocate Condell Medical Center		★	★		★		★	★			★	★	7	11																							
Advocate Good Shepherd Hospital		★	★		★	★	★		★	★	★	★	9	11																							
Alexian Brothers Medical Center		★	★	★	★				★	★			6	11																							
Blessing Hospital		★	★	★					★		★	★	6	11																							
Central DuPage Hospital		★	★	★	★		★		★	★	★		8	11																							
Edward Hospital		★	★	★	★	★			★	★		★	8	11																							
Elmhurst Memorial Hospital		★	★	★	★				★	★		★	7	11																							
Loyola Gottlieb Memorial Hospital		★	★	★		★	★					★	6	11																							
MacNeal Hospital			★	★	★		★		★			★	6	11																							
Methodist Medical Center of Illinois		★	★	★	★		★		★	★	★	★	9	11																							
MetroSouth Medical Center		★	★	★	★	★					★		6	11																							
Mount Sinai Hospital			★	★	★	★	★					★	6	11																							
NorthShore University Skokie Hospital		★	★	★	★		★	†					5	10																							
Northwest Community Hospital		★	★	★		★				★	★	★	7	11																							
OSF Saint Anthony Medical Center		★	★						★	★		★	5	11																							
OSF St. Joseph Medical Center		★	★	★			★		★	★	★	★	8	11																							
Provena Mercy Medical Center		★	★	★			★	†			★		5	10																							
Provena Saint Joseph Medical Center		★	★	★		★			★			★	6	11																							
Resurrection Medical Center		★	★	★		★	★	†			★	★	7	10																							
Riverside Medical Center		★	★				★			★		★	5	11																							
Rush-Copley Medical Center		★	★	★	★				★	★	★		7	11																							
Saint Francis Hospital		★	★										3	11																							
Saint Joseph Hospital		★	★	★	★	★							6	11																							
Saints Mary and Elizabeth Medical Center			★	★	★	★				★		★	6	11																							
Sherman Hospital		★	★	★	★	★			★	★		★	8	11																							
St. Alexius Medical Center		★	★	★	★	★			★	★			7	11																							
Swedish American Hospital		★	★						★	★		★	5	11																							
Trinity Medical Center		★	★	★	★						★	★	6	11																							

		Structural Indicators			Participation in State and National Quality Improvement Initiatives			Participation in PREP (Preventing Readmission Through Effective Partnerships)			Hospital Quality Alliance Indicators			AHRQ Inpatient Quality Indicators			AHRQ Patient Safety Indicators			Central Line Associated Blood Stream Infections (CLABSIs)			Patient Hospital Experience			Overall Satisfaction			Utilization - Efficiency			Hospital-Based Physicians			Total Blue Stars Earned			Number of Blue Stars Possible																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
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Peer Group 4	Adventist Bolingbrook Hospital	★	★				★				★	★																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														

		Hospital Name											Total	
		Structure			Process	Outcomes			Patient Experience		Efficiency	Informed Decision-Making		
Peer Group 5		Structural Indicators	Participation in State and National Quality Improvement Initiatives	Participation in PEEP (Preventing Readmission through Effective Partnerships)	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	Hospital-Based Physicians	Total Blue Stars Earned	Number of Blue Stars Possible
		★	★	★	★				★			★	6	11
	Pekin Hospital	★		★		★			★		★	★	6	11
	Provena United Samaritans Medical Center					★	★					★	3	11
	Provident Hospital of Cook County	★	★				★	†	★	★	★	★	7	10
	Richland Memorial Hospital			★			★				★	★	4	11
	Roseland Community Hospital		★			★	★					★	4	11
	Rush Oak Park Hospital											★	1	11
	Sacred Heart Hospital			★		★	★					★	4	11
	Saint Anthony Hospital	★	★	★					★	★	★	★	7	11
	Saint Anthony's Health Center	★	★	★	★				★	★	★	★	8	11
	Sarah Bush Lincoln Health Center		★			★	★					★	4	11
	South Shore Hospital	★		★							★	★	4	11
	St. Anthony's Memorial Hospital - Effingham		★				★					★	3	11
	St. Bernard Hospital & Health Care Center		★	★	★	★			★	★		★	7	11
	St. Mary's Hospital - Centralia		★	★								★	3	11
	St. Mary's Hospital - Decatur	★				★			★			★	4	11
	St. Mary's Hospital - Streator		★			★							2	11
	Thorek Memorial Hospital		★	★								★	3	11
Touchette Regional Hospital		★	★	★	★					★	★	6	11	
Westlake Hospital														

† The hospital did not have sufficient data to qualify for this blue star.