Popular ratings of vascular surgery: Implications for practice

Nick Osborne
University of Michigan

Michigan Vascular Society
May 14, 2015
Popular ratings

• Growing public interest in doctor and hospital ratings
  – Internet ratings have grown exponentially without any validation of reports
  – Public perception of ratings is favorable
    • 60% of Americans believe Internet-ratings of hospitals and providers are “fair and reliable” (WSJ/Harris Online Poll 2008)
  – Financial incentives for ratings companies
  – Financial incentives for hospitals
Hospital motivation for ratings
Hospital motivation for ratings

• In 2011- hospital spending on advertising had increased to over $720 million nationally\(^1\)

• Average 400-bed hospital spends over $2 million on advertising\(^2\)

Hospital ratings

- US News and World Report
- Healthgrades
- CMS Hospital Compare
- Leapfrog Group – Hospital Safety Score
- Consumer Reports
- Truven Analytics
- Becker’s Hospital Review
- Thompson Reuters
Physician Ratings

- Increasingly common and available
- Popular sites with little oversight
  - Yelp
  - Angie’s List
  - Healthgrades
  - Vitals.com
  - RateMD.com
CMS Hospital Compare

• Publicly funded website rating hospitals
  – Hospital comparison website
  – Hospital quality ratings adjusted for small sample size and patient risk
    • Mortality, surgical complications, 30-day readmissions for medical conditions
    • Compliance with prospectively collected structural and process measures (SCIP measures).
    • Satisfaction survey results from the Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS)
  – Recently began to report composite risk-adjusted outcomes for “High risk surgery” using data from ACS-NSQIP
    • Lower extremity bypass: risk-adjusted complications
CMS Hospital Compare

Hospital Profile

University of Michigan Health System
1500 E Medical Center Drive, SPC 5474
Ann Arbor, MI 48109
(734) 764-1505

Readmissions, complications, and deaths

Patients who are admitted to the hospital for treatment of medical problems sometimes get other serious injuries, complications, or conditions, and may even die. Some patients may experience problems soon after they are discharged and need to be admitted to the hospital again. These events can often be prevented if hospitals follow best practices for treating patients.

30-day outcomes: Unplanned readmission and death rates

Measures of 30-day unplanned readmission show when patients who have had a recent hospital stay need to go back into a hospital again for
American College of Surgeons National Surgical Quality Improvement Program® surgical outcome measures

These surgical outcome measures show whether hospitals differ in what happens to patients after they have one of three types of surgeries. The surgical groups and outcomes are:

- **Lower Extremity Bypass (LEB) Surgical Outcomes** - During lower extremity bypass operations, surgeons insert a new vein to go around blockages in the arteries and restore blood flow to the lower leg and foot
- **Colon Surgical Outcomes** – During colon (large intestine) surgery, the surgeon removes part of the colon that is affected by polyps, diverticula, or tumors
- **Outcomes in Surgeries for Patients 65 Years of Age or Older** - Older patients have higher risks for death or complications than younger patients undergoing the same operation

The measures compare hospitals based on deaths or serious complications that occur within 30 days after each type of surgery. The serious complications vary by measure, but generally include:

- Cardiac (heart) problems
- Infections
- Blood clots
- Stroke
- Pneumonia
- Renal (kidney) failure
- The need for breathing support

These measures are risk adjusted, meaning they take into account any differences among hospitals in the difficulty of surgeries that they attempt or how sick their patients were at the time of surgery. Each hospital is assigned to one of three quality categories: Better than Average, Average, and Worse than Average. These categories reflect the care a hospital provides before, during, and after surgery to reduce the number of serious
## CMS Hospital Compare

**Data.Medicare.gov**

Download, Explore, and Visualize Medicare.gov Data

### Medicare Websites and Directories

**Home** | **Datasets** | **Medicare Websites and Directories** | **Developers** | **Help** | **About**

---

**Unsaved View**

*Based on Hospital ACS Measures*

These "Outcome of Care Surgical Measures" show whether hospitals differ in what happens to patients after they have one of three types of surgeries.

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>LowExtBypass</th>
<th>LowExtBy</th>
<th>LowExtBypass_FN_Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Nebraska Methodist Hospital</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northwestern Memorial Hospital</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milton S Hershey Medical Center</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Piedmont Hospital</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Novant Health Presbyterian Medical Center</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rush University Medical Center</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sacred Heart Medical Center - Riverbend</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>St Elizabeth Medical Center</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saint Vincent Healthcare</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scott &amp; White Memorial Hospital</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scottsdale Healthcare Osborn Medical Center</td>
<td>Average</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

*Medicare.gov*

A federal government website managed by the Centers for Medicare & Medicaid Services

7500 Security Boulevard, Baltimore, MD 21244
US News and World Report

• Most recognized ratings system
• For profit media corporation- known for annual ratings
  – Annual ratings of hospitals since 1990
  – Rank top 50 hospitals among 16 adult specialties and 10 pediatric specialties.
    • No specific rating of vascular surgery
    • 50 best cardiovascular hospitals
  – Quality rated across 3 domains:
    • **Structural measures**: hospital volume, high technologies and specific hospital accreditation designations.
    • **Process measures**: Reputation scores are determined by a survey of board-certified physicians in each specialty
    • **Outcomes measures**: Risk-adjusted mortality (MedPar) over 3 most recent years and patient safety scores (PSIs)
Healthgrades

- For profit rating system of hospitals and physicians
  - Advertised as “first comprehensive physician rating and comparison website”
- Rates hospitals based upon proprietary methodology
  - Risk-adjusted mortality and morbidity based upon MedPar data
- Top 50 and 100 hospitals across 15 specialties,
  - carotid procedures (including endarterectomy, angioplasty, and stenting),
  - elective abdominal aortic aneurysm repair (open and endovascular)
  - peripheral artery bypass (including extraanatomic, upper and lower extremity bypasses).
Consumer Reports

- Well-known for-profit rating organization
  - Recently began rating hospitals
  - Ratings are available for purchase or subscription
  - Hospitals rated on a 1-5 scale using a composite measure
    - Outcomes (infections, readmissions, mortality, and surgical complications),
    - Patient satisfaction (based upon the CMS Hospital Compare™ and HCAPS data)
    - Hospital compliance with specific practices (use of an electronic health record, appropriate use of CT scanning, Caesarean section rates)
  - No vascular surgery specific ratings
Consumer Reports

www.consumerreports.org/health/doctors-hospitals/hospital-ratings/ratings/search-results.htm?state=MI

Hospitals

Hospital Ratings
Here are the Ratings of the hospitals in your area. Refine your search by choosing specific cities or counties, or individual hospitals. Select up to five hospitals to compare their Ratings. Or sort the Ratings by an individual measure, such as safety score or bloodstream infections. And click on the name of a particular hospital to get more detailed information about it.

Ratings Preview
Showing 126 hospitals

Select up to 5 hospitals to compare for more detailed ratings

Sort by:
- Hospital name

Ratings for over 4,000 hospitals in the U.S.

Our unbiased ratings include up to 12 criteria such as effectiveness of staff communication, cleanliness, pain control, and infection rates. Use our Ratings to learn how to get the best hospital care for you and your family.

Already a subscriber? Sign in here.

ConsumerReports.org is your trusted source for health information.

- Search for hospitals by state, city or name.
- Compare Ratings for up to 5 hospitals.
- Ratings are updated throughout the year.
- Our unique Ratings of infection rates in ICUs and for surgical patients.
- 100% expert and unbiased. ConsumerReports.org does not receive any advertising.

You have chosen to compare:

Select up to 5 hospitals to compare for more detailed ratings
Leapfrog Group

• Non-profit organization, founded in 2000
  – Represents large healthcare purchasers, employers, and government agencies

• Hospital performance measures reported
  – Weighted composite score (Grades A, B, C, D, F)
    • Annual Leapfrog™ Hospital Survey (optional)
    • CMS Inpatient Quality Reporting Program
    • CMS Hospital Compare
Leapfrog Group
How valid are hospital ratings?
How valid are hospital ratings?

- Hospital ratings do identify high-quality hospitals, but lists vary depending upon methodology.

- Lack of concordance across ratings systems
  - Comparing US News and World Report, Healthgrades and Consumer Reports “Best Hospitals” in 2014- only 1 “Honor Roll” hospital was present on all 3 ratings.


How valid are hospital ratings?

• Hospitals rated highly in one system may be rated poorly in another
  – Hwang and colleagues compared popular ratings systems across 9 domains of quality
    • Frequently disagreement between ratings for individual hospitals
    • Measuring different aspects of quality

Which rating system is right?

Hospital Ratings Are In The Eye Of The Beholder

By Jordan Rau | March 18, 2013

How good a hospital is St. Mary Mercy Livonia Hospital? Depends on whom you ask.

The Leapfrog Group, a respected nonprofit that promotes patient safety, gave an "A" to this Michigan hospital. The company Healthgrades named it one of America's best 50 hospitals.

But the Joint Commission, a nonprofit organization that accredits hospitals, and U.S. News and World Report omitted St. Mary from their best hospital lists in 2012. Consumer Reports gave it an average safety score of 47 points out of 100, citing high numbers of readmissions, poor communication with patients and excessive use of scans. Medicare, which has a new program rewarding hospitals for meeting certain quality measures, is reducing St. Mary's payments by a fraction this year.

Evaluations of hospitals are proliferating, giving patients unprecedented insight into institutions where variations in quality can determine whether they live or die. Many have similar names, such as "Best Hospitals Honor Roll," "America's Best Hospitals" and "100 Top Hospitals" Illinois, Florida and other states have created their own report cards. In some places, such as California, there are more than a dozen organizations offering assessments on hospital quality.

But those ratings, each using its own methodology, often come to wildly divergent
Physician Ratings

• Increasingly common and available
• Popular sites with little oversight
  – Yelp
  – Angie’s List
  – Healthgrades
  – Vitals.com
  – RateMD.com
Vascular Surgeons in Michigan

Vascular surgeons treat diseases of the blood vessels. They use minimally invasive therapy like angiography. Some diseases/conditions treated by vascular surgeons include abdominal aortic aneurysm, carotid stenosis, varicose veins and circulatory blockages of the arms and legs.

Browse by City

A
- Albion (1)
- Allegan (2)
- Allen Park (6)
- Alma (1)
- Ann Arbor (2)
- Armada (2)
- Athens (3)
- Auburn Hills (5)

B
- Battle Creek (1)
- Belding (1)
- Belleville (4)
- Bellevue (1)
- Berkley (8)
- Bingham Farms (10)
- Birch Run (3)
- Birmingham (8)
- Blissfield (4)
- Bloomfield Hills (6)
- Brockport (1)
- Bridgman (1)
- Brighton (2)
- Brooklyn (1)
- Buchanan (2)
Healthgrades
Healthgrades
specialize in Cellulite Reduction, Skin Tightening, Weight Loss, Skin Rejuvenation, Mesotherapy, and more.

1. New York Methodist Hospital
   143 reviews
   Hospitals, Doctors
   Park Slope
   508 6th St
   Brooklyn, NY 11215
   (718) 780-3000

   and that, he left, and returned with a legit hand surgeon. Turned out I had at least one severed nerve, and possible muscle and/or tendon damage. In short, I had to have surgery. Stat. “So...

2. Woodhull Hospital
   85 reviews
   Hospitals, Medical Centers
   Bedford Stuyvesant
   760 Broadway
   Brooklyn, NY 11206
   (718) 963-8000

   in Newark, and the one time I needed help for myself, I wound up at this sorry place. The vascular surgeons were talented, but it stopped their. I complained about my right arm, every...

3. Tribeca Skin Center
   81 reviews
   Dermatologists
   TriBeCa
   315 Church St
   New York, NY 10013
   (212) 334-3774

   I’ve been coming to this office for the past few months after I had a bicycling accident and pretty much landed on my face. After getting ripped off by a plastic surgeon recommended to me by...

4. Dr. Jessica Krant - Art of Dermatology
   30 reviews
   Cosmetic Surgeons
   Upper East Side
   860 5th Avenue
   New York, NY 10065
   (212) 488-5599

   Oakwood Heart & Vascular
   Nationally Recognized Heart Care Treatments.
ANGIE’S LIST GUIDE TO

Vascular surgery

Vascular surgery is a treatment for diseases of the arterial, venous and lymphatic systems, excluding the intracranial and coronary arteries. Most patients undergo it after receiving a physician’s referral.

<table>
<thead>
<tr>
<th>CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>What vascular surgeons do</td>
</tr>
<tr>
<td>Conditions that require a vascular surgeon</td>
</tr>
<tr>
<td>What to expect if you need vascular surgery</td>
</tr>
</tbody>
</table>

What vascular surgeons do

A vascular surgeon diagnoses and manages diseases affecting any part of the vascular system, which...
Doximity

• Online social networking tool for physicians
  – Launched in 2011
  – >400,000 physicians registered (December 2014)
  – Physician only restriction
  – Intended to allow collaboration across physicians in a HIPAA compliant environment
  – Partnered with US News and World Report
    • Gives access to physician profiles
Nicholas Osborne, MD
Vascular Surgery  Ann Arbor, MI
Assistant Professor of Surgery

CLINICAL SPECIALTIES & INTERESTS
Clinical Interests: Healthcare Disparities; Outcome Assessment (Health Care); Statistical Models; Statistical Data Interpretation; Vascular Diseases; Aortic Aneurysm; Peripheral Vascular Diseases; Health Expenditures

FACULTY APPOINTMENTS & WORK HISTORY
Assistant Professor of Surgery
University of Michigan, Surgery
2014 - Present
Ann Arbor, MI

EDUCATION & TRAINING
University of Michigan Hospitals and Health Centers Fellowship, Vascular Surgery, 2012 - 2014
University of Michigan Hospitals and Health Centers
Popular ratings of vascular surgery: Implications for practice

- Plethora of information available to consumers
- Hospital ratings do identify “high quality hospitals”
- Hospital ratings generate frequently discordant lists of “top hospitals”
- Physician ratings are becoming more popular
  – Completely unsupervised
What can we do?

• Take ownership of our quality ratings and reporting
  – Encourage participation in collaboratives and quality improvement programs
  – Join Doximity.com
    • Create a doctor profile
  – Monitor your physician ratings and profiles
    • Report fraudulent or malignant reviews