

## 2008 Most Wired Survey Brief

For the tenth year, *Hospitals & Health Networks* has named the 100 Most Wired Hospitals and Health Systems. The list is based on the Most Wired Survey and Benchmarking Study, which asks hospitals to report on how they use information technology to address five key areas: safety and quality, customer service, business processes, workforce, and public health and safety.

### **From the July 2008 issue of *H&HN*: Are Patients Happier at Most Wired Hospitals?**

Analyses of the 2008 Most Wired Survey and Benchmarking Study finds that patients at top technology hospitals have a better overall assessment of their stay, and that the 100 Most Wired have better outcomes on a variety of quality measures. Taken together, the patient satisfaction and quality indicator analyses provide the strongest evidence in the 10-year history of the Most Wired Survey that information technology makes a difference in both the patient experience and the quality of care.

#### **IT and Patient Satisfaction**

Press Ganey Associates evaluated patient satisfaction result from its client database; 268 hospitals in the Press Ganey data responded to the 2008 Most Wired survey. Most Wired hospitals achieved higher patient satisfaction ratings, to different degrees of statistical significance, in eight of 10 categories.

Researchers found a higher-than-expected association between IT and the overall patient rating of the hospital. In particular, the patient's likelihood to recommend a hospital is significantly higher among the Most Wired than other organizations.

#### **IT and Quality**

Thomson Reuter's analysis of the effect of IT on outcomes among the 2008 Most Wired includes four measures of quality and two measures of cost. The analysis was conducted twice, once comparing Most Wired hospitals with all other hospitals nationally—known as an out-of-sample analysis—and once comparing the Most Wired to all survey respondents, known as an in-sample analysis:

- For the out-of-sample analysis, the 100 Most Wired had better results than all other hospitals nationally for four of the six measures: risk-adjusted mortality rates, core measures, patient safety and average length of stay. This is statistically significant at the 99 percent confidence interval.
- For the in-sample analysis, the 100 Most Wired had better results than the other hospitals participating in the survey for the same four measures, with the difference for patient safety and average length of stay statistically significant at the 99 percent confidence interval and the difference for risk-adjusted mortality rates and core measures significant at the 95 percent confidence interval.

Thomson has conducted the outcomes analysis for H&HN for the past four years. In 2004, CareScience provided the analytics.

## **Medication Management Challenge**

Of the 556 hospitals and health systems that completed the survey, less than 5 percent have effectively deployed technology at both ends of the medication administration process. The remaining 95 percent represent an adoption gap that jeopardizes patients and reduces efficiency.

More than one-third of the participants—212 respondents, or approximately 38 percent—report that they have no physician order entry and no bedside medication matching.

Since 2004, the number of medications ordered electronically by physicians rose from 27 percent of doses to 46 percent, compared with an increase from 12 percent to 19 percent among all hospitals participating in the survey. Among the least wired hospitals—the 100 respondents who scored lowest in the Most Wired Survey—the percentage of medications ordered electronically by physicians increased from 3 percent to 4 percent in the past five years.

For the full article, visit [www.hhnmag.com/2008MW](http://www.hhnmag.com/2008MW).

## **2008 Awards**

The results are the basis of several awards:

**Most Wired:** The 100 organizations scoring highest on the survey

**Most Wireless:** The 25 organizations scoring highest on the survey questions focused on wireless applications

**Most Improved:** The 25 organizations not appearing on the Most Wired list whose score improved the most from 2007 to 2008

**Most Wired–Small and Rural:** The 25 small and rural organizations not appearing on the Most Wired list that scored highest on the survey

The 2008 survey was made possible through a partnership among Accenture, AHA, CHIME, *H&HN* and McKesson.

## **Ongoing Coverage**

For additional Most Wired survey results and analysis, don't miss these issues:

- 2008 Supply Chain Innovator Award winners, *Materials Management in Health Care*, July 2008
- Perspectives on the 2008 survey results, *Most Wired OnLine*, July 2008
- 2008 Innovator Award winners, *H&HN's Most Wired Magazine*, August 2008
- Technology applications in the supply chain, *Materials Management in Health Care*, August 2008
- Insights from 10-year winners, *Most Wired OnLine*, August 2008
- Most Wired news brief, *Health Facilities Management*, August 2008
- IT and outcomes satisfaction, *Trustee*, September 2008