

How does hospital region affect Medicare and Medicaid hospital quality, and what can this reveal about improving U.S. healthcare outcomes?

The Centers for Medicare & Medicaid Services (CMS) created Care Compare to help the public evaluate the quality of care across over 4,000 Medicare-certified hospitals.



Medicare & Medicaid Services KPI

Average Hospital Rating: 1.64
Total Number of Mortality Cases: 15,498
Hospitals with mortality outcomes better than expected: 613
Hospitals with mortality outcomes worse than expected: 352

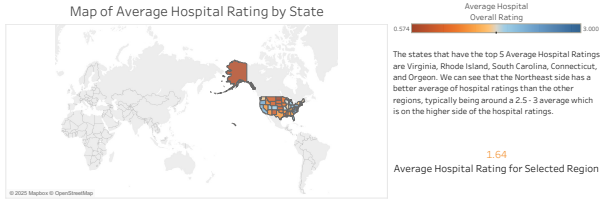
These national-level KPIs provide context for comparing hospital performance.

With 15,498 total mortality cases and an average hospital rating of just 1.64 out of 5, most hospitals fall below expected standards. Only 613 hospitals outperformed national mortality expectations, while 352 underperformed. These figures emphasize the need to explore how region and ownership influence outcomes.

Filter Map & KPI by U.S. Region

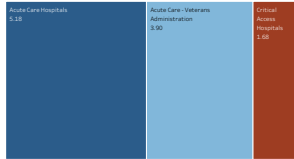


Map of Average Hospital Rating by State

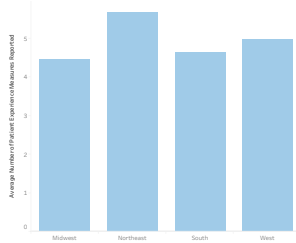


Hospitals in the United States include acute care hospitals for urgent treatment, critical access hospitals in rural areas, children's hospitals for pediatric care, Veterans Health Administration medical centers for veterans, Department of Defense hospitals for military members, and hospital outpatient departments for same-day procedures.

Hover to the right, to see the average amount of Mortality Cases by Region per Hospital



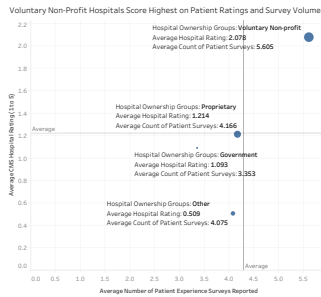
Northeast Hospitals Report the Most Patient Experience Data



- 1. More data means more complete CMS evaluations.** Hospitals that report more survey categories give CMS a clearer picture of their quality, which helps boost their overall scores when performance is good.
- 2. Stronger data collection and patient engagement.** This suggests that Northeast hospitals are more proactive in collecting feedback or patients are more willing to respond.
- 3. CMS rewards transparency and performance.** More complete data allows CMS to recognize high-performing hospitals more accurately, leading to better ratings.

Bottom Line

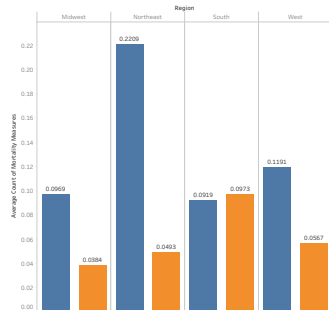
Hospitals in the Northeast have higher ratings because they consistently report more complete patient experience data which allows them to be scored more favorably by CMS.



- 1. Voluntary non-profit hospitals report the most patient survey data.** They have the highest average count of patient surveys and the highest overall hospital rating across all ownership types.
- 2. Non-profit hospitals prioritize patient engagement and transparency.** These hospitals are often mission-driven, focusing on care over profit, which likely drives them to collect more feedback and improve services.
- 3. Higher patient involvement can boost hospital ratings.** A larger volume of feedback provides a more reliable representation of patient satisfaction, which can positively influence overall ratings.

Bottom Line

Voluntary non-profit hospitals achieve higher ratings because they prioritize patient care, collect more feedback, and provide greater transparency factors that contribute to better evaluations and higher scores.



Clarifying MORT Scores:

MORT Better: Lower-than-expected death rate

MORT Worse: Higher-than-expected death rate

- 1. The Northeast shows the strongest mortality performance.** It has the highest average count of better-than-expected mortality measures, reflecting superior patient survival outcomes.
- 2. Fewer worse scores reinforce consistency.** The Northeast also reports fewer "MORT Worse" outcomes, meaning fewer hospitals underperformed on survival.
- 3. South region shows uneven care.** The South is more balanced between better and worse scores, while the Midwest and West trail the Northeast.

Bottom Line:

The Northeast outperforms other regions in mortality outcomes, aligning with its higher ratings and stronger patient feedback. This suggests a more consistent, transparent, and higher-quality healthcare environment.

- Mortality Cases That Get Better
- Mortality Cases That Get Worse

Key Insights:

Most hospitals score poorly.

Over half fall in the lowest CMS rating tier (0-1), showing major quality gaps.

More surveys = higher ratings.

Hospitals that collect more patient feedback consistently receive better CMS scores.

Voluntary non-profits lead in care quality.

They report the most survey data, have the highest average ratings, and outperform in mortality outcomes.

The Northeast leads in patient experience and survival.

It ranks highest in survey volume and better-than-expected mortality scores.

The South shows inconsistent care.

Nearly equal rates of better and worse mortality outcomes suggest uneven hospital performance

To improve care quality, hospitals must strengthen data reporting, patient feedback, and outcome tracking. Proprietary and government-run facilities, which lag behind voluntary non-profits, should receive targeted support to close performance gaps and advance health equity nationwide.