



Choose the Right Hospital

A TOOLKIT TO FACILITATE EFFECTIVE COMMUNICATION



Additional Resources

Understanding and using quality information can be difficult. The following resources provide additional background, research and tips on communicating about quality.

Other Government Websites that Compare Quality

For nursing home care: www.medicare.gov/NHCompare

For home health care www.medicare.gov/HHCompare

For kidney dialysis facilities: www.medicare.gov/dialysis

National Quality Forum (www.qualityforum.org)

The National Quality Forum (NQF) is a not-for-profit membership organization created to develop and implement a national strategy for health care quality measurement and reporting.

Agency for Healthcare Research and Quality (www.ahrq.gov)

AHRQ's mission is to improve the quality, safety, efficiency and effectiveness of health care for all Americans. AHRQ provides the latest evidence-based research as well as numerous tools to use with consumers on how to get quality health care.

Why Not the Best (www.whynotthebest.org)

This website is put together by the Commonwealth Fund, a private foundation working toward creating a better health care system. It tracks hospital performance on various measures of health care quality obtained from the Hospital Compare database.

National Committee for Quality Assurance's Report Cards (www.ncqa.org/tabid/60/Default.aspx)

The National Committee for Quality Assurance provides quality report cards that include comparisons of health plans, doctors and more.

TalkingQuality's Report Card Compendium (www.talkingquality.gov/compendium/)

The government has produced a national directory of quality reports called the Report Card Compendium. You can search this database, which has more than 200 reports of comparative information on the quality of health plans, hospitals, medical groups, individual physicians, nursing homes and other providers of health care.

The Joint Commission (www.jointcommission.org/PatientSafety/SpeakUp)

The website of the Joint Commission houses a series of patient safety brochures. Topics include how to prevent mistakes during surgery, when administering medical tests and when prescribing medications.

American College of Surgeons (www.facs.org)

This website offers patient information on topics that include choosing a surgeon, getting a second opinion, questions to ask before surgery and information about a number of operations. It also has a brochure discussing how doctors and patients can help make sure that the correct operation is performed on the correct part of a patient's body.