

## Report on Hospital Inpatient Cancer Care Services in Southeastern Pennsylvania

Although not all cancers are treated in the hospital, people with cancer often are admitted to the hospital for treatments such as surgery, chemotherapy, and pain management. Quality and safety of care can vary among hospitals, and this can affect the outcome (result) of care. Poor quality care can result in infection, longer hospital stay, unnecessary treatment, pain, or even death that could have been prevented or delayed. Therefore, it may be helpful to review a hospital's quality and safety record when selecting a hospital for yourself or a loved one who has been diagnosed with cancer.

In order to help you, the Greater Philadelphia Business Coalition on Health (GPBCH) has partnered with the Health Care Improvement Foundation (HCIF) to produce this summary report on hospital inpatient cancer care services in Southeastern Pennsylvania. GPBCH is a coalition of employers who have joined together to try to make care more accessible, more affordable, and better-quality for their employees and the broader public. HCIF is an organization that works closely with hospitals and health plans to improve the region's healthcare and increase the likelihood that people will receive high-quality care. The project was funded by Genentech.

For this report, the project team and an advisory committee researched the availability of hospital-level data on care in general and on cancer care services. A list of potential measures was identified and narrowed down to a smaller list that the team felt would be important to consumers in selecting a hospital when inpatient cancer care services are needed.

Six measures for which data were available to us were examined in this report:

- Hospital volume – since number of patients may reflect experience and expertise
- Hospital safety
- Compliance with cancer clinical care standards
- Nursing care excellence
- Patient experience with care
- Cancer care clinical quality

These are not the only measures of cancer care quality and safety, but they were determined by the team that assembled this report to be the best measures for which data currently are publicly available.

The report includes a table showing how the hospitals performed on these measures and a summary rating reflecting the proportion of measures for which each hospital was a top performer. Three hospitals received the highest score of five stars. A one-star rating means that a hospital was not a top performer on any of the six measures examined.

The summary ratings and more detailed results are shown in the tables in this report. The report also includes a summary of available patient services for cancer at those hospitals that voluntarily completed a survey. The findings suggest that the region's hospitals do differ in the quality and safety of cancer care services. Consumers are encouraged to use this information in speaking with their doctors and deciding where to seek care when faced with a diagnosis of cancer.



## Overall Cancer Care Rating

[Based on Proportion of Measures for which the Hospital was a “Top Performer”]

Hospital Name	Overall Rating
Fox Chase Cancer Center	★★★★★
Hospital of the University of Pennsylvania	★★★★★
Thomas Jefferson University Hospital	★★★★★
Bryn Mawr Hospital	★★★★
Lankenau Medical Center	★★★★
Paoli Hospital	★★★★
St. Mary Medical Center	★★★★
Aria Health (3 Campuses)	★★★
Cancer Treatment Centers of America at Eastern Regional Medical Center	★★★
Chester County Hospital	★★★
Einstein Medical Center Philadelphia	★★★
Grand View Hospital	★★★
Abington Hospital	★★★
Crozer - Chester Medical Center	★★
Doylestown Hospital	★★
Einstein Medical Center Montgomery	★★
Hahnemann University Hospital	★★
Mercy Philadelphia Hospital	★★
Penn Presbyterian Medical Center	★★
Pennsylvania Hospital	★★
Riddle Hospital	★★
Temple University Hospital	★★
Abington - Lansdale Hospital	★
Brandywine Hospital	★
Chestnut Hill Hospital	★
Delaware County Memorial Hospital	★
Holy Redeemer Hospital	★
Jeanes Hospital	★
Mercy Fitzgerald Hospital	★
Mercy Suburban Hospital	★
Methodist Hospital	★
Nazareth Hospital	★
Phoenixville Hospital	★
Pottstown Memorial Medical Center	★

## Detailed Hospital Ratings on Six Quality-Related Measures

See “Appendix” for information on each of the measures. A score of “5” indicates the best performance for measures that are scored with a number.

Hospital Name	Overall Rating	Hospital Cancer Volume	Hospital Safety	Compliance with Care Standard	Nursing Care Excellence Certification	Patient Experience	Cancer Care Quality
Abington - Lansdale Hospital	★	Low	4	NA	No	3	1
Abington Hospital	★★★	High	3	4	Yes	3	4
Aria Health (3 Campuses)	★★★	Med	5	NA	No	2	5
Brandywine Hospital	★	Low	NA	NR	No	3	2
Bryn Mawr Hospital	★★★★	Med	3	5	Yes	4	5
Cancer Treatment Centers of America at Eastern Regional Medical Center	★★★	Med	NA	4	No	5	1
Chester County Hospital	★★★	Med	4	5	Yes	4	4
Chestnut Hill Hospital	★	Low	NA	NA	No	2	4
Crozer - Chester Medical Center	★★	Med	4	4	No	2	5
Delaware County Memorial Hospital	★	Low	3	3	No	2	3
Doylestown Hospital	★★	Med	3	4	No	4	2
Einstein Medical Center Montgomery	★★	Med	4	5	NA	3	4
Einstein Medical Center Philadelphia	★★★	High	4	4	No	2	5
Fox Chase Cancer Center	★★★★★	High	NA	5	Yes	NA	NA
Grand View Hospital	★★★	Low	5	4	No	4	2
Hahnemann University Hospital	★★	Med	4	5	Yes	3	3
Holy Redeemer Hospital	★	Med	4	2	No	3	4
Hospital of the University of Pennsylvania	★★★★★	High	5	4	Yes	3	5
Jeanes Hospital	★	Low	3	NA	No	3	3
Lankenau Medical Center	★★★★	High	5	5	Yes	3	4
Mercy Fitzgerald Hospital	★	Low	3	NR	No	2	3
Mercy Philadelphia Hospital	★★	Low	5	NA	No	NA	NA
Mercy Suburban Hospital	★	Low	5	NR	No	2	3
Methodist Hospital	★	Low	4	NA	No	NA	NA
Nazareth Hospital	★	Low	3	NA	No	2	2
Paoli Hospital	★★★★	Med	4	4	Yes	4	5
Penn Presbyterian Medical Center	★★	High	4	3	Yes	3	3
Pennsylvania Hospital	★★	High	3	5	No	3	4
Phoenixville Hospital	★	Med	3	3	No	3	3
Pottstown Memorial Medical Center	★	Low	3	4	No	2	1
Riddle Hospital	★★	Low	5	5	No	3	3
St. Mary Medical Center	★★★★	High	3	5	No	4	5
Temple University Hospital	★★	High	3	2	No	2	5
Thomas Jefferson University Hospital	★★★★★	High	5	4	Yes	3	5

NA = Data are not applicable or not available  
 NR = Hospital chose not to report these data

We surveyed hospitals in Southeastern Pennsylvania to learn more about the services that they offer people with cancer. The following tables summarize the services offered by the hospitals that voluntarily completed the survey, and may help you when selecting a hospital provider for cancer-related services.

### Care Access and Delivery Services

Hospital Name	Electronic Communication with Physician	Evening Appointments	Weekend Appointments	Online Appointment Scheduling	Walk-in Clinic	Genetic Testing & Consultation	Hospice Care	Online Lab & Test Results	Survivorship Care
Bryn Mawr Hospital	✓					✓	✓	✓	✓
Cancer Treatment Centers of America at Eastern Regional Medical Center	✓	✓	✓		✓	✓		✓	✓
Chester County Hospital	✓		✓	✓		✓	✓	✓	✓
Crozer-Chester Medical Center	✓			✓				✓	
Einstein Medical Center-Montgomery						✓	✓	✓	✓
Einstein Medical Center-Philadelphia						✓	✓	✓	✓
Fox Chase Cancer Center	✓			✓	✓	✓	✓	✓	✓
Hahnemann Hospital	✓	✓	✓					✓	
Holy Redeemer Hospital		✓		✓		✓	✓	✓	✓
Hospital of the University of Pennsylvania	✓	✓		✓		✓		✓	✓
Jeanes Hospital								✓	
Jefferson University Hospital	✓	✓	✓		✓	✓		✓	✓
Lankenau Medical Center						✓	✓		✓
Mercy Fitzgerald Hospital						✓	✓		✓
Mercy Philadelphia Hospital						✓	✓		✓
Nazareth Hospital							✓		✓
Paoli Hospital					✓	✓	✓	✓	✓
Penn Presbyterian Medical Center	✓			✓		✓	✓	✓	✓
Pennsylvania Hospital	✓			✓		✓		✓	✓
Riddle Memorial Hospital						✓	✓	✓	✓
Temple University Hospital	✓			✓			✓	✓	✓

## Care Coordination and Transportation Services

Hospital Name	Coordination of Outpatient Services	Patient Navigation	Arranging Transportation	Subsidized Parking	Valet Parking
Bryn Mawr Hospital	✓	✓	✓	✓	✓
Cancer Treatment Centers of America at Eastern Regional Medical Center	✓	✓	✓	✓	✓
Chester County Hospital	✓	✓	✓	✓	✓
Crozer-Chester Medical Center	✓		✓		✓
Einstein Medical Center-Montgomery	✓	✓	✓	✓	✓
Einstein Medical Center-Philadelphia	✓	✓	✓	✓	✓
Fox Chase Cancer Center	✓	✓	✓	✓	
Hahnemann Hospital	✓	✓	✓	✓	✓
Holy Redeemer Hospital	✓	✓	✓	✓	✓
Hospital of the University of Pennsylvania	✓	✓	✓	✓	✓
Jeanes Hospital				✓	✓
Jefferson University Hospital	✓	✓	✓	✓	✓
Lankenau Medical Center	✓	✓	✓	✓	✓
Mercy Fitzgerald Hospital	✓	✓	✓		
Mercy Philadelphia Hospital	✓	✓	✓		
Nazareth Hospital	✓	✓	✓		✓
Paoli Hospital	✓	✓	✓	✓	✓
Penn Presbyterian Medical Center	✓	✓	✓	✓	
Pennsylvania Hospital	✓			✓	✓
Riddle Memorial Hospital	✓	✓	✓	✓	✓
Temple University Hospital	✓	✓	✓	✓	✓

**All hospitals that responded to the survey offer Nutrition & Diet Consultation, Pastoral & Spiritual Care, Social Work & Case Management, and Financial Counseling Services.**

## **Additional Resources for Cancer Patients, Care Givers, and Family Members**

There are many services, programs, and resources available to help people who are diagnosed with cancer and their family members. We have listed the websites for local and national resources that may be of help.

### **General Resources for All Types of Cancers**

CancerCare, <http://www.cancer.org>

On CancerCare, patients can research educational information about various types of cancer care. Through this link, patients can access counseling, support groups, educational workshops, and financial assistance.

American Cancer Society, <http://www.cancer.org>

The American Cancer Society website has educational material on dozens of cancers. Patients can read stories of hope, find support programs in the Philadelphia area, and join an online community.

Cancer Support Community, <http://www.cancersupportcommunity.org>

Cancer Support Community has created support communities for children, teens, and adults.

Cancer Hope Network, <http://www.cancerhopenetwork.org>

The Cancer Hope Network matches cancer patients and/or family members with people who have undergone and recovered from a similar cancer experience. Patients can chat online or on the phone.

Gilda's Club Delaware Valley, <http://gildasclubdelval.wordpress.com>

Gilda's Club, located in Warminster, PA, provides free social and emotional support in a warm, homelike environment to patients, survivors, loved ones of patients, and those who have lost a friend or family member to cancer. Gilda's Club hosts support groups, educational lectures, and social activities.

Oncolink, <http://www.oncolink.org>

Oncolink, developed by Penn Medicine, displays extensive information relating to cancer types, treatment types, support tips and resources, and emotional expectations to help people understand cancer recovery and treatment processes.

### **Additional Lung Cancer Resources**

Lung Cancer Alliance, <http://www.lungcanceralliance.org>

The Lung Cancer Alliance Unite App, which you can download from [www.lungcanceralliance.org/get-help-and-support/lca-services/](http://www.lungcanceralliance.org/get-help-and-support/lca-services/), lets patients connect with lung cancer survivors, track side effects from medications and treatments, and find support groups. This organization offers in-person, phone, and online support services. Additionally, patients can participate in a buddy matching program or learn about clinical trials.

Lungcancer.org, <http://www.lungcancer.org>

This organization offers counseling, support groups, financial assistance, educational workshops, and publications to patients battling lung cancer.

### **Additional Breast Cancer Resources**

Living Beyond Breast Cancer, <http://www.lbbc.org>

Living Beyond Breast Cancer hosts community meetings and educational events in the Greater Philadelphia area. Alternatively, patients can seek support online or by phone.

After Breast Cancer Diagnosis, <http://www.abcdbreastcancersupport.org>

After Breast Cancer Diagnosis provides patients with a mentor that has already experienced breast cancer as a patient to provide personalized information and emotional support. After Breast Cancer Diagnosis also operates a helpline to answer questions about all aspects of care, including medical terminology, lifestyle changes, and suggestions for books and articles.

Young Survival Coalition, <http://www.youngsurvival.org>

The Young Survival Coalition is the only international, non-profit network of breast cancer survivors and supporters dedicated to the concerns and issues that are unique to young women with breast cancer. Recently diagnosed patients can connect with survivors and read survivor stories. Patients can also find educational materials directed toward young women.

### **Additional Cervical Cancer Resources**

National Cervical Cancer Coalition, <http://www.nccc-online.org>

The National Cervical Cancer Coalition supports cancer patients with survivor stories, videos, and educational factsheets.

### **Additional Ovarian Cancer Resources**

National Ovarian Cancer Coalition, <http://www.ovarian.org>

The National Ovarian Cancer Coalition has an extensive library of information for patients diagnosed with ovarian cancer, including brochures, videos, books, and links to websites with additional information.

Ovarian Cancer National Alliance, <http://www.ovariancancer.org/resources>

The Ovarian Cancer National Alliance provides resources for patients to learn about ovarian cancer, including webinars and factsheets. This organization also offers patients a clinical trial matching service.

### **Additional Prostate Cancer Resources**

Prostate Cancer Foundation, <http://www.pcf.org>

The Prostate Cancer Foundation has partnered with My Bridge 4 Life to create a patient and caregiver support network. This Foundation also posts information on clinical trials and resources to help patients understand their cancer.

### **Additional Colorectal Cancer Resources**

Colon Cancer Alliance, <http://www.ccalliance.org>

The Colon Cancer Alliance has an extensive support network, including a helpline, buddy program, and an online community consisting of over 5,500 members.

Fight Colorectal Cancer, <http://fightcolorectalcancer.org>

Fight Colorectal Cancer hosts a monthly webinar and posts educational information and useful tips to help patients fight colorectal cancer. Patients can access an interactive colon cancer coach, a mobile app, and a resource line. Patients can also research clinical trials currently occurring throughout the United States.

### **Additional Leukemia & Lymphoma Resources**

Leukemia & Lymphoma Society, <http://www.lls.org>

The Leukemia & Lymphoma Society provides information on treatment options for leukemia, lymphoma, and myeloma. Support resources available on this website include discussion boards, online chats, support groups, and educational services, such as videos, information booklets, and webcasts.

## APPENDIX

**Overview:** This report summarizes results from nearly all hospitals in the Southeastern Pennsylvania region that treated cancer patients on an inpatient basis between 2013 and 2015. Hospitals with fewer than 50 cancer cases per year were excluded from this report.

**Overall Rating:** Hospitals received an overall rating from 1 to 5 stars that summarizes their performance on the evaluated performance measures. In order to calculate the overall rating, we tallied up the number of times a hospital was a top performer for each measure, and then divided that result by the total number of applicable measures. A hospital was not penalized if data do not exist for a particular measure. However, a hospital was penalized if its data do exist, but the hospital elected not to report the information.

“Top performers” were defined as having a high volume of patients, achieving a 5 for Hospital Safety, receiving a 4 or 5 for Compliance with Care Standard, earning Magnet Certification for Nursing Excellence, attaining a 4 or 5 for Patient Experience, and achieving a 5 for Cancer Care Quality. The number of stars achieved by a hospital was determined using the following distribution:

- Top performer on at least 80% of applicable measures: 5 Stars
- Top performer on 60 – 79% of applicable measures: 4 Stars
- Top performer on 40 – 59% of applicable measures: 3 Stars
- Top performer on 20 – 39% of applicable measures: 2 Stars
- Top performer on less than 20% of applicable measures: 1 Star

**Hospital Cancer Volume:** Hospitals received a score of “High”, “Medium”, or “Low”, which signifies that hospitals treated a high, medium, or low number of cancer patients. This measure summarizes the number of patients treated for cancer from July 2013 – June 2014 as measured using data from the Pennsylvania Health Care Cost Containment Council (PHC4). The 10 hospitals with the highest number of cancer cases were designated as “High,” the next 10 hospitals were classified as “Medium,” and the remaining hospitals were designated as “Low” volume hospitals.

**Hospital Safety:** Hospitals received a score from 1 to 5 that corresponds to their Fall 2015 Leapfrog Hospital Safety Score. The Safety Score summarizes how well a hospital keeps its patients safe from preventable harm and medical errors. Leapfrog assigns hospitals a letter grade for the Safety Score from “A” to “F”. Hospitals that earned an “A” received a 5 in our report card, hospitals that earned a “B” received a 4 in our report card, and so on.

**Compliance with Care Standard:** Hospitals received a score from 1 to 5 that corresponds with their performance on 2013 American College of Surgeons Commission on Cancer® data published on the Pennsylvania Health Care Quality Alliance (PHCQA) website, [www.pahealthcarequality.org](http://www.pahealthcarequality.org). PHCQA publishes data on five cancer process of care measures, which indicate how often hospitals are providing services according to the latest clinical guidelines. The 1 to 5 score in the report was determined by the number of measures that a hospital met or exceeded the Commission on Cancer standard. For example, a 5-rated hospital met or exceeded the Commission on Cancer standard for all measures, a 4-rated hospital met or exceeded the Commission on Cancer standard for four measures, and so on.

**Nursing Care Excellence Certification:** The Magnet Recognition Program® from the American Nurses Credentialing Center recognizes health care organizations for quality patient care, nursing excellence, and innovations in professional nursing practice. A hospital that has received Magnet recognition, which indicates



high quality nursing care, is designated by “Yes”. A “No” signifies that the hospital has not achieved Magnet status.

**Patient Experience:** The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is the national standard for patient experience measurement. In our report, hospitals received a score from 1 to 5 that corresponds with their April 2014 – March 2015 HCAHPS Star Ratings published on the Centers for Medicare and Medicaid Services (CMS) Hospital Compare website. HCAHPS Star Ratings are a summary composite score of various aspects of patient experiences as reported by patients in a survey at the end of their hospital stay. CMS assigns each hospital 1 to 5 stars, and our report uses the same scale. For example, a hospital that received a 5 in our report received 5 stars from CMS.

**Cancer Care Quality:** Hospitals received a score from 1 to 5 that corresponds with 2013 – 2014 Comparison<sup>®</sup> Oncology Summary Quality Rating data, which is based on Medicare claims data, and takes patient risk into account (so that hospitals that see sicker patients are not penalized). The Comparison grading scale ranges from -- to ++. We converted Comparison scores to align with our report scores based on the following:

- ++ (significantly better than average) → 5
- + (better than average) → 4
- 0 (similar to the average hospital) → 3
- (somewhat worse than average) → 2
- (significantly worse than average) → 1