

METHODOLOGY & INSIGHTS

Global Hospital Rating

The Approach Behind Our Global Hospital Evaluation

statista  **Newsweek**



GLOBAL
**HOSPITAL
RATING**



statista 

Newsweek

The Global Hospital Rating complements the established World's Best Hospital Ranking with an individualized assessment of key quality indicators

Statista's and Newsweek's Global Hospital Rating evaluates the strengths and improvement areas of a hospital along five quality dimensions and concludes with a comprehensive star rating

Global Hospital Rating



- A comprehensive **hospital rating system** that assesses **strengths** and **improvement areas** across five quality dimensions against predefined performance tiers and international standards.
- An overall **star rating** awarded based on performance across these dimensions.
- **Application based** - data submitted by hospitals to Statista via a survey at any time during the year.
- The Global Hospital Rating is open to **general hospitals providing emergency care, as well as children's hospitals and cardiac hospitals.**

World's Best Hospitals



Americas



Europe



Asia



Oceania



- Statista and Newsweek **annually** identify and publish the World's Best Hospitals rankings, highlighting the **top-performing general hospitals in selected countries** based on comprehensive evaluation criteria.
- A data-based **comparison** of hospitals resulting in a **hierarchical ranking.**
- Currently includes **2,530 hospitals** across **32 countries**
- **No application** is required or possible. Hospitals are included based on available data and survey results. Additionally, hospitals have the opportunity to submit information on the current status of PROMs through the PROMs implementation survey.

While Global Hospital Rating and World's Best Hospitals Ranking are not interlinked due to different approaches, some indicators assessed in the rating overlap or correlate with metrics used in the World's Best Hospitals ranking, depending on country methodology

Global Hospital Rating provides granular insights across five quality dimensions for general, cardiac and children's hospitals worldwide—based on individual data

While the methodology of World's Best Hospitals methodology focuses on evaluating each individual hospital and providing national comparability, the Global Hospital Rating emphasizes a star rating with five quality dimensions

Global Hospital Rating

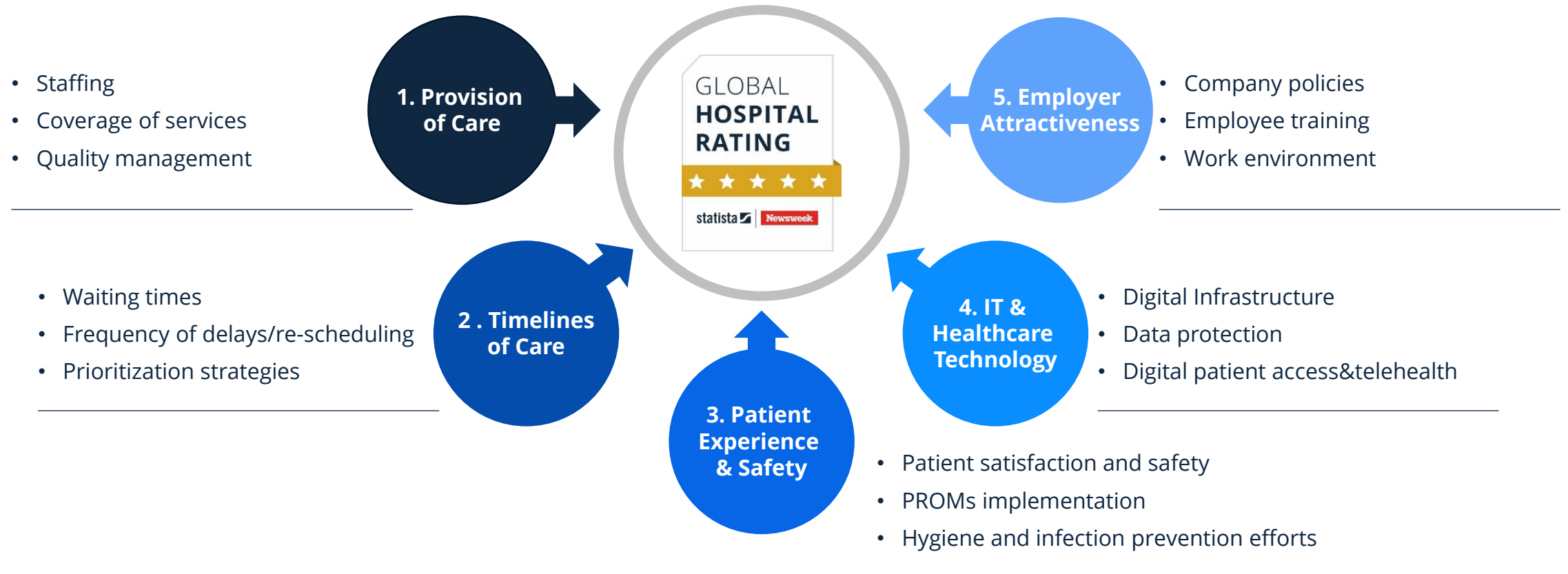
- Every participating hospital receives **a rating between 1 and 5 stars**.
- Every hospital that received a **rating of 3 stars or higher** is being displayed on the [Statista](#) and [Newsweek](#) Global Hospital Rating website.
- Each hospital is rated within the same rating system depending on the type of hospital (General hospital, Children's hospital, Cardiology Hospital).
- The rating is composed of **five individual star ratings** for each quality dimension and **a final overall star rating**:
 - **Provision of Care**
 - **Timeliness of Care**
 - **Patient Experience & Safety**
 - **IT & Healthcare Technology**
 - **Employer Attractiveness**



The Global Hospital Rating provides hospitals with a data-driven, individual view on their quality profile.
The evaluation is independent of the World's Best Hospitals Ranking

Hospitals report data in five different quality dimensions which Statista evaluates to determine the final rating for the hospital

Sample key indicators representing five quality dimension of the Global Hospital Rating



Quality Dimension 1—Provision of Care

Dimension 1 consists of three pillars that mainly center staffing, coverage of services and quality management

Provision of Care—Key Assessment Areas based on international standards (examples)



Staffing

Staff capacity

- Nurse staffing levels, Nurse-to-patient-ratios day/night^{1,2}

Staff composition

- Nurse mix, doctor mix, allied health FTE¹⁻³

Coverage of services

Clinical capability & volumes

- Inpatient cases per year⁴

Specialty services & programs

- E.g., palliative, transplant, telehealth^{1,4}

Common diseases treated

- List of diagnoses treated^{3,4}

Intensive care capacity

- ICU, PICU, NICU resources^{1,2}

Quality management

Quality management system

- Formal QMS in place^{1,5}

Accreditations

- Hospital Accreditation¹
- Other international hospital accreditations: e.g., FACT

1. JCI (2025), *JCI Accreditation Standards for Hospitals, 8th ed., SQE.01.05*, Joint Commission International, jointcommission.org (accessed 16 Apr 2026).

2. OECD (2025). "Hospital workers", in *Health at a Glance 2025: OECD Indicators*. OECD Publishing. URL: https://www.oecd.org/en/publications/health-at-a-glance-2025_8f9e3f98-en/full-report/hospital-workers_b1673dc6.html (accessed 16 Apr 2026)

3. WHO (2011), *Laboratory Quality Management System: Handbook*, WHO, who.int (accessed 16 Apr 2026).

4. CMS (2025), *2025 Quality Rating System Measure Technical Specifications*, CMS, cms.gov (accessed 16 Apr 2026).

5. ISO (2015), *ISO 9001:2015 — Quality management systems — Requirements*, ISO, iso.org (accessed 16 Apr 2026)

Quality Dimension 2—Timeliness of Care

Dimension 2 consists of three pillars that mainly center waiting times, frequency of delays/re-scheduling and quality prioritization strategies

Timeliness of Care—Key Assessment Areas based on international standards (examples)



Waiting times

ER waiting times

- ER waiting time data collection¹

Waiting times for elective surgeries

- Collection of waiting time for common elective surgeries²

Frequency of delays/re-scheduling

Postponement of elective surgeries

- Collection of postponement rates^{2,3}

Cancellation of elective surgeries

- Collection of cancellation rates²⁻⁴

Reasons for re-scheduling

- Hospital, medical/patient-related reasons²⁻⁴

Prioritization strategies

Elective operation management

- Prioritization and waiting list management^{2,5}

Emergency operations management

- Triage and prioritization strategies of emergencies³⁻⁵

1. CMS (2026), *Hospitals – Timely & Effective Care*, CMS, data.cms.gov (accessed 16 Apr 2026).

2. OECD (2025), *Waiting times*, in *Health at a Glance 2025*, OECD Publishing, https://www.oecd.org/en/publications/health-at-a-glance-2025_8f9e3f98-en.html (accessed 16 Apr 2026).

3. HRQ (2024), *Systematic Evaluation of Operating Room Scheduling Across the Perioperative Process*, AHRQ, ahrq.gov (accessed 16 Apr 2026).

4. WHO (2026), *Interagency Integrated Triage Tool*, WHO, who.int (accessed 16 Apr 2026).

5. JCI (2018), *ACC.1.1: Patients with emergent, urgent, or immediate needs are given priority for assessment and treatment*, Joint Commission/JCI, jointcommission.org (accessed 16 Apr 2026)

Quality Dimension 3—Patient Experience & Safety

Dimension 3 consists of three pillars that mainly center patient satisfaction and safety, PROMs implementation and hygiene and infection prevention efforts

Patient Experience & Safety—Key Assessment Areas based on international standards (examples)



Patient satisfaction & safety

Educational & non-medical patient services

- E.g., interpreter services, patient and family education^{1,2}

Practice guidelines, standards, and reporting systems

- Guidelines for clinical practice^{1,3}

Patient surveys & reporting of results

- Patient satisfaction survey & results³

PROMs implementation

Departments measuring PROMs

- Measurement of standardized PROMs per department^{4,5}

PROMs instruments

- Generic & condition-specific validated instruments^{2,5}

PROMs reporting

- Internal & external reporting of PROMs data^{4,5}

Hygiene and infection prevention efforts

Protective clothing

- Personal protective equipment for patients & visitor^{1,2}

Sanitization

- Hand hygiene & ward sanitization²

Quarantine rooms

- Isolation rooms for infectious disease control^{1,2,6}

1. JCI (2025), *JCI Accreditation Standards for Hospitals, 8th ed., PCC.04.00–PCC.04.01*, jointcommission.org (accessed 16 Apr 2026).

2. WHO (2016), *Guidelines on Core Components of IPC Programmes*, who.int (accessed 16 Apr 2026).

3. CMS (2026), *HCAHPS: Patients' Perspectives of Care Survey*, cms.gov (accessed 16 Apr 2026).

4. NHS England (2017), *National PROMs Programme Guidance*, england.nhs.uk (accessed 16 Apr 2026).

5. OECD (2025), *Does Healthcare Deliver? Results from the Patient-Reported Indicator Surveys (PaRIS)*, OECD, https://www.oecd.org/en/publications/does-healthcare-deliver-results-from-the-patient-reported-indicator-surveys-paris_748c8b9a-en.html (accessed 16 Apr 2026).

6. CDC (2024), *Summary of Recommendations: Isolation Precautions*, cdc.gov (accessed 16 Apr 2026).

Quality Dimension 4—IT & Healthcare Technology

Dimension 4 consists of three pillars that mainly center electronically available Digital patient access & telehealth, data protection and digital infrastructure

IT & Healthcare Technology—Key Assessment Areas



Digital patient access & telehealth

Patient portal

- Patient portal usage for e.g., appointment management^{1,2}

Online consultations

- Offering of online consultations by department³

Data protection

Data security

- Data breach prevention measures⁴⁻⁶

Secure and integrate communications

- Secure messaging and integrated communication systems for clinical staff^{2,7}

IT-safety training

- Staff training on patient data protection & IT security⁵⁻⁷

Digital & Technological Infrastructure

Technological equipment

- Availability of key diagnostic, monitoring and advanced treatment technologies^{3,8}

Software and Hardware

- Clinical software and devices (e.g., EHR)^{2,4}

1. CMS (2026), *Patient Access API*, cms.gov (accessed 16 Apr 2026).

2. HIMSS (2026), *Digital Health Indicator*, himss.org (accessed 16 Apr 2026).

3. WHO (2021), *How to Plan and Conduct Telehealth Consultations*, who.int (accessed 16 Apr 2026).

4. ISO (2022), *ISO/IEC 27001:2022*, iso.org (accessed 16 Apr 2026).

5. HHS (2009), *The Security Rule*, hhs.gov (accessed 16 Apr 2026).

6. EU (2016), *GDPR, Article 32*, legislation.gov.uk (accessed 16 Apr 2026).

7. JCI (2025), *Standards*, jointcommission.org (accessed 16 Apr 2026).

8. OECD (2025), *Diagnostic technologies*, in *Health at a Glance 2025*, https://www.oecd.org/en/publications/health-at-a-glance-2025_8f9e3f98-en/full-report/diagnostic-technologies_9039027d.html (accessed 16 Apr 2026)

Quality Dimension 5—Employer Attractiveness

Dimension 5 consists of three pillars that mainly center company policies, training and work environment.

Employer Attractiveness—Key Assessment Areas



Company policies

Employee satisfaction & benefits

- Regular performance of employee satisfaction surveys^{1,2}

Workplace safety

- Pandemic policies to protect employees^{1,2}

Shift coordination

- Planning shifts in advance^{1,2}

Training

Amount of training hours per year

- External training hours per staff group²

Training offers

- Training on e.g., leadership & communication²

Training type

- Internal and external trainings per staff group²

Work environment

Employee diversity

- Female and male FTE per staff group²

Staff exit rates

- FTE exists per staff group²

Mental-health support

- Counseling & coaching programs for employees²

Global Hospital Rating: How does the process work?

Once the hospital submits the rating survey, Statista will verify the information through documentation review and video calls before issuing the final rating

1. Registration

Step 1:

The hospital **registers** for participation in the rating on the Statista website:

www.globalhospitalrating.com



2. Survey

Step 2:

The hospital **completes the survey within 45 days** and submits its data for evaluation.

The submitted information is categorized across the five presented quality dimensions.



3. Evaluation & Validation

Step 3:

To ensure data quality and consistency, Statista **evaluates and validates** the submitted hospital data.

As part of this process, video calls with the hospitals are conducted to clarify questions after the data submission.



4. Rating

Step 4:

Statista issues the **final rating**. The results are available on Newsweek and Statista.

Hospitals with 3+ stars are eligible to use the official Global Hospital Rating logo.



5. Yearly Check-in

Step 5:

A **yearly review process** will ensure that the fundamental quality measures that form the basis of the rating have not materially changed.



Global Hospital Rating: What timeline can participating hospitals expect?

Taking part in the Global Hospital Rating process takes about 11 weeks from survey to rating result

Process Steps		Responsibility	Calendar Days	Weeks	1	2	3	4	5	6	7	8	9	10	11
Survey period	Filling out the survey	Hospital	45	6	█	█	█	█	█	█					
	Filling out the CEO validation survey	Hospital	7	1							█				
	Milestone 1: Completion of surveys										◆				
Data analysis	Evaluation	Statista	21	3							█	█	█		
	Sending out data validation questions to hospital	Statista	1	1								█			
	Preparing data validation questions	Hospital	7	1								█			
	Data validation call	Statista & Hospital	1	1										█	
	Sending additional material after the call	Hospital	7	1										█	
	Milestone 2: Data validation														◆
Rating	Finalization of rating	Statista	7	1											█
Results	Results call ¹	Statista & Hospital	1												█
	Milestone 3: Rating finalized and communicated														◆

No registration deadline applies to participating hospitals; the process is initiated following order receipt

Each quality dimension receives an individual star rating—an overall hospital star rating is then computed using predefined quality dimensions weights¹

Scoring model

Quality Dimension Stars	Provision of Care (Score achieved)	Timeliness of Care (Score achieved)	Patient Experience and Safety (Score achieved)	IT & Healthcare Technology (Score achieved)	Employer Attractiveness (Score achieved)
★	<50%	<50%	<50%	<50%	<50%
★★	50-59%	50-59%	50-59%	50-59%	50-59%
★★★	60-74%	60-74%	60-74%	60-74%	60-74%
★★★★	75-85%	75-85%	75-85%	75-85%	75-85%
★★★★★	>85%	>85%	>85%	>85%	>85%
Final star rating weights	25%	20%	25%	15%	15%

Final Global Hospital Rating ranges from 1 to 5 stars based on the five quality dimensions and their respective weights.

1. **Eligibility for a 3-Star Rating:** To qualify for a minimum rating of three stars, hospitals must meet evidence-based, predefined mandatory criteria assessed during the survey. Failure to meet any of these criteria will result in ineligibility for a three-star rating, even if the overall score meets the required threshold.

Global Hospital Rating: Recognition materials are provided to rated hospitals and publication of results

Receivables: Logo, Certificate, Trophy, Scorecard & Comprehensive rating Insights

Publication & Receivables

- ✓ Publication on [Newsweek](#) & [Statista](#) websites
- ✓ Official Logo Usage
- ✓ Certificate
- ✓ Trophy
- ✓ Media & Marketing Kit
- ✓ Comprehensive rating insights

Scorecard

The results displayed in this Scorecard are based on an independent analysis by Statista and Newsweek. The rating achieved in each category is based on pre-defined criteria designed to provide an overview of a hospital's strength and weaknesses in specific quality dimensions.

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Example Brand

The following results in the 5 quality dimensions were achieved:

Provision of care	★★★★★
Timeliness of care	★★★★
Patient experience and safety	★★★★
Employer attractiveness	★★★
IT & healthcare technology	★★★★
Rating	★★★★★

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Certificate

Based on the results of an independent analysis, Newsweek recognizes

<<Hospital Name>>

Global Hospital Rating
★★★★★

The Global Hospital Rating is a comprehensive hospital benchmarking system designed to provide an overview of a hospital's strengths in the following quality dimensions:

- Provision of care
- Timeliness of care
- Patient experience and safety
- IT & healthcare technology
- Employer attractiveness

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Process optimization in hospital quality, patient experience, and PROMs may influence performance in the World's Best Hospitals ranking

Improvements in clinical quality, patient-experience, PROMs and reputation can affect quality metrics, patient-experience scores and PROMs—the four data sources for World's Best Hospitals. Engaging with the Global Hospital Rating can improve these metrics

Impact on Performance & Reputation for Global Leading Hospitals

 **Process Evaluation and Optimization**



Hospital Quality Metrics¹: Global Hospital Rating assesses processes—our recommendations drive measurable outcome improvements.

Example: Optimized ER workflows reduce waiting times

 **Patient experience improvements**



Patient Experience²: Evaluating patient experience initiatives enables targeted improvements that boost overall satisfaction.

Example: Higher experience scores from improved patient initiatives.

 **PROMs implementation**



PROMs Implementation: Within the Global Hospital Rating, evaluating PROMs implementation identifies gaps and supports quality improvement.

Example: Hospitals measuring PROMs and participating in the PROMs implementation survey receive a PROMs score, with more advanced use leading to higher scores.

 **Reputation effects**



Reputation Score: Visible quality and higher patient satisfaction strengthen reputation—Global Hospital Rating highlights hospital strengths, supporting peer recognition.

Example: Better satisfaction can boost peer recommendations and reputation.



FAQ: Global Hospital Rating—Who is eligible to participate?

Eligibility Criteria

General Hospitals

All **general hospitals**¹ delivering comprehensive healthcare services, **including emergency, elective, inpatient, and outpatient care**, are eligible to apply for the Global Hospital Rating. General hospital is defined as a hospital which is not specialized in a specific form of care. These typically treat several kinds of diseases, conditions, and injuries. Furthermore, they typically have an emergency department or trauma center, treating acute, immediate, and urgent threats to health in inpatient and outpatient care setting.

Children's Hospitals

All hospitals specifically dedicated to **pediatric care** with an emergency department that provides general medical services to the pediatric population are eligible to be assessed under the Global Hospital Rating.

A general children's hospital is defined as a medical institution that provides inpatient and outpatient pediatric care across a broad spectrum of specialties and subspecialties (e.g., general pediatrics, neonatology, surgery, intensive care), rather than being limited to just one area of pediatric medicine.

Cardiac Hospitals

All hospitals primarily specialized in **in- and outpatient cardiac care** are eligible for the Global Hospital Rating specifically designed for cardiac hospitals.

Summary and Contact



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THE GLOBAL HOSPITAL RATING



Statista and **Newsweek** are proud to present the **GLOBAL HOSPITAL RATING**, a star system designed to celebrate hospital excellence worldwide, offering a holistic benchmarking approach across various quality dimensions.