The World's Best Hospitals

Newsweek

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HOSPITAL BOSSES ARE BETTING ON **BIG TECH**

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THE WORLD'S BEST HOSPITALS

2024

This year's expanded ranking of more than 2,000 **PREMIER DESTINATIONS** for general medical care around the globe and throughout the U.S.

T HERE AREN'T MANY DECISIONS MORE IMPORTANT THAN CHOOSING THE RIGHT HOSPITAL to provide care for yourself or a loved one. To help, *Newsweek* has partnered with Statista for its annual ranking of the world's best hospitals, a series that began in March 2019. This year, the list includes data on 2,400 hospitals across 30 countries. For the first time, Chile and Malaysia have been added to the ranking, which also includes the U.S., most of Western Europe and Scandinavia, 10 Asian countries, Australia and countries elsewhere in the Americas.

The data is organized by nation but also lists the top 250 hospitals worldwide, the top 10 of which we've highlighted—particularly their intriguing use of artificial intelligence to advance medical discoveries. Each hospital's score is based on an online survey of more than 85,000 medical experts and public data from post-hospitalization patient surveys on their general satisfaction. The score also considers metrics on things like hygiene and patient/doctor ratio as well as a Statista survey on whether hospitals use Patient Reported Outcome Measures (PROMs), which are standardized questionnaires completed by patients to assess their experience and results. With so much at stake for individuals and institutions, reliable data is key. The *Newsweek*-Statista rankings provide crucial insights for patients, families and health care executives looking for profiles of an industry that will generate $4.24 trillion worldwide in 2024. ▶ **Nancy Cooper,** *Global Editor in Chief*

METHODOLOGY

THE WORLD'S BEST HOSPITALS 2024 ranking lists the best hospitals in 30 countries: Australia, Austria, Belgium, Brazil, Canada, Chile, Colombia, Denmark, Finland, France, Germany, India, Israel, Italy, Japan, Malaysia, Mexico, Netherlands, Norway, Saudi Arabia, Singapore, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Arab Emirates, United Kingdom, and the United States. The countries were selected based on multiple comparability factors, such as standard of living/life expectancy, population size, number of hospitals and data availability.

For this year, the following changes were made: To reflect the emphasis on the medical key performance indicators, the weighting of the hospital quality metrics pillar was increased. In addition, three new national accreditations for South Korea, Malaysia and Chile were added to the scoring model, and for the U.S. list CMS eligibility criteria was introduced. For the second time, hospitals were surveyed regarding their PROMs implementation status. This year the survey, eligibility thresholds and display of participating hospitals have been updated. The board of medical experts supports the continuous development of the overall methodology. Thus, the lists are based on four data sources:

1. Online Survey: *Newsweek* and Statista invited over 85,000 medical experts (doctors, hospital managers, health care professionals) in 30 countries to participate in an online survey. Participants were asked to recommend hospitals in their own country as well as in other countries. Recommendations for own employer/hospital were not allowed.

2. Patient Satisfaction: Patient experience surveys are typically conducted by insurance companies after patients' hospitalizations, as well as by hospitals. Patient surveys are typically conducted by insurance companies among patients after hospitalization. Examples of survey topics include general satisfaction with the hospital, recommendation of hospital and satisfaction with medical care.

3. Hospital Quality Metrics: Quality metrics from a variety of public sources were collected for most countries. Quality metrics differ between countries. Examples are data on quality of care for specific treatments, data on hygiene measures and patient safety, and data on number of patients per doctor and per nurse.

4. PROMs Implementation Survey: The PROMs implementation score has been included in the scoring model of the World's Best Hospitals project. In the fall and winter of 2023, *Newsweek* and Statista reached out to hospitals and conducted a survey about the implementation and use of PROMs.

Scores were calculated for each hospital in each of the four categories and weighted: Peer recommendation (40 percent national, 5 percent international), patient experience (16.25 percent), hospital quality metrics (35.25 percent), PROMs implementation (3.5 percent).

Every hospital in each country is rated by a score. Scores are only comparable between hospitals in the same country because different sources for patient experience and medical key performance indicators were examined in each country. Since it is not possible to harmonize this data, cross-country comparisons of the scores are not possible (e.g., a score of 90 in country A doesn't necessarily mean that this hospital is better than a hospital with a score of 87 in country B).

The number of hospitals awarded in each country varies based on the number of hospitals and data availability in the respective country. The U.S. had the most hospitals awarded with 420, while Israel and Singapore were represented with 10 hospitals each. In total, 2,400 hospitals were ranked for this sixth edition of the ranking.

The top global hospitals were determined by the number of international recommendations received in the survey and their national rank. Three new components were added to the calculation

this year: quality metrics excellence, patient satisfaction excellence and PROMs implementation excellence. The global list does not include specialized hospitals.

The rankings are comprised exclusively of hospitals that are eligible regarding the scope described in this document. A mention in the ranking is a positive recognition based on peer recommendations and publicly available data sources at the time. The ranking is the result of an elaborate process which, due to the interval of data-collection and analysis, is a reflection of the last calendar year. Furthermore, events preceding or following the period 01/01/2023-12/31/2023 and/or pertaining to individual persons affiliated/associated with the facilities were not included in the metrics. As such, the results of this ranking should not be used as the sole source of information for future deliberations.

The full rankings and methodology are available at newsweek.com/wbh-2024. The information provided in this ranking should be considered in conjunction with other available information about hospitals or, if possible, accompanied by a visit to a facility. The quality of hospitals that are not included in the rankings is not disputed.

The focus of World's Best Hospitals is to award general hospitals. Specialized hospitals which have been recommended, are featured on the country lists without a rank.

THE EXPERTS

David W. Bates, M.D.
BRIGHAM & WOMEN'S HOSPITAL, BOSTON

Former chief of the division of general internal medicine and primary care at Brigham and Women's Hospital. David Bates is an expert on patient safety and using information technology to improve care. He is a professor of medicine at Harvard Medical School and a professor of health policy and management at the Harvard School of Public Health. He directs the Center for Patient Safety Research and Practice at Brigham and Women's Hospital and served previously as external program lead for research in the WHO's Global Alliance for Patient Safety.

Jens Deerberg-Wittram, M.D.
GERMANY

Founding president of the International Consortium for Health Outcomes Measurement. Jens Deerberg-Wittram lectures regularly on value-based health care. He has served as the CEO of a German nonprofit health system and a German for-profit hospital group. He worked as a health care strategy consultant and was a Senior Fellow at Harvard Business School.

Gary S. Kaplan M.D.
VIRGINIA MASON FRANCISCAN HEALTH, SEATTLE

CEO Emeritus of the Virginia Mason Health System and Virginia Mason Franciscan Health. Gary Kaplan has been a longtime practicing internist and is an expert on patient safety. He is also chair of the Institute for Healthcare Improvement's Lucian Leape Institute, which focuses on patient safety, a founding member of Health CEOs for Health Reform and has served as chair of the IHI's board of directors.

Prof. Gregory Katz
UNIVERSITÉ PARIS CITÉ SCHOOL OF MEDICINE AND PROMTIME, PARIS

Professor at the Université Paris Cité School of Medicine. Gregory Katz holds the Chair of Value in Health. He is also president of PromTime, a health data science company specializing in PROMs and value-based health care, commissioned by the French Ministry of Health to incentivize practitioners on high-value care. He has served as director of research and innovation at leading private hospital groups in Europe.

Christoph A. Meier, M.D.
UNIVERSITY HOSPITAL ZÜRICH, ZÜRICH AND UNIVERSITY OF GENEVA, GENEVA

Director, Department of Internal Medicine at University Hospital Zürich. Christoph Meier is a practicing internist and has served as chief of endocrinology at the University Hospital Geneva and chief medical officer and deputy CEO of the University Hospital Basel, where he implemented principles of value-based health care. He also serves on several boards related to quality measurements in health care.

Eyal Zimlichman, M.D.
SHEBA MEDICAL CENTER, RAMAT GAN, ISRAEL

Deputy director general, chief transformation officer and chief innovation officer at Sheba Medical Center. Eyal Zimlichman, an internal medicine physician, is the founder and director of the ARC innovation program, a global program that leads transformation efforts in health care. He is also the co-chairman of the Future of Health (FOH) global think-tank initiative. He is a founding member of the International Academy of Quality and Safety in Health Care and an international expert at the International Society of Quality in Health Care (ISQua).

THE
BEST
OF
THE
BEST

These leading
institutions are
RANKED HIGHEST
in this year's
list of the world's
best hospitals

1.

Mayo Clinic

**ROCHESTER,
MINNESOTA**

RANKED #1 BEST GLOBAL HOSPITAL SIX YEARS IN A ROW FOR ITS EXEMPLARY QUALITY across the board, the Mayo Clinic is based out of Rochester, Minnesota, with campuses in Scottsdale, Arizona, and Jacksonville, Florida, and dozens of affiliated clinics across the country. Serving over 1.3 million patients annually from nearly 130 countries, this expansive nonprofit health system employs over 76,000 people and generated $16.3 billion in revenue in 2022. Its principles are exemplified by founders Dr. Charles Horace Mayo and Dr. William James Mayo, who famously said, "The glory of medicine is that it is constantly moving forward." Today, the center is advancing medical research with emerging technologies. Among other projects, the center's gastroenterologists are working to incorporate artificial intelligence in colonoscopy procedures to minimize the possibility of missing hard-to-spot polyps, thereby detecting colon cancer earlier. ▶ **mayoclinic.org**

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WORLD'S BEST HOSPITALS
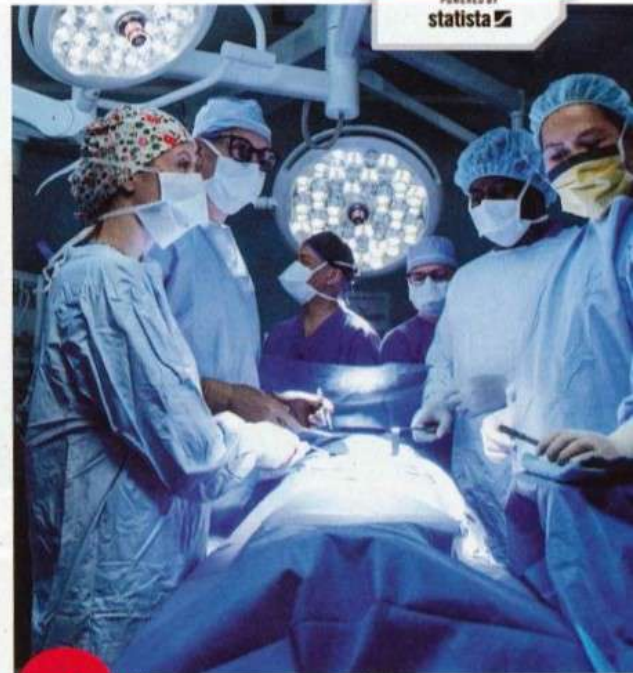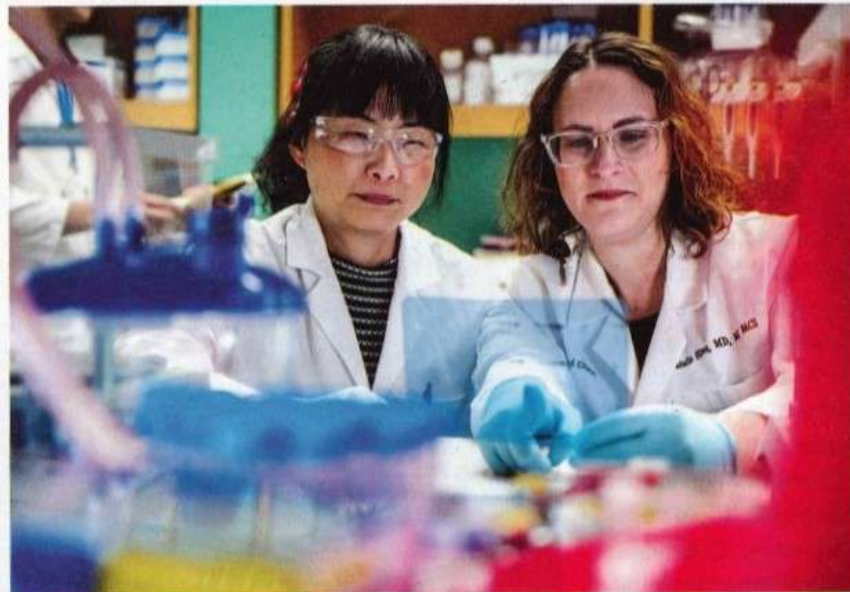2024
Newsweek
POWERED BY
statista ◢

2 Cleveland Clinic

CLEVELAND ■■

MORE THAN A CENTURY OLD, THE CLEVELAND CLINIC ENCOMPASSES 77,000 caregivers, 23 hospitals and 275 outpatient facilities in Ohio, Florida, Nevada, Canada, London and the UAE. Consistently ranked #2 on our list of global hospitals since 2019, the ever-expanding innovation hub is known for discovering serotonin, completing the first successful larynx transplant and developing a triple-negative breast cancer vaccine. Researchers from Cleveland Clinic are trailblazers in medical discovery. In collaboration with IBM, they unveiled the first quantum computer dedicated to health care research last year. In January, the team published a study detailing how artificial intelligence models were instrumental in identifying new targets for immunotherapy. ▶ **my.clevelandclinic.org**

3 Toronto General Hospital

TORONTO ■

TORONTO GENERAL HOSPITAL IS THE flagship member of the University Health Network, the largest health research organization in Canada comprised of Toronto Western Hospital, Princess Margaret Cancer Centre, Toronto Rehabilitation Institute and the Michener Institute. With a history spanning nearly 200 years, TGH is renowned as Canada's and one of North America's largest organ transplant centers and is recognized for conducting the first successful single- and double-lung transplants. In the same field, the center's research arm published a study last year indicating how artificial intelligence and machine learning can guide physicians on donor lung suitability and transplant outcomes, dramatically increasing the number of successful organ transplants. ▶ **uhn.ca/OurHospitals/TGH**

8

AP-HP – Hôpital Universitaire Pitié Salpêtrière

PARIS

THE TEACHING HOSPITAL OF FRANCE'S FAMED SORBONNE university, Hôpital Universitaire Pitié Salpêtrière is part of the Assistance Publique—Hôpitaux de Paris, Europe's largest hospital group. Nestled in the heart of France's capital, the hospital's 90 buildings span 85 acres and house 11 departments representing 77 medical and surgical specialties with 10 distinct centers. Embracing technological advances, the hospital has incorporated artificial intelligence across various medical departments, clinical trials and research projects. In a recently published study, the urology department teamed up with researchers across the country to use AI to improve cytology and cystoscopy techniques, advancing bladder cancer detection. ▶ **pitiesalpetriere.aphp.fr**

7

Karolinska Universitetssjukhuset

STOCKHOLM

KAROLINSKA UNIVERSITETSSJUKHUSET, known as Sweden's premier medical institution, served over 334,000 patients last year and conducted almost 57,000 surgeries and procedures. Adapting technologies to optimize patient care and respond to Stockholm's aging demographic, the hospital is expanding its out-of-hospital virtual care services, including remote monitoring to improve the patient experience for those with chronic illnesses. As the teaching hospital of Karolinska Institutet, it is renowned for its highly specialized care and strong research focus, with nearly 2,500 affiliated researchers. Among other uses for artificial intelligence in medicine, scientists at Karolinska Institutet are analyzing how this technology can aid in interpreting cancerous tumor tissue data. ▶ **karolinska.se**

MARCH 15, 2024

11 Singapore General Hospital (SGH)
SINGAPORE, SINGAPORE

12 UCLA Health – Ronald Reagan Medical Center ■■
LOS ANGELES, U.S.

13 Centre hospitalier universitaire vaudois (CHUV) ■■
LAUSANNE, SWITZERLAND

14 Universitätsspital Basel ■■
BASEL, SWITZERLAND

15 Universitätsklinikum Heidelberg
HEIDELBERG, GERMANY

16 Stanford Health Care - Stanford Hospital
STANFORD, CA, U.S.

17 AP-HP - Hôpital Européen Georges Pompidou
PARIS, FRANCE

18 The University of Tokyo Hospital
BUNKYO, JAPAN

19 Brigham and Women's Hospital
BOSTON, U.S.

20 The Mount Sinai Hospital ■
NEW YORK CITY, U.S.

21 Rigshospitalet - København
COPENHAGEN, DENMARK

22 Asan Medical Center ■■
SEOUL, SOUTH KOREA

23 Aarhus Universitetshospital ■
AARHUS, DENMARK

24 St. Luke's International Hospital
CHUO, JAPAN

25 Allgemeines Krankenhaus der Stadt Wien - Medizinischer Universitätscampus
VIENNA, AUSTRIA

26 LMU Klinikum ■
MUNICH, GERMANY

27 Klinikum rechts der Isar der Technischen Universität München
MUNICH, GERMANY

28 Hospital Israelita Albert Einstein ■■
SÃO PAULO, BRAZIL

29 Oslo Universitetssykehus
OSLO, NORWAY

30 Sunnybrook Health Sciences Centre ■■
TORONTO, CANADA

31 Northwestern Memorial Hospital
CHICAGO, U.S.

32 Mount Sinai Hospital
TORONTO, CANADA

33 Amsterdam UMC
AMSTERDAM, NETHERLANDS

34 Samsung Medical Center ■■
SEOUL, SOUTH KOREA

35 Policlinico Universitario A. Gemelli
ROME, ITALY

36 St Thomas' Hospital
LONDON, ENGLAND

37 University of Michigan Hospitals - Michigan Medicine
ANN ARBOR, MI, U.S.

38 CHU Lille - Hôpital Claude-Huriez
LILLE, FRANCE

39 Medizinische Hochschule Hannover
HANOVER, GERMANY

40 Severance Hospital - Yonsei University
SEOUL, SOUTH KOREA

41 Cedars-Sinai Medical Center
LOS ANGELES, U.S.

42 UMC Utrecht
UTRECHT, NETHERLANDS

43 Seoul National University Hospital ■
SEOUL, SOUTH KOREA

44 UZ Leuven
LEUVEN, BELGIUM

45 Kameda Medical Center
KAMOGAWA, JAPAN

46 Hospital Universitario La Paz
MADRID, SPAIN

47 North York General Hospital
TORONTO, CANADA

48 Universitätsklinikum Hamburg-Eppendorf
HAMBURG, GERMANY

49 UCSF Medical Center
SAN FRANCISCO, U.S.

50 Helsinki University Hospital
HELSINKI, FINLAND

51 Hospital of the University of Pennsylvania - Penn Presbyterian
PHILADELPHIA, U.S.

52 Grande Ospedale Metropolitano Niguarda
MILAN, ITALY

53 Landeskrankenhaus Universitätskliniken Innsbruck
INNSBRUCK, AUSTRIA

54 Hospital Universitario 12 de Octubre
MADRID, SPAIN

55 New York-Presbyterian Hospital-Columbia & Cornell
NEW YORK CITY, U.S.

56 Royal Prince Alfred Hospital
CAMPERDOWN, AUSTRALIA

57 IRCCS Ospedale San Raffaele - Gruppo San Donato
MILAN, ITALY

58 Radboud UMC
NIJMEGEN, NETHERLANDS

59 Clínic Barcelona
BARCELONA, SPAIN

60 Mayo Clinic - Jacksonville
JACKSONVILLE, FL, U.S.

61 Erasmus MC ■■
ROTTERDAM, NETHERLANDS

62 CHU Bordeaux - Groupe hospitalier Pellegrin
BORDEAUX, FRANCE

63 Hôpitaux Universitaires Genève (HUG) ■
GENEVA, SWITZERLAND

64 Tel-Aviv Sourasky Medical Center
TEL AVIV, ISRAEL

65 Istituto Clinico Humanitas
ROZZANO, ITALY

66 Policlinico Sant'Orsola-Malpighi
BOLOGNA, ITALY

67 Universitätsklinikum Freiburg
FREIBURG, GERMANY

68 Duke University Hospital
DURHAM, NC, U.S.

69 Kyushu University Hospital
HIGASHI, JAPAN

70 Hospital Universitari Vall d'Hebron
BARCELONA, SPAIN

71 Leids Universitair Medisch Centrum
LEIDEN, NETHERLANDS

72 Hirslanden-Klinik Hirslanden
ZURICH, SWITZERLAND

73 Landeskrankenhaus - Universitätsklinikum Graz
GRAZ, AUSTRIA

74 Sahlgrenska Universitetssjukhuset
GOTHENBURG, SWEDEN

75 Akademiska Sjukhuset
UPPSALA, SWEDEN

76 Hospital General Universitario Gregorio Marañón ■
MADRID, SPAIN

77 Uniklinik Köln ●
COLOGNE, GERMANY

THE BEST BY COUNTRY

These are the leading hospitals in 17 countries around the world. The number of hospitals varies by country. The rankings should not be considered across countries; i.e., one country's top hospital is not necessarily superior to another's number 2.

AUSTRALIA

1. **Royal Prince Alfred Hospital**
   CAMPERDOWN

2. **The Alfred**
   MELBOURNE

3. **Royal Melbourne Hospital - Parkville**
   PARKVILLE

4. **Royal North Shore Hospital**
   ST LEONARDS

5. **St Vincent's Hospital - Fitzroy**
   FITZROY

BRAZIL

1. **Hospital Israelita Albert Einstein** ⬛⬛
   SÃO PAULO

2. **Hospital Sírio Libanês** ⬛⬛
   SÃO PAULO

3. **Hospital Alemão Oswaldo Cruz** ⬛⬛
   SÃO PAULO

4. **Hospital Moinhos de Vento** ●
   PORTO ALEGRE

5. **Hospital Santa Catarina Paulista** ⬛⬛
   SÃO PAULO

CANADA

1. **Toronto General - University Health Network** 🔖
   TORONTO

2. **Sunnybrook Health Sciences Centre** ⬛⬛
   TORONTO

3. **Mount Sinai Hospital**
   TORONTO

4. **North York General Hospital**
   TORONTO

5. **Centre hospitalier de l'Université de Montréal**
   MONTREAL

CHILE

1. **Clínica Alemana Vitacura**
   SANTIAGO

2. **Hospital Clínico Universidad Católica**
   SANTIAGO

3. **Hospital Clínico Universidad de Chile**
   SANTIAGO

4. **Clínica Alemana de La Dehesa**
   SANTIAGO

5. **Clínica las Condes**
   SANTIAGO

COLOMBIA

1. **Fundación Valle Del Lili**
   CALI

2. **Fundación Santa Fe De Bogotá**
   BOGOTÁ

3. **Hospital Pablo Tobón Uribe** 🔖
   MEDELLÍN

4. **Fundación Cardio Infantil La Cardio**
   BOGOTÁ

5. **Fundación Clínica Shaio**
   BOGOTÁ

FRANCE

1. **AP-HP - Hôpital Universitaire Pitié Salpêtrière**
   PARIS

2. **AP-HP - Hôpital Européen Georges Pompidou**
   PARIS

3. **CHU Lille - Hôpital Claude-Huriez**
   LILLE

4. **CHU Bordeaux - Groupe Hospitalier Pellegrin**
   BORDEAUX

5. **ELSAN – Santé Atlantique** ⬛⬛
   SAINT-HERBLAIN

6. **AP-HM - Hôpital de la Timone**
   MARSEILLE

7. **Hôpital Paris Saint-Joseph** ●
   PARIS

8. **Hospices Civils de Lyon - Hôpital Lyon Sud (HCL)**
   PIERRE BENITE

9. **Hôpital Purpan**
   TOULOUSE

10. **AP-HM - Hôpital Nord**
    MARSEILLE

GERMANY

1. **Charité - Universitätsmedizin Berlin** ⬛⬛
   BERLIN

2. **Universitätsklinikum Heidelberg**
   HEIDELBERG

3. **LMU Klinikum** 🔖
   MUNICH

4. **Klinikum rechts der Isar der Technischen Universität München**
   MUNICH

5. **Medizinische Hochschule Hannover**
   HANOVER

6. **Universitätsklinikum Hamburg-Eppendorf**
   HAMBURG

7. **Universitätsklinikum Freiburg**
   FREIBURG

8. **Uniklinik Köln** ●
   COLOGNE

9. **Universitätsklinikum Carl Gustav Carus Dresden** 🔖
   DRESDEN

10. **Universitätsklinikum Bonn** 🔖
    BONN

ITALY

1. **Policlinico Universitario A. Gemelli**
   ROME

2. **Grande Ospedale Metropolitano Niguarda**
   MILAN

3. **IRCCS Ospedale San Raffaele - Gruppo San Donato**
   MILAN

4. **Istituto Clinico Humanitas**
   ROZZANO

5. **Policlinico Sant'Orsola-Malpighi**
   BOLOGNA