

TRIANGLE BUSINESS JOURNAL

Monday, September 27, 2010

Triangle hospitals fare poorly in quality study

Triangle Business Journal - by [JAMES GALLAGHER](#)

Despite being home to several nationally recognized hospitals, the Triangle didn't fare well in a new study of health care quality.

The Raleigh-Durham-Chapel Hill area was ranked 42nd for overall hospital care among the nation's 50 largest areas by population, according to CareChex, a division of **The Delta Group**, a Greenville, S.C. health care information services company.

The company based its ranking on an analysis of hospitals' process, outcomes and patient satisfaction but did not name specific hospitals and health-care providers.

Charlotte-Gastonia-Rock Hill was ranked No. 10.

Things get worse for the Triangle when looking at specific clinical areas. The Triangle was ranked 43rd in neurological care, 47th in orthopedic care and pulmonary care, 48th in major neurosurgery, 49th in major orthopedic surgery and 50th in cancer care, despite **UNC Hospitals** recently opening a new cancer hospital and **Duke University** and **Rex Healthcare** being in the process of constructing new cancer centers.

The latest rankings conflict with more popular measures, notably *U.S. News and World Report's*, which consistently ranks Duke University Hospital and UNC Hospitals among the nation's best in a variety of specialties.

Despite the low quality rankings from The Delta Group, patients in the area are pleased with the service they are getting. The Triangle was ranked sixth in patient satisfaction.

Statewide, North Carolina came in 14th in terms of overall quality of care and eighth in customer satisfaction.