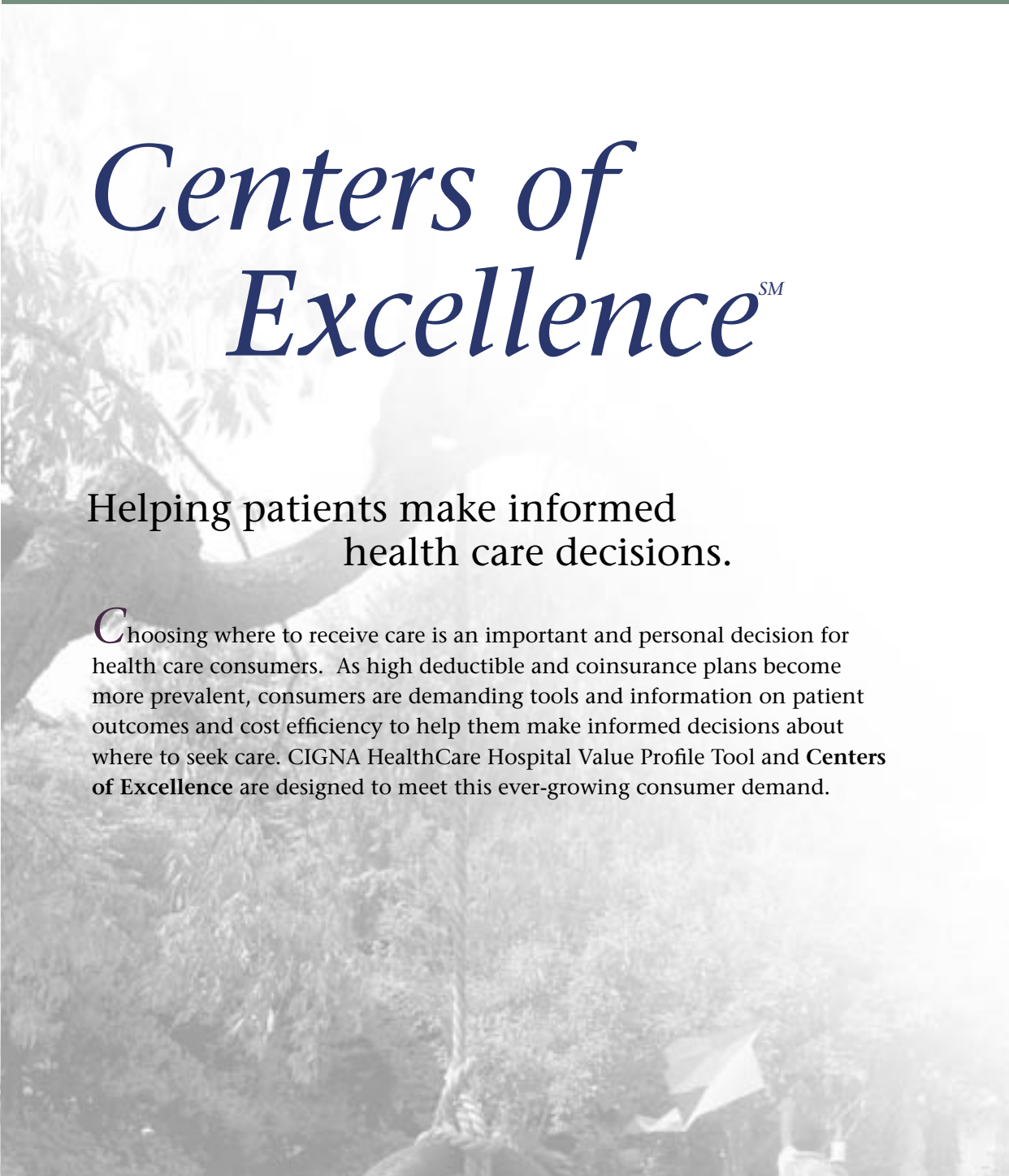
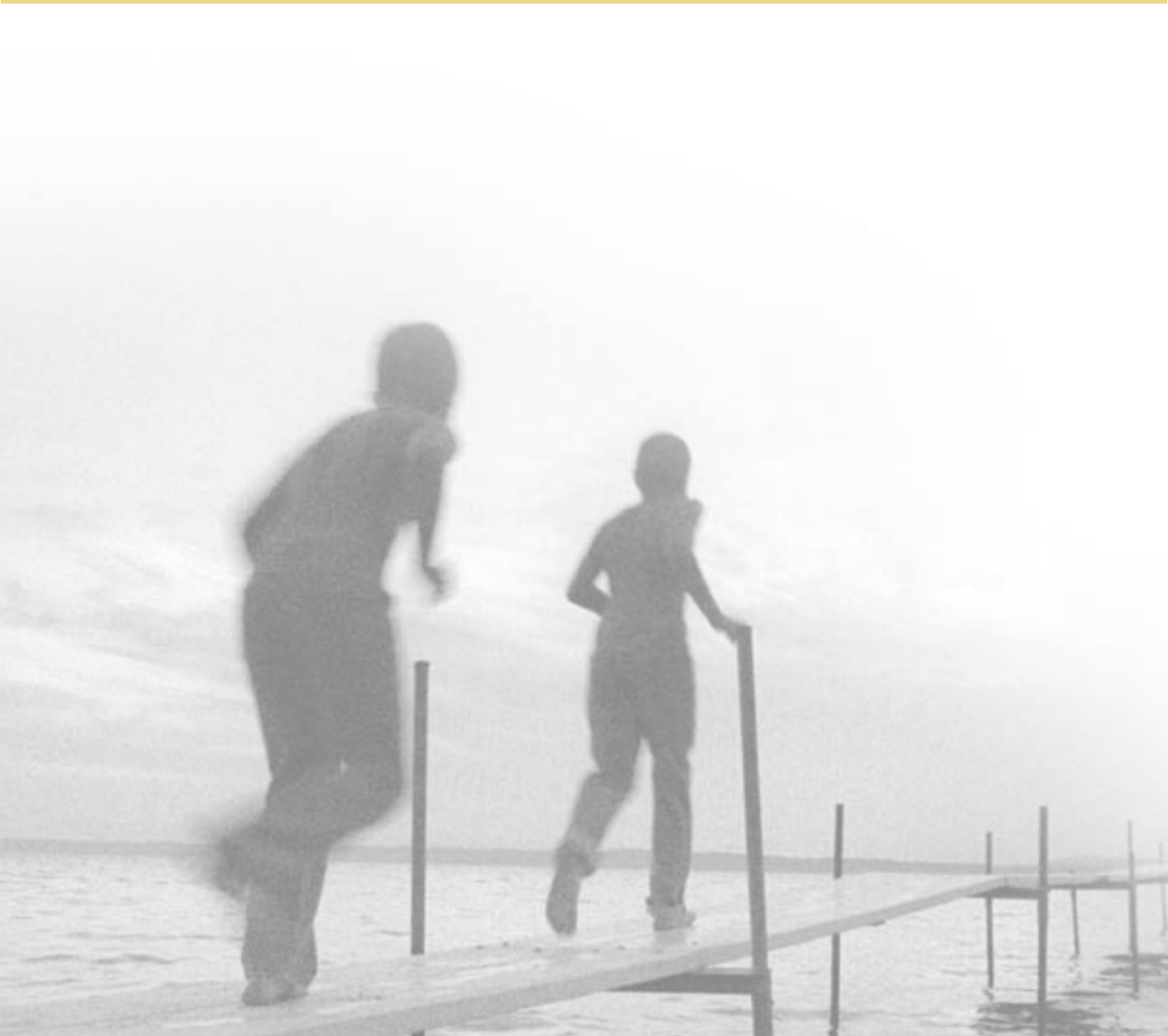


# Centers of Excellence<sup>SM</sup>

Helping patients make informed health care decisions.

Choosing where to receive care is an important and personal decision for health care consumers. As high deductible and coinsurance plans become more prevalent, consumers are demanding tools and information on patient outcomes and cost efficiency to help them make informed decisions about where to seek care. CIGNA HealthCare Hospital Value Profile Tool and Centers of Excellence are designed to meet this ever-growing consumer demand.



CIGNA

A Business of Caring.

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### Here's how it works:

- CIGNA HealthCare participating hospitals receive a score of one, two or three stars for both patient outcomes and cost efficiency for each of the 19 procedures/conditions listed below, as well as an overall score. CIGNA HealthCare identifies hospitals as **Centers of Excellence** when they achieve the highest (three star) scores for both patient outcomes and cost efficiency.
- Members can check a hospital's score on CIGNA's Hospital Value Profile Tool for each procedure/condition though the CIGNA HealthCare online provider directory at [www.cigna.com](http://www.cigna.com).

Angioplasty	Laparoscopic Gall Bladder Removal
Cesarean Section	Radical Prostatectomy
Cardiac Catheterization	Spinal Fusion
Chronic Obstructive Pulmonary Disease (COPD)	Stroke
Colon Surgery	Total Abdominal Hysterectomy
Coronary Artery Bypass Grafting	Total Hip Replacement
Disc Surgery	Total Knee Replacement
Heart Attack	Total Mastectomy
Heart Failure	Vaginal Delivery
Heart Valve Replacement	

### Patient Outcomes

- A measure of a hospital's relative effectiveness in treating the selected procedure/condition, based on publicly available patient data.
- Score is based on hospital self-reported public information provided by HealthShare Technology, Inc., a company that delivers web-based software tools to help hospitals, health plans and employers reduce cost and improve the quality of health care.

### Cost Efficiency

- A measure of a hospital's cost (not including physician's fees and outpatient services) compared to the national average cost for a particular procedure/condition.
- Score is based on a combination of public information and CIGNA HealthCare contracted rates. Public information is a combination of all-patient data, where available, and Medicare length-of-stay data reported by facilities. Specific contracted rates are not shown in the directory.

### Overall Score

- Results are displayed in order of the overall score for each facility, by procedure.
- Score is based on the patient outcomes and cost-efficiency scores, **heavily weighted toward the patient outcomes score.**

### Results of a sample inquiry

Return to [CIGNA.com](http://www.cigna.com)

[Directory Home](#) 13 Results Found - Page 1 of 2  
[CIGNA Online Provider Directory en Español](#)

Search Criteria: 99999, ANYTOWN, STATE Hospital Network and Point of Service Plans  
 Total Knee Replacement

Provider information was last updated on 6/25/2004

Sort search results by:

Provider Name	Address	More Information
1. Major Medical Center and Hospital <b>CIGNA Center of Excellence</b> Patient Outcomes: ★★★ Cost Efficiency: ★★★ <a href="#">Affiliated Providers</a>	1 Some Blvd Some City, ST 99999 (111) 222-3333 <a href="#">View Map</a> Distance approx. 10 miles	<a href="#">Hospital Quality Tool</a> Independent ratings of health care providers provided by HealthShare.  <a href="#">Healthwise Medical Encyclopedia</a> Definitions and some information on health topics such as: <a href="#">Knee Replacement Surgery</a> See list of <a href="#">articles</a> .
2. University Medical Center and Hospital Patient Outcomes: ★★★ Cost Efficiency: ★★ <a href="#">Affiliated Providers</a>	12 Someother Blvd Some City, ST 99999 (111) 222-4444 <a href="#">View Map</a> Distance approx. 10 miles	<a href="#">Well Aware for Better Health</a> CIGNA programs that can help you to maintain better health when dealing with Heart Disease, Asthma, Back Pain...
3. St. Someone Hospital and Medical Center Patient Outcomes: ★★★	22 North Main St Some City, ST 99999 (111) 222-5555	

### Facts about Centers of Excellence

Members are not required to use a Center of Excellence facility, and the selection of one of these facilities does not affect the member's level of benefits.

If there is insufficient data available to compile a score for a particular procedure/condition for a particular facility, the directory will indicate **Not Rated**.

If a facility has three stars for both patient outcomes and cost efficiency, the designation **Center of Excellence** will appear under the facility's name.

Each hospital receives a score for each of the 19 procedures/conditions, so a hospital may be a Center of Excellence for one or more procedures or for none. All CIGNA HealthCare participating facilities are regularly reviewed against our quality standards, and the lack of a Center of Excellence designation does not indicate that a hospital is not a quality provider of health care services.

