



NOT ALL HEALTHCARE
PROVIDERS ARE
CREATED EQUAL

ESPECIALLY WHEN IT COMES TO DIFFERENT CLINICAL PROCEDURES

Through Trustmark, a leading health benefits administrator, Healthcare Bluebook™ delivers quality data that is both accurate and easy to understand, providing a detailed picture of the quality landscape to help plan members find the providers with better outcomes.

Quality can vary just as much as price when it comes to choosing healthcare providers. Unfortunately, many other sources of quality metrics give an inaccurate and misleading view of quality. But we take transparency to the next level with comprehensive quality metrics.

What Makes our Quality Different?

Bluebook starts with a robust and credible data source, and then applies advanced analytics to create an accurate, reliable and easy-to-use tool for comparing the quality of hospitals by specific clinical service.

Bluebook's quality rating takes into account each of the following metrics to ensure our quality information is accurate and relevant today.

***Failure of care delivery
caused an estimated \$102
billion to \$154 billion in
wasteful spending in 2011.***

-"Eliminating Waste in US Health Care," The Journal of the American Medical Association, April 11, 2012

Trustmark and Healthcare Bluebook, together, enable members to better take charge of their healthcare costs. Healthcare Bluebook is not an affiliate of Trustmark, Inc.

Here's the Bluebook quality process:



Objective, Reliable Data

We start with a large and objective set of healthcare data. This data set includes information about virtually all hospitals and is audited by independent third parties. Self-reported or survey-based data does not make the cut.



Risk Adjusted

Next, we fully risk-adjust the data based on the patient's demographics, complexity and co-morbidity. Hospitals that see higher-risk patients should get credit for taking tougher cases.



By Procedure

We then separate the risk-adjusted data by procedure so that members can find the specific information they need.



Multi-Dimensional Scoring

Each hospital is assigned an overall score based on its performance in multiple dimensions of care, including mortality, patient safety, complications and core process.



Volume Adjusted

Hospitals that perform a higher number of cases have their scores weighted heavier than those that perform fewer cases. This does not mean that volume equals quality, but it does mean that volume equals a higher probability that they will repeat past performance.



Relative Ranking

Our quality ranks virtually all hospitals in the country relative to each other regarding their performance for each procedure. This allows the user to find great local hospitals by procedure and see how they compare to hospitals nationally.



MyTrustmark Benefits solutions