CHARTIS

Ratings and rankings optimization

Improving quality and patient safety while ensuring the great care delivered is recognized by national ratings and rankings



Healthcare providers have many competing priorities amid an increasingly constrained and complex environment. Many organizations invest in solutions for each priority independently, including staffing shortages, capacity constraints, increasing regulatory activity, financial pressures, evolving care models, and disruptive innovation and competition. This challenges leadership attention and can result in redundant efforts or initiatives working at cross-purposes.

Meanwhile, Boards increasingly hold leadership accountable for ratings and rankings, including CMS Stars, Leapfrog Safety Grade, US News & World Report, IBM Watson, Vizient, Premier, and others. Results are driven by hundreds of metrics, all with varying definitions and timelines. Given the lag of publicly reported data, today's performance will affect several years of data. Now is the time to focus efforts to boost future scores. Successful organizations recognize:

- It is impossible to solve healthcare's challenges in silos – an operational approach to reliability is the solution to solve the complex challenges facing provider organizations
- Ratings and rankings performance should not be treated as just another challenge among many—prioritizing it creates a "True North" that can drive overall performance
- Optimizing ratings and rankings simultaneously improves revenue capture and financial performance, as performing well is dependent upon improved clinical documentation

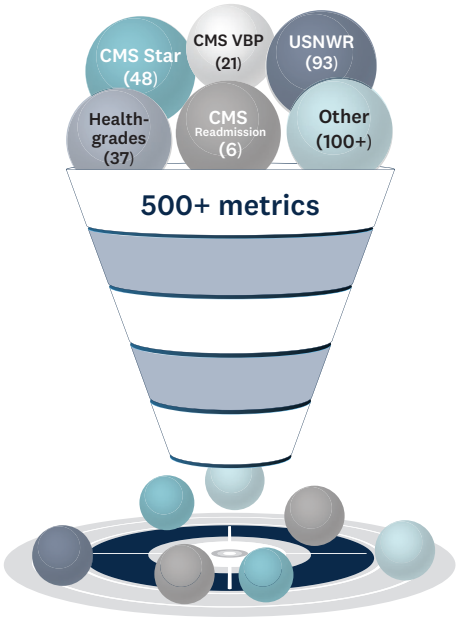
How we can help

With hundreds of quality metrics to consider, it can be difficult to fully understand the various ratings and ranking systems, determine which metrics matter most, and prioritize achievable improvements to move the needle efficiently and effectively. Chartis has a deep understanding of rating and ranking algorithms, drivers of performance, and strategies to optimize outcomes.

Our team of physicians, nurses, quality and patient safety experts, clinical documentation integrity (CDI) professionals, advanced analytics specialists, and process improvement consultants help our clients prioritize metrics for focus and develop and execute comprehensive improvement roadmaps to achieve desired outcomes. Further, we incorporate a reliability architecture to ensure improvements are sustained. We support clients through:

- Rapid diagnostics;
- Prioritized recommendations and roadmap development; and
- Implementation and ongoing monitoring to support individual metrics and programs (e.g. mortality, CDI), and comprehensive clinical transformation.

With hundreds of metrics to consider, we help you decide which will move the needle for those areas that matter most to you.



Example results

- Vizient O/E improvement from bottom quartile to top decile in one year
- Zero CAUTI, CLABSI and HAPI sustained for over a year
- > $5-$10M increase in revenue due to accurate risk adjustment
- Improvement of Leapfrog hospital safety score in real time during survey completion
- Leapfrog C → A
  Vizient 70 → 7
  CMS 3 → 5 Star

Key success factors

Create organizational governance to drive improvements

- Extend this responsibility beyond the Quality department
- Set an audacious goal of top performance and ensure the entire organization prioritizes the work

Ensure front-line physicians, nurses, and ancillary staff are aligned and working on the top priorities

- Create a reliability infrastructure with an interprofessional, facilitated team at the unit/clinic level to improve performance on an ongoing basis

Communicate with all stakeholders to build buy-in and sustainability

- Think broadly about who is responsible for and impacted by these changes
- Implement a thoughtful communication and change management program that reaches across the continuum of care

Optimize foundational capabilities that enable overall success

- Ensure data accuracy is achieved as quickly as possible as data will persist for several years
- Implement a modern CDI program focused on maximizing compliant reimbursement and optimizing expected quality outcomes

A proven partner you can trust

For more than a decade, Chartis has consistently been recognized as Best in KLAS by KLAS Research. In 2025, Chartis became the first firm to be recognized as the Best Overall Healthcare Management Consulting Firm (fifth consecutive year) and the Best Overall IT Services Firm in the same year. In addition, we rank Best in KLAS for Data and Analytics Services, ERP Implementation Leadership, and HIT Core Clinical Implementation Leadership.



95.1 Client Satisfaction Rating—Ranked Best Overall Management Consulting Firm by KLAS

Our leaders



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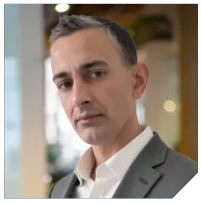

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The challenges facing US healthcare are longstanding and all too familiar. We are Chartis, and we believe in better. We work with over 900 clients annually to develop and activate transformative strategies, operating models, and organizational enterprises that make US healthcare more affordable, accessible, safe, and human. With over 1,000 professionals, we help providers, payers, technology innovators, retail companies, and investors create and embrace solutions that tangibly and materially reshape healthcare for the better. Our family of brands—Chartis, Jarrard, Greeley, and HealthScape Advisors—is 100% focused on healthcare and each has a longstanding commitment to helping transform healthcare in big and small ways.

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