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U.S. Department
of Veterans Affairs

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Quality of Care

MENU

End of Year Hospital Star Rating (FY2018)

The Veterans Health Administration uses a comprehensive performance improvement tool called Strategic Analytics for Improvement and Learning (SAIL) that includes key metrics used by the private sector as well as additional metrics that are important for addressing access to care, quality of mental health care, employee perception about the organization, nursing turnover, efficiency and capacity. The metrics are organized into 9 Quality domains and one Efficiency and Capacity domain. The Quality domains are combined to represent overall Quality. Each VA medical center is assessed for overall Quality from two perspectives: (1) Relative Performance compared to other VA medical centers using a Star rating system from 1 to 5 and (2) Improvement compared to its own performance from the past year. Both relative performance and size of improvement are used to guide improve efforts.

SAIL is designed to include actionable metrics that are important to assess the quality of healthcare delivery. Many of the metrics on SAIL are not publicly reported by non-VA hospitals and health systems. Therefore, it is not appropriate to directly compare evaluation findings derived from SAIL with results from public and private sector hospitals. Instead, SAIL is developed for the VA to drive internal system-wide improvement.

In 2018 66% (96 out of 146) of VA Medical Centers Reported on SAIL Showed Improvement Compared to Their Baseline One Year Earlier.

The table below displays relative performance in star rating in the third column and size of improvement in arrows in the fourth column that indicate whether medical center performance has improved, stayed the same or declined over the past year.

VISN	Medical Center	Relative Performance Star Rating (1 to 5)	Improvement From Baseline Scores 2017
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2	Albany	3	↑↑
22	Albuquerque	2	↑
16	Alexandria	2	→
4	Altoona	4	→
17	Amarillo	4	↑↑
20	Anchorage	3	→
10	Ann Arbor	3	↑
6	Asheville	5	↑↑
7	Atlanta	1	→
7	Augusta	2	→
5	Baltimore	3	↑
2	Bath	5	↑
10	Battle Creek	2	↑↑
8	Bay Pines	3	→
5	Beckley	2	→
1	Bedford	5	→
17	Big Spring	1	↑↑
7	Birmingham	4	↑
20	Boise	3	→
1	Boston	4	→
2	Bronx	4	↑
2	Brooklyn	3	↑

2	Buffalo	4	↑↑
4	Butler	5	↓
2	Canandaigua	4	↑↑
23	Central Iowa	4	↑
7	Charleston	4	→
19	Cheyenne	2	→
12	Chicago	3	↑
10	Chillicothe	4	→
10	Cincinnati	5	↑
5	Clarksburg	4	↑↑
10	Cleveland	5	↑
4	Coatesville	5	→
15	Columbia MO	3	↑
7	Columbia SC	2	↑
10	Columbus	4	↑
1	Connecticut	5	↑
17	Dallas	2	↑
12	Danville	3	↑
10	Dayton	3	→
19	Denver	2	↑
10	Detroit	3	↑
7	Dublin	3	↑↑

6	Durham	3	↑
2	East Orange	2	↑
17	El Paso	1	↑↑
4	Erie	5	↑
23	Fargo	4	↑
16	Fayetteville AR	3	→
6	Fayetteville NC	2	→
23	Fort Meade	3	→
10	Fort Wayne	2	↑
21	Fresno	2	↑
8	Gainesville	3	↑
19	Grand Junction	4	↑
16	Gulf Coast HCS	2	→
6	Hampton	2	→
17	Harlingen	2	↑↑
12	Hines	3	↑
21	Honolulu	2	↑
23	Hot Springs	5	↑↑
16	Houston	3	→
2	Hudson Valley	3	→
5	Huntington	4	↑↑
10	Indianapolis	3	↑

23	Iowa City	3	↑
12	Iron Mountain	5	↑
16	Jackson	2	↑↑
15	Kansas City	2	↑
8	Lake City	2	→
21	Las Vegas	2	↑↑
15	Leavenworth	4	↑
4	Lebanon	5	↑
9	Lexington	4	↑
16	Little Rock	3	↑↑
22	Loma Linda	1	↑
22	Long Beach	2	→
22	Los Angeles	3	↑
9	Louisville	3	→
12	Madison	5	↑
1	Manchester	3	↑
15	Marion IL	2	↑
5	Martinsburg	2	↑
9	Memphis	1	↑
8	Miami	3	→
12	Milwaukee	3	→
23	Minneapolis	4	→

19	Montana	2	↑
7	Montgomery	1	→
9	Mountain Home	4	↑
9	Murfreesboro	2	↑
19	Muskogee	2	→
9	Nashville	2	↑
16	New Orleans	3	↑
2	New York	4	↑
12	North Chicago	4	→
1	Northampton	5	↑↑
2	Northport	3	→
19	Oklahoma City	2	↑
23	Omaha	4	→
8	Orlando	3	→
21	Palo Alto	2	→
5	Perry Point	3	↑↑
4	Philadelphia	3	↑
22	Phoenix	1	→
4	Pittsburgh	4	↑
15	Poplar Bluff	3	→
20	Portland	3	↑↑
22	Prescott	2	↑

1	Providence	3	→
20	Puget Sound	2	↑
21	Reno	3	→
6	Richmond	4	→
20	Roseburg	2	↑
21	Sacramento	3	↑↑
10	Saginaw	5	↑↑
6	Salem	5	↑
6	Salisbury	3	↑
19	Salt Lake City	3	→
17	San Antonio	3	↑↑
22	San Diego	3	→
21	San Francisco	3	↑
8	San Juan	2	→
19	Sheridan	4	↑↑
16	Shreveport	3	↑
23	Sioux Falls	4	→
20	Spokane	3	↑↑
23	St Cloud	5	↑
15	St Louis	3	↑
2	Syracuse	3	→
8	Tampa	4	→

17	Temple	3	↑
1	Togus	5	↑↑
12	Tomah	3	→
15	Topeka	3	↑
22	Tucson	1	→
7	Tuscaloosa	3	↑
20	Walla Walla	2	↑↑
5	Washington	1	→
8	West Palm	3	↑↑
20	White City	3	↑↑
1	White River	3	↑
15	Wichita	4	↑
4	Wilkes Barre	3	→
4	Wilmington	3	↑↑

***Note: Improvement From Baseline: ↑↑ - Large Improvement; ↑ - Small Improvement; →: Trivial Change; ↓: Large Decline**

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CONNECT

Veterans Crisis Line: (<https://www.veteranscrisisline.net/>)
 1-800-273-8255 (tel:+18002738255) (Press 1)

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