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SEPTEMBER 2013 | CONSUMERREPORTS.ORG

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Savings this issue

\$5,113

Put \$50,000 in a TIAA-CREF Lifecycle 2030 Institutional **fund** instead of T. Rowe Price Retirement 2030 and you could save this much in fees over 20 years.

\$225

For heartburn, try generic omeprazole instead of prescription Nexium and save this much per month on **drugs**.

\$170

Buy a DeLonghi Nescafé Dolce Gusto Genio **pod coffeemaker** instead of a Bunn MyCafé MCP and save this much.

Coming in October

Generators, chain saws, energy-saving bulbs, disaster preparedness, dishwasher detergents, digital TV antennas, and the 2014 new-car preview.

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Who we are

Consumer Reports

is the world's largest independent consumer-product-testing organization. We also survey millions of consumers about their experiences with products and services. We're based in Yonkers, N.Y., and are a nonprofit organization.

What we do We buy all of the products we rate. **What we don't do** We don't accept paid advertising; we get our money mainly through subscriptions and donations. We don't accept free test samples from manufacturers. And we don't allow our name or content to be used for any promotional purposes.

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• For subscription information, go to ConsumerReports.org/magazine or call 800-666-5261. See page 61 for more details.

Ratings We rate products using these symbols:

● Excellent ● Very good ○ Good ● Fair ● Poor

✓ CR Best Buy Products with this icon offer the best combination of performance and price.

✓ Recommended product Models with this designation perform well and stand out for reasons we note.

✓ Recommended car These tested well, are reliable, and performed adequately if crash-tested or included in a federal rollover test.

✗ Don't Buy We label products with this icon when we judge them to be safety risks or to have serious performance problems.

ON YOUR MIND

Hot item

Your review of ovens ("Cooking Appliances," July 2013) didn't mention the advantages of temperature probes. Ours takes the guesswork out of roasting chicken breasts and fish. Both are now goldilocks every time.

—Steve Waclo Carson City, NV

Editor's note We encourage cooks to use temperature probes to ensure that food is heated to the proper temperatures, and we identify models that include a probe as a feature. Ovens with integral temperature probes are great, but even a reasonably priced aftermarket probe with an alarm can work.



Baggage fees

"Best & Worst Airlines" (July 2013) was very informative but perhaps a bit dismissive of Spirit Airlines. Pricing is indeed à la carte for amenities and baggage, but by understanding its pricing approach, we can travel at deeply discounted rates. A recent trip, including

baggage, cost just 25 percent of the other available options. While Spirit isn't a panacea, it's certainly an option worth considering.

—Gary Freed Mesa, AZ

Editor's note Spirit's fares are indeed cheap, but as you say, you need to understand its

fees. For example, you may be charged up to \$100 to check a bag at the gate.

Being prepared

In "When a Storm Strikes" (Up Front, July 2013) you advise people to photograph any damage. But they should also take photos of their homes and belongings before a storm strikes—proof of what they looked like intact. Then they can e-mail the pictures to themselves or a friend for safekeeping, in case their camera or computer is also damaged.

—Michael Schmeltzer Boynton Beach, FL

SEND YOUR LETTERS TO

ConsumerReports.org/lettertoeditor.

Ask our experts

Q What's the best way to clean granite?

—Elizabeth Mendelsohn Arlington, VA

Use a mild all-purpose cleaner, following the directions. Dry the surface, and disinfect as needed. Seventh Generation Natural All Purpose Cleaner did well in our tests for a spray product; Pine-Sol was the top liquid.

Q Consumer Reports often gives glowing Ratings to used cars from manufacturers with high recall numbers. Shouldn't recall statistics be factored in?

—David Ramsay Toronto

We don't think recalls should be factored in. Though it would be great if cars could be designed without safety problems ever surfacing, we strongly encourage manufacturers to recall cars if need be. There's also a big difference in how an owner is affected by a reliability problem or a recall. Reliability problems require an unscheduled trip for repair or at worst, a tow truck. We encourage manufacturers to recall cars when safety issues are uncovered. A recall requires one planned trip to the dealer with no expense to the owner.

Q Have you ever tested the heat output of plasma vs. LCD TVs? Several stores have told me that plasmas are better for the money but they run hotter than LCDs. I'm leery of making a room hotter than necessary and upping the cost of my A/C.

—Wayne Stramer San Antonio

We haven't tested the temperature of TV technologies, but plasmas generally get warmer than LCDs. If the room is small and not ventilated, and the TV is on for a long time, you might see a small change in temperature.

Q I've heard that you're not supposed to put LEDs in closed fixtures such as domes because they require airflow to



SHINE ON Wipe down granite with a mild general cleaner such as Seventh Generation or Pine-Sol.

cool them. Is this true? What about a dome that covers the bulb but is open on top, like a pendant? I've not seen such a warning on the manufacturers' packaging.

—Joe Cesa Cumming, GA

It's generally true that LEDs last longer if they are kept relatively cool, and almost all LED bulbs have warnings on the bulb and packaging that indicate where the bulb can and can't be used. If there isn't a specific warning against using the bulb in certain conditions or fixtures, then it should be OK. But keep the packaging and receipt should the bulb burn out prematurely and you need to use the warranty.

Q Is it safe to order checks via a newspaper circular, such as Designer Checks?

My bank charges \$25-plus to ship and handle two boxes of checks that cost \$30.

—Sau-Mei Leung Clinton, MA

Yes, it's safe to buy checks from printers other than the one your bank uses, and we recommend doing so. The company you mentioned is rated A+ by the Better Business Bureau. But its \$43 price for two boxes of basic blue checks with standard trackable shipping and handling is still too pricey for our pocketbook. Instead, buy from Costco, where \$14.18 buys 500 basic checks for Gold Star members, plus \$7.75 for standard trackable shipping. The total cost is only \$22, a 60 percent savings over your bank's heist.

SEND YOUR QUESTIONS TO

ConsumerReports.org/askourexperts.

This page highlights efforts of Consumers Union, the policy and action arm of Consumer Reports, to improve the marketplace.

CONSUMER NOTES

Eyes off the road

In 2011, more than 3,000 people were killed and 387,000 were injured in the U.S. in crashes involving a distracted driver. The problem isn't limited to texting or talking on the phone; dashboard technology such as navigation and Internet-connected "infotainment" systems can also pull drivers' attention away from the road and lead to crashes.

The National Highway Traffic Safety Administration has issued long-awaited guidelines for automakers on built-in distractions. They aim to limit the time drivers must take their eyes off the road to perform a task to 2 seconds at a time and no more than 12 seconds total. Car companies are urged to disable manual texting, Web browsing, and video-based calling unless the vehicle is stopped and in park.



The next phase for NHTSA is focused on portable devices, like phones and tablets, and Consumers Union has pressed the agency to act as soon as possible. A coordinated effort of driver education, technology solutions, and smart policy making is critical to curbing distracted driving.

308,962

That's the number of concussions diagnosed in high-school athletes in the 2011-2012 school year. To slow the increasing rate of traumatic brain injuries in child and teenage athletes, Congress is considering the Youth Sports Concussion Act. The bill, which is backed by Consumers Union, would allow for standards to be set for sports equipment and addresses the often misleading claims of injury prevention by sports-equipment marketers.

WHERE WE STAND

Millions could lose a communications lifeline

THE ISSUE Access to basic phone service for low-income consumers is in jeopardy.

OUR TAKE Lifeline is a government program that provides monthly discounts on phone service (landline or wireless) to more than 15 million low-income consumers, including seniors, veterans, and people with disabilities. (Go to fcc.gov/lifeline for more.) The program, launched in 1985, has been financed since the '90s through the Federal Communications



Commission's Universal Service Fund. Critics claim that Lifeline is rife with waste, fraud, and abuse. Several bills in Congress aim to end the program. But the FCC's recent efforts to address

those problems have already resulted in some \$200 million in savings.

Consumers Union strongly supports the program's work to expand the benefits of communications services to people who would otherwise be unable to afford them. It helps low-income Americans gain access to important social services, contact health care providers, and look for jobs.

Jessica Gonzalez (at left), a lawyer and vice president of a nonprofit policy organization, recently testified before Congress about the value of the program. When Gonzalez's teaching job in the Los Angeles public school system fell to budget cuts, she used her Lifeline phone to look for work and apply to law school. "Lifeline was tremendously helpful in getting me back on my feet," she says. "There's this misconception that everyone who uses Lifeline is abusing this program. These are hardworking people who have simply fallen on hard times."

FROM OUR PRESIDENT

Chemical reaction

The Toxic Substances Control Act was weak when it was passed in 1976, and the years haven't done it any favors.



In theory, it gives the Environmental Protection Agency the authority to collect information about the hazards posed by chemicals and to take action to control "unreasonable risks." In reality, collecting information is all but impossible because of trade-secret safeguards embedded in the law; and controlling risks is so tied up in legalese that even asbestos, long ago proved to cause cancer and other fatal diseases, hasn't been banned in the U.S.

There are now more than 83,000 chemicals and classes of chemicals listed in the EPA's inventory. In the years since the act was passed, the agency has banned, limited, or restricted the use of five of those.

Five.

Does that mean that the manufacturers of the other 82,995 have confirmed that they're safe to be in our food containers, cleaning products, carpets, and toys? No, it doesn't. Manufacturers don't have to do a thing; the law requires instead that the EPA prove that a chemical is not safe.

Shifting responsibility

The European Union has a different approach. Its law, updated about six years ago, puts the responsibility on chemical companies to demonstrate that their products don't hurt people or the environment. Much more sensible.

In the U.S., some states—notably California—have put restrictions in place on certain toxic chemicals. We believe people living in all states deserve the same level of safety.

The chemical industry, the government, and environmental and consumers groups, including Consumers Union, all agree that the law needs to be updated. But disputes about what the revision should look like and where the burden of proof should rest have plagued proposed legislation. Right now, the law casts consumers as lab rats. Consumers Union is committed to fighting to make sure manufacturers and the EPA ensure that chemicals are safe before exposing us all to them.

Jim Guest
JIM GUEST
President

Up front

Tips, trends, everyday products

Far-fetched fast food

THE DUNKIN' DONUTS Glazed Donut Breakfast Sandwich—a pepper-fried egg and bacon between doughnut halves—is just one of many, um, unusual foods being lobbed at an innocent public. That item, described as “going where no breakfast has gone,” has a relatively svelte 360 calories (and 20 grams of fat). But other combinations are just as strange and far more heft-inducing. We’ve rounded up a few of the indulgent items at restaurant chains.

A decade ago, the fast-food industry unveiled a new menu item about once a year. Today new burgers may be unwrapped two, three, or four times a year. Other, stranger temptations are offered annually. “If they did it every day, it wouldn’t be as cravable,” says Darren Tristano, executive vice president of Technomic, a food-industry research group.

“If you have an item that just sounds ridiculous and extreme, a certain number of people will try it,” says Bret Thorn, senior food editor at Nation’s Restaurant News. Tristano says that extreme foods are designed to appeal to younger millennials (ages 18 to 33), who are more likely than others to try anything once.

Thorn says that men might be more

likely than women to send their taste buds for a ride. (“Every man’s cave needs electricity and an oven” is the pitch for Papa Murphy’s 5-Meat Stuffed Pizza, a pie housing Canadian bacon, pepperoni, sausage, bacon, and ground beef, with additional meat on top.)

Baby boomers shouldn’t be discounted as extreme foodies, Thorn adds. “They are the ones that can spend their extra cash on crème-filled doughnuts wrapped in bacon.”

Notice a trend? Bacon also stars in Burger King’s limited-time Bacon Sundae (510 calories) and Sonic’s Peanut Butter and Bacon Shake (700 to 1,720 calories).

Despite such fare, Tristano is confident that fast-food restaurants will continue to offer healthful alternatives. So you’ll still be able to order a garden salad, with dressing (and bacon) on the side.

Fairly outrageous snacks

State fairgrounds have their share of over-the-top treats. Coming up:

Iowa State Fair (Aug. 8 to 18) has deep-fried candy bars and sweet snacks (think Ho-Hos).

Texas State Fair (Sept. 27 to Oct. 20) has deep-fried bubble gum, deep-fried butter, and Texas-fried cookie dough.

▶ **Johnny Rockets Big Apple Shake** An actual slice of apple pie is blended into each treat. The count: 1,140 calories and 67 grams of fat.



▶ **Wendy’s Pretzel Bacon Cheeseburger** “A delicious new twist on our classic hot n’ juicy cheeseburger,” the chain’s website says. There’s also honey-mustard sauce, cheese, and (what else?) bacon on a pretzel bun. The count: 680 calories and 36 grams of fat. Want chili cheese fries with that? That adds 530 calories and 28 grams of fat.



▶ **Crazy Cheesy Crust Pizza** The crust of this pizza, which Pizza Hut offers occasionally, is kneaded into 16 pockets holding a five-cheese blend “that’ll blow your mind,” the company’s website says. The count: 390 calories per slice of pepperoni and 20 grams of fat. That sounds far more tame than what the chain sold last year in the Middle East: pizza with a dozen mini-cheeseburgers nestled into its crust.



The right stuff— for cleaning

Our textiles expert has come up with the best materials to use for cleaning iron skillets, Venetian blinds, and more. If you have more-basic cleaning needs, we also have test results for Bounty DuraTowels, on page 11.

Iron skillet

A scrubber to get the main soil, then a paper towel and vegetable oil that won't turn rancid quickly.

Ceiling fan

Feather duster or long-handled cleaner made for the purpose.

Nonstick pan

No-scratch nylon scrubber.

TV, computer, or phone screen

Microfiber cloth. The microfiber should be labeled "split," which means that in cross-section, each fiber isn't cylindrical but looks like an asterisk, with open spaces that suck up moisture. Microfibers are positively charged and attract dust, which is negatively charged. Be sure to wash microfiber when it's dirty.

Smoothtop stove

No-scratch nylon scrubber with smoothtop-stove cleaner. Follow the manufacturer's directions.

Fine china

Clean sponge (wash dirty sponges in a dishwasher or a washing machine). First line the sink with a rubber mat to avoid chips, then use a rubber spatula to scrape. Dry with a clean, smooth, lint-free towel.

Glassware

Linen (because it's lint-free).

Eyeglasses

Microfiber cloth.

Stainless-steel appliance

Paper towel and stainless-steel cleaner. Follow the manufacturer's directions.

Painted wall

White paper towel or clean white cotton rag. (Paint can pick up color from dyed towels.)

Wooden table

Sponge, soft cloth, or paper towel.

Carpet or upholstery, small spill or stain

Clean white cloth or paper towel, with weight on top to blot (don't rub).

Window

Dampened sponge with cleaner; squeegee to remove liquid; damp chamois or microfiber for wiping; soft, dry cloth to remove remaining streaks.

Grill

Wire brush or steel wool. (If using on a polished surface, test in an inconspicuous place first.) Wipe off any loose bristles or fibers when finished.

Toilet

Bristle brush.

Car exterior

Microfiber cloth, leather or synthetic chamois, or terry cloth.

Venetian blind

Cotton sock. (Put one over your hand and wipe.)



Duster



Microfiber cloth



Cotton sock



Clean sponge



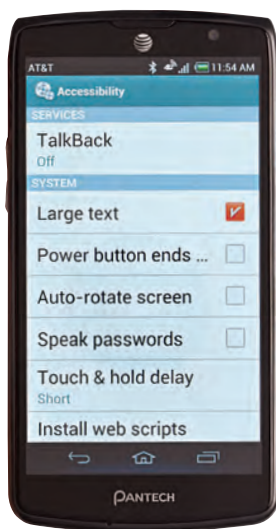
Bristle brush

TECH TIPS

Make the most of your smart phone

See type clearly

Tired of squinting at the tiny text on your phone's display? Go to the phone's Settings menu. There (often under Accessibility) you might be able to click on a feature that makes text bigger and find options that help people with impaired vision or hearing. Certain Android phones from LG, Pantech, Samsung, and others also have an "Easy" mode that clears desktop clutter and puts core functions such as phone, contacts, messages, and camera front and center.



Raid the toolbox

Free apps let you use your phone's hardware in interesting ways. You can use your phone's display or camera light as a flashlight—to see the menu in a dark restaurant, say. And various free apps can turn your smart phone into a surface level, so you can make sure pictures or shelves are straight. You'll find other free tools, such as a compass and a ruler, by typing in those search terms while in your phone's app store.

Myth busters

Some tricks are not worth trying. One myth is that if you accidentally lock your keys in your car, you can have someone at home hold their "clicker" up to their cell phone while you hold your phone about a foot from your car door. That might work if car locks were controlled with sound waves, but they're not. They're controlled by radio waves, which can't be transmitted over a phone. Another myth is that anyone with an almost-dead cell battery can type in a special code to tap into a secret power reserve set aside by phone carriers. There is no such special power stash.



CLAIM CHECK

Spill stopper for distracted chefs

The claim. The Kochblume Spill Stopper promises to "stop pots from boiling over." You place the shallow silicone bowl over a pot or pan, and if the contents boil over, "petals" at the center of the bowl lift, causing excess liquid and bubbles to spill into the bowl, then slide back into the pot. Voilà! No mess on your stovetop. We bought 10-inch and 12-inch lid covers for \$24.40 and \$26.19, respectively.

The check. We turned burners to high and used Spill Stopper when boiling pasta, white rice, and brown rice.

Bottom line. If you're often spacey enough to overfill a pot, turn the burner too high, and abandon the stove, you might find a use for Spill Stopper. It will stop a spill—unless the water level starts out too high, in which case the petals can't catch all of the foam and boiling water just pushes the cover up and spills out. Spill Stopper might not be a great choice for simmering a food such as rice, which requires a tight lid and low heat. Other problems: Because some water stays in the cover, it's a juggling act to lift it and stir the contents; when lifting the cover, which gets hot, you'll need a pot holder; and once you've lifted it, the pot will start to boil over anyway, so you'll have to turn the heat down.

BY THE NUMBERS

How Americans shop for groceries

A new national survey conducted by ShopSmart, our sister publication, indicates that saving money at the supermarket is still a priority even as the recession subsides. More than 20 percent of the 1,128 respondents said they're more likely than they were two years ago to buy store brands, shop at multiple stores to save money, use print or online coupons, or stick to their grocery list. (Eighty-six percent make a list and stick to it at least some of the time.) Yet the numbers at right indicate room for improvement.

Some Americans see additional room for

improvement in their partner's shopping habits. Men's top gripe about their partner's grocery-shopping: They spend too much. Women's about their partner's: They buy on impulse. And almost a third of women said their partners bought too many treats.

59%
buy in bulk
even if they
have little
or no storage
space.

63%
buy things
they don't
need because
of coupons
or a sale.

71%
toss
expired
food they
never
opened.





TASTE CHAMP
Home Run Inn is at the top of our pepperoni frozen-pizza Ratings.

Pizza with pizzazz

EDIBLE PIZZA FROM your freezer? Yes! Although none of the 16 individual-size frozen cheese or pepperoni pizzas our experts tasted was excellent, Home Run Inn, sold in more than 20 states, hit a triple with both types. They're rated Very Good, and the cheese version is tastier than deep-dish and original cheese pizzas from Domino's and Pizza Hut.

Among all pizzas, there are big differences in taste, nutrition, and price.

Taste. Home Run Inn cheese pizza has a flavorful, thin, crispy, flaky crust loaded with stretchy cheese, plus fresh-tasting, mild sauce. Several other cheese pizzas taste almost as good, including Red Baron

Singles Deep Dish, a CR Best Buy with a pastrylike crust and slightly spicy sauce, and DiGiorno Stuffed Crust, with a tunnel of stretchy cheese in a soft, slightly chewy crust. In a quick tasting, our experts judged the new DiGiorno Pizzeria Quattro Formaggi cheese pizza (claimed to have "premium toppings and no artificial flavors") as very good, too.

In Home Run Inn's pepperoni pizza, the pastrylike crust and mild sauce are similar to those in the cheese pizza, and the meat is browned. Red Baron's pepperoni version, like its cheese version, is a CR Best Buy and has a slightly spicy sauce. Good & Delish pepperoni is another very good op-

tion. It has a flavorful, thick, slightly chewy Italian-style crust with lots of stretchy cheese, and slightly spicy sauce, though its seasonings taste dehydrated.

Now for the not-so-tasty. 365 Everyday Value cheese pizza tastes mostly of harsh, bitter seasonings, and although its sparse sauce is red, it doesn't taste like tomato. Totino's Pepperoni Party Pizza has a similar sauce, along with mushy, tasteless cheese and fatty pepperoni.

Nutrition. Scores for nutrition ranged from fair to very good. Pepperoni pizzas tended to score lower than cheese because of their fat (about a third is saturated) and sodium. In fact, according to a study published in May in the journal *Nutrients*, pizza appears to be the single biggest contributor of sodium to the diet of Americans 6 to 19 years old between 2003 and 2008. According to the federal Centers for Disease Control and Prevention, about 90 percent of Americans eat more sodium than is recommended for a healthy diet. (For most people, that's less than 2,300 milligrams a day.) The good news: Most of the pizzas are an excellent source of calcium.

Our nutrition figures are calculated per serving, but serving sizes range widely—from 4 ounces (Trader Giotto's cheese pizza) to 8.4 ounces (Good & Delish pepperoni).

Price. Because of the difference in serving size, we've listed cost per ounce. Calculated that way, some pizzas cost more than five times as much as others. Priciest of all: Amy's.

Bottom line. Choose from among the very good pizzas, and make them an occasional treat.

Chicken pizza taste-off

Our experts tried five chicken pizzas, a less traditional type making its way into freezer cases, and found one to recommend.



Freschetta Chicken Club gives the impression of having been freshly prepared. It has a flavorful, yeasty, Italian-style crust; béchamel-style sauce; smoky bacon; and flavorful chicken chunks; plus fresh-tasting spinach and tomatoes.

✓ Recommended



DiGiorno Italian Style Favorites Chicken Parmesan has a thick, flavorful crust but dehydrated seasonings and bitter notes.



Lean Cuisine Culinary Collection Wood Fire Style BBQ Recipe Chicken tastes mostly of sweet, smoky, thick barbecue sauce and has scant cheese.



365 Everyday Value Organic Chicken & BBQ Sauce (Whole Foods) has white-meat chicken chunks with sweet and smoky barbecue sauce but sparse, dried-out cheese.



Trader Joe's Pizza Al Pollo Asado is spicy, with a soft cornmeal crust, lots of chili peppers, refried beans, and mild cheese.



Ratings Frozen pizza

All tested products In taste order, within types.

- ☒ CR Best Buy
☒ Recommended
- Excellent
 ● Very good
 ○ Good
 ● Fair
 ● Poor

| | Product | Nutrition | Cost per oz. | Per serving* | | | | |
|-------------------------------------|---|-----------|--------------|--------------|----------|---------|-------------|------------|
| | | | | Weight (oz.) | Calories | Fat (g) | Sodium (mg) | Sugars (g) |
| CHEESE | | | | | | | | |
| VERY GOOD | | | | | | | | |
| <input checked="" type="checkbox"/> | Home Run Inn Classic | ● | 38¢ | 7.5 | 570 | 30 | 1,100 | 2 |
| <input checked="" type="checkbox"/> | Amy's Single Serve | ○ | 75 | 6.2 | 420 | 17 | 720 | 4 |
| <input checked="" type="checkbox"/> | Red Baron Singles Deep Dish | ● | 26 | 5.6 | 410 | 18 | 760 | 11 |
| <input checked="" type="checkbox"/> | DiGiorno Cheese Stuffed Crust | ○ | 38 | 4.2 | 320 | 15 | 650 | 4 |
| GOOD | | | | | | | | |
| | DiGiorno Traditional Crust | ○ | 34 | 4.6 | 340 | 14 | 580 | 5 |
| | Trader Giotto's Bambino Formaggio (Trader Joe's) | ● | 21 | 4 | 250 | 8 | 460 | 5 |
| | Lean Cuisine Culinary Collection Traditional | ● | 41 | 6 | 350 | 6 | 580 | 7 |
| FAIR | | | | | | | | |
| | 365 Everyday Value Organic Individual Size (Whole Foods) | ○ | 64 | 6.2 | 360 | 11 | 640 | 4 |
| PEPPERONI | | | | | | | | |
| VERY GOOD | | | | | | | | |
| <input checked="" type="checkbox"/> | Home Run Inn Classic | ● | 37 | 7.8 | 610 | 33 | 1,240 | 2 |
| <input checked="" type="checkbox"/> | Red Baron Singles Deep Dish | ● | 27 | 5.6 | 420 | 20 | 880 | 11 |
| <input checked="" type="checkbox"/> | Good & Delish Classic Italian Style Pizza for One (Walgreens) | ● | 33 | 8.4 | 650 | 30 | 1,150 | 9 |
| <input checked="" type="checkbox"/> | DiGiorno Traditional Crust | ○ | 34 | 4.6 | 350 | 15 | 630 | 5 |
| GOOD | | | | | | | | |
| | Stouffer's French Bread | ● | 25 | 5.6 | 410 | 20 | 830 | 4 |
| | Tony's Crispy Crust | ● | 15 | 7.1 | 490 | 21 | 860 | 12 |
| | Celeste Pizza for One | ● | 21 | 5 | 350 | 17 | 830 | 3 |
| FAIR | | | | | | | | |
| | Totino's Party Pizza | ● | 13 | 5.1 | 370 | 20 | 770 | 4 |

*Serving size is one pizza, except one-half pizza for DiGiorno and Totino's.

CLAIM CHECK

Our tough-towel trial

The claim. The "quicker picker upper" got a face-lift with Bounty DuraTowel, a "cloth-like, durable paper towel that leaves surfaces three times cleaner than a used dishcloth," according to parent company Procter & Gamble's website.



The check. We tested DuraTowel against regular Bounty paper towels, America's Choice paper towels, and Scott Shop Towels ("for tough jobs"). We determined how much water same-sized sections of each product could hold and used a machine to test wet and dry strength (the force required to pull a towel apart) and durability (the number of strokes it took to tear a wet sheet scrubbed over a rough surface).

Bottom line. DuraTowel is stronger than regular Bounty and lasted about 30 percent longer in our scrubbing tests. But Scott Shop Towels were even stronger than DuraTowel when wet and survived scrubbing at least three times longer than DuraTowel, regular Bounty, and America's Choice. More strength seems to result in less absorbency: Scott Shop Towels were least absorbent, and DuraTowel absorbed less than regular Bounty but more than America's Choice. Because any clean paper towel is cleaner than a used dishcloth, that claim doesn't hold much water—kind of like the product itself.

DuraTowel does lead in one area: cost. Below are approximate prices for the products when sold in multipacks, which often go on sale.

Per 100 square feet

| | | | |
|-------------------------|--------------------------|-------------------------|-------------------------|
| | | | |
| Bounty DuraTowel | Scott Shop Towels | Bounty (regular) | America's Choice |
| \$5.40 | \$4.60 | \$3.90 | \$2.10 |

New and improved?

Packages are getting smarter, though your wallet might take a hit

MANUFACTURERS SPEND more than \$150 billion a year on packaging, or roughly 7 to 10 cents of every dollar that goes into a product. Much of that is designed to make goods attractive, protect them from damage, and thwart shoplifters—goals that might force buyers to grapple with impenetrable clamshells and bulletproof bags. But as the pictured packages show, manufacturers are starting to address those frustrations.

Good packaging lets companies win fans by solving a problem, making life easier, or aiding the environment, says Laura Bix, an associate professor at Michigan State University's School of Packaging. Such benefits can add to a product's value, Bix says, even if a consumer pays more. "If the price per piece goes up but we reduce waste, complaints, and damaged products, there is a clear benefit to packaging improvements."

Value vs. price

People dashing to an important business meeting after a garlicky lunch, for instance, might appreciate a Listerine PocketPaks mouthwash strip, which melts on the tongue. But do they like it enough to pay almost 7 cents per tiny strip? That's an individual decision.

And it's one that might depend on a person's age. "We're in the middle of an evolution," Bix says. "The notion of old is changing. Grandma washed plastic Baggies and reused them because she came of age in the Great Depression. She accepts the status quo and is not willing to spend extra because her mind-set is that she expects the sky to fall. Those coming of age today don't want to cope with problems; they expect them to be fixed."

SC Johnson Smart Twist Cleaning system

THE ISSUE "No more lugging around a heavy cleaning bucket or juggling multiple bottles," SC Johnson says about this product. The handheld sprayer has a carousel that fits up to three 3.3-ounce bottles of Windex, Pledge, Fantastik, Scrubbing Bubbles, or Shout in concentrated form. You snap in the bottles, fill the sprayer's reservoir with water, and rotate the carousel until the cleaner you want clicks into the front position. Each bottle of concentrate equals 26 ounces of regular cleaner, the company says.

Bottom line. It worked as advertised, saves space, and reduces clutter. But the sprayer plus three concentrates cost \$25. Refills are \$8 for two cleaners, \$12 for three.



Hills Ideal Balance dry pet food

THE ISSUE Conventional bags of food for Fido or Fifi are difficult to reseal, leaving them an easy target for prying paws. The food can also go stale prematurely. This bag has Velcro along the width of the opening.

Bottom line. A smart, simple solution. Consumers "can easily feel that they have successfully closed the bag," Hills said in a statement.



Olivari olive oil

THE ISSUE Conventional bottles let oil drip from the lip, leaving tacky surfaces and greasy stains. This bottle has a narrow spout that pops up when you remove the cap.

Bottom line. "Drizzle or pour," says Jonathan Batson, a marketing associate for Olivari's distributor, "you'll get the right amount of oil every time." The spout does channel oil where it's supposed to be but can still leave a drop if you aren't careful.



Kleenex hand towels

THE ISSUE A shared towel can spread germs. Kleenex's paper-towel dispenser fits upside down in a bathroom towel rack.

Bottom line. At \$3 for a box of 60, these towels are pricey and might be impractical (or wasteful) for everyday use. The dispenser could be helpful when you have guests, but it isn't perfect. After we removed about one-third of the towels, the rest got stuck inside the box, and we had to fish them out by hand.





Windex Touch-Up multisurface kitchen cleaner

THE ISSUE Spray bottles can spatter cleaner beyond the soiled surface and have to be fetched from their hiding places. An unobtrusive countertop dispenser that can be operated with one hand, Windex Touch-Up has a disk-shaped nozzle that delivers a measured amount of cleaner to a paper towel, rag, or sponge.

Bottom line. It's convenient and helpful for small touch-ups. Per quart, Touch-Up costs about \$15. The same cleaner in a spray bottle? \$6.

Clorox Clean-Up stain remover and disinfectant

THE ISSUE No matter how furiously you squeeze the trigger, some cleaner is left. Clorox inserted a rigid tube that snakes to the base of the bottle, ensuring that you get all you paid for without "tilting, transferring, or any other crazy maneuver," the company says. The project took more than three years from concept to completion.

Bottom line. Good to the last drop.



Neosporin Neo To Go

THE ISSUE Tubes of first-aid creams don't travel well in purses and pockets. This plastic capsule's trigger sprays a single dose of medicine. No gooey medicine or cotton-ball applicators.

Bottom line. The unit cost is \$36 per ounce, compared with about \$13 for Neosporin in a tube. To Go could be handy, but it's not a triple antibiotic—like the cream—which protects against more types of bacteria.



Gillette Fusion ProGlide razor

THE ISSUE To foil shoplifters, razors and blades are often sold in molded plastic clamshells, which are difficult to open and use a lot of plastic. In certain versions of the Fusion, Gillette



replaced the clamshell with a smaller, lighter container made from sugarcane, bamboo, and bulrush (a grasslike plant). It stores the razor and has a peel-back plastic cover that's sturdy enough to withstand shipping. Gillette says the design will help parent company Procter & Gamble reduce its consumer-goods packaging 20 percent by 2020.

Bottom line. The package, introduced in the U.S. last year, reduces plastic and doesn't require sharp tools to open, but it's pricey. At a local CVS, we found the Fusion ProGlide in a clamshell for \$10 and in the new package for \$13.



Kiwi Express Shine shoe polish

THE ISSUE This all-in-one product shines shoes without the need to spread newspaper, wear a glove, or use a brush. The dispenser has a plastic holder with an indented grip over a sponge. You just press the sponge onto the shoe and rub. The applicator snaps into a base for storage.

Bottom line. Polish went on smoothly, covered scuffs, and filled dings in leather. Shoes looked OK without buffing.

Better Oats instant oatmeal

THE ISSUE Where's a measuring cup when you need one? Empty the dry contents into a microwavable bowl, pour water up to the pouch's fill line, and voilà.

Bottom line. The pouch has its place if you enjoy your oatmeal outside the kitchen. "The measuring-pouch idea was just one of those aha moments I had outside of the workplace, looking for a way to make the package work better for the end user," said Kevin McFadden, packaging and graphics development leader at Better Oats. "Not all the time is a measuring cup available, and just guessing at the amount of water needed each time can result in inconsistent oatmeal and a disappointing experience."



Seven tricks to boost your energy

SOMETIMES CAFFEINE or sugar might seem like the only fix for that 3 p.m. slump. But in some cases fatigue has more to do with the mind than with the body, according to Roy Sugarman, Ph.D., a neuropsychologist in Sydney, Australia. Use the right techniques and you can feel more energized—even without that afternoon latte. Here are seven ways to do just that, based on tips from Sugarman and recent medical research:

❑ **Stand up and move.** Your brain equates being seated to being stuck and responds by restricting energy. If you have to sit for long periods for work or other reasons, try standing up every 45 minutes and performing a few lunges. “Nothing too strenuous, but these stretches can give you more energy by telling the brain that you’re still mobile,” says Sugarman, who serves as director of applied neurosciences at Athletes’ Performance, a company that trains professional and Olympic athletes. Or even better, see whether a stand-up desk is an option. We’re testing some right now and will report on them soon.

❑ **Spread out your tasks.** Whether it’s paperwork or physical errands, break your workload into small, manageable assignments that you can spread over the course of a day or an afternoon. That

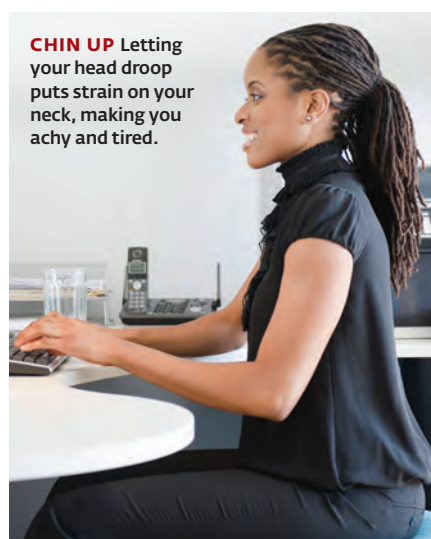
helps you avoid the “push/crash” cycle, in which you do too much all at once, then are exhausted for a while. For best impact, try to alternate mental tasks with physical ones.

❑ **Rock out, then have a chat.** “Music, even of low intensity, seems to prevent performance decrements over time,” according to the American College of Occupational and Environmental Medicine (ACOEM). Stay stimulated by playing soft background music, especially if it helps cover up the continuous hum of an air conditioner or other white noise, which can induce drowsiness. The organization also recommends socializing throughout the day via “actively involved” conversations; no eavesdropping on others’ conversations or relying on only electronic communications.

❑ **Bring green into your space.** A Taiwanese study found that office workers reported feeling less nervous or anxious when a plant was visible nearby. That’s an important benefit because anxiety can burn up a lot of your energy. The study’s authors stated that nature’s beauty aids in recovery from mental fatigue and “generates opportunities for cognitive restoration.” And other research has linked vegetation to increased productivity. Not a plant person? Simply looking at objects with bright greens and reds—a wall hanging, for example—can have a similar effect, Sugarman says.

❑ **Light it right and stay cool.** The ideal lighting for any work space is bright but indirect; overhead light shining straight down on you can cause glare and eye-strain, according to ACOEM guidelines for fighting fatigue published in 2012 in the *Journal of Occupational and Environmental Medicine*. Aim lighting toward the walls or ceiling instead, and keep the thermostat set at 68° F to 72° F, because temperatures that are too high can slow down your mental function.

CHIN UP Letting your head droop puts strain on your neck, making you achy and tired.



❑ **Check your neck.** If you need another reason to sit up straight, consider this: For every inch your head tilts forward, the amount of weight your neck has to support doubles, a chore that could affect your daily level of fatigue. Whether sitting or standing, keep your shoulders back, your spine straight, and your head held high above your neck.

❑ **Fake a snooze.** A quick nap is a great way to restore energy, but it’s not always practical in the middle of the day. Instead, simulate the effects of a nap using this breathing strategy: Try taking quick, short inhales followed by slow, drawn-out exhales for at least 3 minutes and no more than 20. “When we breathe in, it puts our nervous system into a fight-or-flight mode, meaning we’re using energy,” Sugarman says. “But when we breathe out, it signals rest.”

Following that breathing pattern triggers benefits similar to those you’d get from a nap. If you work at a desk, try to find a quiet spot somewhere else to do the exercise; breaks taken away from your desk can be more beneficial, according to workplace experts.



PLANT THERAPY Looking at something green can help counter fatigue.

❑ DID YOU KNOW?

Water can wake you up for that meeting

Need to perk up for an important phone call, meeting, or event? Put your hands under ice-cold water for a few seconds before it starts. Your brain restricts energy output as body temperature rises. If you

shock it with cold water, it thinks your body is fully cooled down and will release about 15 minutes’ worth of extra energy, says Roy Sugarman, Ph.D., a neuropsychologist who works with athletes.



Should you report that fender-bender?

POP QUIZ: You and your SUV are in a minor, low-speed accident. Luckily, no one is injured, but there's a little damage to your vehicle—more than just a scratch—and maybe to someone else's car or property. Should you inform your insurance company about it or keep the matter quiet and pay any repair costs out-of-pocket?

Fear of an insurance rate hike is often the concern behind that question. But there are some important factors to weigh as you determine your best course of action.

When to report it

Seven in 10 auto accidents in 2011 involved another vehicle, according to Department of Transportation data, as did 52 percent of car insurance claims filed in recent years by more than 31,000 CONSUMER REPORTS subscribers surveyed last summer. If your mishap falls in that category, always report it, especially if you may have been at fault, because your coverage also protects you against liability for harming others.

Your insurance company and some state laws might require you to report in such cases (ask your insurance agent about the policy and state requirements). But officially documenting the facts is also in your own best interests whenever you're involved with a stranger in a potential damage claim situation—even if you and another reasonable person work

out a private arrangement to keep the insurance companies out of it.

"I've seen very few of these personal deals work out in my 27 years with Progressive," says Rick Sticca, claims general manager at the fourth-largest auto insurer. Repairs often cost more than reasonable people anticipate. For example, when a 2010 Toyota Corolla rear-ended a 2010 Toyota RAV4 at 10 mph in testing by the Insurance Institute for Highway Safety, the Corolla had more than \$3,800 in front-end damage and the SUV incurred more than \$6,000 in rear damage, because of the vehicles' bumper-height mismatch.

The Corolla's damage looked minor, and the RAV4's was almost imperceptible. Even the cheapest damage in 14 such trials involving seven vehicle pairings produced almost \$3,000 in total losses—six times the typical \$500 collision deductible.

Even the lack of immediate injury can be deceiving. The adrenaline rush accompanying even a low-impact crash can mask injury symptoms, and soft-tissue damage can take 24 to 48 hours to show up. Bogus injury claims are another possibility worth considering and can result from staged ac-

You can't predict how a claim may affect premiums.

cidents and other fraud, according to the National Insurance Crime Bureau.

If you don't report and big costs surprise you later, your insurance company might not pay because its ability to investigate the claimed damage, when time was of the essence, has been lost.

When it's a toss-up

Your toughest decision-making challenge comes when the damage is to your own vehicle and property. Filing a claim would probably produce a tempting payout of several hundred to more than \$1,000, after the deductible. You must consider an unknown "x" factor of how your claim might impact your premiums. Unfortunately, it's impossible for consumers to know in advance how much their premiums will increase, and for how long, to weigh that against a claim payout. But among our subscribers, 7 percent of claimants felt that their insurer unfairly raised their premium as a result of their claim. (We didn't ask about *fair* premium increases.)

Most states regulate "chargeable" accidents, which are loss payouts that auto insurers are allowed to count against your driving record in calculating your risk and setting your premiums. The rules vary from state to state, but payout thresholds of \$500 to \$1,000 are typical, which means that accidents costing the insurer less than that can't raise your rate. Your insurer can tell you the rule in your state.

Major insurers also apply their own loyalty programs, which give "accident forgiveness awards," based on how long you've been with the company and your good driving and payment record. So an insurer might forgive a \$1,500 accident if you're a relatively new customer, but a \$5,000 accident would be overlooked if you've been with the company for five years. Forgiveness, of course, is generally a one-time benefit, so don't rely on it for a series of accidents. In some cases, forgiveness above the state threshold is a formal option that can cost extra.

When you shouldn't report

If the damage is minor and confined to your own vehicle and property, maybe from backing into your fence or garage door, you're typically not required to report it to your insurer if you're not making a claim. It also doesn't make economic sense to do so if the repair cost is smaller than or not sufficiently bigger than your collision coverage deductible.



Jeep Grand Cherokee



Jeep Liberty

Jeeps will be checked for fuel-tank safety

CHRYSLER HAS AGREED to a voluntary recall of 1.56 million Jeep SUVs for inspection and to possibly improve protection from rear collisions that could lead to a fire. The models are 1993-98 Jeep Grand Cherokees and 2002-07 Jeep Libertys. Chrysler also said it would check 1.2 million '99-'04 Grand Cherokees that had an aftermarket trailer hitch as part of a customer-service campaign to make sure there's no safety risk.

The automaker had previously said that it would resist a recall request by the National Highway Traffic Safety Administration.

A report from the agency's Office of Defects Investigation identified at least 32 fatal rear-impact fire crashes involving the Grand Cherokee, resulting in 44 deaths, and five crashes resulting in seven deaths with the Liberty. The report said, "Other popular SUVs on the market at the time have rear-impact fire incident rates lower than the Grand Cherokee and the Liberty."

Even as it issued the voluntary recall, Chrysler said its analysis found that the vehicles were "not defective and are among the safest in the peer group."

The problem stems from a vehicle design that placed the fuel tank behind the rear axle, making it vulnerable in a rear

crash. NHTSA said that Chrysler dealers would visually inspect the vehicles and if necessary upgrade the rear structure to protect against low-speed crashes better.

A Chrysler representative said that technicians would be checking in particular for a factory or Mopar trailer hitch assembly. For the owners of '93-'98 Grand Cherokees and '02-'07 Liberty SUVs with-

out a hitch assembly, one will be installed to provide additional rear structure. If the vehicle has an aftermarket hitch or the Chrysler hitch assembly has problems, dealers might install a new one.

For '99-'04 Grand Cherokees with an aftermarket hitch, dealerships will inspect and replace it if there's a sharp edge or other problem. All other Grand Cherokees from that period without a hitch or with a Chrysler hitch are considered safe and are not affected. Chrysler will contact customers to direct them to a local dealership for inspection.

This isn't quite the upgrade that some safety advocates were calling for, which included frame-rail reinforcements, fuel-tank shields, and a check valve to shut off the flow of gasoline if the filler hose is pulled out of the fuel tank or filler neck in a crash. But Chrysler says its solution will provide additional protection in low-speed, rear-end crashes.

For more information, call Chrysler customer service at 800-247-9753.

CLOSE-UP

GM recalls 194,000 SUVs for possible short circuit

General Motors is recalling models across several brands for a possible fire hazard.

The models are the 2006 Chevrolet Trailblazer EXT and GMC Envoy XL, and 2006-2007 Buick Rainier, Chevrolet Trailblazer, GMC Envoy, Isuzu Ascender, and Saab 9-7x vehicles.

Fluid might enter the driver's-door module, causing corrosion that could result in a short in the circuit board. And that may cause the power door lock and power window switches to function intermittently or not at all. The short may also cause overheating, which could melt components of the door module, producing odor or smoke, or causing a fire.



2006 Buick Rainier

Owners will be contacted by dealers, who will test the driver's-door module. If it works, a protective coating will be applied. If the module isn't functioning properly, it will be replaced. The repairs will be done free of charge.

GM will notify Buick, Chevrolet, and GMC owners about the recall; Isuzu and Saab will contact owners of their vehicles. Buick owners can call 800-521-7300 for more information; Chevrolet owners can call 866-694-6546; GMC owners, 866-996-9463; Isuzu owners, 800-255-6727; and Saab owners, 800-955-9007.



\$3.9 million

That's how much Ross Stores has agreed to pay to settle charges that it withheld information from the Consumer Product Safety Commission about 23,000 children's garments offered for sale that had drawstrings, which can pose a safety hazard.

RECALLS

HOUSEHOLD PRODUCTS

Swan Creek votive candles

Candles can burn with a high flame, causing a risk of fire and burns.

PRODUCTS 715,000 votives sold at Swan Creek Candle stores in Florida, Michigan, and Ohio; in small candle shops nationwide; and online at swancreekcandle.com from January 2012 through November 2012 for \$2 each. The company has had 89 reports of high or erratic flames, including four reports of burns.

WHAT TO DO Stop using the candle and return it to any Swan Creek Candle store (or where you bought it), go to the Swan Creek website, or call 888-804-8492 for a full refund or replacement candle.



Avon microwave popcorn maker

When cooked too long, the popcorn can overheat and ignite, causing a fire or burns.

PRODUCTS 54,700 microwave popcorn makers sold through Avon representatives and online from October 2012 through February 2013 for \$13. Avon has had 20 reports of the device overheating, including two involving fires with damage to a microwave.

WHAT TO DO Stop using the popcorn maker and speak with an Avon representative, go to avon.com, or call 800-367-2866 to get a copy of updated instructions on how to use the product safely.



CHILDREN'S PRODUCTS

Nap Nanny and Nap Nanny Chill infant recliners

Infants can hang over or fall over the side of the recliners, which could cause injuries or death.

PRODUCTS 165,000 infant recliners and covers sold at toy and children's retail stores and online between 2009 and 2012 for about \$130. The Consumer Product Safety Commission has had at least 92 reports involving Nap Nanny and Nap Nanny Chill products, including five infant deaths.

WHAT TO DO Immediately stop using the product and throw it away. The manufacturer is no longer in business, but if you bought your recliner from Amazon.com, Babies "R" Us, Buy Buy Baby, Diapers.com, or Toys "R" Us, contact the store for instructions on how to get a refund.



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| Single Life | Yearly Rate |
|-------------|-------------|
| 62 | 4.5% |
| 73 | 5.5 |
| 81 | 7.0 |
| 90 | 9.0 |

| Two Lives | Yearly Rate |
|-----------|-------------|
| 76 / 73 | 5.0% |
| 83 / 80 | 6.0 |

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Healthful and tasty

Plenty of high-fiber cereals can satisfy your taste buds

FIBER-RICH CEREALS have made progress on the road to tastiness. Fourteen years ago, CONSUMER REPORTS found that most high-fiber cereals “tasted more like straw than grain.” But in our latest tests of 26 cereals, most with at least 6 grams of fiber, more than two-thirds tasted very good or better. Our testers have advice on how to get the best for breakfast:

- Based on our results, you can buy shredded wheat and raisin bran by price. Within those categories, many of the cereals taste quite similar, and there’s a CR Best Buy for each type: Market Pantry Frosted shredded wheat (Target) and Great Value

raisin bran (Walmart).

- Four cereals were both very tasty and very nutritious based on calories, fat, sodium, sugars, iron, calcium, and fiber: Kellogg’s All-Bran Original, Post Grape-Nuts The Original, Post Shredded Wheat Original Spoon Size, and Post Shredded Wheat Wheat ‘n Bran Spoon Size.
- The only cereal that was excellent for taste was Bear Naked Fruit and Nut granola. But its overall nutrition was fair, and it has just 2 grams of fiber per quarter-cup serving.

A taste of good health

Market Pantry, the best-tasting of the shredded-wheat cereals, is frosted, has

larger biscuits than others, and isn’t as crunchy. Post Original Spoon Size is unfrosted and much less sweet than others.

All of the four very good raisin brans have tender, sugar-covered raisins, and toasted-bran and malt flavors. Although their flakes became less crisp after 2 minutes in milk, they didn’t get soggy.

Post Grape-Nuts, the top “other high-fiber” cereal, has pebblelike wheat bits that soak up milk, which softens and improves their texture. They have a nutty grain flavor and no sweetness.

And that excellent-tasting Bear Naked granola has it all: large and small clusters with pecans, walnuts, almonds, raisins,



EASY CHOICES Many shredded-wheat and raisin-bran cereals were of similar quality in our tests, so you can buy by price.

Got (other kinds of) milk?

Mooove over, Clover. You can douse your cereal with milk from soy, almonds, coconuts, or seeds, and many of those products are fortified with calcium to mimic milk from a cow. Our sensory panelists tasted and described eight almond milks and four soy milks, in original or vanilla flavor.

Best of the almond milks was Blue Diamond Almonds Almond Breeze Original. It's mild, with a definite almond flavor and slight sweetness. It has 60 calories per cup and 7 grams of sugars, and has an unsweetened version with 40 calories and no sugars. Both have about 3 grams of fat.

Best of the soy milks was Silk

Soymilk Vanilla. It has a texture like that of whole dairy milk, with some vanilla flavor and a slight taste of nutmeg (though that's not an ingredient). It has 100 calories per cup, about 3 grams of fat, and 8 grams of sugars.

8th Continent Soymilk Vanilla and So Delicious Almond Plus Almondmilk Original weren't quite as good as the rest. Both had an off-taste like Play-Doh.

When we compared two shelf-stable almond milks with their refrigerated counterparts, there was no difference in taste. Try the refrigerated version; we saved about 30 cents per serving.



DID YOU KNOW?

Surprising high-fiber foods

We all know about bran, but these foods are also rich in fiber.



15+ grams

Lentils or black beans, cooked

1 cup



10 grams

Artichoke, cooked

1 medium



8 grams

Raspberries

1 cup



6 grams

Spaghetti, whole wheat, cooked

1 cup

BY THE NUMBERS

68%

That's the percentage of Americans who said they cared about fiber when shopping for packaged foods or drink in the past year, the International Food Information Council Foundation says.

cranberries, sesame seeds, coconut slivers, brown sugar, honey, and cinnamon.

Despite the benefits of fiber—it can help control appetite and weight, and might help lower the risk of heart disease and type 2 diabetes—the Department of Agriculture says American adults consume an average of just 15 grams a day. That's

far below the 25 grams recommended for women and 38 for men.

Many foods are naturally high in fiber, but cereals are one of the most convenient ways to get it. Some cereal makers add inulin (usually from chicory-root fiber or extract) to boost fiber.

Although cereal manufacturers often tout fiber levels, you'll hear other boasts, too. Claims for the tested cereals include "as much protein as an egg" (Kashi GoLean Crunch and Kashi GoLean Fiber Twigs), and "no GMOs," genetically modified organisms (Cascadian Farms Organic Oats and Honey as well as Nature's Path Organic Flax).

A misleading claim for Kellogg's Frosted Mini-Wheats—that it was "clinically shown to improve kids' attentiveness by nearly 20 percent"—recently resulted in the company's agreement to pay \$4 million to settle a class-action lawsuit.

The tested cereals can also be distinguished by their calorie counts, ranging from 60 to 260 per serving. Granolas, often thought of as healthful, are among the highest in calories and fat—up to 10 grams per serving in the tested granolas compared with 1 gram in the other types of cereals. Sodium and sugars also range widely. Some cereals include artificial sweeteners, which minimize sugar content.

Bottom line. Overall, 18 cereals tasted very good or excellent; 11 were very good or excellent for nutrition. Consider serving sizes, too. They range from a quarter-cup to 1¼ cups depending on the cereal's density, so be careful how much you pour. Overdose on a whole cup of Bear Naked Fruit and Nut granola and you'll consume 560 calories, more than a fourth of the number most people should have in a day.

Ratings on next page



Ratings

All tested products In taste order, within types.

☒ CR Best Buy ☒ Recommended

● Excellent ● Very good ○ Good ● Fair ● Poor

| Rec. | Product | Nutrition | Cost | Size | Per serving | | | | |
|------|---------|-----------|------|------|-------------|---------|-------------|------------|-----------|
| | | | | | Calories | Fat (g) | Sodium (mg) | Sugars (g) | Fiber (g) |

SHREDDED WHEAT

VERY GOOD

| | | | | | | | | | |
|-------------------------------------|--|---|-----|--------------------|-----|---|----|----|---|
| <input checked="" type="checkbox"/> | Market Pantry Frosted (Target) | ○ | 25¢ | 1 cup | 190 | 1 | 10 | 11 | 6 |
| <input checked="" type="checkbox"/> | Post Original Spoon Size | ● | 36 | 1 cup | 170 | 1 | 0 | 0 | 6 |
| <input checked="" type="checkbox"/> | Post Wheat 'n Bran Spoon Size | ● | 38 | 1¼ cups | 200 | 1 | 0 | 0 | 9 |
| <input checked="" type="checkbox"/> | Malt-O-Meal Frosted Mini Spooners | ○ | 29 | 1 cup | 190 | 1 | 10 | 11 | 6 |
| <input checked="" type="checkbox"/> | Kellogg's Frosted Mini-Wheats Original | ○ | 34 | 1 cup [†] | 190 | 1 | 0 | 11 | 6 |

GOOD

| | | | | | | | | | |
|--|-------------------------------|---|----|-------|-----|---|---|----|---|
| | Great Value Frosted (Walmart) | ○ | 23 | 1 cup | 180 | 1 | 0 | 11 | 5 |
|--|-------------------------------|---|----|-------|-----|---|---|----|---|

RAISIN BRAN

VERY GOOD

| | | | | | | | | | |
|-------------------------------------|------------------------|---|----|-------|-----|---|-----|----|---|
| <input checked="" type="checkbox"/> | Great Value (Walmart) | ○ | 22 | 1 cup | 210 | 1 | 350 | 18 | 7 |
| <input checked="" type="checkbox"/> | Kellogg's | ○ | 32 | 1 cup | 190 | 1 | 210 | 18 | 7 |
| <input checked="" type="checkbox"/> | Market Pantry (Target) | ○ | 33 | 1 cup | 190 | 1 | 230 | 17 | 7 |
| <input checked="" type="checkbox"/> | Post | ○ | 27 | 1 cup | 190 | 1 | 230 | 20 | 8 |

GOOD

| | | | | | | | | | |
|--|---|---|----|-------|-----|---|-----|----|----|
| | General Mills Fiber One Clusters [‡] | ● | 42 | 1 cup | 170 | 1 | 210 | 14 | 11 |
|--|---|---|----|-------|-----|---|-----|----|----|

OTHER HIGH-FIBER CEREAL

VERY GOOD

| | | | | | | | | | |
|-------------------------------------|------------------------------|---|----|-------|-----|---|-----|---|----|
| <input checked="" type="checkbox"/> | Post Grape-Nuts The Original | ● | 27 | ½ cup | 210 | 1 | 290 | 5 | 7 |
| <input checked="" type="checkbox"/> | Kellogg's All-Bran Original | ● | 24 | ½ cup | 80 | 1 | 80 | 6 | 10 |

| Rec. | Product | Nutrition | Cost | Size | Per serving | | | | |
|------|---------|-----------|------|------|-------------|---------|-------------|------------|-----------|
| | | | | | Calories | Fat (g) | Sodium (mg) | Sugars (g) | Fiber (g) |

GRANOLA

GOOD
Kashi GoLean Fiber Twigs, Soy Protein Grahams, and Honey Puff

| | | | | | | | | | |
|-------------------------------------|---|--|----|-------|-----|---|-----|---|----|
| <input checked="" type="checkbox"/> | General Mills Fiber One 60 Calories Original Bran [‡] |  | 25 | ½ cup | 60 | 1 | 110 | 0 | 14 |
| <input checked="" type="checkbox"/> | General Mills Wheat Chex |  | 36 | ¾ cup | 160 | 1 | 270 | 5 | 6 |
| <input checked="" type="checkbox"/> | General Mills Fiber One 80 Calories Honey Squares [‡] |  | 34 | ¾ cup | 80 | 1 | 140 | 3 | 10 |

GRANOLA

EXCELLENT

| | | | | | | | | | |
|-------------------------------------|--------------------------|---|----|-------|-----|---|---|---|---|
| <input checked="" type="checkbox"/> | Bear Naked Fruit and Nut | ● | 37 | ¼ cup | 140 | 7 | 0 | 6 | 2 |
|-------------------------------------|--------------------------|---|----|-------|-----|---|---|---|---|

VERY GOOD

| | | | | | | | | | |
|-------------------------------------|---|---|----|-------|-----|----|-----|----|---|
| <input checked="" type="checkbox"/> | Sunbelt Bakery Fruit & Nut with raisins, dates, & almonds | ● | 32 | ⅓ cup | 240 | 7 | 50 | 17 | 3 |
| <input checked="" type="checkbox"/> | Kashi GoLean Crunch | ○ | 46 | 1 cup | 190 | 3 | 105 | 13 | 8 |
| <input checked="" type="checkbox"/> | Cascadian Farm Organic Oats and Honey | ○ | 38 | ⅓ cup | 230 | 6 | 100 | 14 | 3 |
| <input checked="" type="checkbox"/> | Quaker Natural Granola with oats, honey, raisins, & almonds | ○ | 30 | ½ cup | 210 | 5 | 30 | 13 | 5 |
| <input checked="" type="checkbox"/> | Nature's Path Organic Flax Plus Pumpkin Flax | ○ | 54 | ¾ cup | 260 | 10 | 45 | 10 | 5 |
| <input checked="" type="checkbox"/> | Kirkland Signature Nature's Path Organic Ancient Grains with Almonds (Costco) | ○ | 41 | ¾ cup | 250 | 9 | 135 | 9 | 6 |

GOOD

| | | | | | | | | | |
|--|---|---|----|-------|-----|-----|-----|---|----|
| | General Mills Fiber One Honey Clusters [‡] | ● | 47 | 1 cup | 160 | 1.5 | 230 | 6 | 13 |
| | Kellogg's Special K Low Fat Granola Touch of Honey | ● | 31 | ½ cup | 190 | 3 | 115 | 9 | 5 |

[†] Equals 21 biscuits. [‡] Manufacturer says product will change in late summer.

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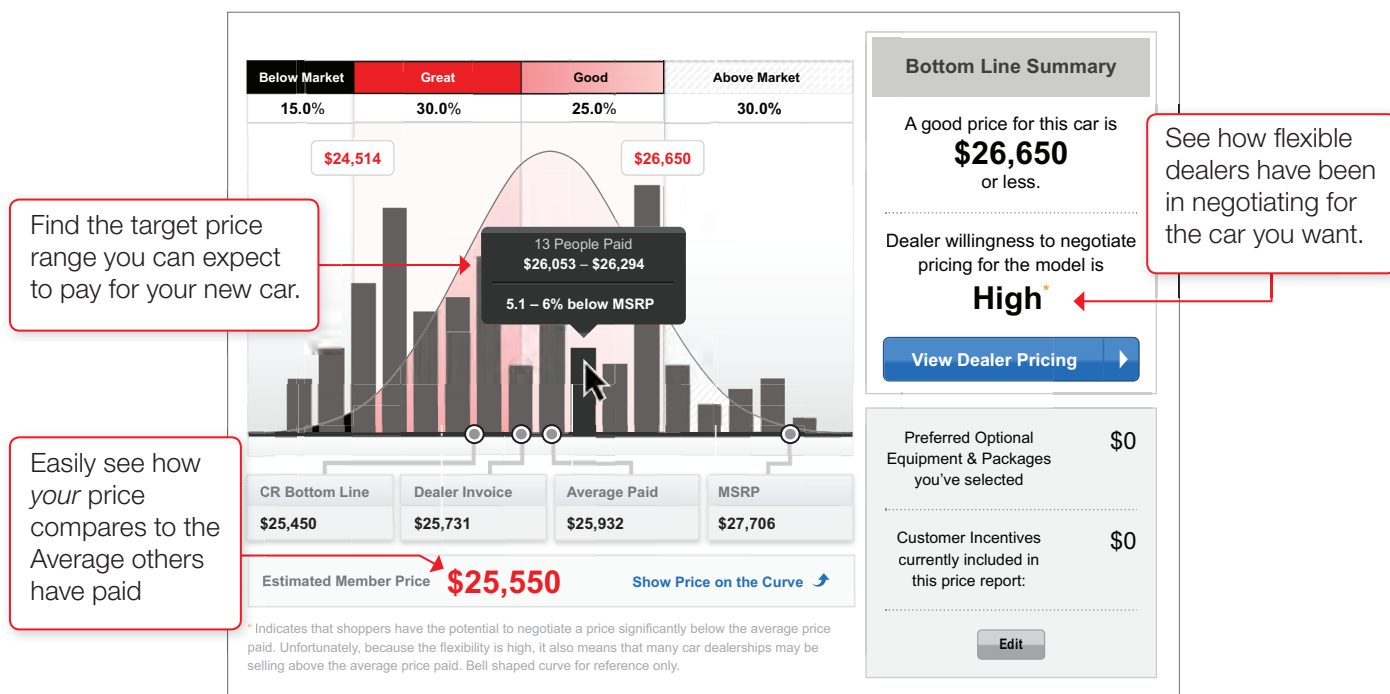
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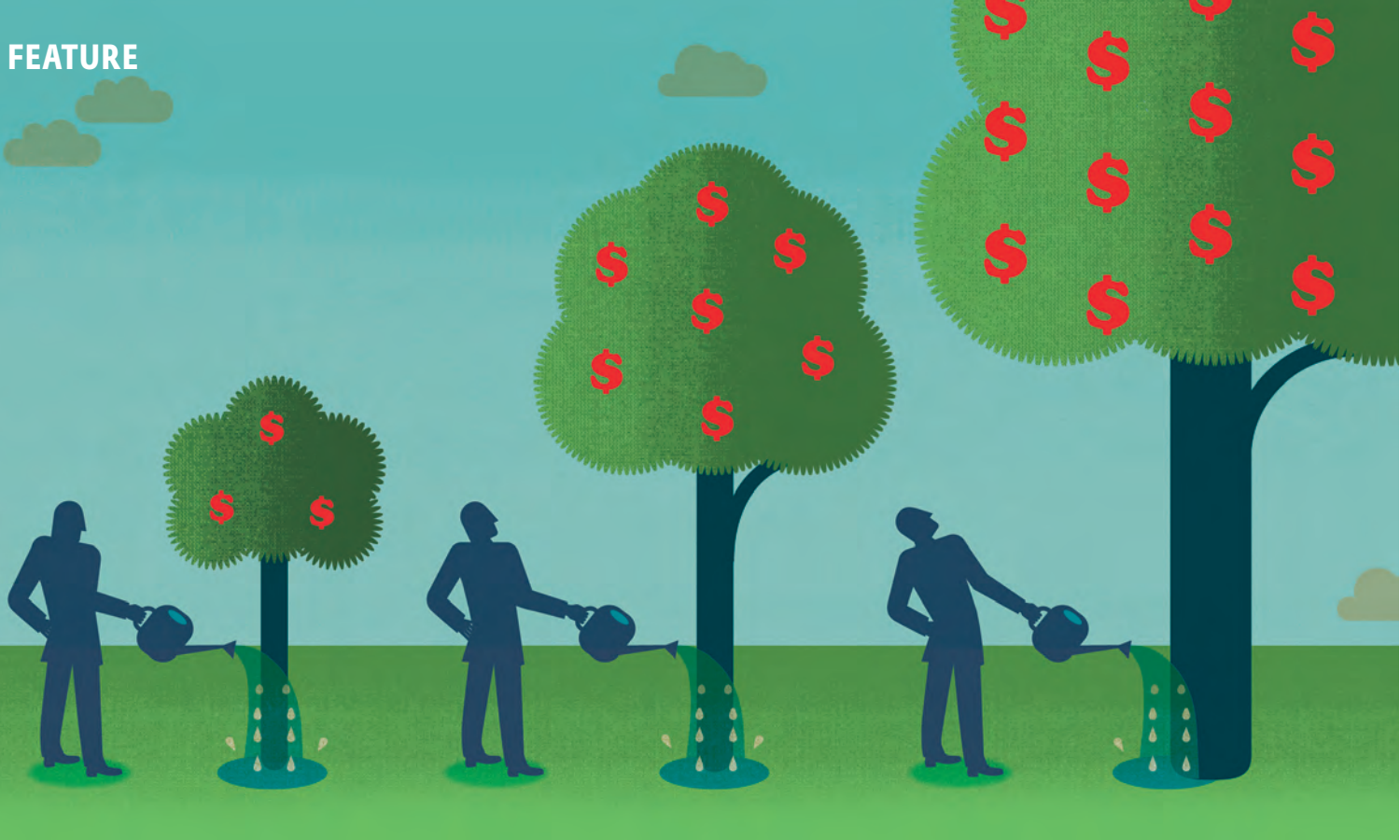
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Grow your savings

Stop 401(k) fees from cheating you out of retirement money

JEFF GARDNER, 58, started his first job in 1979, the year after a new retirement plan called a 401(k) made its debut. Gardner, an insurance executive from Bensalem, Pa., took advantage soon after, setting aside \$100 a month at first. By the late 1990s, he had socked away a sizable nest egg, but his returns were under par. “I was getting 4.2 percent, compared with 12 percent for the market at the time,” he recalls.

Gardner consulted a colleague—an actuary—who unmasked the culprits. Numerous tiny, compounding fees, like termites, were eating away at his returns. Aghast, he gradually changed his invest-

ments to index funds, which are known for low fees. But he estimates that those earlier up-front loads, management expenses, 12b-1 marketing fees, and other charges compounded over decades eroded at least \$100,000 of his nest egg.

“You don’t see it happening because it’s small,” Gardner says. “But that’s a lot of money that went out the door.”

Are you paying too much in 401(k) fees? Until recently, it was difficult to know. But as of last year, 401(k) plan sponsors are required to send participants annual disclosures outlining fund fees and their effects on savings over time.

Those disclosures, newly mandated by the Department of Labor’s Employee Benefits Security Administration, which oversees private retirement plans, must be delivered by Aug. 30 each year. In fact, they may be sitting on your mail tray or in your e-mail inbox right now. Investors can now see what they’re spending—and how much they may be losing—on what is arguably the most crucial investment of their lives.

At the same time, a steadily increasing flow of class-action lawsuits is targeting employers that sponsor 401(k)s. The suits contend that by charging high fees, improperly passing costs on to participants, and even engaging in conflicts of interest, plan sponsors violate their fiduciary duty to act in the sole interest of participants.

The two developments represent a turning point in a consumer movement that 35 years after the 401(k) was written into law may finally make plan sponsors accountable to the people they’re bound by law to serve.

In this report, we’ll discuss how high fees can dramatically affect what you have available in retirement. We’ll outline what you can do within your own account to improve your returns. And if you have a bad 401(k) plan to start with, you’ll also learn how to push your employer to make changes to the funds within the plan—or even to dump the company that administers the plan—to improve your odds for retirement security.

Signs of a dud 401(k)

- No index funds.
- Fund expense ratios of 1 percent or more.
- Delayed vesting of employer match.
- Matches only in company stock.
- Funds not diversified.
- Low or nonexistent employer match.

Poor retirement choices

An American wage-earner pulling in about \$50,000 in adjusted gross income each year will need seven to 10 times that—up to \$500,000—to maintain a similar lifestyle in retirement, financial planners estimate. But a survey this spring by the Employee Benefit Research Institute found that 57 percent of American households have less than \$25,000 in savings and investments, not including the value of their homes or a traditional pension. In about two-thirds of households with 55- to 64-year-olds—the group closest to retirement age—the average saved amount was not even equal to a year's income, says a study by the National Institute on Retirement Security released in June.

Why this dire reality? For one, only about 60 percent of workers younger than 65 have access to a workplace retirement account. Among workers 18 to 34 years old, 56 percent are not saving for retirement at all, says a 2012 study by LIMRA. Of those who are saving, many defer just 3 percent of income to their 401(k)s, the typical default option, says a 2012 report by the Employee Benefit Research Institute. Many don't elect to automate increases in contributions each year and so don't ratchet their savings further.

With a 401(k), you invest now and defer your taxes until you withdraw the money, presumably when you are in a lower tax bracket. But employees who make poor 401(k) fund choices, with high, built-in investment fees, can lose out on tens or even hundreds of thousands of dollars in returns over their working lives without even knowing it. Last year, the progressive think tank Demos estimated that two median-income earners will pay, on aver-

age, almost \$155,000 in 401(k) fees over a lifetime. IRA plans that individuals set up themselves were included in that figure.

A glut of fees

You might think the most important element in picking a mutual fund in a 401(k) is past performance or the experience of the fund's manager. But the best predictor of a fund's performance is fees, says the investment research company Morningstar. No matter what type of fund—large-cap, small-cap, value, or growth—lower

The best way to predict a fund's performance? Look at its fees.

fees correlate with better performance. That's because although stocks go up and down, fees are a constant. Over the long haul, higher fees drag down a fund's overall return.

Consider the impact of a margin of just 1 percentage point in fees on a \$25,000 investment growing at an average 7 percent annually. Subtracting annual fees of 0.5 percent, that investment grows to \$227,000 over 35 years, with no additional contribution. With annual fees of 1.5 percent, that nest egg is only \$163,000. That's \$64,000, or 28 percent, less.

As a rule of thumb, you shouldn't pay more than 1 percent in expenses, or fees, for any mutual fund if your 401(k) is with a large company that has thousands of employees. Your company should be able to use its size to negotiate significant dis-

counts with mutual-fund companies. Even small companies without much bargaining power should be able to find low-cost funds for their employees. Mutual funds that follow indexes such as the Standard & Poor's 500, for instance, should cost far less because the managers have to do less work. The Schwab S&P 500 Index, for instance, has an expense ratio of just 0.09 percent, or 0.0009 annually. On a \$1,000 investment, you'd pay a mere 90 cents. Policy analyst Robert Hiltonsmith, author of the Demos study on 401(k) fees, estimates that about 40 percent of 401(k) participants pay excessive overall fees. "And we have a conservative bar—1 percent of assets—for what's considered excessive," Hiltonsmith says.

What you pay

The impact of investment fees is outlined in the annual disclosure sent from your plan each August. You'll see the performance of your funds over one, five and 10 years, as well as how much you pay in fees for every \$1,000 you invest. Every quarter, by the middle of February, May, August, and November, your investment statement should show the dollar amount and description of fees and expenses you paid. The disclosures highlight the costs that funds pass on to their customers.

Investment management fees. These are the largest component of 401(k) fees for individual funds. They're ongoing charges to manage the funds in your account. Also known as investment advisory or account maintenance fees, they're generally stated as a percentage of assets, or expense ratio. A 12b-1 fee pays the fund's costs to market itself. Other administrative fees cover maintenance of customer-service numbers, and accounting and other services.

Plan administration fees. These include record keeping, accounting, legal services, and other costs to run your 401(k). They also include the costs of maintaining, for example, a plan website, telephone voice response systems, and investment education. Your plan might charge your account a flat fee or a percentage of your assets to cover those expenses. Or it may deduct your share of the costs from your investment returns. You'll find that information in the quarterly statements from your 401(k) plan.

Insurance fees. If you own a variable annuity contract within your account, you might also pay a "mortality risk" fee to

Fund fees: The little things add up

Mutual funds that sound similar or have identical investment goals can vary widely in cost within 401(k) plans. Here's how much \$50,000 will cost if invested over 20 years in certain target-date or life-cycle funds common in 401(k) plans.

| Fund family and ticker symbol | Expense ratio (%) | Total cost |
|--|-------------------|------------|
| Vanguard Target Retirement 2030 Investor VTHRX | 0.17 | \$ 3,531 |
| TIAA-CREF Lifecycle 2030 Institutional TCRIX | 0.47 | 9,416 |
| Fidelity Freedom K 2030 FFKEX | 0.62 | 12,199 |
| BlackRock LifePath Active 2030 Portfolio Class K BIPEX | 0.67 | 13,104 |
| T. Rowe Price Retirement 2030 Class R TRRCX | 0.75 | 14,529 |

Source: Morningstar, FINRA. Assumes average growth rate of 7 percent.

cover the insurer if you die earlier than anticipated. You'll also pay surrender and transfer charges if you withdraw investments prematurely. Those are included in the expense ratio.

Individual fees. They might include what you pay for individual services, such as taking out a loan and obtaining documents in a divorce proceeding.

What you can do

For the first time, employees are beginning to flex their muscles, influencing employers to make changes in their 401(k) fund lineups and other features (see below). But change takes time, and in the short term, employees with high-cost plans often have to fend for themselves. In the meantime, here are ways to make the best of a bad hand and build the retirement fund you'll need:

About 40 percent of people who have a 401(k) pay excessive fees.

Take the free money and run. Invest the minimum needed for the full company match (often 6 percent of your gross income, for a 3 percent match). Put other savings in a Roth or a traditional IRA composed of low-cost funds. At 59½, you might also be able to use what's known as an in-service, nonhardship withdrawal from your current employer's 401(k). You roll over balances into an IRA with more choices; you still defer taxes while avoiding an early-withdrawal penalty. With this tactic, you can still contribute to your

401(k) to take advantage of the match.

Diversify but simplify. Consider a target-date fund composed of low-cost index funds or a simple lineup of four funds—a large-cap equity, a small-cap equity, a bond, and an international—offering the lowest expenses compared with comparable portfolios. Target-date funds, sometimes called life-cycle funds, are actually collections, or “funds of funds.” They give diversification and will rebalance, or reallocate, your holdings automatically. Those that invest in low-cost index funds are a good default investment for many people. If the expenses of available target-date funds in your 401(k) are higher than a diversified basket of other options, though, go with the latter.

Avoid too much company stock. If your plan match is in company stock, rebalance regularly to shift those shares to

Get your employer to overhaul your 401(k)



Wal-Mart practically owns the word “discount.” But the behemoth retailer, well known for muscling its suppliers to provide goods at the lowest possible cost, apparently didn’t try so hard to rein in costs in its own 401(k) plan, to the detriment of thousands of current and former employees.

In 2012 Wal-Mart and its brokerage, Merrill Lynch, which was trustee and administrator of its 401(k) plan, agreed to pay a \$13.5 million settlement in a class-action suit that accused the retailer of breaching its fiduciary duty by failing to negotiate lower fees for the plan’s mutual funds. As a result, excess fees had cost 401(k) participants about \$60 million over six years, the suit charged. Plaintiffs also

alleged that Wal-Mart should have told participants how they’d be affected by the high fees. They also alleged that Wal-Mart should have divulged that mutual-fund companies in the plan used part of the fees they earned to reward Merrill Lynch for including them in Wal-Mart’s lineup. That common practice is called revenue-sharing. (The suit called the payments “kickbacks.”) In the settlement, neither Wal-Mart nor Merrill admitted any wrongdoing.

Jerome J. Schlichter, a St. Louis lawyer who has

brought more than a dozen class actions against large 401(k) plan providers, says any large plan sponsor that isn’t providing reasonable-cost investment options is shirking its fiduciary duty. “If you have a \$1 billion company, you should not be paying retail fees,” he says.

Schlichter is at the forefront of a small but growing movement to force large plan sponsors to address revenue-sharing and other hits on participants’ retirement assets.

Those class actions, combined with more-transparent fee disclosures, have begun to have an impact. Sponsors of 401(k) plans are proactively changing, hiring independent fiduciaries to watch over their plans, and choosing more reasonably priced

investments such as index funds, says Ary Rosenbaum, a lawyer who advises on compliance with the Employee Retirement Income Security Act (ERISA), the federal law that governs retirement plans. And because of the litigation and fee-disclosure regulations, more ERISA and Department of Labor officials are paying attention to plan sponsors’ actions, Rosenbaum says.

Smaller employers in the dark

Most large employers can employ consultants, lawyers, and other professionals to correct those shortcomings. But small and medium-sized businesses often don’t have those resources. And the evidence shows that they’re often clueless about fees, to workers’ detriment.

Consider, for instance, investment-management fees, or expense ratios. They are usually the largest mutual-fund expense. In a study last year by the Government Accountability Office, half of small and medium-sized employers surveyed about 401(k) expenses didn’t know whether they or their plan participants paid investment-management fees. (The GAO says participants paid.)

Sponsors of more than half of those small and medium-sized plans told the GAO that they hadn’t asked their plan providers about fees for marketing and distribution (called 12b-1 fees), reimbursements to record keepers for certain expenses (sub-TA fees), extra broker commissions, trading and transaction costs, and “wrap” fees, which are associated with annuities. About half

5 to 10 percent of the total; it's unwise to depend on the same company for your investment gains and your livelihood.

Up your ante. Most people younger than 40 should have a combined contribution—what's taken from their pay plus what the employer provides—of at least 10 percent of their income. If you're older than 40 and behind on your savings goal, put away at least 15 percent. The maximum allowable 401(k) contribution for 2013 is \$17,500; for those 50 and older, it's \$23,000.

Even workers without the benefit of time can fatten their bottom line by slightly enriching their investment. A 57-year-old doubling a \$3,000 contribution to \$6,000 could raise his savings from almost \$47,000 to \$94,000 in 10 years, given an 8 percent annual growth rate. That's not enough to sustain anyone for more than a few years, but it's a start.

► Want changes in your 401(k)? These tools can help.

Lots of new tools to analyze your 401(k) plan and its fees make it easier than ever to get your employer to pay attention and act. These resources are free, except as noted:

Shop for funds. Plug the name of a fund you'd like to replace into the search box at Morningstar's website. You'll get a report identifying the type of fund—small-cap value or large-cap blend, for instance—and a comparison of the fund's performance to a benchmark. Then search the site for other funds of the same type—or better, just select an index fund. Morningstar's pay service, which includes more comparison tools, is free for a two-week trial; subscriptions start at \$195 per year or \$23 per month.

Compare the effects of fees on your savings. With the free Fund Analyzer (apps.finra.org/fundanalyzer/1/fa.aspx) offered by FINRA, the securities industry's self-regulatory body, you can plug in the ticker symbol, estimated return, and investment

period for three funds at a time; the tool shows you the lowest-cost option. The 401(k) Fee Analyzer at Personal Capital (personalcapital.com) shows you how much you're paying in fees from your entire account.

Compare your 401(k) plan with others. BrightScope rates 401(k) plans on factors including total cost and generosity of the company match, based on IRS information. It shows how your plan stacks up against plans from similar employers and against all 401(k) plans. (For a more detailed report, you'll have to pay \$100 and get access permission from your fiduciary; contact BrightScope for details.)

Get advice from the trenches. Bogleheads.org, a free website for index-investing fans, has a very helpful forum on how to change your 401(k). The site also features a form letter you can send to your plan sponsor to request changes. You'll need to register to post a question or comment.

of plan sponsors who provided investment reports to GAO researchers didn't realize their 401(k)s had revenue-sharing arrangements like those in the Wal-Mart 401(k) plan.

How to take control

You don't have to resort to litigation to improve your 401(k) plan—and your individual account. To change elements in your 401(k) lineup, follow these steps:

► **Find the fiduciary.** The plan fiduciary, an individual named in plan documents, is your primary contact for all correspondence. Ask your employee-benefits manager for the correct name. Or search for your company plan online at BrightScope. The fiduciary's name will be on your plan's page under the tab for Form 5500 Data. (Form 5500 is a federal disclosure that all retirement plans must file.)

► **Collect documents.** Find fund expense ratios in the annual disclosure of your funds' expenses, which your plan must send to you by Aug. 30 (most will arrive by mail). On the report you'll see an explanation of each fund's average annual returns over one, five, and 10 years; the comparable returns of a benchmark fund; and average annual operating costs as a percentage of assets and as a dollar figure per \$1,000 invested. You also should receive a quarterly fee statement showing additional expenses specific to you, including loan-administration fees.

► **Research new funds.** "If they don't have any index funds, that's your first thing to ask

about," says David Loeper, an investment manager and author of "Stop the Retirement Rip-Off" (2009, Wiley). Such funds simply mirror the portfolios of broad market indexes such as the Standard & Poor's 500. Managers don't need to do a lot of research to pick index portfolios, so costs are low.

► **Draw up comparisons.** You'll need to show what makes your choices better than the plan's current lineup (see "Want Changes in Your 401(k)?" above).

► **Write to the fiduciary.**

Include your research. Mention how the costs affect not only you but also everyone in the company who invests in those plans. "Make it easy for them to see the high fees," says Stuart Robertson, president of ShareBuilder 401k by Capital One, an investment company that provides 401(k) plans to small and medium-sized businesses.

► **Enlist others.** Ask co-workers to sign your letter. "If the plan sponsors get one person, it's one squeaky wheel," Loeper says. "If they get three, four, five, they start wondering, how many people are worried about this?"

Waging a bigger campaign

Replacing the company that provides the funds and record keeping for your plan takes more work. Here's how to get started:

► **Get more documents.** Ask your fiduciary

for your plan's summary plan description and summary annual statement. Ask, too, for the 408(b)(2) plan level disclosure, which shows total plan fees.

► **Determine your plan's expenses.** Using your summary annual statement, look under the "basic financial statement" section for "total plan expenses." From that figure, subtract "amount of benefits paid" to arrive at your plan's net administrative expenses. Divide that figure by the total value of the

plan. The result, a ratio, is the percentage of the plan's assets that go toward expenses that are above and beyond the investment expenses charged directly against your account and a valuable figure to show to the fiduciary. (Multiply that ratio by your own account value to see how much of your plan's expenses you're subsidizing.)

► **Call in a professional.**

You and your colleagues might want to contact an independent financial adviser with no ties to particular investment companies to do more analysis.

► **Contact the federal government.** If you get nowhere after several months, write a letter specifying your concerns to the Department of Labor's Employee Benefits Security Administration, which monitors 401(k) plans. The EBSA's job is to ensure that plan fiduciaries meet all requirements. At dol.gov/ebsa you'll find links and phone numbers.





Surprising ways to cut your drug costs

Even with insurance, you might be paying too much

MANY AMERICANS, even those who have insurance coverage, spend more than they need to on prescription medications. Those who regularly take a prescription drug spent an average of \$758 a year, according to our 2012 Consumer Reports Best Buy Drugs annual prescription-drug poll.

Overall, people who currently take prescription drugs take an average of four medications, and 14 percent say they take seven or more. And to pay for all of those drugs, some cut back on other household expenses, spending less on entertainment and dining out, groceries, or clothing. Here's how to keep more money in your pocket and still get effective and safe treatments for what ails you.

1 Try an over-the-counter drug for some problems.

For certain common conditions—heartburn, insomnia, seasonal allergies, migraine headaches, joint pain—a treatment you already have in your medicine cabinet might work as well as a prescription drug. Why? Many over-the-counter (OTC) drugs were once prescription-only, such as the allergy medications Allegra (fexofenadine and generic) and Claritin (loratadine and generic) and treatments for heartburn, such as Prilosec OTC (omeprazole and generic) and Prevacid 24HR (lansoprazole and generic). Those OTC drugs might be less expensive than prescription drugs for the same condition, and many are now available as low-cost generic store brands. In other cases,

when the condition is infrequent, such as a mild migraine or the occasional insomnia, our analysis shows that some OTC remedies may work at least as well as certain prescription drugs and save you the expense of a visit to the doctor. See the chart on the facing page.

2 Skip OTCs for others.

Some over-the-counter remedies should be used only after a trip to the doctor. Others don't work well enough to justify the risk of side effects. Here are two examples:

Overactive bladder. You'll probably start seeing ads for a new product: the Oxytrol patch. Previously a prescription-only drug, it will become available this fall as an over-the-counter product for women

with that condition. As with all drugs in its class, Oxytrol (oxybutynin) is only moderately effective at relieving symptoms and can cause dry mouth and constipation. Our analysis of the evidence showed that the prescription patch caused skin reactions at the site of application in about one of every four people who used it. And 11 percent of the time people stop using it because of that complication. (The Rx and OTC patches contain the same dose of medication.)

Our medical advisers caution against treating yourself for an overactive bladder without first seeing a physician for a diagnosis. The symptoms, which include incontinence and a frequent need to urinate, can stem from other conditions, including an infection and tumors, and medications for other conditions, such as those for high blood pressure.

If you have mild symptoms, try lifestyle changes, such as cutting back on caffeinated and alcoholic beverages, drinking less between dinner and bedtime, and doing Kegel exercises to strengthen the pelvic muscles that help control urination.

Multisymptom cold remedies might not be worth the bother.

If those don't help, medication might be called for. But the Oxytrol patch might not be the best place to start. Our CR Best Buy Drug recommendations include prescription tolterodine (Detrol or generic) and its extended-release version (Detrol LA). They

have a lower rate of side effects than other medications in their class, but you still have to watch out for dry mouth, constipation, blurred vision, and dizziness.

Multiple-symptom cold remedies. Colds can make you miserable in many ways, so it's certainly tempting to reach for a multisymptom cold reliever. But the product might not provide the relief you seek and could cause side effects.

For example, only a single active ingredient in Vicks DayQuil Cold & Flu might actually do you much good: the pain reliever acetaminophen, which can help lower fever, reduce sore throat, and ease body aches. The other two ingredients—the cough suppressant dextromethorphan and the decongestant phenylephrine—don't work that well. Some multisymptom cold relievers, such as Alka-Seltzer Plus Cold & Cough, contain an older-style antihista-

Consider an over-the-counter drug first for these conditions

| Condition | Instead of this Rx drug and dosage ... | ... consider this OTC drug and dosage | Why? | Potential savings | Notes |
|--|--|---|--|--------------------------|---|
| Heartburn, GERD (gastroesophageal reflux disease) | Nexium (esomeprazole) One 20-mg pill per day Price: \$241/month | Generic omeprazole (Prilosec OTC) One 20-mg pill per day Price: \$16/month | Our analysis shows that all drugs in this class, (proton pump inhibitors), are roughly equally effective and safe. | \$225 per month | <ul style="list-style-type: none"> Get a diagnosis from your doctor first. Be careful about taking drugs in this class because they are believed to be overused. |
| Insomnia | Lunesta (eszopiclone) 1-mg tablet as needed Price: \$149/15 doses | Generic diphenhydramine (Benadryl Allergy, Somnex) One 25-mg capsule as needed Price: \$3/15 doses | Less expensive than Lunesta and might be as effective. | \$146 | <ul style="list-style-type: none"> Try improving sleep habits first. You shouldn't take these drugs every day. For frequent insomnia, see your doctor. Older people should use any sleeping pills only on a short-term basis, if at all, because they are more prone to side effects. Can cause next-day drowsiness. |
| Seasonal allergies | Xyzal (levocetirizine) One 5-mg tablet per day Price: \$120/month | Generic loratadine (Claritin) One 10-mg tablet per day Price: \$7/month | The newer antihistamine medications such as these, including Allegra (fexofenadine and generic), are equally effective and generally safe, according to our analysis. | \$113 per month | <ul style="list-style-type: none"> Be sure your doctor confirms that you have allergies if your symptoms continue. You could have something more serious, such as asthma, and might need different medication. |
| Migraine headaches | Generic sumatriptan (Imitrex) One 50-mg pill Price: \$14/one headache per month | Generic ibuprofen (Advil) Two 200-mg tablets Price: \$0.10/one headache per month | OTC pain relievers are recommended as first options for mild migraines before sumatriptan or other triptan drugs. | \$13.90 per month | <ul style="list-style-type: none"> For mild, occasional migraine pain. Other OTC drugs to consider: generic acetaminophen (Tylenol), generic naproxen (Aleve). See your doctor if headaches are severe. Be aware of overuse with NSAIDs, triptans, and other pain relievers—they might trigger "rebound" headaches. |
| Joint pain | Celebrex (celecoxib) One 200-mg pill per day Price: \$190/month | Generic naproxen (Aleve) Three 220-mg tablets per day Price: \$13/month | Our recent analysis shows that the effectiveness of drugs in this group (nonsteroidal anti-inflammatory drugs), including Celebrex, is essentially the same at equivalent doses. | \$177 per month | <ul style="list-style-type: none"> Don't take for more than 10 days without consulting your doctor. NSAIDs can increase the risk of gastrointestinal bleeding, heart attack (though not a risk with naproxen), kidney failure, stomach ulcers, and stroke. Consider acetaminophen first if you are already at risk for any of those side effects. |

mine that can help dry a runny nose. (“Nighttime” versions contain an antihistamine that causes drowsiness.) But the side effects, including dry eyes and mouth, and fluid retention, might make it not worth the bother—or worth the money.

Instead, you’re better off listening to Mom about getting rest and drinking plenty of fluids. Consider taking 2 teaspoons of honey to help ease a cough. Take medication only if you really need it, and even then take only products that target your particular symptoms.

3 Don’t automatically use your insurance. Really.

Hundreds of commonly used generic medications can be purchased for as little as \$10 for a three-month supply at major chain drugstores, big-box stores, and club stores in the U.S. Although program details vary and some require an annual membership, our analysis shows that many people don’t take advantage of the programs. Here’s an example: You can pay \$4 for a month’s worth of the generic antidepressant fluoxetine (Prozac), 20 milligrams, at Sam’s Club, Target, or Walmart. But many people pay an average retail price of \$31 without getting the discount. Insurance companies can pay even higher rates (see the chart at right), which can increase future premiums.

Even drugs usually covered by your insurance might be less expensive if you pay cash instead. Our secret shoppers recently found a month’s supply of 20 milligrams of the generic version of the antidepressant Lexapro (escitalopram) for an average of \$7 at Costco. That’s a savings of \$3 a month if your generic-drug co-pay is \$10.

4 Shop the shelves.

When you’re hunting for over-the-counter drugs, make sure you cast a wide net. People who design product displays for stores intentionally place products to boost sales and maximize profits. Knowing the tricks of the trade can help you zero in on the best deals. Here’s where to look:

End-of-aisle displays. Stores often use that space to feature items that are highly promoted, new, seasonal, or on sale. It’s where you might find discounted antihistamines during allergy season.

To the right of the name brands. Retailers might help you find a better deal by

Before you buy, check out discount prices

| Generic drug name (brand) | Average monthly retail price | Average monthly insurance price (co-pay plus insurance coverage) | Price at Sam’s Club, Target, and Walmart discount generic drug programs |
|--|------------------------------|--|---|
| Citalopram (Celexa) 20 mg daily, treats depression | \$25 | \$45 | \$4 per month or \$10 for three months |
| Fluoxetine (Prozac) 20 mg daily, treats depression | 31 | 48 | |
| Lovastatin (Mevacor) 20 mg daily, used to treat high cholesterol | 22 | 36 | |
| Metformin (Glucophage) 500 mg twice daily, used to treat type 2 diabetes | 17 | 21 | |
| Pravastatin (Pravachol) 20 mg daily, used to treat high cholesterol | 36 | 65 | |
| Paroxetine (Paxil) 20 mg daily, used to treat depression | 21 | 43 | |

putting store brands in an easy-to-spot location. They can save you as much as 73 percent off the name-brand price, according to our secret shoppers.

On the lower shelves. The “bull’s-eye” location on the top shelves frequently contains best sellers, fast-moving products, and often higher prices. Look beneath that area for greater savings.

Under a clearance or sale sign. But buyer beware. Those signs could be enticing you to buy a name brand that might not actually be “on sale.” And even products on sale can be more expensive than a store-brand equivalent.

Next to a related item. You might find cold remedies next to the tissues, for example. So-called shopping-basket fillers can be good deals, but they also appeal to impulsive buyers and discourage comparison shopping. Don’t put the product in your basket unless you really need it and you know that the price is right.

On your phone. Consider using your smart phone while in the store to look up ingredients and product alternatives or to comparison shop.

5 Take advantage of the new health care law.

The Affordable Care Act includes several provisions that can cut your drug costs now and in the future:

Coverage for young adults. All health plans must now allow young adults to remain on their parents’ health plans until they turn 26, so they can continue to receive coverage for prescription medication.

Cheaper drugs for Medicare Part D. Seniors with Part D plans who reach a total drug cost of \$2,970 in 2013, also known as the doughnut hole, have to start paying

The Affordable Care Act doesn’t let insurers set lifetime limits.

prescription-drug expenses themselves. But now once they reach it, they’ll get a 52.5 percent discount when buying most brand-name drugs and a 21 percent discount on generic drugs covered by Part D. As of March 2013, more than 6.3 million older adults and people with disabilities had saved \$6.1 billion in prescription costs since the law was passed. The doughnut hole will continue to shrink until it disappears in 2020.

Free preventive care. New private plans will cover and eliminate cost-sharing (co-payments, co-insurance, and deductibles) for proven preventive measures. For

women, they include breast-feeding supplies and contraception, as well as mammograms and cervical-cancer screenings. For everyone, routine vaccines are covered, and depending on your age, colorectal-cancer screenings. Health plans provided by religious organizations that object to birth control must still offer the coverage, but the cost will be borne entirely by their insurance company.

Higher limits. Annual limits on coverage, including drug coverage, in job-related and individual plans are now restricted to a minimum of \$2 million. But that will be completely phased out in January 2014. Health insurers can't set lifetime limits on your coverage or cancel if you get sick.

6 Be aware of coverage changes.

Almost every drug plan has a list of covered drugs called a formulary. Drugs that aren't on the formulary have the highest out-of-pocket costs to consumers or simply aren't covered at all. Employers used to revise their formularies every year, but many have started to update them every few months, which can lead to sticker shock at the pharmacy counter if your drug is no longer covered.

"Up to 10 percent of consumers nationwide learn, at one time or another, that a drug they've been prescribed is no longer covered," says Stephen W. Schondelmeyer, Pharm.D., Ph.D., a professor of pharmaceutical economics at the University of Minnesota College of Pharmacy. Medicare Part D and Advantage plans usually must notify you 60 days in advance if a drug you're taking might not be covered any longer, but commercial plans might not tell you. "Many people don't know it's a possibility until it happens," Schondelmeyer says.

If you find yourself in that predicament, you have a few options before paying the full retail price. First talk to your doctor about prescribing a different drug that's on the formulary. If that's not possible or your doctor says it's not a good idea, have him or her petition your insurance company to cover the drug. If the health plan denies your request, file an appeal.

You can also enlist the help of your pharmacist. "We can work with patients to choose a different drug that's affordable, find a generic substitute, or go through the prior-authorization process to petition the plan," says Tim Davis, Pharm.D., a pharmacist and owner of Beaver Health Mart Pharmacy in Beaver, Pa.

7 Ask for the lowest available price.

Our secret shoppers recently called more than 200 pharmacies in the U.S. to get prices for five common medications. Our analysis showed that in some cases, callers were not given the lowest available price. When shoppers called a few stores back and asked for the cheapest price possible, they got a better deal. For example, a Walgreens in Clive, Iowa, first gave us a price for a month's supply of 75-milligram generic clopidogrel (Plavix) of \$190. When we called back to ask for the lowest possible price, we were told that if we signed up for the pharmacy's discount program at \$20 a year for an individual (\$35 for a family), the price would be \$50.

8 Use your insurer's 'preferred' pharmacy or mail-order service.

Some commercial and Medicare Part D plans have negotiated deep discounts with mail-order and retail pharmacies. Check to see whether your plan has a preferred pharmacy or allows you to order by mail. For example, people with Huma-

na's Walmart-Preferred Rx Plan can fill prescriptions for select generic high-blood-pressure drugs for only a penny at more than 4,000 preferred pharmacies, including Neighborhood Market, Sam's Club, Walmart, and Walmart Express. Other generics cost as little as \$1 a month (after deductible).

Certain Medicare plans offer similar savings. People who have a Medicare Advantage plan with Part D coverage through United Healthcare can fill some prescriptions for as little as \$2 at Kroger, Target, and many other pharmacies. Aetna has partnered with CVS pharmacies to offer a special Medicare Prescription Drug Plan: \$2 co-pay for preferred generic prescriptions and a \$5 co-pay for nonpreferred generics. Other pharmacies are available in the network, although higher costs may apply.

And if you take a generic drug regularly for a long-term condition such as diabetes or elevated cholesterol, you might get an even better deal through mail order. The Humana plan described above has co-pays as low as \$0 (after deductible) on generic drugs ordered by mail. Be sure to look closely at the details of your coverage plan.



TRY THIS OTC FIRST Our analysis shows that certain nonprescription drugs may provide as much relief for joint pain as widely sold prescriptions.

9 Consider treatment in stages.

For certain conditions, such as high blood pressure, high cholesterol, and arthritis, your insurer might cover only front-line, less-expensive treatments at first to see whether they help before turning to pricey options. That's often called step therapy. For example, doctors might start you on generic diuretics as an initial treatment for high blood pressure. Diuretics can cost as little as a few dollars for a month's supply and are a better initial choice than expensive name-brand drugs, such as Coreg (carvedilol) and Cardizem (diltiazem), that can run more than \$100 per month.

Likewise, to treat rheumatoid arthritis, the first drug of choice is often generic methotrexate. At a monthly cost of \$21, it is significantly less expensive than other medications, such as Enbrel (etanercept)

Review your medications with your doctor once a year.

and Humira (adalimumab), which can cost more than \$2,000 per month—but you might need one of those if methotrexate does not provide enough relief.

Step therapy can also involve first trying lifestyle changes, which not only can save you money but also might have the added benefit of improving your overall health, even to the point where you might not need to take a medication. Case in point: If you have high cholesterol or high blood pressure, making changes such as getting regular exercise, losing weight if needed, and quitting smoking can help reduce your blood pressure and cholesterol to a healthy level and lower your risk of heart problems. And the cost of adopting those changes is considerably less expensive than the pricier name-brand medications used to treat those conditions.

10 Take fewer drugs.

You should also talk to your doctor about nondrug treatments that are safer and might work just as well as medications. For example, acupuncture, exercise, massage, spinal manipulation, and relaxation training are usually better first choices for back pain

than muscle relaxants and painkillers.

And once a year it's a good idea to do a "brown-bag review" with your primary physician, where you bring in everything you take—prescription and over-the-counter drugs as well as any vitamins, supplements, and herbals—to make sure that it's still appropriate. Taking fewer drugs will not only save you money but also will reduce your risk of side effects and potentially dangerous interactions.

Americans who currently use prescrip-

tion drugs take an average of four regularly; those 65 and older average five drugs, according to our national telephone poll. The more medications you take, the more likely you are to get one you don't need. People wind up taking unnecessary drugs for several reasons. A medicine could have been improperly prescribed or could duplicate another drug being taken. Or the disorder the drug was prescribed for might be resolved, or evidence no longer supports its use.



The powerful effects of lifestyle changes

The table below shows how much you can lower your systolic (upper number) blood pressure level by making the recommended changes. People who make multiple changes can expect even greater reductions.

| Lifestyle change | Estimated reduction in systolic blood pressure level |
|--|--|
| Adopt the DASH diet. Consume a diet rich in fruits, grains, vegetables, and low-fat dairy products and low in saturated and total fat. | 8 to 14 mmHg |
| Be active. Engage in regular aerobic activity, such as brisk walking (at least 30 minutes a day, most days of the week). | 4 to 9 mmHg |
| Drink moderately, if at all. Limit consumption to no more than two drinks (for example, 24 ounces of regular beer, 10 ounces of wine, or 3 ounces of 80-proof whiskey) a day for most men, and no more than one drink a day for women and lighter-weight men. | 2 to 4 mmHg |
| Lose excess weight. Aim for a body mass index under 25. | 2.5 to 10 mmHg |

Source: Adapted from "The Seventh Report of the Joint National Committee on Prevention, Detection, Evaluation and Treatment of High Blood Pressure," National Heart, Lung, and Blood Institute.

For about every 11 pounds



DON'T GET HARMED IN THE HOSPITAL Jacqueline Birnbaum's father might have lived if not for a hospital-acquired infection she feels could have been avoided.

Your safer-surgery survival guide

Our Ratings of 2,463 U.S. hospitals can help you find the right one

SURGERY IS SCARY. It usually involves having your body cut open, and sometimes things go wrong. You react badly to anesthesia, or suffer breathing or heart problems. Or maybe the surgeon nicks a blood vessel, leaves an instrument inside, or even operates on the wrong body part.

Less dramatic but often as serious and far

more common is when things go wrong after you leave the operating room. Up to 30 percent of patients suffer infections, heart attacks, strokes, or other complications after surgery and sometimes even die as a result. That's what happened to Marvin Birnbaum, a retired New York City court reporter, after he developed an infection following hip replacement surgery, his daughter Jacqueline says.

Perhaps scariest of all, though many hospitals now gather data on those problems, patients for the most part remain in the dark about surgical safety. Industry insiders have access to some of that information because hospitals track how well patients do and report results to state and national officials.

Plus, some hospitals submit data to national registries so that they can see how they stack up against one another. But

that safety information remains largely hidden from patients.

"Consumers have very little to go on when trying to select a hospital for surgery, not knowing which ones do a good job at keeping surgery patients safe and which ones don't," says Lisa McGiffert, director of Consumers Union's Safe Patient Project. "They might as well just throw a scalpel at a dartboard."

Our new surgery Ratings are part of an ongoing effort to shed light on hospital quality and to push the health care industry toward more transparency. "Because patients and their families shouldn't have to make such important decisions with so little information," McGiffert says.

Showing the data

Our Ratings for the first time make public a measure that some hospitals now use to

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track quality—the percentage of Medicare patients undergoing surgery who die in the hospital or stay longer than expected.

We looked at results for 27 kinds of scheduled surgeries, which we combined into an overall surgery Rating, and also developed Ratings for five of those procedures: back surgery, replacements of the hip or knee, and procedures to remove blockages in arteries in the heart (angioplasty) or neck (carotid artery surgery).

To develop the Ratings, we worked with MPA, a health care consulting firm with expertise in analyzing medical claims and clinical records. This project uses billing claims that hospitals submitted to Medicare for patients 65 and older, from 2009 through 2011, and covers 2,463 hospitals in all 50 states plus Washington, D.C., and Puerto Rico.

“The beauty of this approach is that preventable complications correlate with post-operative length of stay,” says Arnold Millstein, M.D., M.P.H., director of the Clinical Excellence Research Center at Stanford University. He was not involved in our analysis but has studied how hospitals measure and improve quality. “This is about as good as complications measurement can be when using existing claims data,” he says.

Some experts say that may not be good enough. For one thing, factors other than complications can contribute to extended hospital stays. In addition, “we are concerned that the methods used to generate these performance ratings have not been validated against gold-standard measures,” says David M. Shahian, M.D., vice president of the Lawrence Center for Quality and Safety at Massachusetts General Hospital. “They are based on claims data rather than clinical data from patient records.”

In addition, our surgery Ratings are just one indication of a hospital’s performance. “There are a lot of dimensions to hospital quality, and no single measure captures everything,” says Peter Cram, M.D., director of general medicine at the University of Iowa Carver College of Medicine.

But we think our Ratings offer vital information to patients and hospitals. “We wish we had access to more comprehensive, standardized information, but this is the best that is available,” says John Santa, M.D., M.P.H., medical director of Consumer Reports Health. “Our surgery Ratings give patients more information so that they can make informed choices before surgery,” he adds. “And we hope that

One hospital's success story

In this its 100th anniversary year, Enloe Medical Center in Chico, Calif., made our list of high-performing hospitals. But seven years ago, it was in trouble—patient satisfaction scores had hit rock bottom, key physicians and hospital leaders had left, and patient deaths had drawn the scrutiny of state and national officials. “It wasn’t the hospital we wanted it to be,” says Marcia Nelson, M.D., vice president of medical affairs for the nonprofit hospital. “We committed to becoming a patient-centered environment.” She points to a yearly quality summit, where departments showcase results and choose initiatives for the coming year. “Some people think this organization-wide focus on quality is something all hospitals do,” she says. “It isn’t. It’s something special we do, and we are seeing the benefit.”



TURNAROUND Marcia Nelson, M.D., helped lead efforts to improve a struggling California hospital.

by highlighting performance differences, we can motivate hospitals to improve.”

What we found

Our analysis offers important and surprising insights for patients and hospitals:

- Some hospitals do a much better job than others. Our Ratings reflect wide variation, sometimes between hospitals only a few miles apart. For example, the Greater Baltimore Medical Center earned high marks in our overall surgery Rating, as well as for several individual procedures. But the Johns Hopkins Bayview Medical Center, also in Baltimore, got a low Rating. A representative for the hospital said, “We handle many complex cases and are always looking for ways to address any opportunities for improvement.”
- Teaching hospitals, thought to represent the nation’s best and the recipients of generous federal funding, often fell short in our surgery Ratings. Though some did rate high, on average teaching hospitals performed no better than other hospitals.
- Urban and rural hospitals can excel. We found several urban hospitals that did well

despite often serving poorer, sicker patients, including Mount Sinai Hospital in New York and University Hospitals Case Medical Center in Cleveland. And rural hospitals actually did better, on average, than other hospitals.

- Big-name hospitals don’t always live up to their reputation when it comes to these surgery Ratings. For example, though several Mayo Clinic hospitals did well, others rated only average. And the Mayo Clinic Health System in Austin, Minn., got a low overall Rating.

- Hospital choice matters more for some procedures than for others. For example, we found wider variation for several surgeries, including hip and knee replacements and back surgery, than for others, such as colon surgery and hysterectomy.

- Specialty hospitals tended to do better. For example, six of the top performers for carotid artery surgery were heart hospitals. But that’s not always the case. For example, Hospital for Special Surgery in New York, which specializes in orthopedics, earned high marks in our other Ratings that focus on infections related to surgical incisions.

But it got low marks in our hip and knee surgery Ratings, which look at how surgery patients fare over their entire hospital stay. A representative for the hospital said, “The results are not consistent with the data from our own research or with data from state and federal agencies.”

What can go wrong

Problems during or after surgery often start small, then escalate, sometimes with devastating effect. Case in point: Marvin Birnbaum.

The only thing holding him back from enjoying retirement was a painful left hip, his daughter says. So he decided to get it replaced at St. Luke’s-Roosevelt Hospital Center in New York. The surgery itself went well. But what followed was horrific, she says, as her 85-year-old father and his team of doctors battled infection.

After running an eight-week gantlet of treatments, including open-heart surgery to treat an infected heart valve, her father’s body finally shut down. “He spent two more weeks in a persistent vegetative state before the family made the agonizing decision to remove life support,” says Birnbaum, a music therapist at New York University.

St. Luke’s-Roosevelt earned a low overall surgery Rating but scored well on communications with patients and pain management in our previous hospital Ratings. A representative says its mortality rates for joint replacement surgeries are within the averages for New York hospitals. “Even under these high standards, patients, unfortunately, still can develop complications,” he says. “It is a challenge that every hospital faces.”

Her father’s downward spiral started, Birnbaum says, with one of the most common and serious types of complications—an infection he contracted in the hospital after the procedure. Surgical incisions, catheters, and intravenous lines give bacteria direct access to a patient’s bloodstream.

Surgery patients are also prone to blood clots, in part because reduced mobility prevents blood from circulating. Clots that break off and travel to the heart or lungs can be deadly. And the combination of lying flat and shallow breathing hampers the body’s ability to clear the lungs, leaving patients susceptible to pneumonia.

Those are the most common serious complications. But of course, anyone recuperating in a hospital after surgery is vulnerable to a host of other mishaps, such as drug allergies or interactions, and falls.

Fortunately, experts have developed ways to reduce many complications. For example, some hospitals have actually eliminated infections introduced through intravenous catheters by following a checklist. The best hospitals pay attention to detail, says Ateev Mehrotra, M.D., a lecturer at Harvard Medical School and a policy analyst at the nonprofit RAND Corporation. “It’s often the accumulation of a lot of little things instead of one big thing that leads to a worse outcome,” he says.

Little reason to improve

Unfortunately, hospitals often have little incentive to improve patient safety. The

Well-known hospitals don’t always live up to their reputations.

longer a patient stays in the hospital and the more tests and treatments he or she undergoes, the more money the hospital often makes, according to a study in the April 17, 2013, issue of the *Journal of the American Medical Association*.

Researchers looked at 12 institutions in a single hospital system and found that for privately insured patients, hospitals made \$30,000 or more per patient when things went wrong. For Medicare patients, they also tended to make more, but it was closer to an additional \$2,000.

Experts don’t think that hospitals sabotage patient safety. “In all my years of clinical practice, I never saw or heard of anyone intentionally causing a complication,”

says study author William Berry, M.D., M.P.H., director of the Safe Surgery 2015 initiative at the Harvard School of Public Health. And Medicare now penalizes hospitals if readmissions are too high for some conditions. That may encourage them to pay more attention to safety. But some hospitals may continue to avoid doing all that they can to improve patient safety. Berry says his research “sends a powerful message to policy makers about problems in the current system, but it may say something entirely different to bean counters concerned primarily with profits.”

What’s in a name?

Jacqueline Birnbaum says her father chose his hospital because he was familiar with it and it had a good reputation. But as our Ratings show, that may not be enough. As health care has grown more complex, how well a hospital is regarded in the community or among medical professionals doesn’t tell you all that you need to know.

For example, Massachusetts General Hospital earned top scores in U.S. News & World Report’s 2012-2013 rankings. And it did well in heart bypass surgery ratings, based on clinical data, that we previously published. But it earned a low mark in these overall surgery Ratings, as well as low Ratings for hip replacement and carotid artery surgery.

Shahian, at Massachusetts General, says the hospital has “a robust quality-assessment program based on nationally validated methods.” He adds that the hospital often cares for complex cases and that CONSUMER REPORTS’ surgery Ratings don’t “account for the increased risk of these patients.”

Even hospitals recognized by experts as

Hospitals that make the grade

We wanted to see which hospitals did well across a broad range of surgeries. So we looked first at hospitals that got our highest overall surgery Rating, then narrowed it down to those that regularly did at least 10 kinds of surgeries and got a high Rating in at least 30 percent of those, without earning a low Rating for any surgery. You might be surprised by the 10 U.S. hospitals, listed alphabetically, that meet that test.

- Anne Arundel Medical Center, Annapolis, Md.
- Christ Hospital, Cincinnati
- Enloe Medical Center, Chico, Calif.
- Greater Baltimore Medical Center, Baltimore
- Memorial Health System, Colorado Springs, Colo.
- Oklahoma Heart Hospital, Oklahoma City
- Penrose-St. Francis Health Services, Colorado Springs, Colo.
- Scripps Green Hospital, La Jolla, Calif.
- Trinity Rock Island, Rock Island, Ill.
- Yavapai Regional Medical Center, Prescott, Ariz.

meeting a rigorous set of industry standards often don't perform better than others. For example, complication rates for hip replacements were only somewhat lower at hospitals designated as "joint replacement Centers of Excellence," according to a January 2013 study of 120,000 patients in the

journal Medical Care. "The criteria for the Center of Excellence designation make a lot of sense, and we came into this expecting to see a difference," lead author Mehrotra says. "The results put consumers in an awkward position of not being able to feel as confident about their choice."

How to choose

Ideally, you'd be able to peer beyond labels and subjective recommendations and look at hard numbers to see how hospitals stack up. Health care insiders do have access to some of that information. The American College of Surgeons, for example, analyzes

Higher- and lower-rated hospitals for five common surgeries






Our overall surgery Ratings, shown on page 37, are based on the percentage of a hospital's Medicare patients who die in the hospital or stay longer than expected, for 27 kinds of surgeries combined. Below, we show how hospitals Rated for five specific surgeries. We looked at hospitals that performed the most of each of those surgeries, and identified hospitals with our highest or lowest Ratings in each procedure (listed alphabetically within procedure). Online subscribers can see how hospitals rated in those surgeries at ConsumerReports.org/hospitalratings. A few notable findings:

- Teaching hospitals were no better than other hospitals for hip, knee, and back surgeries but were better for angioplasty and carotid artery surgery.
- Specialty hospitals tended to do better overall, including for the procedures shown below.
- Scoring high in one procedure is no guarantee of success in others. St. Francis Hospital, in Roslyn, N.Y., for example, got our highest Rating for angioplasty but our lowest Rating for carotid artery surgery.






HIGHER-RATED HOSPITALS

| Hospital name | Better      Worse | Rating |
|---------------|--|--------|
|---------------|--|--------|






KNEE REPLACEMENT RATING

| | |
|--|---|
| Christiana Care Health System Newark, Del. ¹ |  |
| McBride Clinic Orthopedic Hospital Oklahoma City |  |
| New Hanover Regional Medical Center Wilmington, N.C. |  |
| Saint Francis Hospital and Medical Center Hartford, Conn. ¹ |  |
| St. Vincent's Medical Center Riverside Jacksonville, Fla. |  |

HIP REPLACEMENT RATING

| | |
|--|---|
| Ocala Regional Medical Center Ocala, Fla. |  |
| Saint Francis Hospital and Medical Center Hartford, Conn. ¹ |  |
| Saint John's Health Center Santa Monica, Calif. |  |
| Swedish Medical Center-First Hill Seattle |  |
| Washington Hospital Healthcare System Fremont, Calif. |  |






BACK SURGERY RATING (spinal fusion or disc surgery in the neck or lower back)

| | |
|---|---|
| Boone Hospital Center Columbia, Mo. |  |
| Center for Spinal Surgery Nashville, Tenn. |  |
| Citrus Memorial Health System Inverness, Fla. |  |
| Kansas Spine Hospital Wichita, Kan. |  |
| St. Joseph's Hospital and Medical Center Phoenix ¹ |  |

CORONARY ANGIOPLASTY RATING (a procedure to remove blockages in arteries supplying the heart, combined with the insertion of a stent)






| | |
|--|---|
| Arkansas Heart Hospital Little Rock, Ark. |  |
| King's Daughters Medical Center Ashland, Ky. |  |
| Mount Sinai Hospital New York ¹ |  |
| New York-Presbyterian Hospital New York ¹ |  |
| St. Francis Hospital Roslyn, N.Y. |  |






CAROTID ARTERY SURGERY RATING (a procedure to remove blockages in arteries supplying the brain)




| | |
|--|---|
| Baylor Jack and Jane Hamilton Heart and Vascular Hospital Dallas |  |
| Kansas Heart Hospital Wichita, Kan. |  |
| Mother Frances Hospital—Tyler Tyler, Texas |  |
| Nebraska Heart Hospital Lincoln, Neb. |  |
| Oklahoma Heart Hospital Oklahoma City |  |







LOWER-RATED HOSPITALS







| Hospital name | Better      Worse | Rating |
|---------------|--|--------|
|---------------|--|--------|

| | |
|---|---|
| Beaumont Hospital—Royal Oak Royal Oak, Mich. ¹ |  |
| Florida Hospital Orlando, Fla. ¹ |  |
| Hospital for Special Surgery New York ¹ |  |
| Iowa Methodist Medical Center Des Moines, Iowa ¹ |  |
| NCH Downtown Naples Hospital Naples, Fla. |  |

| | |
|--|---|
| Hospital for Special Surgery New York ¹ |  |
| Inova Mount Vernon Hospital Alexandria, Va. |  |
| Massachusetts General Hospital Boston ¹ |  |
| Sentara Leigh Hospital Norfolk, Va. |  |
| Thomas Jefferson University Hospital Philadelphia ¹ |  |

| | |
|--|---|
| Brookwood Medical Center Birmingham, Ala. |  |
| Huntsville Hospital Huntsville, Ala. |  |
| The Methodist Hospital Houston ¹ |  |
| St. Vincent Infirmary Medical Center Little Rock, Ark. |  |
| Vidant Medical Center Greenville, N.C. ¹ |  |

| | |
|--|---|
| Kaweah Delta Medical Center Visalia, Calif. |  |
| MedStar Washington Hospital Center Washington, D.C. ¹ |  |
| Methodist Healthcare Memphis Hospitals Memphis, Tenn. ¹ |  |
| North Florida Regional Medical Center Gainesville, Fla. ² |  |
| Palm Beach Gardens Medical Center Palm Beach Gardens, Fla. |  |
| St. Joseph Mercy Oakland Pontiac, Mich. ² |  |

| | |
|--|---|
| Baptist Health Lexington Lexington, Ky. ² |  |
| Baptist St. Anthony Health System Amarillo, Texas |  |
| Cookeville Regional Medical Center Cookeville, Tenn. |  |
| Massachusetts General Hospital Boston ¹ |  |
| St. Francis Hospital Roslyn, N.Y. |  |
| St. John Medical Center Tulsa, Okla. ² |  |

¹ Member of the Association of American Medical College's Council of Teaching Hospitals. ² Have the same surgical volumes for the listed procedure.

hospital data as part of its National Surgical Quality Improvement Program (NSQIP). “It allows hospitals to gauge how they’re doing compared to other hospitals, and to target specific areas for improvement,” says Clifford Ko, M.D., director of the Division of Research and Optimal Patient Care at the American College of Surgeons.

But most NSQIP data are off-limits to the public. When asked how consumers are supposed to evaluate the quality of their hospital, Ko responded that there really isn’t a good answer. “It can be a difficult thing for consumers to evaluate the quality of their hospital,” he says, “because there are so many possible ways to look at it and present the information.”

A safer future?

“Dad always consulted CONSUMER REPORTS before buying anything,” Birnbaum says. She wishes these hospital Ratings had been available when her father had surgery in 2009. “People need to know this information,” she adds.

Thanks to health care reform, hospitals are encouraged to move to electronic

The safest hospitals pay close attention to details.

record keeping, which will make it easier to track data. And some professional organizations—such as those that focus on eye surgery, heart surgery, and joint replacement—are starting to make information available. The American College of Surgeons, for example, now publishes some of its NSQIP data on the government’s Hospital Compare website. And the Society of Thoracic Surgeons now makes information on heart bypass surgery available for many hospitals and surgical groups, which we publish at ConsumerReports.org/heartratings.

But all of those cases involve voluntary reporting, and some are limited to a small number of hospitals. As Berry and his Harvard colleagues help hospitals institute safer surgery practices, one of their biggest frustrations is getting that information to consumers.

“If you have ever been a patient, then you have been on the wrong side of the power equation,” Berry says. “Now is re-



Check up on your hospital

➤ **Use our hospital Ratings.** The surgery Ratings on page 37 show how hospitals in your area compared. For a list of all rated hospitals, see the iPad version of our story or go to ConsumerReports.org/surgeryratings. Subscribers to our website can get more detailed information at ConsumerReports.org/hospitalratings. Once there, click on:

- Your state for an overview of how hospitals performed in our Safety Score, which includes information from surgical and nonsurgical patients, as well as Ratings on other measures, such as readmissions, bloodstream infections, and communication about drugs.
- A hospital’s name for even more details, including its Rating for five surgeries: back surgery, hip and knee replacements, and surgeries to clear blockages in the arteries in the heart (angioplasty) or neck (carotid artery surgery).
- What’s Behind Our Ratings for a

detailed description of our methodology.

➤ **Consider other sources.** Good sources include Hospital Compare (hospitalcompare.hhs.gov), state health departments, and the Leapfrog Group (leapfroggroup.org), a nonprofit organization that collects data on hospital quality for employer members and their employees.

➤ **Know what insurance covers.** Verify which hospitals are in your plan’s network (and be aware that even if a hospital is in the network, doctors who practice there may not be); the difference between in-network and out-of-network costs, such as deductibles or coinsurance; and whether your procedure requires pre-authorization.

➤ **Get firsthand experiences.** Anecdotal experiences aren’t always reliable, but it can help to talk to friends and family members (especially those who work in hospitals) about their stay.

Check up on your surgeon

➤ **Look at state licensing boards.** Administrators In Medicine has links to state medical boards (docboard.org/docfinder.html), which have information on licensing and disciplinary actions against physicians.

➤ **Make sure your doctor is board certified.** The American Board of Medical Specialties (CertificationMatters.org) can tell you whether your doctor has completed an approved residency program and passed a written and, in some cases, oral exam in one of at least 24 medical specialty areas.

➤ **Talk with your surgeon.** Experts we spoke with said they welcome hard questions because informed patients tend to do better. Ask about the percentage of patients seen by the surgeon who suffer infections, blood clots, heart attacks, or other complications; how many patients are readmitted or die within 30 days; and how those percentages compare with national averages. Also ask how often he or she performs the procedure. Many surgeons know the answers; if they won’t answer, look elsewhere.

Six steps to safer surgery

Some hospitals and surgeons now use checklists before procedures to reduce complications, much as airline pilots do before taking off. We think all hospitals should do so. And we think patients and families should use checklists, too, to make sure they do what they can to stay safe while in the hospital. Here's ours:

1 Go prepared

Start healthy. Be as active as possible in the weeks leading up to surgery. Make sure blood pressure and blood sugar are well controlled. If you smoke, quit—even if only temporarily—because smoking slows recovery and increases your risk of infection.

Schedule carefully. Having surgery early in the week is best. Research shows that the death rate for patients having scheduled surgeries is higher later in the week and on weekends. Staffing may be lighter on weekends, nights, and holidays, and it can take longer to get lab results. Time of day may matter, too: Earlier surgeries may benefit from a fresher surgical team.

Appoint an advocate. Ask a friend or family member to help monitor your care, by asserting your needs and preferences, asking questions, retaining copies of important medical documents, and advocating for you if problems arise. Ideally, your companion should help you during check-in and discharge, and visit daily.

2 Avoid infections

Rid your body of harmful bacteria.

Carefully follow your surgeon's instructions for cleaning your body before you go to the hospital.

Get your nose swabbed. That can check for methicillin-resistant *Staphylococcus aureus* (MRSA), a hard-to-treat bacteria you might bring into the hospital with you.

Ask about antibiotics. For most in-patient procedures, antibiotics should be started within an hour of your surgery and, in most cases, stopped 24 hours later.

Say no to razors. Razor nicks provide an opening for infection. If hair must be removed, electric clippers are safer.

Stay warm. The drop in body temperature that occurs during surgery can impede blood

flow and impair immune function. Ask whether a surgical blanket or another technique will be used to keep you warm.

Insist on clean hands. Ask your nurses, doctors, and anyone who touches you to wash their hands before examining you if you didn't see them do so.

Ask every day whether tubes can be removed. The longer urinary catheters, central lines, or breathing tubes stay in your body, the greater your risk of developing a potentially deadly infection.

3 Prevent blood clots

Assess your clot risk. Make sure your doctor asks about factors such as smoking or use of oral contraceptives that can increase the risk of developing a clot, which can cause leg pain or, more dangerously, travel to your lungs.

Ask about prevention. You may need to take blood-thinning medications or to use inflatable cuffs on your legs after surgery to prevent blood clots.

Get moving. When you're able, make sure a hospital staff member helps you get out of bed to sit in a chair or walk down the hall.

4 Protect your heart

Know your risk. If you are 50 or older, your doctor should check your risk of having a heart attack or stroke. To assess your risk, use our calculator at ConsumerReports.org/heartrisk.

Ask about beta-blockers. If you are at high risk for heart attack or stroke, ask whether you should be given beta-blockers before surgery to protect the heart from stress hormones that can trigger a too-rapid heartbeat. If you already take

beta-blockers, make sure they are not stopped while you're in the hospital.

5 Keep breathing

Talk about sleep apnea. Tell your doctor and anesthesiologist whether you have sleep apnea, which can increase the risks of anesthesia and pain medications. If you haven't been diagnosed with sleep apnea but have been told that you snore loudly or you are unusually tired during the day, talk to your doctor about being checked for the condition.

Do deep-breathing and coughing exercises. Make sure someone teaches you those exercises when you are recovering from surgery. They can help prevent pneumonia and partial collapse of the lungs.

6 Get the right drugs

Bring a drug list. Make sure it includes over-the-counter and prescription medications, vitamins, and herbals, as well as any drug allergies.

Track your meds. The most common drug errors are inadvertent changes to existing medications. Ask your doctor about any changes to your drug regimen during your hospital stay.



ally the time to bring the consumer's voice into the discussion about quality."

Consumers Union, the policy arm of Consumer Reports, aims to do just that through its Safe Patient Project. It works with patient advocates to highlight the things that can go wrong in hospitals and to urge state and federal governments, as well as hospital administrators, to take steps necessary to improve patient safety.

Safe Patient Project goals include:

- Expanding public reporting by hospitals on surgical-site infections. That's now required nationally only for colon surgery and abdominal hysterectomy.
- Requiring federally funded hospital safety projects to publicly report their results.
- Establishing a standardized way for patients to report medical errors.

If you think you have been harmed in

the hospital, contact your local or state health department or if you are on Medicare, your state's Medicare Quality Improvement Organization.

"An effective way to get hospitals and legislatures to focus on the problem is for patients to share their stories," says McGiffert at the Safe Patient Project. To tell us yours, go to safepatientproject.org/share-your-story.

What's behind our surgery Ratings

The Ratings on the following pages look at how high-volume hospitals in each state; Washington, D.C.; and Puerto Rico compare in avoiding adverse events in Medicare patients during their hospital stay for surgery. Specifically, the Ratings are based on the percentage of a hospital's surgery patients who died in the hospital or stayed longer than expected for their procedure. Research shows those measures are correlated with complications, and some hospitals themselves use this approach to monitor quality. To develop the Ratings, we worked with MPA, a health care consulting firm with expertise in analyzing billing claims and clinical records data and in helping hospitals use the information to improve patient safety. The analysis looked at Medicare claims data from 2009 through 2011 for patients undergoing

27 categories of common scheduled surgeries. For each hospital, the results for all procedures are combined into an overall surgery Rating. In addition, we have Ratings for five of those procedures on our website (ConsumerReports.org/hospitalratings): back surgery, replacement of the hip or knee, and surgery to remove blockages in arteries in the heart (angioplasty) or neck (carotid artery surgery). The rates are risk-adjusted based on patient characteristics, such as age, gender, and other health conditions, including high blood pressure and diabetes. The Ratings don't take into account complications that became apparent after patients were discharged from the hospital. We have Ratings for the 2,463 U.S. acute-care or critical-access hospitals with sufficient Medicare fee-for-service in-patient surgical claims data from patients 65 and older.

We don't have Ratings for Veterans Affairs hospitals and hospitals that see mostly Medicare Advantage patients, such as many Kaiser hospitals, because they use another reporting system. The hospitals shown below are organized by state and listed by their Rating. Hospitals with the same Rating are alphabetized. For a full description of our methodology, as well as more information on hospitals, go to ConsumerReports.org/hospitalratings.

HOW TO CHOOSE A HOSPITAL

Use your smart phone to download the RedLaser or ShopSavvy app and scan the code for video.



Better \longleftrightarrow Worse
● ● ● ● ●

| Hospital name | Surgery Rating |
|---|------------------------------------|
| CONNECTICUT | |
| Danbury Hospital Danbury | ● |
| Saint Francis Hospital and Medical Center Hartford | ● |
| Day Kimball Hospital Putnam | ● |
| New Milford Hospital New Milford | ● |
| Bridgeport Hospital Bridgeport | ○ |
| Bristol Hospital Bristol | ○ |
| Greenwich Hospital Greenwich | ○ |
| Griffin Hospital Derby | ○ |
| Hartford Hospital Hartford | ○ |
| Lawrence + Memorial Hospital New London | ○ |
| Manchester Memorial Hospital Manchester | ○ |
| MidState Medical Center Meriden | ○ |
| Middlesex Hospital Middletown | ○ |
| Milford Hospital Milford | ○ |
| Norwalk Hospital Norwalk | ○ |
| Rockville General Hospital Vernon Rockville | ○ |
| Saint Mary's Hospital Waterbury | ○ |
| St. Vincent's Medical Center Bridgeport | ○ |
| Stamford Hospital Stamford | ○ |
| The Charlotte Hungerford Hospital Torrington | ○ |
| The Hospital of Central Connecticut New Britain | ○ |
| The William W. Backus Hospital Norwich | ○ |
| University of Connecticut Health Center, John Dempsey Hospital Farmington | ○ |
| Waterbury Hospital Waterbury | ○ |
| Windham Hospital Willimantic | ○ |
| Yale-New Haven Hospital New Haven | ○ |
| DELAWARE | |
| Beebe Medical Center Lewes | ● |
| Christiana Care Health System Newark | ○ |
| Nanticoke Memorial Hospital Seaford | ○ |

















































| Hospital name | Surgery Rating |
|--|------------------------------------|
| DELAWARE continued | |
| St. Francis Hospital Wilmington | ○ |
| Bayhealth Medical Center Dover | ● |
| DISTRICT OF COLUMBIA | |
| MedStar Georgetown University Hospital Washington, D.C. | ○ |
| George Washington University Hospital Washington, D.C. | ● |
| MedStar Washington Hospital Center Washington, D.C. | ● |
| Providence Hospital Washington, D.C. | ● |
| Sibley Memorial Hospital Washington, D.C. | ● |
| FLORIDA | |
| Doctors Hospital of Sarasota Sarasota | ● |
| Gulf Breeze Hospital Gulf Breeze | ● |
| Gulf Coast Medical Center Panama City | ● |
| Mayo Clinic Jacksonville Jacksonville | ● |
| Munroe Regional Medical Center Ocala | ● |
| Ocala Regional Medical Center Ocala | ● |
| Sacred Heart Hospital on the Emerald Coast Miramar Beach | ● |
| Twin Cities Hospital Niceville | ● |
| Cape Canaveral Hospital Cocoa Beach | ● |
| Charlotte Regional Medical Center Punta Gorda | ● |
| Citrus Memorial Health System Inverness | ● |
| Florida Hospital DeLand DeLand | ● |
| Florida Hospital Heartland Medical Center Sebring | ● |
| Florida Hospital Waterman Tavares | ● |
| North Shore Medical Center Miami | ● |
| Sarasota Memorial Hospital Sarasota | ● |
| St. Anthony's Hospital Saint Petersburg | ● |
| West Boca Medical Center Boca Raton | ● |
| Baptist Hospital Pensacola | ○ |
| Bay Medical Center Sacred Heart Panama City | ○ |
| Bayfront Medical Center Saint Petersburg | ○ |
| Bert Fish Medical Center New Smyrna Beach | ○ |















































| Hospital name | Surgery Rating |
|---|------------------------------------|
| FLORIDA continued | |
| Blake Medical Center Bradenton | ○ |
| Boca Raton Regional Hospital Boca Raton | ○ |
| Brandon Regional Hospital Brandon | ○ |
| Brooksville Regional Hospital Brooksville | ○ |
| Broward Health Medical Center Fort Lauderdale | ○ |
| Broward Health North Deerfield Beach | ○ |
| Central Florida Regional Hospital Sanford | ○ |
| Coral Gables Hospital Coral Gables | ○ |
| Delray Medical Center Delray Beach | ○ |
| Doctors Hospital Coral Gables | ○ |
| Edward White Hospital Saint Petersburg | ○ |
| Englewood Community Hospital Englewood | ○ |
| Fawcett Memorial Hospital Port Charlotte | ○ |
| Florida Hospital Fish Memorial Orange City | ○ |
| Florida Hospital Memorial Medical Center Daytona Beach | ○ |
| Florida Hospital North Pinellas Tarpon Springs | ○ |
| Florida Hospital Tampa Tampa | ○ |
| Florida Hospital Zephyrhills Zephyrhills | ○ |
| Florida Hospital—Carrollwood Tampa | ○ |
| Florida Hospital—Flagler Palm Coast | ○ |
| Good Samaritan Medical Center West Palm Beach | ○ |
| H. Lee Moffitt Cancer Center and Research Institute Tampa | ○ |
| Heart of Florida Regional Medical Center Davenport | ○ |
| Highlands Regional Medical Center Sebring | ○ |
| Holy Cross Hospital Fort Lauderdale | ○ |
| Indian River Medical Center Vero Beach | ○ |
| Jackson Hospital Marianna | ○ |
| Lake City Medical Center Lake City | ○ |
| Lake Wales Medical Center Lake Wales | ○ |
| Lakewood Ranch Medical Center Bradenton | ○ |












































| Hospital name | Surgery Rating |
|--|----------------|
| FLORIDA continued | |
| Lawnwood Regional Medical Center Fort Pierce | ○ |
| Lee Memorial Hospital Fort Myers | ○ |
| Manatee Memorial Hospital Bradenton | ○ |
| Mease Countryside Hospital Safety Harbor | ○ |
| Mease Hospital Dunedin Dunedin | ○ |
| Medical Center of Trinity Trinity | ○ |
| Memorial Hospital Miramar Miramar | ○ |
| Memorial Hospital West Pembroke Pines | ○ |
| Memorial Hospital of Tampa Tampa | ○ |
| Morton Plant North Bay Hospital New Port Richey | ○ |
| Mount Sinai Medical Center Miami Beach | ○ |
| North Okaloosa Medical Center Crestview | ○ |
| Northside Hospital and Heart Institute Saint Petersburg | ○ |
| Northwest Medical Center Margate | ○ |
| Oak Hill Hospital Brooksville | ○ |
| Orange Park Medical Center Orange Park | ○ |
| Osceola Regional Medical Center Kissimmee | ○ |
| Palm Springs General Hospital Hialeah | ○ |
| Palms West Hospital Loxahatchee | ○ |
| Palms of Pasadena Hospital Saint Petersburg | ○ |
| Parrish Medical Center Titusville | ○ |
| Pasco Regional Medical Center Dade City | ○ |
| Peace River Regional Medical Center Port Charlotte | ○ |
| Physicians Regional Medical Center—Pine Ridge Naples | ○ |
| Plantation General Hospital Plantation | ○ |
| Putnam Community Medical Center Palatka | ○ |
| Raulerson Hospital Okeechobee | ○ |
| Regional Medical Center—Bayonet Point Hudson | ○ |
| Sacred Heart Hospital of Pensacola Pensacola | ○ |
| Sebastian River Medical Center Sebastian | ○ |
| Seven Rivers Regional Medical Center Crystal River | ○ |
| Shands Jacksonville Medical Center Jacksonville | ○ |
| South Florida Baptist Hospital Plant City | ○ |
| South Miami Hospital Miami | ○ |
| St. Cloud Regional Medical Center Saint Cloud | ○ |
| St. Lucie Medical Center Port St. Lucie | ○ |
| St. Mary's Medical Center West Palm Beach | ○ |
| St. Petersburg General Hospital Saint Petersburg | ○ |
| St. Vincent's Medical Center Riverside Jacksonville | ○ |
| St. Vincent's Medical Center Southside Jacksonville | ○ |
| The Villages Health System The Villages | ○ |
| University Hospital and Medical Center Tamarac | ○ |
| Venice Regional Medical Center Venice | ○ |
| Wellington Regional Medical Center West Palm Beach | ○ |
| Westside Regional Medical Center Plantation | ○ |

| Hospital name | Surgery Rating |
|---|----------------|
| FLORIDA continued | |
| Winter Haven Hospital Winter Haven | ○ |
| Wuesthoff Medical Center—Rockledge Rockledge | ○ |
| Aventura Hospital and Medical Center Aventura | ● |
| Baptist Hospital of Miami Miami | ● |
| Baptist Medical Center Beaches Jacksonville Beach | ● |
| Bethesda Memorial Hospital Boynton Beach | ● |
| Broward Health Coral Springs Coral Springs | ● |
| Broward Health Imperial Point Fort Lauderdale | ● |
| Cape Coral Hospital Cape Coral | ● |
| Cleveland Clinic Florida Weston | ● |
| Fort Walton Beach Medical Center Fort Walton Beach | ● |
| J.F.K. Medical Center Atlantis | ● |
| Jackson Health System Miami | ● |
| Jupiter Medical Center Jupiter | ● |
| Lakeland Regional Medical Center Lakeland | ● |
| Lehigh Regional Medical Center Lehigh Acres | ● |
| Lower Keys Medical Center Key West | ● |
| South Bay Hospital Sun City Center | ● |
| South Lake Hospital Clermont | ● |
| St. Joseph's Hospital Tampa | ● |
| Town and Country Hospital Tampa | ● |
| University of Miami Hospital Miami | ● |
| West Florida Hospital Pensacola | ● |
| Wuesthoff Medical Center—Melbourne Melbourne | ● |
| Baptist Medical Center Jacksonville | ● |
| Capital Regional Medical Center Tallahassee | ● |
| Flagler Hospital Saint Augustine | ● |
| Florida Hospital Orlando | ● |
| Gulf Coast Medical Center Fort Myers | ● |
| Halifax Health Medical Center of Daytona Beach Daytona Beach | ● |
| Health Central Ocoee | ● |
| Holmes Regional Medical Center Melbourne | ● |
| Kendall Regional Medical Center Miami | ● |
| Largo Medical Center Largo | ● |
| Leesburg Regional Medical Center Leesburg | ● |
| Martin Health System Stuart | ● |
| Memorial Hospital Jacksonville Jacksonville | ● |
| Memorial Regional Hospital Hollywood | ● |
| Morton Plant Hospital Clearwater | ● |
| NCH Downtown Naples Hospital Naples | ● |
| North Florida Regional Medical Center Gainesville | ● |
| Orlando Regional Medical Center Orlando | ● |
| Palm Beach Gardens Medical Center Palm Beach Gardens | ● |
| Palmetto General Hospital Hialeah | ● |
| Shands at the University of Florida Gainesville | ● |

| Hospital name | Surgery Rating |
|---|----------------|
| FLORIDA continued | |
| Tallahassee Memorial HealthCare Tallahassee | ● |
| Tampa General Hospital Tampa | ● |
| MAINE | |
| St. Mary's Regional Medical Center Lewiston | ● |
| Aroostook Medical Center Presque Isle | ○ |
| Central Maine Medical Center Lewiston | ○ |
| Eastern Maine Medical Center Bangor | ○ |
| Henrietta D. Goodall Hospital Sanford | ○ |
| Inland Hospital Waterville | ○ |
| Maine Coast Memorial Hospital Ellsworth | ○ |
| Maine Medical Center Portland | ○ |
| MaineGeneral Medical Center—Waterville Campus Waterville | ○ |
| Mayo Regional Hospital Dover-Foxcroft | ○ |
| Mid Coast Hospital Brunswick | ○ |
| Pen Bay Medical Center Rockport | ○ |
| Southern Maine Medical Center Biddeford | ○ |
| St. Joseph Hospital Bangor | ○ |
| Franklin Memorial Hospital Farmington | ● |
| Miles Memorial Hospital Damariscotta | ● |
| York Hospital York | ● |
| Mercy Hospital of Portland Portland | ● |
| MARYLAND | |
| Anne Arundel Medical Center Annapolis | ● |
| Carroll Hospital Center Westminster | ● |
| Greater Baltimore Medical Center Baltimore | ● |
| MedStar Union Memorial Hospital Baltimore | ● |
| Memorial Hospital at Easton Maryland Easton | ● |
| Mercy Medical Center Baltimore | ● |
| Peninsula Regional Medical Center Salisbury | ● |
| Suburban Hospital Bethesda | ● |
| Washington Adventist Hospital Takoma Park | ● |
| Frederick Memorial Hospital Frederick | ● |
| Garrett County Memorial Hospital Oakland | ● |
| Harford Memorial Hospital Havre De Grace | ● |
| Kernan Orthopaedics and Rehabilitation Baltimore | ● |
| MedStar Franklin Square Medical Center Baltimore | ● |
| MedStar St. Mary's Hospital Leonardtown | ● |
| University of Maryland Medical Center Baltimore | ● |
| Atlantic General Hospital Berlin | ○ |
| Baltimore Washington Medical Center Glen Burnie | ○ |
| Calvert Memorial Hospital Prince Frederick | ○ |
| Doctors Community Hospital Lanham | ○ |
| Fort Washington Medical Center Fort Washington | ○ |
| Holy Cross Hospital Silver Spring | ○ |
| Howard County General Hospital Columbia | ○ |
| Johns Hopkins Hospital Baltimore | ○ |

| Hospital name | Surgery Rating |
|---|---|
| MARYLAND continued | |
| MedStar Good Samaritan Hospital Baltimore |  |
| MedStar Harbor Hospital Baltimore |  |
| MedStar Montgomery Medical Center Olney |  |
| Meritus Medical Center Hagerstown |  |
| Northwest Hospital Randallstown |  |
| Prince George's Hospital Center Cheverly |  |
| Saint Agnes Hospital Baltimore |  |
| Shady Grove Adventist Hospital Rockville |  |
| Union Hospital Elkton |  |
| Upper Chesapeake Medical Center Bel Air |  |
| Western Maryland Regional Medical Center Cumberland |  |
| Civista Health La Plata |  |
| Sinai Hospital of Baltimore Baltimore |  |
| University of Maryland St. Joseph Medical Center Towson |  |
| Chester River Health System Chestertown |  |
| Johns Hopkins Bayview Medical Center Baltimore |  |
| MASSACHUSETTS | |
| Carney Hospital Boston |  |
| Cooley Dickinson Hospital Northampton |  |
| Baystate Franklin Medical Center Greenfield |  |
| Baystate Medical Center Springfield |  |
| Falmouth Hospital Falmouth |  |
| Holy Family Hospital and Medical Center Methuen |  |
| Mercy Medical Center Springfield |  |
| Newton-Wellesley Hospital Newton Lower Falls |  |
| UMass Memorial Medical Center Worcester |  |
| Anna Jaques Hospital Newburyport |  |
| Beth Israel Deaconess Hospital—Milton Milton |  |
| Beth Israel Deaconess Medical Center Boston |  |
| Beverly Hospital Beverly |  |
| Boston Medical Center Boston |  |
| Brigham and Women's Faulkner Hospital Boston |  |
| Cape Cod Hospital Hyannis |  |
| Emerson Hospital Concord |  |
| Good Samaritan Medical Center Brockton |  |
| Hallmark Health System Melrose |  |
| Health Alliance Hospitals Leominster |  |
| Heywood Hospital Gardner |  |
| Holyoke Medical Center Holyoke |  |
| Jordan Hospital Plymouth |  |
| Lowell General Hospital Lowell |  |
| Massachusetts Eye and Ear Infirmary Boston |  |
| Merrimack Valley Hospital Haverhill |  |
| MetroWest Medical Center Framingham |  |
| Milford Regional Medical Center Milford |  |
| Morton Hospital and Medical Center Taunton |  |
| Mount Auburn Hospital Cambridge |  |
| New England Baptist Hospital Boston |  |
| North Adams Regional Hospital North Adams |  |

| Hospital name | Surgery Rating |
|---|---|
| MASSACHUSETTS continued | |
| North Shore Medical Center Salem |  |
| Norwood Hospital Norwood |  |
| Quincy Medical Center Quincy |  |
| Saint Vincent Hospital Worcester |  |
| Saints Medical Center Lowell |  |
| Signature Healthcare Brockton Hospital Brockton |  |
| South Shore Hospital South Weymouth |  |
| St. Elizabeth's Medical Center Brighton |  |
| Sturdy Memorial Hospital Attleboro |  |
| Tufts Medical Center Boston |  |
| UMass Memorial—Marlborough Hospital Marlborough |  |
| Winchester Hospital Winchester |  |
| Berkshire Medical Center Pittsfield |  |
| Lawrence General Hospital Lawrence |  |
| Saint Anne's Hospital Fall River |  |
| Brigham and Women's Hospital Boston |  |
| Lahey Hospital & Medical Center, Burlington Burlington |  |
| Massachusetts General Hospital Boston |  |
| Southcoast Hospitals Group Fall River |  |
| NEW HAMPSHIRE | |
| Exeter Hospital Exeter |  |
| Frisbie Memorial Hospital Rochester |  |
| Alice Peck Day Memorial Hospital Lebanon |  |
| Catholic Medical Center Manchester |  |
| Cheshire Medical Center Keene |  |
| Concord Hospital Concord |  |
| Dartmouth-Hitchcock Medical Center Lebanon |  |
| Elliot Hospital Manchester |  |
| Lakes Region General Hospital Laconia |  |
| Littleton Regional Hospital Littleton |  |
| Monadnock Community Hospital Peterborough |  |
| Parkland Medical Center Derry |  |
| Southern New Hampshire Medical Center Nashua |  |
| St. Joseph Hospital Nashua |  |
| Wentworth-Douglass Hospital Dover |  |
| Portsmouth Regional Hospital Portsmouth |  |
| NEW JERSEY | |
| Hackensack University Medical Center Hackensack |  |
| Hackensack University Medical Center Mountainside Montclair |  |
| Ocean Medical Center Brick Township |  |
| Riverview Medical Center Red Bank |  |
| AtlantiCare Regional Medical Center Atlantic City |  |
| Bayonne Medical Center Bayonne |  |
| Bayshore Community Hospital Holmdel |  |
| Cape Regional Medical Center Cape May Court House |  |
| Capital Health Medical Center—Hopewell Pennington |  |
| Capital Health Regional Medical Center Trenton |  |
| CentraState Healthcare System Freehold |  |

| Hospital name | Surgery Rating |
|---|---|
| NEW JERSEY continued | |
| Chilton Hospital Pompton Plains |  |
| Christ Hospital Jersey City |  |
| Clara Maass Medical Center Belleville |  |
| Community Medical Center Toms River |  |
| Deborah Heart and Lung Center Browns Mills |  |
| Hackettstown Regional Medical Center Hackettstown |  |
| Hunterdon Medical Center Flemington |  |
| Jersey Shore University Medical Center Neptune |  |
| Kennedy Memorial Hospitals—University Medical Center Cherry Hill |  |
| LibertyHealth-Jersey City Medical Center Jersey City |  |
| Loures Medical Center of Burlington County Willingboro |  |
| Memorial Hospital of Salem County Salem |  |
| Monmouth Medical Center Long Branch |  |
| Morristown Medical Center Morristown |  |
| Newark Beth Israel Medical Center Newark |  |
| Newton Medical Center Newton |  |
| Overlook Medical Center Summit |  |
| Palisades Medical Center North Bergen |  |
| Robert Wood Johnson University Hospital Rahway Rahway |  |
| Robert Wood Johnson University Hospital at Hamilton Hamilton |  |
| Saint Barnabas Medical Center Livingston |  |
| Saint Clare's Health System Denville |  |
| Somerset Medical Center Somerville |  |
| South Jersey Healthcare—Elmer Hospital Elmer |  |
| South Jersey Healthcare—Regional Medical Center Vineland |  |
| Southern Ocean Medical Center Manahawkin |  |
| St. Luke's Hospital—Warren Campus Phillipsburg |  |
| Trinitas Regional Medical Center Elizabeth |  |
| Underwood-Memorial Hospital Woodbury |  |
| University Medical Center of Princeton at Plainsboro Plainsboro |  |
| University of Medicine and Dentistry of New Jersey-University Hospital Newark |  |
| Valley Hospital Ridgewood |  |
| Virtua Memorial Mount Holly |  |
| Our Lady of Lourdes Medical Center Camden |  |
| St. Mary's Hospital Passaic |  |
| Cooper Health System Camden |  |
| Englewood Hospital and Medical Center Englewood |  |
| Holy Name Medical Center Teaneck |  |
| JFK Medical Center Edison |  |
| Raritan Bay Medical Center Perth Amboy |  |
| Robert Wood Johnson University Hospital New Brunswick |  |
| Saint Michael's Medical Center Newark |  |
| Saint Peter's University Hospital New Brunswick |  |
| Shore Medical Center Somers Point |  |






| Hospital name | Surgery Rating |
|---|----------------|
| NEW JERSEY continued | |
| St. Francis Medical Center Trenton | ● |
| St. Joseph's Regional Medical Center Paterson | ● |
| Virtua Berlin Berlin | ● |
| Virtua Voorhees Voorhees | ● |
| NEW YORK | |
| Kenmore Mercy Hospital Kenmore | ● |
| Mount Sinai Hospital New York | ● |
| NYU Langone Medical Center New York | ● |
| New York-Presbyterian Hospital New York | ● |
| Highland Hospital of Rochester Rochester | ● |
| St. John's Riverside Hospital Yonkers | ● |
| Adirondack Medical Center Saranac Lake | ○ |
| Albany Memorial Hospital Albany | ○ |
| Arnot Ogden Medical Center Elmira | ○ |
| Auburn Community Hospital Auburn | ○ |
| Aurelia Osborn Fox Memorial Hospital Oneonta | ○ |
| Bassett Medical Center Cooperstown | ○ |
| Brookhaven Memorial Hospital Medical Center Patchogue | ○ |
| Brooks Memorial Hospital Dunkirk | ○ |
| Champlain Valley Physicians Hospital Medical Center Plattsburgh | ○ |
| Chenango Memorial Hospital Norwich | ○ |
| Claxton-Hepburn Medical Center Ogdensburg | ○ |
| Clifton Springs Hospital and Clinic Clifton Springs | ○ |
| Columbia Memorial Hospital Hudson | ○ |
| Community Memorial Hospital Hamilton | ○ |
| Corning Hospital Corning | ○ |
| Crouse Hospital Syracuse | ○ |
| Ellis Hospital Schenectady | ○ |
| Erie County Medical Center Buffalo | ○ |
| F.F. Thompson Hospital Canandaigua | ○ |
| Faxton-St. Luke's Healthcare Utica | ○ |
| Franklin Hospital Valley Stream | ○ |
| Geneva General Hospital Geneva | ○ |
| Glens Falls Hospital Glens Falls | ○ |
| Good Samaritan Hospital Suffern | ○ |
| Good Samaritan Hospital Medical Center West Islip | ○ |
| Health Alliance Hospital—Broadway Campus Kingston | ○ |
| Hudson Valley Hospital Center Cortlandt Manor | ○ |
| Huntington Hospital Huntington | ○ |
| KALEIDA Health Buffalo | ○ |
| Lawrence Hospital Center Bronxville | ○ |
| Lenox Hill Hospital New York | ○ |
| Long Island Jewish Medical Center New Hyde Park | ○ |
| Maimonides Medical Center Brooklyn | ○ |
| Memorial Sloan-Kettering Cancer Center New York | ○ |
| Mercy Medical Center Rockville Centre | ○ |
| Mount St. Mary's Hospital and Health Center Lewiston | ○ |
| New York Community Hospital Brooklyn | ○ |

| Hospital name | Surgery Rating |
|---|----------------|
| NEW YORK continued | |
| New York Downtown Hospital New York | ○ |
| New York Methodist Hospital Brooklyn | ○ |
| New York Westchester Square Medical Center Bronx | ○ |
| North Shore University Hospital Manhasset | ○ |
| Northern Dutchess Hospital Rhinebeck | ○ |
| Nyack Hospital Nyack | ○ |
| Olean General Hospital Olean | ○ |
| Our Lady of Lourdes Memorial Hospital Binghamton | ○ |
| Phelps Memorial Hospital Center Sleepy Hollow | ○ |
| Rochester General Hospital Rochester | ○ |
| Rome Memorial Hospital Rome | ○ |
| Roswell Park Cancer Institute Buffalo | ○ |
| SUNY Downstate Medical Center University Hospital Brooklyn | ○ |
| Saint Francis Hospital and Health Centers Poughkeepsie | ○ |
| Samaritan Hospital Troy | ○ |
| Samaritan Medical Center Watertown | ○ |
| Saratoga Hospital Saratoga Springs | ○ |
| Sisters of Charity Hospital of Buffalo Buffalo | ○ |
| Sound Shore Medical Center of Westchester New Rochelle | ○ |
| South Nassau Communities Hospital Oceanside | ○ |
| Southampton Hospital Southampton | ○ |
| Southside Hospital Bay Shore | ○ |
| St. Catherine of Siena Medical Center Smithtown | ○ |
| St. Elizabeth Medical Center Utica | ○ |
| St. Francis Hospital Roslyn | ○ |
| St. Joseph Hospital Bethpage | ○ |
| St. Joseph's Hospital Elmira | ○ |
| St. Luke's Cornwall Hospital Newburgh | ○ |
| St. Mary's Healthcare Amsterdam | ○ |
| St. Mary's Hospital Troy | ○ |
| St. Peter's Hospital Albany | ○ |
| Staten Island University Hospital Staten Island | ○ |
| Stony Brook University Medical Center Stony Brook | ○ |
| Strong Memorial Hospital of the University of Rochester Rochester | ○ |
| United Memorial Medical Center Batavia | ○ |
| Upstate University Hospital Syracuse | ○ |
| Vassar Brothers Medical Center Poughkeepsie | ○ |
| Westchester Medical Center Valhalla | ○ |
| Cayuga Medical Center at Ithaca Ithaca | ● |
| Forest Hills Hospital Forest Hills | ● |
| Montefiore Medical Center Bronx | ● |
| New York Hospital Queens Flushing | ● |
| Northern Westchester Hospital Mount Kisco | ● |
| Orange Regional Medical Center Middletown | ● |
| Peconic Bay Medical Center Riverhead | ● |
| Richmond University Medical Center Staten Island | ● |

| Hospital name | Surgery Rating |
|--|----------------|
| NEW YORK continued | |
| St. Joseph's Hospital Health Center Syracuse | ● |
| Unity Hospital Rochester | ● |
| Woman's Christian Association Hospital Jamestown | ● |
| Albany Medical Center Albany | ● |
| Beth Israel Medical Center New York | ● |
| Canton-Potsdam Hospital Potsdam | ● |
| Flushing Hospital Medical Center Flushing | ● |
| Glen Cove Hospital Glen Cove | ● |
| Health Alliance Hospital—Mary's Avenue Campus Kingston | ● |
| Hospital for Special Surgery New York | ● |
| John T. Mather Memorial Hospital Port Jefferson | ● |
| Lutheran Medical Center Brooklyn | ● |
| Mercy Hospital Buffalo | ● |
| Plainview Hospital Plainview | ● |
| Putnam Hospital Center Carmel | ● |
| St. Charles Hospital Port Jefferson | ● |
| St. Luke's-Roosevelt Hospital Center New York | ● |
| United Health Services Hospitals—Binghamton Binghamton | ● |
| White Plains Hospital Center White Plains | ● |
| Winthrop-University Hospital Mineola | ● |
| PENNSYLVANIA | |
| Coordinated Health—Bethlehem Bethlehem | ● |
| Heritage Valley Sewickley Sewickley | ● |
| OSS Orthopaedic Specialty Hospital York | ● |
| Saint Vincent Health Center Erie | ● |
| Surgical Institute of Reading Wyomissing | ● |
| Surgical Specialty Center at Coordinated Health Allentown | ● |
| Williamsport Regional Medical Center Williamsport | ● |
| Butler Health System Butler | ● |
| Doylestown Hospital Doylestown | ● |
| DuBois Regional Medical Center Du Bois | ● |
| Evangelical Community Hospital Lewisburg | ● |
| Fox Chase Cancer Center—American Oncologic Hospital Philadelphia | ● |
| Meadville Medical Center Meadville | ● |
| Palmerton Hospital Palmerton | ● |
| Regional Hospital of Scranton Scranton | ● |
| The Good Samaritan Hospital Lebanon | ● |
| UPMC Passavant Pittsburgh | ● |
| UPMC Presbyterian Shadyside Pittsburgh | ● |
| UPMC St. Margaret Pittsburgh | ● |
| ACMH Hospital Kittanning | ○ |
| Abington Health Lansdale Hospital Lansdale | ○ |
| Allegheny Valley Hospital Natrona Heights | ○ |
| Altoona Regional Health System Altoona | ○ |
| Aria Health Philadelphia | ○ |
| Berwick Hospital Center Berwick | ○ |
| Brandywine Hospital Coatesville | ○ |

| Hospital name | Surgery Rating |
|---|---|
| PENNSYLVANIA continued | |
| Bryn Mawr Hospital Bryn Mawr |  |
| Canonsburg General Hospital Canonsburg |  |
| Carlisle Regional Medical Center Carlisle |  |
| Chester County Hospital West Chester |  |
| Clarion Hospital Clarion |  |
| Clearfield Hospital Clearfield |  |
| Cole Memorial Coudersport |  |
| Conemaugh Memorial Medical Center Johnstown |  |
| Crozer-Chester Medical Center Upland |  |
| Easton Hospital Easton |  |
| Elk Regional Health Center Saint Marys |  |
| Ephrata Community Hospital Ephrata |  |
| Excelsa Health Westmoreland Hospital Greensburg |  |
| Excelsa Latrobe Area Hospital Latrobe |  |
| Forbes Regional Hospital Monroeville |  |
| Geisinger Medical Center Danville |  |
| Geisinger Wyoming Valley Medical Center Wilkes-Barre |  |
| Geisinger-Bloomsburg Hospital Bloomsburg |  |
| Geisinger-Community Medical Center Scranton |  |
| Gettysburg Hospital Gettysburg |  |
| Grand View Hospital Sellersville |  |
| Hanover Hospital Hanover |  |
| Hazleton General Hospital Hazleton |  |
| Heritage Valley Beaver Beaver |  |
| Holy Redeemer Hospital and Medical Center Meadowbrook |  |
| Holy Spirit Hospital Camp Hill |  |
| Hospital of the University of Pennsylvania Philadelphia |  |
| Indiana Regional Medical Center Indiana |  |
| Jameson Hospital New Castle |  |
| Jeanes Hospital Philadelphia |  |
| Jefferson Regional Medical Center Jefferson Hills |  |
| Lancaster Regional Medical Center Lancaster |  |
| Lankenau Medical Center Wynnewood |  |
| Lehigh Valley Hospital Allentown |  |
| Lehigh Valley Hospital—Muhlenberg Bethlehem |  |
| Lewistown Hospital Lewistown |  |
| Lower Bucks Hospital Bristol |  |
| Magee-Womens Hospital of UPMC Pittsburgh |  |
| Memorial Hospital York |  |
| Mercy Fitzgerald Hospital Darby |  |
| Monongahela Valley Hospital Monongahela |  |
| Moses Taylor Hospital Scranton |  |
| Nazareth Hospital Philadelphia |  |
| Paoli Hospital Paoli |  |
| Penn Presbyterian Medical Center Philadelphia |  |
| Phoenixville Hospital Phoenixville | |
| Pocono Medical Center East Stroudsburg | |

| Hospital name | Surgery Rating |
|--|---|
| PENNSYLVANIA continued | |
| Reading Hospital and Medical Center West Reading |  |
| Riddle Hospital Media |  |
| Robert Packer Hospital Sayre |  |
| Sacred Heart Hospital Allentown |  |
| Sharon Regional Health System Sharon |  |
| Soldiers and Sailors Memorial Hospital Wellsboro |  |
| St. Clair Memorial Hospital Pittsburgh |  |
| St. Joseph Medical Center Reading |  |
| St. Luke's Hospital—Miners Campus Coaldale |  |
| Temple University Hospital Philadelphia |  |
| UPMC Hamot Erie |  |
| UPMC Horizon Greenville |  |
| UPMC Mercy Pittsburgh |  |
| UPMC Northwest Seneca |  |
| Uniontown Hospital Uniontown |  |
| Warren General Hospital Warren |  |
| Washington Hospital Washington |  |
| Wayne Memorial Hospital Honesdale |  |
| Waynesboro Hospital Waynesboro |  |
| Western Pennsylvania Hospital Pittsburgh |  |
| Wilkes-Barre General Hospital Wilkes-Barre |  |
| York Hospital York |  |
| Abington Memorial Hospital Abington |  |
| Chambersburg Hospital Chambersburg |  |
| Einstein Medical Center Philadelphia Philadelphia |  |
| Hahnemann University Hospital Philadelphia |  |
| Lancaster General Health Lancaster |  |
| Penn State Milton S. Hershey Medical Center Hershey |  |
| Pinnacle Health System Harrisburg |  |
| Pottstown Memorial Medical Center Pottstown |  |
| Schuylkill Medical Center—East Norwegian Street Pottsville |  |
| Schuylkill Medical Center—South Jackson Street Pottsville |  |
| St. Luke's University Hospital—Bethlehem Campus Bethlehem |  |
| St. Mary Medical Center Langhorne |  |
| Allegheny General Hospital Pittsburgh |  |
| Delaware County Memorial Hospital Drexel Hill |  |
| Mount Nittany Medical Center State College |  |
| Pennsylvania Hospital Philadelphia |  |
| Thomas Jefferson University Hospital Philadelphia |  |
| PUERTO RICO | |
| Ashford Presbyterian Community Hospital San Juan |  |
| Hospital De Damas Ponce |  |
| Hospital De La Concepcion San German |  |
| Hospital Interamericano De Medicina Avanzada Caguas |  |
| Hospital Menonita De Cayey Cayey |  |
| Hospital San Pablo Bayamon |  |

| Hospital name | Surgery Rating |
|--|---|
| PUERTO RICO continued | |
| Auxilio Mutuo Hospital San Juan |  |
| Cardiovascular Center of Puerto Rico and the Caribbean San Juan |  |
| Dr. Ramon E. Betances Hospital—Mayaguez Medical Center Branch Mayaguez |  |
| Hospital Pavia-Santurce San Juan |  |
| St. Luke's Episcopal Hospital Ponce |  |
| RHODE ISLAND | |
| South County Hospital Wakefield |  |
| Kent County Memorial Hospital Warwick |  |
| Memorial Hospital of Rhode Island Pawtucket |  |
| Roger Williams Medical Center Providence |  |
| St. Joseph Health Services of Rhode Island North Providence |  |
| Westerly Hospital Westerly |  |
| Women & Infants Hospital of Rhode Island Providence |  |
| Landmark Medical Center Woonsocket |  |
| Miriam Hospital Providence |  |
| Newport Hospital Newport |  |
| Rhode Island Hospital Providence |  |
| VERMONT | |
| Fletcher Allen Health Care Burlington |  |
| Northwestern Medical Center Saint Albans |  |
| Brattleboro Memorial Hospital Brattleboro |  |
| Central Vermont Medical Center Berlin |  |
| Copley Hospital Morrisville |  |
| Northeastern Vermont Regional Hospital Saint Johnsbury |  |
| Porter Medical Center Middlebury |  |
| Rutland Regional Medical Center Rutland |  |
| Southwestern Vermont Medical Center Bennington |  |

What's behind our surgery Ratings

The Ratings on the following pages look at how hospitals in your area compare in avoiding adverse events in Medicare patients during their hospital stay for surgery. Specifically, the Ratings are based on the percentage of a hospital's surgery patients who died in the hospital or stayed longer than expected for their procedure. Research shows those measures are correlated with complications, and some hospitals themselves use this approach to monitor quality. To develop the Ratings, we worked with MPA, a health care consulting firm with expertise in analyzing billing claims and clinical records data and in helping hospitals use the information to improve patient safety. The analysis looked at Medicare claims data from 2009 through 2011 for patients undergoing 27 categories of common

scheduled surgeries. For each hospital, the results for all procedures are combined into an overall surgery Rating. In addition, we have Ratings for five of those procedures on our website (ConsumerReports.org/hospitalratings): back surgery, replacement of the hip or knee, and surgery to remove blockages in arteries in the heart (angioplasty) or neck (carotid artery surgery). The rates are risk-adjusted based on patient characteristics, such as age, gender, and other health conditions, including high blood pressure and diabetes. The Ratings don't take into account complications that became apparent after patients were discharged from the hospital. We have Ratings for the 2,463 U.S. acute-care or critical-access hospitals with sufficient Medicare fee-for-service in-patient surgical claims data from patients 65 and older.

We don't have Ratings for Veterans Affairs hospitals and hospitals that see mostly Medicare Advantage patients, such as many Kaiser hospitals, because they use another reporting system. The hospitals shown below are organized by state and listed by their Rating. Hospitals with the same Rating are alphabetized. For a full description of our methodology, as well as more information on hospitals, go to ConsumerReports.org/hospitalratings.



HOW TO CHOOSE A HOSPITAL

Use your smart phone to download the RedLaser or ShopSavvy app and scan the code for video.



Better Worse

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

ALABAMA

| | |
|---|--|
| Jack Hughston Memorial Hospital Phenix City | |
| Thomas Hospital Fairhope | |
| Andalusia Regional Hospital Andalusia | |
| Baptist Medical Center East Montgomery | |
| Crestwood Medical Center Huntsville | |
| Cullman Regional Medical Center Cullman | |
| DeKalb Regional Medical Center Fort Payne | |
| Helen Keller Hospital Sheffield | |
| Jackson Hospital and Clinic Montgomery | |
| Marshall Medical Center North Guntersville | |
| Marshall Medical Center South Boaz | |
| Medical Center Enterprise Enterprise | |
| Medical West Bessemer | |
| Northport Medical Center Northport | |
| Princeton Baptist Medical Center Birmingham | |
| Providence Hospital Mobile | |
| Russell Medical Center Alexander City | |
| Russellville Hospital Russellville | |
| Shelby Baptist Medical Center Alabaster | |
| South Baldwin Regional Medical Center Foley | |
| Stringfellow Memorial Hospital Anniston | |
| Vaughan Regional Medical Center Selma | |
| Walker Baptist Medical Center Jasper | |
| DCH Regional Medical Center Tuscaloosa | |
| Flowers Hospital Dothan | |
| Huntsville Hospital Huntsville | |
| Northeast Alabama Regional Medical Center Anniston | |
| Southeast Alabama Medical Center Dothan | |
| Baptist Medical Center South Montgomery | |
| Brookwood Medical Center Birmingham | |
| Decatur General Hospital Decatur | |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

ALABAMA continued

| | |
|--|--|
| East Alabama Medical Center Opelika | |
| Eliza Coffee Memorial Hospital Florence | |
| Gadsden Regional Medical Center Gadsden | |
| Mobile Infirmary Medical Center Mobile | |
| Riverview Regional Medical Center Gadsden | |
| Springhill Memorial Hospital Mobile | |
| St. Vincent's Birmingham Birmingham | |
| St. Vincent's East Birmingham | |
| Trinity Medical Center Birmingham | |
| University of Alabama Hospital Birmingham | |

DISTRICT OF COLUMBIA

| | |
|--|--|
| MedStar Georgetown University Hospital Washington, D.C. | |
| George Washington University Hospital Washington, D.C. | |
| MedStar Washington Hospital Center Washington, D.C. | |
| Providence Hospital Washington, D.C. | |
| Sibley Memorial Hospital Washington, D.C. | |

GEORGIA

| | |
|---|--|
| Athens Regional Medical Center Athens | |
| Fairview Park Hospital Dublin | |
| Hughston Hospital Columbus | |
| Newton Medical Center Covington | |
| Northeast Georgia Medical Center Gainesville | |
| Northside Hospital—Cherokee Canton | |
| Rockdale Medical Center Conyers | |
| Atlanta Medical Center Atlanta | |
| Candler Hospital Savannah | |
| Cartersville Medical Center Cartersville | |
| Coliseum Northside Hospital Macon | |
| Colquitt Regional Medical Center Moultrie | |
| DeKalb Medical at North Decatur Decatur | |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

GEORGIA continued

| | |
|--|--|
| Doctors Hospital Augusta | |
| East Georgia Regional Medical Center Statesboro | |
| Eastside Medical Center Snellville | |
| Emory Johns Creek Hospital Johns Creek | |
| Emory University Hospital Atlanta | |
| Emory University Hospital Midtown Atlanta | |
| Fannin Regional Hospital Blue Ridge Augusta | |
| Georgia Health Sciences Medical Center Augusta | |
| Gordon Hospital Calhoun | |
| Hamilton Medical Center Dalton | |
| Henry Medical Center Stockbridge | |
| Houston Medical Center Warner Robins | |
| John D. Archbold Memorial Hospital Thomasville | |
| Mayo Clinic Health System in Waycross Waycross | |
| Memorial Health Savannah | |
| North Fulton Regional Hospital Roswell | |
| Northside Hospital Atlanta | |
| Optim Medical Center—Tattnall Reidsville | |
| Phoebe North Albany | |
| Piedmont Fayette Hospital Fayetteville | |
| Piedmont Newnan Hospital Newnan | |
| Redmond Regional Medical Center Rome | |
| Southern Regional Medical Center Riverdale | |
| Spalding Regional Medical Center Griffin | |
| Stephens County Hospital Toccoa | |
| Tanner Medical Center Carrollton | |
| The Medical Center Columbus | |
| Tift Regional Medical Center Tifton | |
| Trinity Hospital of Augusta Augusta | |
| University Hospital Augusta | |
| Upson Regional Medical Center Thomaston | |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

GEORGIA continued

| | |
|---|---|
| WellStar Cobb Hospital Austell | ○ |
| West Georgia Health La Grange | ○ |
| Phoebe Putney Memorial Hospital Albany | ● |
| Saint Joseph's Hospital of Atlanta Atlanta | ● |
| South Georgia Medical Center Valdosta | ● |
| St. Francis Hospital Columbus | ● |
| WellStar Douglas Hospital Douglasville | ● |
| Coliseum Medical Centers Macon | ● |
| Floyd Medical Center Rome | ● |
| Gwinnett Hospital System Lawrenceville | ● |
| Medical Center of Central Georgia Macon | ● |
| Northside Hospital—Forsyth Cumming | ● |
| Piedmont Hospital Atlanta | ● |
| Piedmont Mountinside Hospital Jasper | ● |
| Southeast Georgia Health System Brunswick Campus Brunswick | ● |
| St. Joseph's Hospital Savannah | ● |
| St. Mary's Health Care System Athens | ● |
| WellStar Kennestone Hospital Marietta | ● |

LOUISIANA

| | |
|---|---|
| Heart Hospital of Lafayette Lafayette | ● |
| Louisiana Heart Hospital Lacombe | ● |
| Ochsner Medical Center New Orleans | ● |
| P & S Surgical Hospital Monroe | ● |
| CHRISTUS Schumpert Medical Center Shreveport | ● |
| Central Louisiana Surgical Hospital Alexandria | ● |
| Green Clinic Surgical Hospital Ruston | ● |
| Iberia Medical Center New Iberia | ● |
| Ochsner Medical Center—Baton Rouge Baton Rouge | ● |
| Specialists Hospital—Shreveport Shreveport | ● |
| American Legion Hospital Crowley | ○ |
| CHRISTUS St. Frances Cabrini Hospital Alexandria | ○ |
| CHRISTUS St. Patrick Hospital of Lake Charles Lake Charles | ○ |
| Dauterive Hospital New Iberia | ○ |
| East Jefferson General Hospital Metairie | ○ |
| Glenwood Regional Medical Center West Monroe | ○ |
| Jennings American Legion Hospital Jennings | ○ |
| Lafayette Surgical Specialty Hospital Lafayette | ○ |
| Lake Charles Memorial Hospital Lake Charles | ○ |
| Lane Regional Medical Center Zachary | ○ |
| Minden Medical Center Minden | ○ |
| Ochsner Baptist Medical Center New Orleans | ○ |
| Ochsner Medical Center—Kenner Kenner | ○ |
| Opelousas General Health System Opelousas | ○ |
| Our Lady of Lourdes Regional Medical Center Lafayette | ○ |
| Slidell Memorial Hospital Slidell | ○ |
| Southern Surgical Hospital Slidell | ○ |
| St. Tammany Parish Hospital Covington | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

LOUISIANA continued

| | |
|---|---|
| The NeuroMedical Center Surgical Hospital Baton Rouge | ○ |
| Thibodaux Regional Medical Center Thibodaux | ○ |
| Touro Infirmary New Orleans | ○ |
| Tulane Medical Center New Orleans | ○ |
| WK Bossier Health Center Bossier City | ○ |
| West Calcasieu Cameron Hospital Sulphur | ○ |
| West Jefferson Medical Center Marrero | ○ |
| Willis-Knighton Medical Center Shreveport | ○ |
| Woman's Hospital Baton Rouge | ○ |
| Women and Children's Hospital Lake Charles | ○ |
| Baton Rouge General Medical Center Baton Rouge | ● |
| LSU Health Sciences Center Shreveport | ● |
| Lafayette General Medical Center Lafayette | ● |
| Lakeview Regional Medical Center Covington | ● |
| Northern Louisiana Medical Center Ruston | ● |
| Rapides Regional Medical Center Alexandria | ● |
| North Oaks Medical Center Hammond | ● |
| Our Lady of the Lake Regional Medical Center Baton Rouge | ● |
| Regional Medical Center of Acadiana Lafayette | ● |
| St. Francis Medical Center Monroe | ● |
| Terrebonne General Medical Center Houma | ● |

MISSISSIPPI

| | |
|---|---|
| Baptist Memorial Hospital—Golden Triangle Columbus | ○ |
| Baptist Memorial Hospital—North Mississippi Oxford | ○ |
| Baptist Memorial Hospital—Union County New Albany | ○ |
| Central Mississippi Medical Center Jackson | ○ |
| Crossgates River Oaks Hospital Brandon | ○ |
| Delta Regional Medical Center Greenville | ○ |
| Gilmore Memorial Regional Medical Center Amory | ○ |
| Greenwood Leflore Hospital Greenwood | ○ |
| King's Daughters Medical Center Brookhaven | ○ |
| Magnolia Regional Health Center Corinth | ○ |
| Mississippi Baptist Medical Center Jackson | ○ |
| Natchez Regional Medical Center Natchez | ○ |
| North Mississippi Medical Center—Tupelo Tupelo | ○ |
| River Region Medical Center Vicksburg | ○ |
| South Central Regional Medical Center Laurel | ○ |
| Southwest Mississippi Regional Medical Center McComb | ○ |
| University Hospitals and Health System, University of Mississippi Medical Center Jackson | ○ |
| Anderson Regional Medical Center Meridian | ● |
| Biloxi Regional Medical Center Biloxi | ● |
| River Oaks Hospital Flowood | ● |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

MISSISSIPPI continued

| | |
|--|---|
| Rush Foundation Hospital Meridian | ● |
| Baptist Memorial Hospital—Desoto Southaven | ● |
| Forrest General Hospital Hattiesburg | ● |
| Garden Park Medical Center Gulfport | ● |
| Memorial Hospital at Gulfport Gulfport | ● |
| OCH Regional Medical Center Starkville | ● |
| Singing River Health System Pascagoula | ● |
| St. Dominic-Jackson Memorial Hospital Jackson | ● |
| Wesley Medical Center Hattiesburg | ● |

NORTH CAROLINA

| | |
|--|---|
| Margaret R. Pardee Memorial Hospital Hendersonville | ● |
| North Carolina Specialty Hospital Durham | ● |
| Halifax Regional Medical Center Roanoke Rapids | ● |
| Presbyterian Hospital Huntersville Huntersville | ● |
| Randolph Hospital Asheboro | ● |
| Rex Healthcare Raleigh | ● |
| Wake Forest Baptist Health—Lexington Medical Center Lexington | ● |
| Alamance Regional Medical Center Burlington | ○ |
| Albemarle Health Elizabeth City | ○ |
| Betsy Johnson Regional Hospital Dunn | ○ |
| Brunswick Novant Medical Center Bolivia | ○ |
| Caldwell Memorial Hospital Lenoir | ○ |
| CarolinaEast Health System New Bern | ○ |
| Carolinas Medical Center—University Charlotte | ○ |
| Carteret General Hospital Morehead City | ○ |
| Catawba Valley Medical Center Hickory | ○ |
| Central Carolina Hospital Sanford | ○ |
| Cleveland Regional Medical Center Shelby | ○ |
| Columbus Regional Healthcare System Whiteville | ○ |
| Duke Raleigh Hospital Raleigh | ○ |
| Duke University Hospital Durham | ○ |
| FirstHealth Moore Regional Hospital Pinehurst | ○ |
| Forsyth Medical Center Winston-Salem | ○ |
| Frye Regional Medical Center Hickory | ○ |
| Gaston Memorial Hospital Gastonia | ○ |
| Grace Hospital Morganton | ○ |
| Granville Health System Oxford | ○ |
| High Point Regional Health System High Point | ○ |
| Iredell Memorial Hospital Statesville | ○ |
| Lake Norman Regional Medical Center Mooresville | ○ |
| Lenoir Memorial Hospital Kinston | ○ |
| MedWest—Harris Sylva | ○ |
| MedWest—Haywood Clyde | ○ |
| Medical Park Hospital Winston-Salem | ○ |
| Mission Hospital Asheville | ○ |
| Morehead Memorial Hospital Eden | ○ |
| Murphy Medical Center Murphy | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

NORTH CAROLINA continued

| | |
|--|---|
| Nash Health Care Systems Rocky Mount | ○ |
| New Hanover Regional Medical Center Wilmington | ○ |
| Northern Hospital of Surry County Mount Airy | ○ |
| Park Ridge Health Hendersonville | ○ |
| Person Memorial Hospital Roxboro | ○ |
| Presbyterian Hospital Charlotte | ○ |
| Presbyterian-Orthopaedic Hospital Charlotte | ○ |
| Rowan Regional Medical Center Salisbury | ○ |
| Rutherford Regional Health System Rutherfordton | ○ |
| Scotland Health Care System Laurinburg | ○ |
| St. Luke's Hospital Columbus | ○ |
| The Outer Banks Hospital Nags Head | ○ |
| Transylvania Regional Hospital Brevard | ○ |
| University of North Carolina Hospitals Chapel Hill | ○ |
| Vidant Edgecombe Hospital Tarboro | ○ |
| Wake Forest Baptist Medical Center Winston-Salem | ○ |
| WakeMed Cary Hospital Cary | ○ |
| WakeMed Raleigh Campus Raleigh | ○ |
| Watauga Medical Center Boone | ○ |
| Wayne Memorial Hospital Goldsboro | ○ |
| Wilkes Regional Medical Center North Wilkesboro | ○ |
| Wilson Medical Center Wilson | ○ |
| Carolinas Medical Center—Mercy Charlotte | ● |
| Carolinas Medical Center—NorthEast Concord | ● |
| Durham Regional Hospital Durham | ● |
| Hugh Chatham Memorial Hospital Elkin | ● |
| Johnston Health Smithfield | ● |
| Southeastern Health Lumberton | ● |
| Stanly Regional Medical Center Albemarle | ● |
| Cape Fear Valley Medical Center Fayetteville | ● |
| Carolinas Medical Center Charlotte | ● |
| Carolinas Medical Center—Union Monroe | ● |
| Cone Health Greensboro | ● |
| Davis Regional Medical Center Statesville | ● |
| Onslow Memorial Hospital Jacksonville | ● |
| Presbyterian Hospital Matthews Matthews | ● |
| Sampson Regional Medical Center Clinton | ● |
| Vidant Chowan Hospital Edenton | ● |
| Vidant Medical Center Greenville | ● |

SOUTH CAROLINA

| | |
|--|---|
| Bon Secours St. Francis Health System Greenville | ● |
| Patewood Memorial Hospital Greenville | ● |
| AnMed Health Medical Center Anderson | ● |
| Oconee Medical Center Seneca | ● |
| Baptist Easley Hospital Easley | ○ |
| Bon Secours St. Francis Xavier Hospital Charleston | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

SOUTH CAROLINA continued

| | |
|--|---|
| Georgetown Memorial Hospital Georgetown | ○ |
| Grand Strand Regional Medical Center Myrtle Beach | ○ |
| Greer Memorial Hospital Greer | ○ |
| Hillcrest Memorial Hospital Simpsonville | ○ |
| Hilton Head Hospital Hilton Head Island | ○ |
| KershawHealth Camden | ○ |
| Laurens County Health Care System Clinton | ○ |
| Newberry County Memorial Hospital Newberry | ○ |
| Piedmont Medical Center Rock Hill | ○ |
| Providence Hospital Columbia | ○ |
| Regional Medical Center Orangeburg | ○ |
| Self Regional Healthcare Greenwood | ○ |
| Spartanburg Regional Medical Center Spartanburg | ○ |
| Springs Memorial Hospital Lancaster | ○ |
| Trident Medical Center Charleston | ○ |
| Waccamaw Community Hospital Murrells Inlet | ○ |
| MUSC Medical Center of Medical University of South Carolina Charleston | ● |
| Mary Black Memorial Hospital Spartanburg | ● |
| Palmetto Health Richland Columbia | ● |
| Tuomey Healthcare System Sumter | ● |
| Aiken Regional Medical Centers Aiken | ● |
| Beaufort Memorial Hospital Beaufort | ● |
| Carolinas Hospital System Florence | ● |
| Conway Medical Center Conway | ● |
| East Cooper Medical Center Mount Pleasant | ● |
| Greenville Memorial Hospital Greenville | ● |
| Lexington Medical Center West Columbia | ● |
| McLeod Regional Medical Center Florence | ● |
| Palmetto Health Baptist Columbia | ● |
| Roper Hospital Charleston | ● |

TENNESSEE

| | |
|--|---|
| Center for Spinal Surgery Nashville | ● |
| Saint Thomas Hospital Nashville | ● |
| TriStar StoneCrest Medical Center Smyrna | ● |
| Wellmont Holston Valley Medical Center Kingsport | ● |
| Baptist Hospital Nashville | ○ |
| Cookeville Regional Medical Center Cookeville | ○ |
| Cumberland Medical Center Crossville | ○ |
| Dyersburg Regional Medical Center Dyersburg | ○ |
| Fort Sanders Regional Medical Center Knoxville | ○ |
| Gateway Medical Center Clarksville | ○ |
| Hartou Regional Medical Center Tullahoma | ○ |
| Heritage Medical Center Shelbyville | ○ |
| Johnson City Medical Center Johnson City | ○ |
| Laughlin Memorial Hospital Greeneville | ○ |
| LeConte Medical Center Sevierville | ○ |
| Maury Regional Hospital Columbia | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

TENNESSEE continued

| | |
|--|---|
| Methodist Medical Center of Oak Ridge Oak Ridge | ○ |
| Morristown-Hamblen Healthcare System Morristown | ○ |
| Parkridge Medical Center Chattanooga | ○ |
| Parkwest Medical Center Knoxville | ○ |
| Physicians Regional Medical Center Knoxville | ○ |
| Saint Francis Hospital Memphis | ○ |
| Saint Francis Hospital—Bartlett Bartlett | ○ |
| Skyridge Medical Center Cleveland | ○ |
| Southern Tennessee Medical Center Winchester | ○ |
| Sumner Regional Medical Center Gallatin | ○ |
| TriStar Hendersonville Medical Center Hendersonville | ○ |
| TriStar Horizon Medical Center Dickson | ○ |
| TriStar Skyline Medical Center Nashville | ○ |
| TriStar Southern Hills Medical Center Nashville | ○ |
| Turkey Creek Medical Center Knoxville | ○ |
| University Medical Center Lebanon | ○ |
| Vanderbilt Hospital and Clinics Nashville | ○ |
| Williamson Medical Center Franklin | ○ |
| Blount Memorial Hospital Maryville | ● |
| Henry County Medical Center Paris | ● |
| Indian Path Medical Center Kingsport | ● |
| Middle Tennessee Medical Center Murfreesboro | ● |
| Regional Hospital of Jackson Jackson | ● |
| TriStar Summit Medical Center Hermitage | ● |
| Tristar Centennial Medical Center Nashville | ● |
| Baptist Memorial Hospital—Memphis Memphis | ● |
| Erlanger Medical Center Chattanooga | ● |
| Jackson-Madison County General Hospital Jackson | ● |
| Memorial Health Care System Chattanooga | ● |
| Methodist Healthcare Memphis Hospitals Memphis | ● |
| The University of Tennessee Medical Center Knoxville | ● |
| Wellmont Bristol Regional Medical Center Bristol | ● |

TEXAS

| | |
|---|---|
| Abilene Regional Medical Center Abilene | ● |
| Austin Surgical Hospital Austin | ● |
| Baylor All Saints Medical Center at Fort Worth Fort Worth | ● |
| Covenant Medical Center Lubbock | ● |
| El Paso Specialty Hospital El Paso | ● |
| Hill Country Memorial Hospital Fredericksburg | ● |
| Houston Orthopedic and Spine Hospital Bellaire | ● |
| Longview Regional Medical Center Longview | ● |
| Methodist Ambulatory Surgery Hospital San Antonio | ● |
| Mother Frances Hospital—Tyler Tyler | ● |
| North Central Surgical Center Dallas | ● |

| Hospital name | Surgery Rating |
|---|----------------|
| TEXAS continued | |
| Northwest Hills Surgical Hospital Austin | ● |
| Physicians Surgical Hospital—Quail Creek Amarillo | ● |
| South Texas Spine and Surgical Hospital San Antonio | ● |
| St. Luke's Lakeside Hospital The Woodlands | ● |
| TOPS Surgical Specialty Hospital Houston | ● |
| Texas Spine & Joint Hospital Tyler | ● |
| University of Texas Southwestern Medical Center Dallas | ● |
| Baylor Medical Center at Uptown Dallas | ● |
| Baylor Orthopedic and Spine Hospital at Arlington Arlington | ● |
| Brazosport Regional Health System Lake Jackson | ● |
| Brownwood Regional Medical Center Brownwood | ● |
| CHRISTUS Spohn Hospital Alice Alice | ● |
| Cornerstone Regional Hospital Edinburg | ● |
| Foundation Surgical Hospital of San Antonio San Antonio | ● |
| Good Shepherd Medical Center Longview | ● |
| Grace Medical Center Lubbock | ● |
| Houston Physicians Hospital Webster | ● |
| Knapp Medical Center Weslaco | ● |
| Lake Granbury Medical Center Granbury | ● |
| Scott & White Hospital—Brenham Brenham | ● |
| Scott & White Hospital at Round Rock Round Rock | ● |
| South Texas Surgical Hospital Corpus Christi | ● |
| Sugar Land Surgical Hospital Sugar Land | ● |
| Texas Health Presbyterian Hospital Denton Denton | ● |
| Texas Orthopedic Hospital Houston | ● |
| The Physicians Centre Hospital Bryan | ● |
| USMD Hospital at Fort Worth Fort Worth | ● |
| Angleton Danbury Medical Center Angleton | ○ |
| Baylor Jack and Jane Hamilton Heart and Vascular Hospital Dallas | ○ |
| Baylor Medical Center at Frisco Frisco | ○ |
| Baylor Medical Center at Garland Garland | ○ |
| Baylor Medical Center at Irving Irving | ○ |
| Baylor Medical Center at Waxahachie Waxahachie | ○ |
| Baylor Regional Medical Center at Grapevine Grapevine | ○ |
| Bayshore Medical Center Pasadena | ○ |
| Brownsville Doctors Hospital Brownsville | ○ |
| CHRISTUS Santa Rosa Health System San Antonio | ○ |
| CHRISTUS St. John Hospital Nassau Bay | ○ |
| CHRISTUS St. Michael Health System Texarkana | ○ |
| Cedar Park Regional Medical Center Cedar Park | ○ |
| Central Texas Medical Center San Marcos | ○ |
| College Station Medical Center College Station | ○ |
| Corpus Christi Medical Center Corpus Christi | ○ |
| Dallas Regional Medical Center Mesquite | ○ |
| DeTar Healthcare System Victoria | ○ |

| Hospital name | Surgery Rating |
|---|----------------|
| TEXAS continued | |
| Doctors Hospital at Renaissance Edinburg | ○ |
| Doctors Hospital at White Rock Lake Dallas | ○ |
| Doctors Hospital of Laredo Laredo | ○ |
| East El Paso Physicians Medical Center El Paso | ○ |
| East Texas Medical Center Athens Athens | ○ |
| First Street Hospital Bellaire | ○ |
| Fort Duncan Regional Medical Center Eagle Pass | ○ |
| Good Shepherd Medical Center—Marshall Marshall | ○ |
| Guadalupe Regional Medical Center Seguin | ○ |
| Harlingen Medical Center Harlingen | ○ |
| Hillcrest Baptist Medical Center Waco | ○ |
| Hopkins County Memorial Hospital Sulphur Springs | ○ |
| Houston Northwest Medical Center Houston | ○ |
| Huguley Memorial Medical Center Fort Worth | ○ |
| Hunt Regional Healthcare Greenville | ○ |
| Huntsville Memorial Hospital Huntsville | ○ |
| Kell West Regional Hospital Wichita Falls | ○ |
| Kingwood Medical Center Kingwood | ○ |
| Lake Pointe Medical Center Rowlett | ○ |
| Las Colinas Medical Center Irving | ○ |
| Las Palmas Medical Center El Paso | ○ |
| Lubbock Heart Hospital Lubbock | ○ |
| Medical Center of Arlington Arlington | ○ |
| Medical Center of McKinney McKinney | ○ |
| Medical Center of Plano Plano | ○ |
| Medical City Dallas Hospital Dallas | ○ |
| Memorial Hermann Katy Hospital Katy | ○ |
| Memorial Hermann Northeast Humble | ○ |
| Memorial Hermann Northwest Hospital Houston | ○ |
| Memorial Hermann Sugar Land Hospital Sugar Land | ○ |
| Memorial Medical Center—Livingston Livingston | ○ |
| Methodist Charlton Medical Center Dallas | ○ |
| Methodist Hospital for Surgery Addison | ○ |
| Methodist Mansfield Medical Center Mansfield | ○ |
| Methodist Stone Oak Hospital San Antonio | ○ |
| Methodist Sugar Land Hospital Sugar Land | ○ |
| Methodist Willowbrook Hospital Houston | ○ |
| Metroplex Adventist Hospital Killeen | ○ |
| Midland Memorial Hospital Midland | ○ |
| Mission Regional Medical Center Mission | ○ |
| Nacogdoches Medical Center Nacogdoches | ○ |
| Navarro Regional Hospital Corsicana | ○ |
| North Cypress Medical Center Cypress | ○ |
| North Hills Hospital North Richland Hills | ○ |
| OakBend Medical Center Richmond | ○ |
| Odessa Regional Medical Center Odessa | ○ |

| Hospital name | Surgery Rating |
|---|----------------|
| TEXAS continued | |
| Palestine Regional Medical Center—East Palestine | ○ |
| Palo Pinto General Hospital Mineral Wells | ○ |
| Pampa Regional Medical Center Pampa | ○ |
| Paris Regional Medical Center Paris | ○ |
| Parkland Health & Hospital System Dallas | ○ |
| Peterson Regional Medical Center Kerrville | ○ |
| Providence Health Center Waco | ○ |
| Rio Grande Regional Hospital McAllen | ○ |
| Scott & White Memorial Hospital Temple | ○ |
| Seton Medical Center Austin Austin | ○ |
| Seton Medical Center Williamson Round Rock | ○ |
| Seton Northwest Hospital Austin | ○ |
| Sierra Providence East Medical Center El Paso | ○ |
| Southwest General Hospital San Antonio | ○ |
| St. David's Medical Center Austin | ○ |
| St. David's North Austin Medical Center Austin | ○ |
| St. David's Round Rock Medical Center Round Rock | ○ |
| St. David's South Austin Medical Center Austin | ○ |
| St. Joseph Medical Center Houston | ○ |
| St. Joseph Regional Health Center Bryan | ○ |
| St. Luke's Patients Medical Center Pasadena | ○ |
| St. Luke's Sugar Land Hospital Sugar Land | ○ |
| St. Luke's The Woodlands Hospital The Woodlands | ○ |
| St. Mark's Medical Center La Grange | ○ |
| Texas Health Arlington Memorial Hospital Arlington | ○ |
| Texas Health Harris Methodist Hospital Fort Worth Fort Worth | ○ |
| Texas Health Harris Methodist Hospital Hurst-Euless-Bedford Bedford | ○ |
| Texas Health Harris Methodist Hospital Southwest Fort Worth Fort Worth | ○ |
| Texas Health Harris Methodist Hospital Stephenville Stephenville | ○ |
| Texas Health Presbyterian Hospital Dallas Dallas | ○ |
| Texas Health Presbyterian Hospital Plano Plano | ○ |
| Texas Health Presbyterian Hospital Rockwall Rockwall | ○ |
| Texas Health Presbyterian Hospital-WNJ Sherman | ○ |
| The Heart Hospital Baylor Plano Plano | ○ |
| The Hospital at Westlake Medical Center Austin | ○ |
| The Medical Center of Southeast Texas Port Arthur | ○ |
| The Woman's Hospital of Texas Houston | ○ |
| Titus Regional Medical Center Mount Pleasant | ○ |
| Tomball Regional Medical Center Tomball | ○ |
| USMD Hospital at Arlington Arlington | ○ |
| United Regional Health Care System Wichita Falls | ○ |
| University General Hospital Houston | ○ |
| University Medical Center at Brackenridge Austin | ○ |

| Hospital name | Surgery Rating |
|--|----------------|
| TEXAS continued | |
| University of Texas M.D. Anderson Cancer Center Houston | |
| University of Texas Medical Branch Hospitals Galveston | |
| Val Verde Regional Medical Center Del Rio | |
| Valley Baptist Medical Center—Brownsville Brownsville | |
| Valley Baptist Medical Center—Harlingen Harlingen | |
| Valley Regional Medical Center Brownsville | |
| Wadley Regional Medical Center Texarkana | |
| Weatherford Regional Medical Center Weatherford | |
| West Houston Medical Center Houston | |
| Wise Regional Health System Decatur | |
| Woodland Heights Medical Center Lufkin | |
| Baptist Hospitals of Southeast Texas Beaumont | |
| Baptist St. Anthony Health System Amarillo | |
| Baylor University Medical Center Dallas | |
| CHRISTUS St. Catherine Hospital Katy | |
| Citizens Medical Center Victoria | |
| Conroe Regional Medical Center Conroe | |
| Denton Regional Medical Center Denton | |
| East Texas Medical Center Tyler Tyler | |
| Medical Center of Lewisville Lewisville | |
| Memorial Hermann—Texas Medical Center Houston | |
| Memorial Medical Center—Lufkin Lufkin | |
| Methodist Richardson Medical Center Richardson | |
| Nix Health Care System San Antonio | |
| Park Plaza Hospital Houston | |
| Plaza Medical Center of Fort Worth Fort Worth | |
| Providence Memorial Hospital El Paso | |
| San Angelo Community Medical Center San Angelo | |
| San Jacinto Methodist Hospital Baytown | |
| South Texas Health System Edinburg | |
| Texas Health Harris Methodist Hospital Cleburne Cleburne | |
| Texoma Medical Center Denison | |
| Baptist Medical Center San Antonio | |
| Baylor Medical Center at Carrollton Carrollton | |
| CHRISTUS Hospital—St. Elizabeth Beaumont | |
| CHRISTUS Spohn Hospital Corpus Christi Memorial Corpus Christi | |
| Clear Lake Regional Medical Center Webster | |
| Hendrick Health System Abilene | |
| Laredo Medical Center Laredo | |
| Medical Center Health System Odessa | |
| Memorial Hermann Memorial City Medical Center Houston | |
| Methodist Dallas Medical Center Dallas | |
| Methodist Hospital San Antonio | |

| Hospital name | Surgery Rating |
|---|----------------|
| TEXAS continued | |
| Nacogdoches Memorial Hospital Nacogdoches | |
| Northwest Texas Healthcare System Amarillo | |
| Shannon Medical Center San Angelo | |
| Sierra Medical Center El Paso | |
| St. Luke's Episcopal Hospital Houston | |
| The Methodist Hospital Houston | |
| University Medical Center Lubbock | |
| VIRGINIA | |
| Augusta Health Fishersville | |
| Inova Fair Oaks Hospital Fairfax | |
| Martha Jefferson Hospital Charlottesville | |
| Wythe County Community Hospital Wytheville | |
| Bon Secours-DePaul Medical Center Norfolk | |
| Carlisle New River Valley Medical Center Christiansburg | |
| Mary Immaculate Hospital Newport News | |
| Prince William Hospital Manassas | |
| Bon Secours Maryview Medical Center Portsmouth | |
| Bon Secours Memorial Regional Medical Center Mechanicsville | |
| Bon Secours St. Francis Medical Center Midlothian | |
| Bon Secours St. Mary's Hospital Richmond | |
| Carilion Medical Center Roanoke | |
| Centra Lynchburg General Hospital Lynchburg | |
| Centra Southside Community Hospital Farmville | |
| Culpeper Regional Hospital Culpeper | |
| Danville Regional Medical Center Danville | |
| Halifax Regional Health System South Boston | |
| Inova Alexandria Hospital Alexandria | |
| Inova Fairfax Hospital Falls Church | |
| Inova Loudoun Hospital Leesburg | |
| Mary Washington Hospital Fredericksburg | |
| Montgomery Regional Hospital Blacksburg | |
| Rappahannock General Hospital Kilmarnock | |
| Reston Hospital Center Reston | |
| Riverside Regional Medical Center Newport News | |
| Riverside Walter Reed Hospital Gloucester | |
| Rockingham Memorial Hospital Harrisonburg | |
| Sentara CarePlex Hospital Hampton | |
| Sentara Leigh Hospital Norfolk | |
| Sentara Northern Virginia Medical Center Woodbridge | |
| Sentara Princess Anne Hospital Virginia Beach | |
| Sentara Virginia Beach General Hospital Virginia Beach | |
| Sentara Williamsburg Regional Medical Center Williamsburg | |
| Shenandoah Memorial Hospital Woodstock | |

| Hospital name | Surgery Rating |
|---|----------------|
| VIRGINIA continued | |
| Smyth County Community Hospital Marion | |
| Twin County Regional Hospital Galax | |
| Virginia Hospital Center—Arlington Arlington | |
| Winchester Medical Center Winchester | |
| Chesapeake Regional Medical Center Chesapeake | |
| Fauquier Hospital Warrenton | |
| Lewis-Gale Medical Center Salem | |
| Memorial Hospital Martinsville | |
| Southside Regional Medical Center Petersburg | |
| University of Virginia Medical Center Charlottesville | |
| VCU Health System Richmond | |
| CJW Medical Center Richmond | |
| Henrico Doctors' Hospital Richmond | |
| Inova Mount Vernon Hospital Alexandria | |
| Johnston Memorial Hospital Abingdon | |
| LewisGale Hospital Alleghany Low Moor | |
| Sentara Norfolk General Hospital Norfolk | |
| Sentara Obici Hospital Suffolk | |
| WEST VIRGINIA | |
| Greenbrier Valley Medical Center Ronceverte | |
| Bluefield Regional Medical Center Bluefield | |
| CAMC Teays Valley Hospital Hurricane | |
| Cabell Huntington Hospital Huntington | |
| Camden Clark Medical Center Parkersburg | |
| Charleston Area Medical Center Charleston | |
| Fairmont General Hospital Fairmont | |
| Monongalia General Hospital Morgantown | |
| Ohio Valley Medical Center Wheeling | |
| Plateau Medical Center Oak Hill | |
| Princeton Community Hospital Princeton | |
| Raleigh General Hospital Beckley | |
| Saint Francis Hospital Charleston | |
| Thomas Memorial Hospital South Charleston | |
| Weirton Medical Center Weirton | |
| West Virginia University Hospitals Morgantown | |
| Wheeling Hospital Wheeling | |
| City Hospital Martinsburg | |
| Davis Memorial Hospital Elkins | |
| St. Mary's Medical Center Huntington | |
| United Hospital Center Bridgeport | |

What's behind our surgery Ratings

The Ratings on the following pages look at how high-volume hospitals in each state; Washington, D.C.; and Puerto Rico compare in avoiding adverse events in Medicare patients during their hospital stay for surgery. Specifically, the Ratings are based on the percentage of a hospital's surgery patients who died in the hospital or stayed longer than expected for their procedure. Research shows those measures are correlated with complications, and some hospitals themselves use this approach to monitor quality. To develop the Ratings, we worked with MPA, a health care consulting firm with expertise in analyzing billing claims and clinical records data and in helping hospitals use the information to improve patient safety. The analysis looked at Medicare claims data from 2009 through 2011 for patients undergoing

27 categories of common scheduled surgeries. For each hospital, the results for all procedures are combined into an overall surgery Rating. In addition, we have Ratings for five of those procedures on our website (*ConsumerReports.org/hospitalratings*): back surgery, replacement of the hip or knee, and surgery to remove blockages in arteries in the heart (angioplasty) or neck (carotid artery surgery). The rates are risk-adjusted based on patient characteristics, such as age, gender, and other health conditions, including high blood pressure and diabetes. The Ratings don't take into account complications that became apparent after patients were discharged from the hospital. We have Ratings for the 2,463 U.S. acute-care or critical-access hospitals with sufficient Medicare fee-for-service in-patient surgical claims data from patients 65 and older.

We don't have Ratings for Veterans Affairs hospitals and hospitals that see mostly Medicare Advantage patients, such as many Kaiser hospitals, because they use another reporting system. The hospitals shown below are organized by state and listed by their Rating. Hospitals with the same Rating are alphabetized. For a full description of our methodology, as well as more information on hospitals, go to *ConsumerReports.org/hospitalratings*.








HOW TO CHOOSE A HOSPITAL

Use your smart phone to download the RedLaser or ShopSavvy app and scan the code for video.



Better      Worse

| Hospital name | Surgery Rating |
|--|---|
| ILLINOIS | |
| Alton Memorial Hospital Alton |  |
| Decatur Memorial Hospital Decatur |  |
| Genesis Medical Center, Illini Campus Silvis |  |
| St. Margaret's Hospital Spring Valley |  |
| Trinity Rock Island Rock Island |  |
| Adventist Hinsdale Hospital Hinsdale |  |
| Advocate Good Samaritan Hospital Downers Grove |  |
| Advocate Good Shepherd Hospital Barrington |  |
| Alexian Brothers Medical Center Elk Grove Village |  |
| CGH Medical Center Sterling |  |
| Edward Hospital Naperville |  |
| FHN Memorial Hospital Freeport |  |
| Hammond-Henry Hospital Geneseo |  |
| Holy Cross Hospital Chicago |  |
| Katherine Shaw Bethea Hospital Dixon |  |
| Morris Hospital & Healthcare Centers Morris |  |
| Northwestern Lake Forest Hospital Lake Forest |  |
| Pekin Hospital Pekin |  |
| Rockford Memorial Hospital Rockford |  |
| Rush Oak Park Hospital Oak Park |  |
| Advocate BroMenn Medical Center Normal |  |
| Advocate Condell Medical Center Libertyville |  |
| Advocate Illinois Masonic Medical Center Chicago |  |
| Advocate Lutheran General Hospital Park Ridge |  |
| Advocate South Suburban Hospital Hazel Crest |  |
| Advocate Trinity Hospital Chicago |  |
| Anderson Hospital Maryville |  |
| Blessing Hospital Quincy |  |
| Carle Foundation Hospital Urbana |  |
| Centegra Hospital—McHenry McHenry |  |

| Hospital name | Surgery Rating |
|---|---|
| ILLINOIS continued | |
| Centegra Hospital—Woodstock Woodstock |  |
| Central DuPage Hospital Winfield |  |
| Crossroads Community Hospital Mount Vernon |  |
| Delnor Hospital Geneva |  |
| Elmhurst Memorial Hospital Elmhurst |  |
| Franciscan St. James Hospital and Health Centers Olympia Fields |  |
| Gateway Regional Medical Center Granite City |  |
| Gibson Area Hospital and Health Services Gibson City |  |
| Good Samaritan Regional Health Center Mount Vernon |  |
| Gottlieb Memorial Hospital Melrose Park |  |
| Graham Hospital Canton |  |
| Heartland Regional Medical Center Marion |  |
| Herrin Hospital Herrin |  |
| Illinois Valley Community Hospital Peru |  |
| Ingalls Memorial Hospital Harvey |  |
| Iroquois Memorial Hospital and Resident Home Watseka |  |
| Little Company of Mary Hospital and Health Care Centers Evergreen Park |  |
| Louis A. Weiss Memorial Hospital Chicago |  |
| Loyola University Medical Center Maywood |  |
| MacNeal Hospital Berwyn |  |
| McDonough District Hospital Macomb |  |
| Memorial Hospital of Carbondale Carbondale |  |
| Mercy Hospital and Medical Center Chicago |  |
| Methodist Medical Center of Illinois Peoria |  |
| Metrosouth Medical Center Blue Island |  |
| Mount Sinai Hospital Chicago |  |
| NorthShore University Health System Evanston Hospital Evanston |  |
| NorthShore University Health System Skokie Hospital Skokie |  |
| Northwest Community Hospital Arlington Heights |  |

| Hospital name | Surgery Rating |
|--|---|
| ILLINOIS continued | |
| Northwestern Memorial Hospital Chicago |  |
| OSF Saint Anthony Medical Center Rockford |  |
| OSF Saint Elizabeth Medical Center Ottawa |  |
| OSF Saint James—John W. Albrecht Medical Center Pontiac |  |
| OSF St. Joseph Medical Center Bloomington |  |
| OSF St. Mary Medical Center Galesburg |  |
| Our Lady of the Resurrection Medical Center Chicago |  |
| Palos Community Hospital Palos Heights |  |
| Passavant Area Hospital Jacksonville |  |
| Proctor Hospital Peoria |  |
| Provena Covenant Medical Center Urbana |  |
| Provena Mercy Medical Center Aurora |  |
| Provena Saint Joseph Hospital Elgin |  |
| Provena St. Mary's Hospital Kankakee |  |
| Provena United Samaritans Medical Center Danville |  |
| Resurrection Medical Center Chicago |  |
| Riverside Medical Center Kankakee |  |
| Rush University Medical Center Chicago |  |
| Rush-Copley Medical Center Aurora |  |
| Saint Anthony's Health Center Alton |  |
| Saint Joseph Hospital Chicago |  |
| Saints Mary & Elizabeth Medical Center Chicago |  |
| Sarah Bush Lincoln Health Center Mattoon |  |
| Sherman Hospital Elgin |  |
| Silver Cross Hospital New Lenox |  |
| St. Alexius Medical Center Hoffman Estates |  |
| St. Anthony's Memorial Hospital Effingham |  |
| St. Elizabeth's Hospital Belleville |  |
| St. John's Hospital Springfield |  |
| St. Mary's Hospital Decatur |  |

| Hospital name | Surgery Rating |
|--|----------------|
| ILLINOIS continued | |
| St. Mary's Hospital Streator | ○ |
| Swedish Covenant Hospital Chicago | ○ |
| SwedishAmerican Hospital Rockford | ○ |
| University of Chicago Medical Center Chicago | ○ |
| University of Illinois Hospital & Health Sciences System Chicago | ○ |
| Vista Medical Center East Waukegan | ○ |
| West Suburban Medical Center Oak Park | ○ |
| Westlake Hospital Melrose Park | ○ |
| Adventist La Grange Memorial Hospital La Grange | ● |
| Provena Saint Joseph Medical Center Joliet | ● |
| St. Mary's Hospital Centralia | ● |
| Advocate Christ Medical Center Oak Lawn | ● |
| Galesburg Cottage Hospital Galesburg | ● |
| Kishwaukee Community Hospital DeKalb | ● |
| Memorial Hospital Belleville | ● |
| Memorial Medical Center Springfield | ● |
| OSF Saint Francis Medical Center Peoria | ● |
| Saint Francis Hospital Evanston | ● |
| INDIANA | |
| Community Heart and Vascular Hospital Indianapolis | ● |
| Indiana Orthopaedic Hospital Indianapolis | ● |
| Indiana University Health Ball Memorial Hospital Muncie | ● |
| Indiana University Health Bloomington Hospital Bloomington | ● |
| Memorial Hospital and Health Care Center Jasper | ● |
| Monroe Hospital Bloomington | ● |
| Orthopaedic Hospital of Lutheran Health Network Fort Wayne | ● |
| Parkview Ortho Hospital Fort Wayne | ● |
| Parkview Hospital Randallia Fort Wayne | ● |
| St. Vincent Heart Center of Indiana Indianapolis | ● |
| Community Hospital East Indianapolis | ● |
| Community Hospital South Indianapolis | ● |
| Dupont Hospital Fort Wayne | ● |
| Elkhart General Healthcare System Elkhart | ● |
| Franciscan St. Elizabeth Health—Lafayette Central Lafayette | ● |
| Hendricks Regional Health Danville | ● |
| Memorial Hospital of South Bend South Bend | ● |
| Physicians' Medical Center New Albany | ● |
| Porter Regional Hospital Valparaiso | ● |
| Saint Joseph Regional Medical Center—Plymouth Campus Plymouth | ● |
| St. Vincent Carmel Hospital Carmel | ● |
| Clark Memorial Hospital Jeffersonville | ○ |
| Columbus Regional Hospital Columbus | ○ |
| Community Hospital Munster | ○ |
| Community Hospital North Indianapolis | ○ |
| Community Hospital of Anderson and Madison County Anderson | ○ |
| Community Howard Regional Hospital Kokomo | ○ |
| Deaconess Hospital Evansville | ○ |

| Hospital name | Surgery Rating |
|---|----------------|
| INDIANA continued | |
| Floyd Memorial Hospital and Health Services New Albany | ○ |
| Franciscan St. Anthony Health—Crown Point Crown Point | ○ |
| Franciscan St. Anthony Health—Michigan City Michigan City | ○ |
| Franciscan St. Elizabeth Health—Crawfordsville Crawfordsville | ○ |
| Franciscan St. Elizabeth Health—Lafayette East Lafayette | ○ |
| Franciscan St. Francis Health—Indianapolis Indianapolis | ○ |
| Franciscan St. Francis Health—Mooresville Mooresville | ○ |
| Franciscan St. Margaret Health—Hammond Hammond | ○ |
| Good Samaritan Hospital Vincennes | ○ |
| Hancock Regional Hospital Greenfield | ○ |
| Indiana University Health Arnett Hospital Lafayette | ○ |
| Indiana University Health Goshen Hospital Goshen | ○ |
| Indiana University Health La Porte Hospital La Porte | ○ |
| Indiana University Health North Hospital Carmel | ○ |
| Indiana University Health University Hospital Indianapolis | ○ |
| Indiana University Health West Hospital Avon | ○ |
| King's Daughters' Health Madison | ○ |
| Kosciusko Community Hospital Warsaw | ○ |
| Lutheran Hospital of Indiana Fort Wayne | ○ |
| Major Hospital Shelbyville | ○ |
| Marion General Hospital Marion | ○ |
| Methodist Hospitals Gary | ○ |
| Reid Hospital and Health Care Services Richmond | ○ |
| Riverview Hospital Noblesville | ○ |
| Saint Joseph Regional Medical Center Mishawaka | ○ |
| Schneck Medical Center Seymour | ○ |
| St. Catherine Hospital East Chicago | ○ |
| St. Joseph Hospital Fort Wayne | ○ |
| St. Joseph Hospital and Health Center Kokomo | ○ |
| St. Mary Medical Center Hobart | ○ |
| St. Mary's Medical Center of Evansville Evansville | ○ |
| St. Vincent Anderson Regional Hospital Anderson | ○ |
| Terre Haute Regional Hospital Terre Haute | ○ |
| Union Hospital Terre Haute | ○ |
| Witham Memorial Hospital Lebanon | ○ |
| Henry County Hospital New Castle | ● |
| Indiana University Health Tipton Hospital Tipton | ● |
| St. Vincent Indianapolis Hospital Indianapolis | ● |
| The Heart Hospital at Deaconess Gateway Newburgh | ● |
| Dearborn County Hospital Lawrenceburg | ● |
| Kentuckiana Medical Center Clarksville | ● |
| IOWA | |
| Mercy Medical Center—North Iowa Mason City | ● |
| Trinity Bettendorf Bettendorf | ● |

| Hospital name | Surgery Rating |
|--|----------------|
| IOWA continued | |
| Iowa Specialty Hospital—Clarion Clarion | ● |
| Mahaska Health Partnership Oskaloosa | ● |
| Marshalltown Medical & Surgical Center Marshalltown | ● |
| Mercy Medical Center—Dubuque Dubuque | ● |
| Mercy Medical Center—Sioux City Sioux City | ● |
| Ottumwa Regional Health Center Ottumwa | ● |
| St. Anthony Regional Hospital Carroll | ● |
| Alegent Creighton Health Mercy Hospital Council Bluffs | ○ |
| Allen Memorial Hospital Waterloo | ○ |
| Covenant Medical Center Waterloo | ○ |
| Finley Hospital Dubuque | ○ |
| Genesis Medical Center—Davenport Davenport | ○ |
| Lakes Regional Healthcare Spirit Lake | ○ |
| Mary Greeley Medical Center Ames | ○ |
| Mercy Iowa City Iowa City | ○ |
| Mercy Medical Center—Clinton Clinton | ○ |
| Mercy Medical Center—Des Moines Des Moines | ○ |
| Skiff Medical Center Newton | ○ |
| Spencer Hospital Spencer | ○ |
| St. Luke's Health System, Inc. Sioux City | ○ |
| St. Luke's Hospital Cedar Rapids | ○ |
| Trinity Regional Medical Center Fort Dodge | ○ |
| University of Iowa Hospitals and Clinics Iowa City | ○ |
| Jennie Edmundson Hospital Council Bluffs | ● |
| Great River Medical Center West Burlington | ● |
| Iowa Lutheran Hospital Des Moines | ● |
| Iowa Methodist Medical Center Des Moines | ● |
| Mercy Medical Center—Cedar Rapids Cedar Rapids | ● |
| KENTUCKY | |
| Flaget Memorial Hospital Bardstown | ● |
| Saint Joseph East Lexington | ● |
| Meadowview Regional Medical Center Maysville | ● |
| Saint Joseph Hospital Lexington | ● |
| St. Claire Regional Medical Center Morehead | ● |
| Baptist Health Corbin Corbin | ○ |
| Baptist Health Madisonville Madisonville | ○ |
| Baptist Health Paducah Paducah | ○ |
| Baptist Health Richmond Richmond | ○ |
| Ephraim McDowell Regional Medical Center Danville | ○ |
| Frankfort Regional Medical Center Frankfort | ○ |
| Hardin Memorial Hospital Elizabethtown | ○ |
| Hazard ARH Regional Medical Center Hazard | ○ |
| Jackson Purchase Medical Center Mayfield | ○ |
| Jennie Stuart Medical Center Hopkinsville | ○ |
| Jewish Hospital—Shelbyville Shelbyville | ○ |
| King's Daughters Medical Center Ashland | ○ |

| Hospital name | Surgery Rating |
|--|----------------|
| KENTUCKY continued | |
| Lourdes Hospital Paducah | ○ |
| Our Lady of Bellefonte Hospital Ashland | ○ |
| Owensboro Medical Health System Owensboro | ○ |
| Pikeville Medical Center Pikeville | ○ |
| Saint Joseph—London London | ○ |
| St. Elizabeth Edgewood Edgewood | ○ |
| St. Elizabeth Fort Thomas Fort Thomas | ○ |
| Taylor Regional Hospital Campbellsville | ○ |
| TriStar Greenview Regional Hospital Bowling Green | ○ |
| Twin Lakes Regional Medical Center Leitchfield | ○ |
| Baptist Health Lexington Lexington | ● |
| Baptist Health Louisville Louisville | ● |
| Medical Center at Bowling Green Bowling Green | ● |
| Murray—Calloway County Hospital Murray | ● |
| Norton Hospital Louisville | ● |
| Jewish Hospital Louisville | ● |
| Lake Cumberland Regional Hospital Somerset | ● |
| Saint Joseph Mount Sterling Mount Sterling | ● |
| T.J. Samson Community Hospital Glasgow | ● |
| University of Kentucky Albert B. Chandler Hospital Lexington | ● |
| University of Louisville Hospital Louisville | ● |
| MICHIGAN | |
| Beaumont Hospital—Troy Troy | ● |
| Bell Hospital Ishpeming | ● |
| Lakeland Regional Medical Center—St. Joseph Saint Joseph | ● |
| Metro Health Hospital Wyoming | ● |
| ProMedica Bixby Hospital Adrian | ● |
| Scheurer Hospital Pigeon | ● |
| St. Joseph Mercy Livingston Hospital Howell | ● |
| Dickinson County Healthcare System Iron Mountain | ● |
| Hillsdale Community Health Center Hillsdale | ● |
| Huron Medical Center Bad Axe | ● |
| Oaklawn Hospital Marshall | ● |
| Otsego Memorial Hospital Gaylord | ● |
| Pennock Hospital Hastings | ● |
| Portage Health Hancock | ● |
| Providence Hospital Southfield | ● |
| Saint Mary's Health Care Grand Rapids | ● |
| St. Joseph Mercy Port Huron Port Huron | ● |
| Allegan General Hospital Allegan | ○ |
| Allegiance Health Jackson | ○ |
| Alpena Regional Medical Center Alpena | ○ |
| Borgess Medical Center Kalamazoo | ○ |
| Bronson Battle Creek Battle Creek | ○ |
| Bronson Methodist Hospital Kalamazoo | ○ |
| Chelsea Community Hospital Chelsea | ○ |
| Community Health Center of Branch County Coldwater | ○ |
| Covenant Medical Center Saginaw | ○ |

| Hospital name | Surgery Rating |
|---|----------------|
| MICHIGAN continued | |
| Crittendon Hospital Medical Center Rochester | ○ |
| Detroit Receiving Hospital/University Health Center Detroit | ○ |
| Garden City Hospital Garden City | ○ |
| Genesys Regional Medical Center Grand Blanc | ○ |
| Harper University Hospital/Hutzel Women's Hospital Detroit | ○ |
| Henry Ford Hospital Detroit | ○ |
| Henry Ford Macomb Hospitals Clinton Township | ○ |
| Henry Ford West Bloomfield Hospital West Bloomfield | ○ |
| Henry Ford Wyandotte Hospital Wyandotte | ○ |
| Holland Hospital Holland | ○ |
| Karmanos Cancer Center Detroit | ○ |
| Marquette General Health System Marquette | ○ |
| McLaren Bay Region Bay City | ○ |
| McLaren Central Michigan Mount Pleasant | ○ |
| McLaren Flint Flint | ○ |
| McLaren Greater Lansing Lansing | ○ |
| McLaren Lapeer Region Lapeer | ○ |
| McLaren Macomb Mount Clemens | ○ |
| McLaren Northern Michigan Petoskey | ○ |
| McLaren Oakland Pontiac | ○ |
| Mecosta County Medical Center Big Rapids | ○ |
| Memorial Healthcare Owosso | ○ |
| Memorial Medical Center of West Michigan Ludington | ○ |
| Mercy Health Partners, Hackley Campus Muskegon | ○ |
| Mercy Health Partners, Mercy Campus Muskegon | ○ |
| Mercy Hospital Cadillac Cadillac | ○ |
| Mercy Hospital Grayling Grayling | ○ |
| Mercy Memorial Hospital System Monroe | ○ |
| MidMichigan Medical Center—Gratiot Alma | ○ |
| MidMichigan Medical Center—Midland Midland | ○ |
| Oakwood Heritage Hospital Taylor | ○ |
| Oakwood Southshore Medical Center Trenton | ○ |
| Port Huron Hospital Port Huron | ○ |
| ProMedica Herrick Hospital Tecumseh | ○ |
| Sinai-Grace Hospital Detroit | ○ |
| Spectrum Health—Grand Rapids Grand Rapids | ○ |
| Spectrum Health Gerber Memorial Fremont | ○ |
| St. John Macomb-Oakland Hospital Warren | ○ |
| St. Joseph Health System Tawas City | ○ |
| St. Joseph Mercy Hospital Ypsilanti | ○ |
| St. Joseph Mercy Oakland Pontiac | ○ |
| St. Mary Mercy Hospital Livonia | ○ |
| St. Mary's of Michigan Saginaw | ○ |
| University of Michigan Hospitals and Health Centers Ann Arbor | ○ |
| War Memorial Hospital Sault Sainte Marie | ○ |

| Hospital name | Surgery Rating |
|---|----------------|
| MICHIGAN continued | |
| West Branch Regional Medical Center West Branch | ○ |
| West Shore Medical Center Manistee | ○ |
| Botsford Hospital Farmington Hills | ● |
| DMC Huron Valley-Sinai Hospital Commerce Township | ● |
| Oakwood Annapolis Hospital Wayne | ● |
| St. John Hospital and Medical Center Detroit | ● |
| Beaumont Hospital—Royal Oak Royal Oak | ● |
| Beaumont Hospital—Grosse Pointe Grosse Pointe | ● |
| Hurley Medical Center Flint | ● |
| Munson Medical Center Traverse City | ● |
| Oakwood Hospital & Medical Center—Dearborn Dearborn | ● |
| Sparrow Hospital Lansing | ● |
| MINNESOTA | |
| Abbott Northwestern Hospital Minneapolis | ● |
| Douglas County Hospital Alexandria | ● |
| Essentia Health St. Joseph's Medical Center Brainerd | ● |
| Fairview Ridges Hospital Burnsville | ● |
| Fairview Southdale Hospital Edina | ● |
| Lake Region Healthcare Fergus Falls | ● |
| Lakeview Hospital Stillwater | ● |
| Mayo Clinic Health System in Albert Lea Albert Lea | ● |
| Mercy Hospital Coon Rapids | ● |
| Regions Hospital Saint Paul | ● |
| Rice Memorial Hospital Willmar | ● |
| Ridgeview Medical Center Waconia | ● |
| Sanford Bemidji Medical Center Bemidji | ● |
| St. Francis Regional Medical Center Shakopee | ● |
| District One Hospital Faribault | ● |
| Essentia Health St. Mary's Hospital—Detroit Lakes Detroit Lakes | ● |
| Grand Itasca Clinic and Hospital Grand Rapids | ● |
| Mayo Clinic Health System in Red Wing Red Wing | ● |
| New Ulm Medical Center New Ulm | ● |
| North Memorial Medical Center Robbinsdale | ● |
| Northfield Hospital Northfield | ● |
| Park Nicollet Methodist Hospital Saint Louis Park | ● |
| Regina Medical Center Hastings | ● |
| Rochester Methodist Hospital Rochester | ● |
| St. Gabriel's Hospital Little Falls | ● |
| St. John's Hospital Saint Paul | ● |
| United Hospital Saint Paul | ● |
| Unity Hospital Fridley | ● |
| Winona Health Winona | ● |
| Woodwinds Health Campus Woodbury | ● |
| Buffalo Hospital Buffalo | ○ |
| Cambridge Medical Center Cambridge | ○ |
| Cuyuna Regional Medical Center Crosby | ○ |
| Essentia Health—Virginia Virginia | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

MINNESOTA continued

| | |
|--|---|
| Fairview Lakes Health Services Wyoming | ○ |
| Hennepin County Medical Center Minneapolis | ○ |
| Hutchinson Health Hutchinson | ○ |
| Mayo Clinic—Saint Marys Hospital Rochester | ○ |
| Mayo Clinic Health System in Mankato Mankato | ○ |
| Mayo Clinic Health System in New Prague New Prague | ○ |
| Olmsted Medical Center Rochester | ○ |
| Owatonna Hospital Owatonna | ○ |
| Riverwood Healthcare Center Aitkin | ○ |
| St. Cloud Hospital Saint Cloud | ○ |
| St. Joseph's Area Health Services Park Rapids | ○ |
| St. Joseph's Hospital Saint Paul | ○ |
| St. Luke's Hospital Duluth | ○ |
| Essentia Health St. Mary's Medical Center Duluth | ● |
| Mayo Clinic Health System in Fairmont Fairmont | ● |
| Mayo Clinic Health System in Austin Austin | ● |
| Sanford Medical Center Thief River Falls Thief River Falls | ● |
| University of Minnesota Medical Center, Fairview Minneapolis | ● |

MISSOURI

| | |
|--|---|
| Boone Hospital Center Columbia | ● |
| Saint Luke's North Hospital—Barry Road Kansas City | ● |
| Hannibal Regional Hospital Hannibal | ● |
| Lester E. Cox Medical Centers Springfield | ● |
| Mercy Hospital Washington Washington | ● |
| Missouri Baptist Medical Center Saint Louis | ● |
| Progress West HealthCare Center Saint Charles | ● |
| Saint Luke's East Hospital Lee's Summit | ● |
| Audrain Medical Center Mexico | ○ |
| Barnes-Jewish West County Hospital Saint Louis | ○ |
| Belton Regional Medical Center Belton | ○ |
| Bothwell Regional Health Center Sedalia | ○ |
| Capital Region Medical Center Jefferson City | ○ |
| Centerpoint Medical Center Independence | ○ |
| Christian Hospital Saint Louis | ○ |
| Citizens Memorial Hospital Bolivar | ○ |
| Cox Medical Center Branson Branson | ○ |
| Freeman Hospital West Joplin | ○ |
| Golden Valley Memorial Healthcare Clinton | ○ |
| Heartland Regional Medical Center Saint Joseph | ○ |
| Lee's Summit Medical Center Lee's Summit | ○ |
| Liberty Hospital Liberty | ○ |
| Mercy Hospital Jefferson Crystal City | ○ |
| Mercy Hospital Joplin Joplin | ○ |
| Mercy Hospital Lebanon Lebanon | ○ |
| Mercy Hospital Springfield Springfield | ○ |
| Missouri Delta Medical Center Sikeston | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

MISSOURI continued

| | |
|---|---|
| North Kansas City Hospital North Kansas City | ○ |
| Northeast Regional Medical Center Kirksville | ○ |
| Ozarks Medical Center West Plains | ○ |
| Phelps County Regional Medical Center Rolla | ○ |
| Poplar Bluff Regional Medical Center Poplar Bluff | ○ |
| Research Medical Center Kansas City | ○ |
| SSM DePaul Health Center Bridgeton | ○ |
| SSM St. Clare Health Center Fenton | ○ |
| SSM St. Joseph Health Center Saint Charles | ○ |
| SSM St. Joseph Hospital West Lake Saint Louis | ○ |
| SSM St. Mary's Health Center Saint Louis | ○ |
| Saint Francis Medical Center Cape Girardeau | ○ |
| Saint Louis University Hospital Saint Louis | ○ |
| Saint Luke's Hospital of Kansas City Kansas City | ○ |
| Southeast Hospital Cape Girardeau | ○ |
| St. Joseph Medical Center Kansas City | ○ |
| St. Mary's Medical Center Blue Springs | ○ |
| St. Mary's Health Center Jefferson City | ○ |
| Truman Medical Center—Lakewood Kansas City | ○ |
| University of Missouri Hospitals and Clinics Columbia | ○ |
| Women's and Children's Hospital Columbia | ○ |
| Barnes-Jewish Hospital Saint Louis | ● |
| Barnes-Jewish St. Peters Hospital Saint Peters | ● |
| Mercy Hospital St. Louis Saint Louis | ● |
| St. Luke's Hospital Chesterfield | ● |
| Western Missouri Medical Center Warrensburg | ● |
| Des Peres Hospital Saint Louis | ● |
| Lake Regional Health System Osage Beach | ● |
| St. Anthony's Medical Center Saint Louis | ● |

NORTH DAKOTA

| | |
|-------------------------------------|---|
| Sanford Health Bismarck | ● |
| Trinity Health Minot | ● |
| Altru Health System Grand Forks | ○ |
| Essentia Health Fargo Fargo | ○ |
| Sanford Medical Center Fargo Fargo | ○ |
| St. Alexius Medical Center Bismarck | ○ |

OHIO

| | |
|--|---|
| Christ Hospital Cincinnati | ● |
| Fulton County Health Center Wauseon | ● |
| Grant Medical Center Columbus | ● |
| Institute for Orthopaedic Surgery Lima | ● |
| Licking Memorial Hospital Newark | ● |
| Mount Carmel New Albany Surgical Hospital New Albany | ● |
| Northside Medical Center Youngstown | ● |
| Parma Community General Hospital Parma | ● |
| Samaritan Regional Health System Ashland | ● |
| Southwest General Health Center Middleburg Heights | ● |
| St. Elizabeth Boardman Health Center Boardman | ● |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

OHIO continued

| | |
|---|---|
| Adena Medical Center Chillicothe | ● |
| Blanchard Valley Hospital Findlay | ● |
| Euclid Hospital Euclid | ● |
| Evendale Medical Center Cincinnati | ● |
| Marymount Hospital Garfield Heights | ● |
| Medina Hospital Medina | ● |
| Mercy Hospital Clermont Batavia | ● |
| Mercy Hospital Mount Airy Cincinnati | ● |
| Ohio Valley Medical Center Springfield | ● |
| OhioHealth Marion General Hospital Marion | ● |
| Selby General Hospital Marietta | ● |
| St. Elizabeth Health Center Youngstown | ● |
| St. John Medical Center Westlake | ● |
| Summa Western Reserve Hospital Cuyahoga Falls | ● |
| Surgical Hospital at Southwoods Youngstown | ● |
| The Jewish Hospital Cincinnati | ● |
| University Hospitals Case Medical Center Cleveland | ● |
| University Hospitals Conneaut Medical Center Conneaut | ● |
| Affinity Medical Center Massillon | ○ |
| Alliance Community Hospital Alliance | ○ |
| Ashtabula County Medical Center Ashtabula | ○ |
| Aultman Hospital Canton | ○ |
| Berger Health System Circleville | ○ |
| Bethesda North Hospital Cincinnati | ○ |
| Cleveland Clinic Foundation Cleveland | ○ |
| Clinton Memorial Hospital Wilmington | ○ |
| Community Hospitals and Wellness Centers Bryan | ○ |
| Dublin Methodist Hospital Dublin | ○ |
| EMH Elyria Medical Center Elyria | ○ |
| East Ohio Regional Hospital Martins Ferry | ○ |
| Fairfield Medical Center Lancaster | ○ |
| Fairview Hospital Cleveland | ○ |
| Firelands Regional Health System Sandusky | ○ |
| Fisher-Titus Medical Center Norwalk | ○ |
| Fort Hamilton Hospital Hamilton | ○ |
| Galion Community Hospital Galion | ○ |
| Genesis HealthCare System Zanesville | ○ |
| Good Samaritan Hospital Cincinnati | ○ |
| Good Samaritan Hospital Dayton | ○ |
| Grandview Medical Center Dayton | ○ |
| Greene Memorial Hospital Xenia | ○ |
| Holzer Medical Center Gallipolis | ○ |
| Joint Township District Memorial Hospital Saint Marys | ○ |
| Kettering Medical Center Kettering | ○ |
| Knox Community Hospital Mount Vernon | ○ |
| Lake Health Concord Township | ○ |
| Lakewood Hospital Lakewood | ○ |
| Lima Memorial Health System Lima | ○ |
| Marietta Memorial Hospital Marietta | ○ |
| Mary Rutan Hospital Bellefontaine | ○ |

| Hospital name | Surgery Rating |
|--|----------------|
| OHIO continued | |
| McCullough-Hyde Memorial Hospital Oxford | ○ |
| MedCentral—Shelby Hospital Shelby | ○ |
| Memorial Hospital Fremont | ○ |
| Mercer Health Coldwater | ○ |
| Mercy Health—Fairfield Hospital Fairfield | ○ |
| Mercy Hospital Anderson Cincinnati | ○ |
| Mercy Hospital Western Hills Cincinnati | ○ |
| Mercy Medical Center Canton | ○ |
| Mercy Regional Medical Center Lorain | ○ |
| Mercy St. Charles Hospital Oregon | ○ |
| Mercy St. Vincent Medical Center Toledo | ○ |
| Mercy Tiffin Hospital Tiffin | ○ |
| MetroHealth Medical Center Cleveland | ○ |
| Mount Carmel Columbus | ○ |
| Mount Carmel St. Ann's Westerville | ○ |
| ProMedica Flower Hospital Sylvania | ○ |
| ProMedica St. Luke's Hospital Maumee | ○ |
| Riverside Methodist Hospital Columbus | ○ |
| Robinson Memorial Hospital Ravenna | ○ |
| Salem Community Hospital Salem | ○ |
| South Pointe Hospital Warrensville Heights | ○ |
| Southeastern Ohio Regional Medical Center Cambridge | ○ |
| Springfield Regional Medical Center Springfield | ○ |
| St. Joseph Health Center Warren | ○ |
| St. Rita's Medical Center Lima | ○ |
| Summa Barberton Citizens Hospital Barberton | ○ |
| Summa Health System Akron | ○ |
| Sycamore Medical Center Miamisburg | ○ |
| The University of Toledo Medical Center Toledo | ○ |
| Trinity Health System Steubenville | ○ |
| Trumbull Memorial Hospital Warren | ○ |
| Union Hospital Dover | ○ |
| University Hospital Cincinnati | ○ |
| University Hospitals Geauga Medical Center Chardon | ○ |
| Upper Valley Medical Center Troy | ○ |
| Wayne Hospital Greenville | ○ |
| West Chester Hospital West Chester | ○ |
| Wooster Community Hospital Wooster | ○ |
| Akron General Medical Center Akron | ● |
| Doctors Hospital Columbus | ● |
| James Cancer Hospital and Solove Research Institute Columbus | ● |
| Lutheran Hospital Cleveland | ● |
| MedCentral—Mansfield Hospital Mansfield | ● |
| Mercy St. Anne Hospital Toledo | ● |
| Ohio State University Medical Center Columbus | ● |
| ProMedica Bay Park Hospital Oregon | ● |
| ProMedica Toledo Hospital Toledo | ● |
| St. Vincent Charity Medical Center Cleveland | ● |
| Wood County Hospital Bowling Green | ● |
| Atrium Medical Center Middletown | ● |

| Hospital name | Surgery Rating |
|---|----------------|
| OHIO continued | |
| Hillcrest Hospital Cleveland | ● |
| Miami Valley Hospital Dayton | ● |
| Southern Ohio Medical Center Portsmouth | ● |
| WISCONSIN | |
| Aurora Sheboygan Memorial Medical Center Sheboygan | ● |
| Bellin Memorial Hospital Green Bay | ● |
| Beloit Health System Beloit | ● |
| Gundersen Lutheran Medical Center La Crosse | ● |
| Midwest Orthopedic Specialty Hospital Franklin | ● |
| Oconomowoc Memorial Hospital Oconomowoc | ● |
| Orthopaedic Hospital of Wisconsin—Glen-dale Milwaukee | ● |
| Riverview Hospital Association Wisconsin Rapids | ● |
| St. Vincent Hospital Green Bay | ● |
| Theda Clark Medical Center Neenah | ● |
| University of Wisconsin Hospital and Clinics Madison | ● |
| Aurora Memorial Hospital of Burlington Burlington | ● |
| Aurora St. Luke's Medical Center Milwaukee | ● |
| Beaver Dam Community Hospitals Beaver Dam | ● |
| Lakeview Medical Center Rice Lake | ● |
| Mayo Clinic Health System in Eau Claire Eau Claire | ● |
| Ministry Saint Clare's Hospital Weston | ● |
| Ministry Saint Mary's Hospitals Rhinelander | ● |
| Ministry Saint Michael's Hospital Stevens Point | ● |
| Oakleaf Surgical Hospital Eau Claire | ● |
| Sacred Heart Hospital Eau Claire | ● |
| St. Elizabeth Hospital Appleton | ● |
| St. Joseph's Hospital Chippewa Falls | ● |
| Watertown Regional Medical Center Watertown | ● |
| Agnesian HealthCare Fond Du Lac | ○ |
| Amery Regional Medical Center Amery | ○ |
| Appleton Medical Center Appleton | ○ |
| Aspirus Wausau Hospital Wausau | ○ |
| Aurora BayCare Medical Center Green Bay | ○ |
| Aurora Lakeland Medical Center Elkhorn | ○ |
| Aurora Medical Center Kenosha | ○ |
| Aurora Medical Center—Manitowoc County Two Rivers | ○ |
| Aurora Medical Center Grafton Grafton | ○ |
| Aurora Medical Center of Oshkosh Oshkosh | ○ |
| Aurora Medical Center of Washington County Hartford | ○ |
| Aurora West Allis Medical Center West Allis | ○ |
| Bay Area Medical Center Marinette | ○ |
| Berlin Memorial Hospital Berlin | ○ |
| Columbia St. Mary's Hospital Milwaukee Milwaukee | ○ |
| Columbia St. Mary's Ozaukee Hospital Mequon | ○ |

| Hospital name | Surgery Rating |
|--|----------------|
| WISCONSIN continued | |
| Community Memorial Hospital Menomonee Falls | ○ |
| Fort HealthCare Fort Atkinson | ○ |
| Froedtert Memorial Lutheran Hospital Milwaukee | ○ |
| Holy Family Memorial Manitowoc | ○ |
| Howard Young Medical Center Woodruff | ○ |
| Mayo Clinic Health System—Franciscan Healthcare in La Crosse La Crosse | ○ |
| Memorial Medical Center—Ashland Ashland | ○ |
| Mercy Hospital and Trauma Center Janesville | ○ |
| Mercy Medical Center Oshkosh | ○ |
| Meriter Hospital Madison | ○ |
| Ministry Saint Joseph's Hospital Marshfield | ○ |
| Monroe Clinic Monroe | ○ |
| Sauk Prairie Memorial Hospital & Clinics Prairie Du Sac | ○ |
| St. Clare Hospital Baraboo | ○ |
| St. Joseph's Community Hospital of West Bend West Bend | ○ |
| St. Mary's Hospital Madison | ○ |
| St. Mary's Hospital Medical Center Green Bay | ○ |
| St. Nicholas Hospital Sheboygan | ○ |
| United Health System—Kenosha Campus Kenosha | ○ |
| Vernon Memorial Healthcare Viroqua | ○ |
| Waukesha Memorial Hospital Waukesha | ○ |
| Wheaton Franciscan Healthcare—All Saints Racine | ○ |
| Wheaton Franciscan Healthcare—Elmbrook Memorial Brookfield | ○ |
| Wheaton Franciscan Healthcare—St. Francis Milwaukee | ○ |
| Wheaton Franciscan Healthcare—St. Joseph's Milwaukee | ○ |

What's behind our surgery Ratings

The Ratings on the following pages look at how hospitals in your area compare in avoiding adverse events in Medicare patients during their hospital stay for surgery. Specifically, the Ratings are based on the percentage of a hospital's surgery patients who died in the hospital or stayed longer than expected for their procedure. Research shows those measures are correlated with complications, and some hospitals themselves use this approach to monitor quality. To develop the Ratings, we worked with MPA, a health care consulting firm with expertise in analyzing billing claims and clinical records data and in helping hospitals use the information to improve patient safety. The analysis looked at Medicare claims data from 2009 through 2011 for patients undergoing 27 categories of common

scheduled surgeries. For each hospital, the results for all procedures are combined into an overall surgery Rating. In addition, we have Ratings for five of those procedures on our website (ConsumerReports.org/hospitalratings): back surgery, replacement of the hip or knee, and surgery to remove blockages in arteries in the heart (angioplasty) or neck (carotid artery surgery). The rates are risk-adjusted based on patient characteristics, such as age, gender, and other health conditions, including high blood pressure and diabetes. The Ratings don't take into account complications that became apparent after patients were discharged from the hospital. We have Ratings for the 2,463 U.S. acute-care or critical-access hospitals with sufficient Medicare fee-for-service in-patient surgical claims data from patients 65 and older.

We don't have Ratings for Veterans Affairs hospitals and hospitals that see mostly Medicare Advantage patients, such as many Kaiser hospitals, because they use another reporting system. The hospitals shown below are organized by state and listed by their Rating. Hospitals with the same Rating are alphabetized. For a full description of our methodology, as well as more information on hospitals, go to ConsumerReports.org/hospitalratings.

HOW TO CHOOSE A HOSPITAL

Use your smart phone to download the RedLaser or ShopSavvy app and scan the code for video.



Better ← → Worse
● ● ● ● ●

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

ALASKA

| | |
|---|---|
| Alaska Native Medical Center Anchorage | ○ |
| Alaska Regional Hospital Anchorage | ○ |
| Central Peninsula General Hospital Soldotna | ○ |
| Fairbanks Memorial Hospital Fairbanks | ○ |
| Mat-Su Regional Medical Center Palmer | ○ |
| Providence Alaska Medical Center Anchorage | ● |

ARIZONA

| | |
|---|---|
| Arizona Orthopedic Surgical Hospital Chandler | ● |
| Arizona Spine and Joint Hospital Mesa | ● |
| Arrowhead Hospital Glendale | ● |
| Banner Baywood Medical Center Mesa | ● |
| Banner Boswell Medical Center Sun City | ● |
| Banner Heart Hospital Mesa | ● |
| Mayo Clinic Hospital Phoenix | ● |
| Northwest Medical Center Tucson | ● |
| Oro Valley Hospital Oro Valley | ● |
| Scottsdale Healthcare Thompson Peak Hospital Scottsdale | ● |
| Scottsdale Healthcare—Osborn Medical Center Scottsdale | ● |
| Surgical Specialty Hospital of Arizona Phoenix | ● |
| Yavapai Regional Medical Center Prescott | ● |
| Banner Del E. Webb Medical Center Sun City West | ● |
| Mercy Gilbert Medical Center Gilbert | ● |
| Scottsdale Healthcare Shea Medical Center Scottsdale | ● |
| University of Arizona Medical Center—University Campus Tucson | ● |
| Yavapai Regional Medical Center—East Prescott Valley | ● |
| Arizona Regional Medical Center Mesa | ○ |
| Banner Desert Medical Center Mesa | ○ |
| Banner Estrella Medical Center Phoenix | ○ |
| Banner Gateway Medical Center Gilbert | ○ |
| Banner Good Samaritan Medical Center Phoenix | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

ARIZONA continued

| | |
|---|---|
| Banner Thunderbird Medical Center Glendale | ○ |
| Carondelet St. Joseph's Hospital Tucson | ○ |
| Carondelet St. Mary's Hospital Tucson | ○ |
| Casa Grande Regional Medical Center Casa Grande | ○ |
| Chandler Regional Medical Center Chandler | ○ |
| Flagstaff Medical Center Flagstaff | ○ |
| John C. Lincoln Deer Valley Hospital Phoenix | ○ |
| John C. Lincoln North Mountain Hospital Phoenix | ○ |
| Kingman Regional Medical Center Kingman | ○ |
| Mountain Vista Medical Center Mesa | ○ |
| Oasis Hospital Phoenix | ○ |
| Paradise Valley Hospital Phoenix | ○ |
| Payson Regional Medical Center Payson | ○ |
| Phoenix Baptist Hospital Phoenix | ○ |
| Sierra Vista Regional Health Center Sierra Vista | ○ |
| St. Joseph's Hospital and Medical Center Phoenix | ○ |
| St. Luke's Medical Center Phoenix | ○ |
| Summit Healthcare Regional Medical Center Show Low | ○ |
| TMC Healthcare Tucson | ○ |
| Valley View Medical Center Fort Mohave | ○ |
| Verde Valley Medical Center Cottonwood | ○ |
| West Valley Hospital Goodyear | ○ |
| Yuma Regional Medical Center Yuma | ○ |
| Havasui Regional Medical Center Lake Havasu City | ● |
| Western Arizona Regional Medical Center Bullhead City | ● |

ARKANSAS

| | |
|--|---|
| Arkansas Heart Hospital Little Rock | ● |
| Arkansas Surgical Hospital North Little Rock | ● |
| Medical Center of South Arkansas El Dorado | ● |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

ARKANSAS continued

| | |
|---|---|
| Mercy Hospital Rogers Rogers | ● |
| Physicians' Specialty Hospital Fayetteville | ● |
| Baxter Regional Medical Center Mountain Home | ○ |
| Conway Regional Medical Center Conway | ○ |
| Jefferson Regional Medical Center Pine Bluff | ○ |
| Mercy Hospital Hot Springs Hot Springs National Park | ○ |
| NEA Baptist Memorial Hospital Jonesboro | ○ |
| North Arkansas Regional Medical Center Harrison | ○ |
| Northwest Medical Center Springdale | ○ |
| Ouachita County Medical Center Camden | ○ |
| Saline Memorial Hospital Benton | ○ |
| Sparks Regional Medical Center Fort Smith | ○ |
| St. Bernards Medical Center Jonesboro | ○ |
| St. Vincent Medical Center—North Sherwood | ○ |
| Summit Medical Center Van Buren | ○ |
| UAMS Medical Center Little Rock | ○ |
| Washington Regional Medical Center Fayetteville | ○ |
| White County Medical Center Searcy | ○ |
| Arkansas Methodist Medical Center Paragould | ● |
| Mercy Hospital Fort Smith Fort Smith | ● |
| National Park Medical Center Hot Springs | ● |
| Saint Mary's Regional Medical Center Russellville | ● |
| Baptist Health Medical Center—North Little Rock North Little Rock | ● |
| Baptist Health Medical Center—Little Rock Little Rock | ● |
| St. Vincent Infirmary Medical Center Little Rock | ● |
| White River Medical Center Batesville | ● |

CALIFORNIA

| | |
|---|---|
| Alvarado Hospital San Diego | ● |
| Centinela Hospital Medical Center Inglewood | ● |

| Hospital name | Surgery Rating |
|---|----------------|
| CALIFORNIA continued | |
| Eisenhower Medical Center Rancho Mirage | ● |
| Enloe Medical Center Chico | ● |
| French Hospital Medical Center San Luis Obispo | ● |
| Fresno Heart and Surgical Hospital Fresno | ● |
| Fresno Surgical Hospital Fresno | ● |
| Hoag Orthopedic Institute Irvine | ● |
| Mercy Medical Center Redding Redding | ● |
| Oroville Hospital Oroville | ● |
| Sacramento Medical Center Sacramento | ● |
| Saint John's Health Center Santa Monica | ● |
| Scripps Green Hospital La Jolla | ● |
| Sequoia Hospital Redwood City | ● |
| Shasta Regional Medical Center Redding | ● |
| St. Helena Hospital Napa Valley Saint Helena | ● |
| St. Joseph Hospital Orange | ● |
| Sutter Lakeside Hospital Lakeport | ● |
| Sutter Surgical Hospital—North Valley Yuba City | ● |
| UC San Diego Health System San Diego | ● |
| University of California, Irvine Healthcare Orange | ● |
| Washington Hospital Healthcare System Fremont | ● |
| Alta Bates Summit Medical Center Berkeley | ● |
| Alta Bates Summit Medical Center—Summit Campus Oakland | ● |
| Bakersfield Heart Hospital Bakersfield | ● |
| Chapman Medical Center Orange | ● |
| Clovis Community Medical Center Clovis | ● |
| Desert Valley Hospital Victorville | ● |
| El Camino Hospital Mountain View | ● |
| Fallbrook Hospital Fallbrook | ● |
| Goleta Valley Cottage Hospital Santa Barbara | ● |
| Henry Mayo Newhall Memorial Hospital Valencia | ● |
| John F. Kennedy Memorial Hospital Indio | ● |
| Marian Medical Center Santa Maria | ● |
| Mercy General Hospital Sacramento | ● |
| Mercy Hospitals of Bakersfield Bakersfield | ● |
| Methodist Hospital of Sacramento Sacramento | ● |
| Olympia Medical Center Los Angeles | ● |
| Pomerado Hospital Poway | ● |
| Presbyterian Intercommunity Hospital Whittier | ● |
| Providence Tarzana Medical Center Tarzana | ● |
| Redwood Memorial Hospital Fortuna | ● |
| Saddleback Memorial Medical Center Laguna Hills | ● |
| Sierra Nevada Memorial Hospital Grass Valley | ● |
| St. Elizabeth Community Hospital Red Bluff | ● |
| St. Francis Medical Center Lynwood | ● |
| St. Joseph Hospital Eureka | ● |
| St. Joseph's Medical Center Stockton | ● |
| St. Jude Medical Center Fullerton | ● |

| Hospital name | Surgery Rating |
|---|----------------|
| CALIFORNIA continued | |
| St. Mary Medical Center Long Beach | ● |
| Stanislaus Surgical Hospital Modesto | ● |
| Sutter Amador Hospital Jackson | ● |
| Sutter Auburn Faith Hospital Auburn | ● |
| Sutter Davis Hospital Davis | ● |
| Sutter Medical Center, Sacramento Sacramento | ● |
| Thousand Oaks Surgical Hospital Thousand Oaks | ● |
| Verdugo Hills Hospital Glendale | ● |
| Adventist Medical Center—Hanford Hanford | ○ |
| Anaheim Regional Medical Center Anaheim | ○ |
| Arroyo Grande Community Hospital Arroyo Grande | ○ |
| Barton Memorial Hospital South Lake Tahoe | ○ |
| Brotman Medical Center Culver City | ○ |
| California Pacific Medical Center San Francisco | ○ |
| Cedars-Sinai Medical Center Los Angeles | ○ |
| Chinese Hospital San Francisco | ○ |
| City of Hope's Heford Clinical Research Hospital Duarte | ○ |
| Community Hospital of the Monterey Peninsula Monterey | ○ |
| Community Regional Medical Center Fresno | ○ |
| Dameron Hospital Stockton | ○ |
| Delano Regional Medical Center Delano | ○ |
| Desert Regional Medical Center Palm Springs | ○ |
| Doctors Medical Center—San Pablo Campus San Pablo | ○ |
| Dominican Hospital Santa Cruz | ○ |
| Downey Regional Medical Center Downey | ○ |
| Eden Medical Center Castro Valley | ○ |
| El Centro Regional Medical Center El Centro | ○ |
| Emanuel Medical Center Turlock | ○ |
| Feather River Hospital Paradise | ○ |
| Fountain Valley Regional Hospital and Medical Center Fountain Valley | ○ |
| Frank R. Howard Memorial Hospital Willits | ○ |
| Fremont-Rideout Health Group Marysville | ○ |
| Garfield Medical Center Monterey Park | ○ |
| Glendale Memorial Hospital and Health Center Glendale | ○ |
| Good Samaritan Hospital Los Angeles | ○ |
| Healdsburg District Hospital Healdsburg | ○ |
| Hemet Valley Medical Center Hemet | ○ |
| Hoag Memorial Hospital Presbyterian Newport Beach | ○ |
| Hollywood Presbyterian Medical Center Los Angeles | ○ |
| John Muir Medical Center, Concord Concord | ○ |
| John Muir Medical Center, Walnut Creek Walnut Creek | ○ |
| Keck Hospital of USC Los Angeles | ○ |
| Lakewood Regional Medical Center Lakewood | ○ |
| Lodi Memorial Hospital Lodi | ○ |
| Loma Linda University Medical Center Loma Linda | ○ |

| Hospital name | Surgery Rating |
|--|----------------|
| CALIFORNIA continued | |
| Lompoc Valley Medical Center Lompoc | ○ |
| Long Beach Memorial Medical Center Long Beach | ○ |
| Los Alamitos Medical Center Los Alamitos | ○ |
| Los Robles Hospital and Medical Center Thousand Oaks | ○ |
| Marin General Hospital Greenbrae | ○ |
| Marina Del Rey Hospital Marina Del Rey | ○ |
| Marshall Medical Center Placerville | ○ |
| Memorial Medical Center Modesto | ○ |
| Mercy Hospital of Folsom Folsom | ○ |
| Mercy Medical Center Merced Merced | ○ |
| Mercy Medical Center Mount Shasta Mount Shasta | ○ |
| Mercy San Juan Medical Center Carmichael | ○ |
| Methodist Hospital of Southern California Arcadia | ○ |
| Mills-Peninsula Health Services Burlingame | ○ |
| Mission Hospital Mission Viejo | ○ |
| NorthBay Medical Center Fairfield | ○ |
| Novato Community Hospital Novato | ○ |
| O'Connor Hospital San Jose | ○ |
| Oakland Medical Center Oakland | ○ |
| Orange Coast Memorial Medical Center Fountain Valley | ○ |
| Palm Drive Hospital Sebastopol | ○ |
| Palmdale Regional Medical Center Palmdale | ○ |
| Palomar Medical Center Escondido | ○ |
| Parkview Community Hospital Medical Center Riverside | ○ |
| Patients' Hospital of Redding Redding | ○ |
| Petaluma Valley Hospital Petaluma | ○ |
| Pioneers Memorial Healthcare District Brawley | ○ |
| Placentia-Linda Hospital Placentia | ○ |
| Pomona Valley Hospital Medical Center Pomona | ○ |
| Providence Holy Cross Medical Center Mission Hills | ○ |
| Providence Little Company of Mary Medical Center Torrance | ○ |
| Providence Little Company of Mary Medical Center San Pedro San Pedro | ○ |
| Providence Saint Joseph Medical Center Burbank | ○ |
| Queen of the Valley Medical Center Napa | ○ |
| Rancho Springs Medical Center Murrieta | ○ |
| Redlands Community Hospital Redlands | ○ |
| Riverside Community Hospital Riverside | ○ |
| Ronald Reagan University of California Los Angeles Medical Center Los Angeles | ○ |
| Saint Agnes Medical Center Fresno | ○ |
| Saint Francis Memorial Hospital San Francisco | ○ |
| Saint Louise Regional Hospital Gilroy | ○ |
| Salinas Valley Memorial Healthcare System Salinas | ○ |
| San Antonio Community Hospital Upland | ○ |
| San Gabriel Valley Medical Center San Gabriel | ○ |
| San Ramon Regional Medical Center San Ramon | ○ |

| Hospital name | Surgery Rating |
|---|----------------|
| CALIFORNIA continued | |
| Santa Barbara Cottage Hospital Santa Barbara | ○ |
| Santa Clara Medical Center Santa Clara | ○ |
| Santa Rosa Memorial Hospital Santa Rosa | ○ |
| Scripps Memorial Hospital—Encinitas Encinitas | ○ |
| Scripps Memorial Hospital—La Jolla La Jolla | ○ |
| Scripps Mercy Hospital San Diego | ○ |
| Sharp Chula Vista Medical Center Chula Vista | ○ |
| Sharp Coronado Hospital and Healthcare Center Coronado | ○ |
| Sharp Grossmont Hospital La Mesa | ○ |
| Sharp Memorial Hospital San Diego | ○ |
| Sierra View District Hospital Porterville | ○ |
| Sierra Vista Regional Medical Center San Luis Obispo | ○ |
| Simi Valley Hospital and Health Care Services Simi Valley | ○ |
| Sonora Regional Medical Center Sonora | ○ |
| St. Bernardine Medical Center San Bernardino | ○ |
| St. John's Pleasant Valley Hospital Camarillo | ○ |
| St. John's Regional Medical Center Oxnard | ○ |
| St. Luke's Hospital San Francisco | ○ |
| St. Mary's Medical Center San Francisco | ○ |
| St. Vincent Medical Center Los Angeles | ○ |
| Stanford Hospital and Clinics Palo Alto | ○ |
| Sutter Maternity and Surgery Center of Santa Cruz Santa Cruz | ○ |
| Sutter Medical Center of Santa Rosa, Chanate Campus Santa Rosa | ○ |
| Sutter Roseville Medical Center Roseville | ○ |
| Sutter Solano Medical Center Vallejo | ○ |
| Sutter Tracy Community Hospital Tracy | ○ |
| Tahoe Forest Hospital District Truckee | ○ |
| Torrance Memorial Medical Center Torrance | ○ |
| Tri-City Medical Center Oceanside | ○ |
| UCSF Medical Center San Francisco | ○ |
| Ukiah Valley Medical Center Ukiah | ○ |
| University of California, Davis Medical Center Sacramento | ○ |
| Vallejo Medical Center Vallejo | ○ |
| Valley Presbyterian Hospital Van Nuys | ○ |
| ValleyCare Medical Center Pleasanton | ○ |
| Watsonville Community Hospital Watsonville | ○ |
| West Anaheim Medical Center Anaheim | ○ |
| West Hills Hospital and Medical Center West Hills | ○ |
| White Memorial Medical Center Los Angeles | ○ |
| Antelope Valley Hospital Lancaster | ● |
| Bakersfield Memorial Hospital Bakersfield | ● |
| Beverly Hospital Montebello | ● |
| Community Memorial Health System Ventura | ● |
| Glendale Adventist Medical Center Glendale | ● |
| Regional Medical Center of San Jose San Jose | ● |

| Hospital name | Surgery Rating |
|---|----------------|
| CALIFORNIA continued | |
| San Joaquin Community Hospital Bakersfield | ● |
| Santa Monica-UCLA Medical Center and Orthopaedic Hospital Santa Monica | ● |
| St. Joseph Health St. Mary Apple Valley | ● |
| St. Rose Hospital Hayward | ● |
| Twin Cities Community Hospital Templeton | ● |
| Citrus Valley Medical Center—Inter-Community Campus Covina | ● |
| Doctors Medical Center Modesto | ● |
| Good Samaritan Hospital San Jose | ● |
| Huntington Memorial Hospital Pasadena | ● |
| Kaweah Delta Medical Center Visalia | ● |
| Northridge Hospital Medical Center—Roscoe Boulevard Campus Northridge | ● |
| Seton Medical Center Daly City | ● |
| Sutter Delta Medical Center Antioch | ● |
| COLORADO | |
| Avista Adventist Hospital Louisville | ● |
| Exempla Saint Joseph Hospital Denver | ● |
| McKee Medical Center Loveland | ● |
| Memorial Health System Colorado Springs | ● |
| OrthoColorado Hospital Lakewood | ● |
| Penrose-St. Francis Health Services Colorado Springs | ● |
| Porter Adventist Hospital Denver | ● |
| Poudre Valley Hospital Fort Collins | ● |
| University of Colorado Hospital Aurora | ● |
| Valley View Hospital Glenwood Springs | ● |
| Animas Surgical Hospital Durango | ● |
| Exempla Lutheran Medical Center Wheat Ridge | ● |
| Longmont United Hospital Longmont | ● |
| Mercy Regional Medical Center Durango | ● |
| Montrose Memorial Hospital Montrose | ● |
| Presbyterian-St. Luke's Medical Center Denver | ● |
| St. Anthony Hospital Lakewood | ● |
| St. Mary's Hospital and Medical Center Grand Junction | ● |
| Yampa Valley Medical Center Steamboat Springs | ● |
| Boulder Community Hospital Boulder | ○ |
| Community Hospital Grand Junction | ○ |
| Delta County Memorial Hospital Delta | ○ |
| Exempla Good Samaritan Medical Center Lafayette | ○ |
| Littleton Adventist Hospital Littleton | ○ |
| Medical Center of Aurora Aurora | ○ |
| Medical Center of the Rockies Loveland | ○ |
| North Colorado Medical Center Greeley | ○ |
| North Suburban Medical Center Thornton | ○ |
| Parker Adventist Hospital Parker | ○ |
| Parkview Medical Center Pueblo | ○ |
| Rose Medical Center Denver | ○ |
| San Luis Valley Regional Medical Center Alamosa | ○ |
| Sky Ridge Medical Center Lone Tree | ○ |
| Southwest Memorial Hospital Cortez | ○ |

| Hospital name | Surgery Rating |
|---|----------------|
| COLORADO continued | |
| St. Anthony North Hospital Westminster | ○ |
| St. Mary-Corwin Medical Center Pueblo | ○ |
| St. Thomas More Hospital Canon City | ○ |
| Swedish Medical Center Englewood | ○ |
| Vail Valley Medical Center Vail | ○ |
| St. Anthony Summit Medical Center Frisco | ● |
| HAWAII | |
| Castle Medical Center Kailua | ○ |
| Kuakini Medical Center Honolulu | ○ |
| Maui Memorial Medical Center Wailuku | ○ |
| Pali Momi Medical Center Aiea | ○ |
| Straub Clinic & Hospital Honolulu | ○ |
| Queen's Medical Center Honolulu | ● |
| IDAHO | |
| Kootenai Medical Center Coeur D'Alene | ● |
| Portneuf Medical Center Pocatello | ● |
| St. Luke's Regional Medical Center Boise | ● |
| Northwest Specialty Hospital Post Falls | ● |
| St. Luke's Magic Valley Medical Center Twin Falls | ● |
| Bingham Memorial Hospital Blackfoot | ○ |
| Cassia Regional Medical Center Burley | ○ |
| Eastern Idaho Regional Medical Center Idaho Falls | ○ |
| Madison Memorial Hospital Rexburg | ○ |
| Mountain View Hospital Idaho Falls | ○ |
| Saint Alphonsus Medical Center—Nampa Nampa | ○ |
| Saint Alphonsus Regional Medical Center Boise | ○ |
| St. Joseph Regional Medical Center Lewiston | ○ |
| St. Luke's Wood River Medical Center Ketchum | ○ |
| West Valley Medical Center Caldwell | ○ |
| KANSAS | |
| Heartland Surgical Specialty Hospital Overland Park | ● |
| Kansas City Orthopaedic Institute Leawood | ● |
| Kansas Medical Center Andover | ● |
| Kansas Spine Hospital Wichita | ● |
| Kansas Surgery and Recovery Center Wichita | ● |
| Saint Luke's South Hospital Overland Park | ● |
| Summit Surgical, LLC Hutchinson | ● |
| Great Bend Regional Hospital Great Bend | ● |
| Salina Surgical Hospital Salina | ● |
| Shawnee Mission Medical Center Shawnee Mission | ● |
| Stormont-Vail HealthCare Topeka | ● |
| Coffeyville Regional Medical Center Coffeyville | ○ |
| Hutchinson Regional Medical Center Hutchinson | ○ |
| Kansas Heart Hospital Wichita | ○ |
| Labette Health Parsons | ○ |
| Lawrence Memorial Hospital Lawrence | ○ |
| Menorah Medical Center Overland Park | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

KANSAS continued

| | | |
|---------------------------------------|---------------|---|
| Mercy Regional Health Center | Manhattan | ○ |
| Olathe Medical Center | Olathe | ○ |
| Pratt Regional Medical Center | Pratt | ○ |
| Providence Medical Center | Kansas City | ○ |
| Salina Regional Health Center | Salina | ○ |
| St. Francis Health Center | Topeka | ○ |
| The University of Kansas Hospital | Kansas City | ○ |
| Via Christi Hospital in Pittsburg | Pittsburg | ○ |
| Via Christi Hospital on St. Francis | Wichita | ○ |
| Wesley Medical Center | Wichita | ○ |
| Western Plains Medical Complex | Dodge City | ○ |
| Hays Medical Center | Hays | ● |
| Overland Park Regional Medical Center | Overland Park | ● |
| Newman Regional Health | Emporia | ● |
| Newton Medical Center | Newton | ● |
| St. Catherine Hospital | Garden City | ● |

MONTANA

| | | |
|-----------------------------------|-------------|---|
| Billings Clinic | Billings | ● |
| Great Falls Clinic Medical Center | Great Falls | ● |
| Kalispell Regional Medical Center | Kalispell | ● |
| St. Patrick Hospital | Missoula | ● |
| St. Vincent Healthcare | Billings | ● |
| Benefis Hospitals | Great Falls | ● |
| Bozeman Deaconess Hospital | Bozeman | ● |
| The HealthCenter | Kalispell | ● |
| Community Medical Center | Missoula | ○ |
| Marcus Daly Memorial Hospital | Hamilton | ○ |
| North Valley Hospital | Whitefish | ○ |
| St. James Healthcare | Butte | ○ |
| St. Peter's Hospital | Helena | ○ |

NEBRASKA

| | | |
|--|--------------|---|
| Lincoln Surgical Hospital | Lincoln | ● |
| Mary Lanning Healthcare | Hastings | ● |
| Midwest Surgical Hospital | Omaha | ● |
| Nebraska Heart Hospital | Lincoln | ● |
| Nebraska Orthopaedic Hospital | Omaha | ● |
| Saint Elizabeth Regional Medical Center | Lincoln | ● |
| Columbus Community Hospital | Columbus | ● |
| Fremont Area Medical Center | Fremont | ● |
| Alegent Creighton Health Bergan Mercy Medical Center | Omaha | ○ |
| Alegent Creighton Health Immanuel Medical Center | Omaha | ○ |
| Alegent Creighton Health Lakeside Hospital | Omaha | ○ |
| Alegent Creighton Health Midlands Hospital | Papillion | ○ |
| Alegent Creighton Health—Creighton University Medical Center | Omaha | ○ |
| Bryan Medical Center | Lincoln | ○ |
| Community Hospital | McCook | ○ |
| Faith Regional Health Services | Norfolk | ○ |
| Good Samaritan Hospital | Kearney | ○ |
| Great Plains Regional Medical Center | North Platte | ○ |
| Nebraska Medical Center | Omaha | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

NEBRASKA continued

| | | |
|------------------------------|--------------|---|
| Nebraska Methodist Hospital | Omaha | ○ |
| Nebraska Spine Hospital | Omaha | ○ |
| Regional West Medical Center | Scottsbluff | ○ |
| Saint Francis Medical Center | Grand Island | ○ |

NEVADA

| | | |
|--|-----------------|---|
| Sierra Surgery Hospital | Carson City | ● |
| Renown South Meadows Medical Center | Reno | ● |
| Saint Mary's Regional Medical Center | Reno | ● |
| Carson Tahoe Regional Healthcare | Carson City | ○ |
| Desert Springs Hospital Medical Center | Las Vegas | ○ |
| Mesa View Regional Hospital | Mesquite | ○ |
| North Vista Hospital | North Las Vegas | ○ |
| Northern Nevada Medical Center | Sparks | ○ |
| Renown Regional Medical Center | Reno | ○ |
| Southern Hills Hospital and Medical Center | Las Vegas | ○ |
| Spring Valley Hospital Medical Center | Las Vegas | ○ |
| St. Rose Dominican Hospitals—San Martin Campus | Las Vegas | ○ |
| St. Rose Dominican Hospitals—Siena Campus | Henderson | ○ |
| Summerlin Hospital Medical Center | Las Vegas | ○ |
| Sunrise Hospital and Medical Center | Las Vegas | ○ |
| University Medical Center | Las Vegas | ○ |
| Centennial Hills Hospital Medical Center | Las Vegas | ● |
| MountainView Hospital | Las Vegas | ● |
| St. Rose Dominican Hospitals—Rose de Lima Campus | Henderson | ● |
| Valley Hospital Medical Center | Las Vegas | ● |

NEW MEXICO

| | | |
|--|-------------|---|
| Presbyterian Hospital | Albuquerque | ● |
| Carlsbad Medical Center | Carlsbad | ● |
| Christus St. Vincent Regional Medical Center | Santa Fe | ○ |
| Eastern New Mexico Medical Center | Roswell | ○ |
| Gerald Champion Regional Medical Center | Alamogordo | ○ |
| Gila Regional Medical Center | Silver City | ○ |
| Lovelace Medical Center | Albuquerque | ○ |
| Lovelace Regional Hospital | Roswell | ○ |
| Lovelace Westside Hospital | Albuquerque | ○ |
| Lovelace Women's Hospital | Albuquerque | ○ |
| Memorial Medical Center | Las Cruces | ○ |
| MountainView Regional Medical Center | Las Cruces | ○ |
| Plains Regional Medical Center | Clovis | ○ |
| Rehoboth McKinley Christian Health Care Services | Gallup | ○ |
| San Juan Regional Medical Center | Farmington | ○ |
| University of New Mexico Hospitals | Albuquerque | ○ |

NORTH DAKOTA

| | | |
|----------------|----------|---|
| Sanford Health | Bismarck | ● |
| Trinity Health | Minot | ● |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

NORTH DAKOTA continued

| | | |
|------------------------------|-------------|---|
| Altru Health System | Grand Forks | ○ |
| Essentia Health Fargo | Fargo | ○ |
| Sanford Medical Center Fargo | Fargo | ○ |
| St. Alexius Medical Center | Bismarck | ○ |

OKLAHOMA

| | | |
|--|---------------|---|
| McBride Clinic Orthopedic Hospital | Oklahoma City | ● |
| Oklahoma Heart Hospital | Oklahoma City | ● |
| Oklahoma Heart Hospital South Campus | Oklahoma City | ● |
| Jane Phillips Medical Center | Bartlesville | ● |
| Northwest Surgical Hospital | Oklahoma City | ● |
| Oklahoma Center for Orthopedic and Multi-Specialty Surgery | Oklahoma City | ● |
| Oklahoma Surgical Hospital | Tulsa | ● |
| St. John Broken Arrow | Broken Arrow | ● |
| St. Mary's Regional Medical Center | Enid | ● |
| Valley View Regional Hospital | Ada | ● |
| Woodward Regional Hospital | Woodward | ● |
| Community Hospital | Oklahoma City | ○ |
| Deaconess Hospital | Oklahoma City | ○ |
| Duncan Regional Hospital | Duncan | ○ |
| Grady Memorial Hospital | Chickasha | ○ |
| Great Plains Regional Medical Center | Elk City | ○ |
| Hillcrest Hospital—South | Tulsa | ○ |
| Hillcrest Hospital Claremore | Claremore | ○ |
| Hillcrest Medical Center | Tulsa | ○ |
| INTEGRIS Canadian Valley Hospital | Yukon | ○ |
| Integrus Baptist Medical Center | Oklahoma City | ○ |
| Integrus Baptist Regional Health Center | Miami | ○ |
| Integrus Bass Baptist Health Center | Enid | ○ |
| Integrus Grove General Hospital | Grove | ○ |
| Jackson County Memorial Hospital | Altus | ○ |
| McAlester Regional Health Center | McAlester | ○ |
| Medical Center of Southeastern Oklahoma | Durant | ○ |
| Mercy Hospital Ardmore | Ardmore | ○ |
| Norman Regional Health System | Norman | ○ |
| OU Medical Center | Oklahoma City | ○ |
| Oklahoma Spine Hospital | Oklahoma City | ○ |
| Oklahoma State University Medical Center | Tulsa | ○ |
| Ponca City Medical Center | Ponca City | ○ |
| Saint Francis Hospital | Tulsa | ○ |
| Southwestern Medical Center | Lawton | ○ |
| St. Anthony Hospital | Oklahoma City | ○ |
| St. Anthony Shawnee Hospital | Shawnee | ○ |
| Stillwater Medical Center | Stillwater | ○ |
| Tahlequah City Hospital | Tahlequah | ○ |
| Integrus Southwest Medical Center | Oklahoma City | ● |
| Mercy Hospital Oklahoma City | Oklahoma City | ● |

| Hospital name | Surgery Rating |
|---|----------------|
| OKLAHOMA continued | |
| Midwest Regional Medical Center Midwest City | |
| Tulsa Spine and Specialty Hospital Tulsa | |
| Comanche County Memorial Hospital Lawton | |
| Muskogee Regional Medical Center Muskogee | |
| St. John Medical Center Tulsa | |

| | |
|---|--|
| OREGON | |
| Providence Portland Medical Center Portland | |
| Good Samaritan Regional Medical Center Corvallis | |
| Legacy Meridian Park Hospital Tualatin | |
| Mid-Columbia Medical Center The Dalles | |
| Providence Hood River Memorial Hospital Hood River | |
| Rogue Valley Medical Center Medford | |
| Saint Alphonsus Medical Center—Ontario Ontario | |
| Salem Hospital Salem | |
| Adventist Medical Center Portland | |
| Ashland Community Hospital Ashland | |
| Bay Area Hospital Coos Bay | |
| Good Shepherd Health Care System Hermiston | |
| Legacy Emanuel Hospital and Health Center Portland | |
| Legacy Good Samaritan Hospital and Medical Center Portland | |
| Legacy Mount Hood Medical Center Gresham | |
| McKenzie-Willamette Medical Center Springfield | |
| Mercy Medical Center Roseburg | |
| OHSU Hospital Portland | |
| Providence Medford Medical Center Medford | |
| Providence Milwaukie Hospital Milwaukie | |
| Providence St. Vincent Medical Center Portland | |
| Providence Willamette Falls Medical Center Oregon City | |
| Sacred Heart Medical Center at RiverBend Springfield | |
| Saint Alphonsus Medical Center—Baker City Baker City | |
| Samaritan Albany General Hospital Albany | |
| Silverton Hospital Silverton | |
| Sky Lakes Medical Center Klamath Falls | |
| St. Charles Medical Center—Bend Bend | |
| Three Rivers Medical Center Grants Pass | |
| Tuality Healthcare Hillsboro | |
| Willamette Valley Medical Center McMinnville | |

| | |
|--|--|
| SOUTH DAKOTA | |
| Dakota Plains Surgical Center Aberdeen | |
| Sanford University of South Dakota Medical Center Sioux Falls | |
| Sioux Falls Surgical Center Sioux Falls | |
| Siouxland Surgery Center Dakota Dunes | |
| Avera Heart Hospital of South Dakota Sioux Falls | |
| Black Hills Surgery Center Rapid City | |

| | |
|---|--|
| SOUTH DAKOTA continued | |
| Avera McKennan Hospital and University Health Center Sioux Falls | |
| Avera Queen of Peace Hospital Mitchell | |
| Avera Sacred Heart Hospital Yankton | |
| Avera St. Luke's Hospital Aberdeen | |
| Avera St. Mary's Hospital Pierre | |
| Lewis and Clark Specialty Hospital Yankton | |
| Prairie Lakes Healthcare System Watertown | |
| Rapid City Regional Hospital Rapid City | |
| Spearfish Regional Hospital Spearfish | |

| | |
|---|--|
| UTAH | |
| Cache Valley Specialty Hospital North Logan | |
| Dixie Regional Medical Center Saint George | |
| LDS Hospital Salt Lake City | |
| Lakeview Hospital Bountiful | |
| Park City Medical Center Park City | |
| The Orthopedic Specialty Hospital Murray | |
| Utah Valley Regional Medical Center Provo | |
| Castleview Hospital Price | |
| Jordan Valley Medical Center West Jordan | |
| University of Utah Health Care—Hospital and Clinics Salt Lake City | |
| Valley View Medical Center Cedar City | |
| Alta View Hospital Sandy | |
| American Fork Hospital American Fork | |
| Davis Hospital and Medical Center Layton | |
| Intermountain Medical Center Murray | |
| Logan Regional Hospital Logan | |
| McKay-Dee Hospital Center Ogden | |
| Mountain View Hospital Payson | |
| Ogden Regional Medical Center Ogden | |
| Salt Lake Regional Medical Center Salt Lake City | |
| St. Mark's Hospital Salt Lake City | |
| Timpanogos Regional Hospital Orem | |

| | |
|---|--|
| WASHINGTON | |
| Jefferson Healthcare Port Townsend | |
| Overlake Hospital Medical Center Bellevue | |
| Providence Centralia Hospital Centralia | |
| Providence St. Mary Medical Center Walla Walla | |
| Swedish Medical Center—First Hill Seattle | |
| UW Medicine/Valley Medical Center Renton | |
| Wenatchee Valley Medical Center Wenatchee | |
| EvergreenHealth Medical Center Kirkland | |
| Grays Harbor Community Hospital Aberdeen | |
| Island Hospital Anacortes | |
| Lourdes Medical Center Pasco | |
| Olympic Medical Center Port Angeles | |
| Providence Regional Medical Center Everett Everett | |

| | |
|---|--|
| WASHINGTON continued | |
| St. Anthony Hospital Gig Harbor | |
| Tri-State Memorial Hospital Clarkston | |
| Valley Hospital Spokane Valley | |
| Capital Medical Center Olympia | |
| Central Washington Hospital Wenatchee | |
| Deaconess Hospital Spokane | |
| Harrison Medical Center Bremerton | |
| Highline Medical Center Burien | |
| Kadlec Regional Medical Center Richland | |
| Kennewick General Hospital Kennewick | |
| Legacy Salmon Creek Medical Center Vancouver | |
| MultiCare Good Samaritan Hospital Puyallup | |
| MultiCare Tacoma General Hospital Tacoma | |
| MultiCare Auburn Medical Center Auburn | |
| PeaceHealth Southwest Medical Center Vancouver | |
| PeaceHealth St. Joseph Medical Center Bellingham | |
| Providence Holy Family Hospital Spokane | |
| Providence Sacred Heart Medical Center & Children's Hospital Spokane | |
| Providence St. Peter Hospital Olympia | |
| Pullman Regional Hospital Pullman | |
| Samaritan Healthcare Moses Lake | |
| Skagit Valley Hospital Mount Vernon | |
| St. Francis Hospital Federal Way | |
| Swedish Medical Center—Cherry Hill Campus Seattle | |
| Swedish/Edmonds Edmonds | |
| UW Medicine/Harborview Medical Center Seattle | |
| University of Washington Medical Center Seattle | |
| Virginia Mason Medical Center Seattle | |
| Walla Walla General Hospital Walla Walla | |
| Whidbey General Hospital Coupeville | |
| Yakima Regional Medical and Cardiac Center Yakima | |
| Yakima Valley Memorial Hospital Yakima | |
| PeaceHealth St. John Medical Center Longview | |
| UW Medicine/Northwest Hospital & Medical Center Seattle | |
| St. Clare Hospital Lakewood | |
| St. Joseph Medical Center Tacoma | |

| | |
|--|--|
| WYOMING | |
| Mountain View Regional Hospital Casper | |
| Cheyenne Regional Medical Center Cheyenne | |
| Ivinson Memorial Hospital Laramie | |
| Lander Regional Hospital Lander | |
| Sheridan Memorial Hospital Sheridan | |
| St. John's Medical Center and Living Center Jackson | |
| West Park Hospital Cody | |
| Wyoming Medical Center Casper | |

What's behind our surgery Ratings

The Ratings on the following pages look at how high-volume hospitals in each state; Washington, D.C.; and Puerto Rico compare in avoiding adverse events in Medicare patients during their hospital stay for surgery. Specifically, the Ratings are based on the percentage of a hospital's surgery patients who died in the hospital or stayed longer than expected for their procedure. Research shows those measures are correlated with complications, and some hospitals themselves use this approach to monitor quality. To develop the Ratings, we worked with MPA, a health care consulting firm with expertise in analyzing billing claims and clinical records data and in helping hospitals use the information to improve patient safety. The analysis looked at Medicare claims data from 2009 through 2011 for patients undergoing

27 categories of common scheduled surgeries. For each hospital, the results for all procedures are combined into an overall surgery Rating. In addition, we have Ratings for five of those procedures on our website (ConsumerReports.org/hospitalratings): back surgery, replacement of the hip or knee, and surgery to remove blockages in arteries in the heart (angioplasty) or neck (carotid artery surgery). The rates are risk-adjusted based on patient characteristics, such as age, gender, and other health conditions, including high blood pressure and diabetes. The Ratings don't take into account complications that became apparent after patients were discharged from the hospital. We have Ratings for the 2,463 U.S. acute-care or critical-access hospitals with sufficient Medicare fee-for-service in-patient surgical claims data from patients 65 and older.

We don't have Ratings for Veterans Affairs hospitals and hospitals that see mostly Medicare Advantage patients, such as many Kaiser hospitals, because they use another reporting system. The hospitals shown below are organized by state and listed by their Rating. Hospitals with the same Rating are alphabetized. For a full description of our methodology, as well as more information on hospitals, go to ConsumerReports.org/hospitalratings.



HOW TO CHOOSE A HOSPITAL
















Use your smart phone to download the RedLaser or ShopSavvy app and scan the code for video.



Better      Worse

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|




ALABAMA

| | |
|---|---|
| Jack Hughston Memorial Hospital Phenix City |  |
| Crestwood Medical Center Huntsville |  |
| Princeton Baptist Medical Center Birmingham |  |
| Providence Hospital Mobile |  |
| DCH Regional Medical Center Tuscaloosa |  |
| Flowers Hospital Dothan |  |
| Huntsville Hospital Huntsville |  |
| Southeast Alabama Medical Center Dothan |  |
| Baptist Medical Center South Montgomery |  |
| Brookwood Medical Center Birmingham |  |
| East Alabama Medical Center Opelika |  |
| Mobile Infirmary Medical Center Mobile |  |
| St. Vincent's Birmingham Birmingham |  |
| Trinity Medical Center Birmingham |  |
| University of Alabama Hospital Birmingham |  |

ALASKA










| | |
|--|---|
| Alaska Regional Hospital Anchorage |  |
| Providence Alaska Medical Center Anchorage |  |

ARIZONA























| | |
|--|---|
| Banner Boswell Medical Center Sun City |  |
| Mayo Clinic Hospital Phoenix |  |
| Northwest Medical Center Tucson |  |
| Yavapai Regional Medical Center Prescott |  |
| Banner Del E. Webb Medical Center Sun City West |  |
| Scottsdale Healthcare Shea Medical Center Scottsdale |  |
| Banner Desert Medical Center Mesa |  |
| Banner Good Samaritan Medical Center Phoenix |  |
| Carondelet St. Joseph's Hospital Tucson |  |
| Flagstaff Medical Center Flagstaff |  |
| St. Joseph's Hospital and Medical Center Phoenix |  |
| TMC Healthcare Tucson |  |
| Yuma Regional Medical Center Yuma |  |
| Havasut Regional Medical Center Lake Havasu City |  |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

ARKANSAS

| | |
|---|---|
| Arkansas Heart Hospital Little Rock |  |
| Arkansas Surgical Hospital North Little Rock |  |
| Baxter Regional Medical Center Mountain Home |  |
| Mercy Hospital Hot Springs Hot Springs National Park |  |
| St. Bernards Medical Center Jonesboro |  |
| Washington Regional Medical Center Fayetteville |  |
| Baptist Health Medical Center—North Little Rock North Little Rock |  |
| Baptist Health Medical Center—Little Rock Little Rock |  |
| St. Vincent Infirmary Medical Center Little Rock |  |

CALIFORNIA

| | |
|---|---|
| Eisenhower Medical Center Rancho Mirage |  |
| Enloe Medical Center Chico |  |
| Fresno Heart and Surgical Hospital Fresno |  |
| Fresno Surgical Hospital Fresno |  |
| Mercy Medical Center Redding Redding |  |
| Saint John's Health Center Santa Monica |  |
| Scripps Green Hospital La Jolla |  |
| Sequoia Hospital Redwood City |  |
| St. Helena Hospital Napa Valley Saint Helena |  |
| St. Joseph Hospital Orange |  |
| UC San Diego Health System San Diego |  |
| Washington Hospital Healthcare System Fremont |  |
| El Camino Hospital Mountain View |  |
| Mercy General Hospital Sacramento |  |
| Providence Tarzana Medical Center Tarzana |  |
| St. Joseph's Medical Center Stockton |  |
| St. Jude Medical Center Fullerton |  |
| Sutter Medical Center, Sacramento Sacramento |  |
| California Pacific Medical Center San Francisco |  |
| Cedars-Sinai Medical Center Los Angeles |  |
| Community Hospital of the Monterey Peninsula Monterey |  |
| Good Samaritan Hospital Los Angeles |  |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

CALIFORNIA continued

| | |
|---|---|
| Hoag Memorial Hospital Presbyterian Newport Beach |  |
| John Muir Medical Center, Walnut Creek Walnut Creek |  |
| Keck Hospital of USC Los Angeles |  |
| Loma Linda University Medical Center Loma Linda |  |
| Long Beach Memorial Medical Center Long Beach |  |
| Los Robles Hospital and Medical Center Thousand Oaks |  |
| Mission Hospital Mission Viejo |  |
| Providence Saint Joseph Medical Center Burbank |  |
| Saint Agnes Medical Center Fresno |  |
| Santa Barbara Cottage Hospital Santa Barbara |  |
| Santa Rosa Memorial Hospital Santa Rosa |  |
| Scripps Memorial Hospital—La Jolla La Jolla |  |
| Scripps Mercy Hospital San Diego |  |
| Sharp Grossmont Hospital La Mesa |  |
| Sharp Memorial Hospital San Diego |  |
| Stanford Hospital and Clinics Palo Alto |  |
| Torrance Memorial Medical Center Torrance |  |
| UCSF Medical Center San Francisco |  |
| University of California, Davis Medical Center Sacramento |  |
| Community Memorial Health System Ventura |  |
| Glendale Adventist Medical Center Glendale |  |
| Good Samaritan Hospital San Jose |  |
| Huntington Memorial Hospital Pasadena |  |
| Kaweah Delta Medical Center Visalia |  |

COLORADO

| | |
|---|---|
| Memorial Health System Colorado Springs |  |
| Penrose-St. Francis Health Services Colorado Springs |  |
| Porter Adventist Hospital Denver |  |
| Poudre Valley Hospital Fort Collins |  |
| St. Mary's Hospital and Medical Center Grand Junction |  |
| Medical Center of the Rockies Loveland |  |
| Sky Ridge Medical Center Lone Tree |  |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

CONNECTICUT

| | |
|--|---|
| Danbury Hospital Danbury | ● |
| Saint Francis Hospital and Medical Center Hartford | ● |
| Hartford Hospital Hartford | ○ |
| St. Vincent's Medical Center Bridgeport | ○ |
| Yale-New Haven Hospital New Haven | ○ |

DELAWARE

| | |
|--------------------------------------|---|
| Beebe Medical Center Lewes | ● |
| Christiana Care Health System Newark | ○ |
| Bayhealth Medical Center Dover | ● |

DISTRICT OF COLUMBIA

| | |
|---|---|
| MedStar Washington Hospital Center Washington, D.C. | ● |
| Sibley Memorial Hospital Washington, D.C. | ● |

FLORIDA

| | |
|--|---|
| Doctors Hospital of Sarasota Sarasota | ● |
| Gulf Coast Medical Center Panama City | ● |
| Mayo Clinic Jacksonville Jacksonville | ● |
| Munroe Regional Medical Center Ocala | ● |
| Ocala Regional Medical Center Ocala | ● |
| Charlotte Regional Medical Center Punta Gorda | ● |
| Citrus Memorial Health System Inverness | ● |
| Florida Hospital Waterman Tavares | ● |
| Sarasota Memorial Hospital Sarasota | ● |
| Baptist Hospital Pensacola | ○ |
| Bay Medical Center Sacred Heart Panama City | ○ |
| Blake Medical Center Bradenton | ○ |
| Boca Raton Regional Hospital Boca Raton | ○ |
| Delray Medical Center Delray Beach | ○ |
| Fawcett Memorial Hospital Port Charlotte | ○ |
| Florida Hospital Memorial Medical Center Daytona Beach | ○ |
| Florida Hospital Tampa Tampa | ○ |
| Holy Cross Hospital Fort Lauderdale | ○ |
| Indian River Medical Center Vero Beach | ○ |
| Lee Memorial Hospital Fort Myers | ○ |
| Manatee Memorial Hospital Bradenton | ○ |
| Mount Sinai Medical Center Miami Beach | ○ |
| Oak Hill Hospital Brooksville | ○ |
| Physicians Regional Medical Center—Pine Ridge Naples | ○ |
| Regional Medical Center—Bayonet Point Hudson | ○ |
| Sacred Heart Hospital of Pensacola Pensacola | ○ |
| St. Lucie Medical Center Port St Lucie | ○ |
| St. Vincent's Medical Center Riverside Jacksonville | ○ |
| Venice Regional Medical Center Venice | ○ |
| Bethesda Memorial Hospital Boynton Beach | ● |
| Cape Coral Hospital Cape Coral | ● |
| Cleveland Clinic Florida Weston | ● |
| Fort Walton Beach Medical Center Fort Walton Beach | ● |
| J.F.K. Medical Center Atlantis | ● |
| Jupiter Medical Center Jupiter | ● |
| Lakeland Regional Medical Center Lakeland | ● |
| St. Joseph's Hospital Tampa | ● |
| University of Miami Hospital Miami | ● |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

FLORIDA continued

| | |
|--|---|
| West Florida Hospital Pensacola | ● |
| Baptist Medical Center Jacksonville | ● |
| Flagler Hospital Saint Augustine | ● |
| Florida Hospital Orlando | ● |
| Gulf Coast Medical Center Fort Myers | ● |
| Halifax Health Medical Center of Daytona Beach Daytona Beach | ● |
| Holmes Regional Medical Center Melbourne | ● |
| Largo Medical Center Largo | ● |
| Leesburg Regional Medical Center Leesburg | ● |
| Martin Health System Stuart | ● |
| Memorial Hospital Jacksonville Jacksonville | ● |
| Morton Plant Hospital Clearwater | ● |
| NCH Downtown Naples Hospital Naples | ● |
| North Florida Regional Medical Center Gainesville | ● |
| Orlando Regional Medical Center Orlando | ● |
| Palm Beach Gardens Medical Center Palm Beach Gardens | ● |
| Shands at the University of Florida Gainesville | ● |
| Tallahassee Memorial HealthCare Tallahassee | ● |
| Tampa General Hospital Tampa | ● |

GEORGIA

| | |
|--|---|
| Northeast Georgia Medical Center Gainesville | ● |
| Emory University Hospital Atlanta | ○ |
| Emory University Hospital Midtown Atlanta | ○ |
| Memorial Health Savannah | ○ |
| Redmond Regional Medical Center Rome | ○ |
| University Hospital Augusta | ○ |
| Saint Joseph's Hospital of Atlanta Atlanta | ● |
| St. Francis Hospital Columbus | ● |
| Medical Center of Central Georgia Macon | ● |
| Piedmont Hospital Atlanta | ● |
| St. Joseph's Hospital Savannah | ● |
| St. Mary's Health Care System Athens | ● |
| WellStar Kennestone Hospital Marietta | ● |

HAWAII

| | |
|-----------------------------------|---|
| Straub Clinic & Hospital Honolulu | ○ |
| Queen's Medical Center Honolulu | ● |

IDAHO

| | |
|---|---|
| St. Luke's Regional Medical Center Boise | ● |
| Saint Alphonsus Regional Medical Center Boise | ○ |

ILLINOIS

| | |
|---|---|
| Decatur Memorial Hospital Decatur | ● |
| Trinity Rock Island Rock Island | ● |
| Adventist Hinsdale Hospital Hinsdale | ● |
| Advocate Good Samaritan Hospital Downers Grove | ● |
| Alexian Brothers Medical Center Elk Grove Village | ● |
| Edward Hospital Naperville | ● |
| Advocate Lutheran General Hospital Park Ridge | ○ |
| Carle Foundation Hospital Urbana | ○ |
| Central DuPage Hospital Winfield | ○ |
| Elmhurst Memorial Hospital Elmhurst | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

ILLINOIS continued

| | |
|---|---|
| Franciscan St. James Hospital and Health Centers Olympia Fields | ○ |
| Ingalls Memorial Hospital Harvey | ○ |
| Loyola University Medical Center Maywood | ○ |
| Methodist Medical Center of Illinois Peoria | ○ |
| NorthShore University Health System Evanston Hospital Evanston | ○ |
| NorthShore University Health System Skokie Hospital Skokie | ○ |
| Northwest Community Hospital Arlington Heights | ○ |
| Northwestern Memorial Hospital Chicago | ○ |
| OSF Saint Anthony Medical Center Rockford | ○ |
| Palos Community Hospital Palos Heights | ○ |
| Resurrection Medical Center Chicago | ○ |
| Riverside Medical Center Kankakee | ○ |
| Rush University Medical Center Chicago | ○ |
| St. John's Hospital Springfield | ○ |
| University of Chicago Medical Center Chicago | ○ |
| Provena Saint Joseph Medical Center Joliet | ● |
| Advocate Christ Medical Center Oak Lawn | ● |
| Memorial Medical Center Springfield | ● |
| OSF Saint Francis Medical Center Peoria | ● |

INDIANA







| | |
|--|---|
| Community Heart and Vascular Hospital Indianapolis | ● |
| Indiana Orthopaedic Hospital Indianapolis | ● |
| Indiana University Health Ball Memorial Hospital Muncie | ● |
| Indiana University Health Bloomington Hospital Bloomington | ● |
| St. Vincent Heart Center of Indiana Indianapolis | ● |
| Elkhart General Healthcare System Elkhart | ● |
| Memorial Hospital of South Bend South Bend | ● |
| Porter Regional Hospital Valparaiso | ● |
| Community Hospital Munster | ○ |
| Deaconess Hospital Evansville | ○ |
| Franciscan St. Francis Health—Mooresville Mooresville | ○ |
| Indiana University Health University Hospital Indianapolis | ○ |
| Lutheran Hospital of Indiana Fort Wayne | ○ |
| Saint Joseph Regional Medical Center Mishawaka | ○ |
| St. Mary's Medical Center of Evansville Evansville | ○ |
| Union Hospital Terre Haute | ○ |
| St. Vincent Indianapolis Hospital Indianapolis | ● |

IOWA













| | |
|--|---|
| Mercy Medical Center—North Iowa Mason City | ● |
| Mercy Medical Center—Dubuque Dubuque | ● |
| Allen Memorial Hospital Waterloo | ○ |
| Genesis Medical Center—Davenport Davenport | ○ |
| Mercy Iowa City Iowa City | ○ |
| Mercy Medical Center—Des Moines Des Moines | ○ |
| St. Luke's Hospital Cedar Rapids | ○ |
| University of Iowa Hospitals and Clinics Iowa City | ○ |
| Iowa Methodist Medical Center Des Moines | ● |
| Mercy Medical Center—Cedar Rapids Cedar Rapids | ● |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|



KANSAS

| | |
|--|---|
| Shawnee Mission Medical Center Shawnee Mission |  |
| Stormont-Vail HealthCare Topeka |  |
| St. Francis Health Center Topeka |  |
| The University of Kansas Hospital Kansas City |  |
| Via Christi Hospital on St. Francis Wichita |  |
| Wesley Medical Center Wichita |  |

KENTUCKY

| | |
|--|---|
| Saint Joseph Hospital Lexington |  |
| Baptist Health Paducah Paducah |  |
| King's Daughters Medical Center Ashland |  |
| Lourdes Hospital Paducah |  |
| Owensboro Medical Health System Owensboro |  |
| St. Elizabeth Edgewood Edgewood |  |
| Baptist Health Lexington Lexington |  |
| Baptist Health Louisville Louisville |  |
| Medical Center at Bowling Green Bowling Green |  |
| Norton Hospital Louisville |  |
| Jewish Hospital Louisville |  |
| University of Kentucky Albert B. Chandler Hospital Lexington |  |





LOUISIANA

| | |
|--|---|
| CHRISTUS St. Frances Cabrini Hospital Alexandria |  |
| East Jefferson General Hospital Metairie |  |
| Willis-Knighton Medical Center Shreveport |  |
| Lafayette General Medical Center Lafayette |  |
| Our Lady of the Lake Regional Medical Center Baton Rouge |  |
| St. Francis Medical Center Monroe |  |

MAINE

| | |
|-------------------------------------|---|
| Eastern Maine Medical Center Bangor |  |
| Maine Medical Center Portland |  |

MARYLAND










| | |
|---|---|
| Anne Arundel Medical Center Annapolis |  |
| Greater Baltimore Medical Center Baltimore |  |
| MedStar Union Memorial Hospital Baltimore |  |
| Mercy Medical Center Baltimore |  |
| Peninsula Regional Medical Center Salisbury |  |
| Suburban Hospital Bethesda |  |
| Washington Adventist Hospital Takoma Park |  |
| Frederick Memorial Hospital Frederick |  |
| MedStar Franklin Square Medical Center Baltimore |  |
| University of Maryland Medical Center Baltimore |  |
| Baltimore Washington Medical Center Glen Burnie |  |
| Johns Hopkins Hospital Baltimore |  |
| Meritus Medical Center Hagerstown |  |
| Saint Agnes Hospital Baltimore |  |
| Sinai Hospital of Baltimore Baltimore |  |
| University of Maryland St. Joseph Medical Center Towson |  |

MASSACHUSETTS






























| | |
|--|---|
| Baystate Medical Center Springfield |  |
| Newton-Wellesley Hospital Newton Lower Falls |  |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|











MASSACHUSETTS continued

| | |
|--|---|
| UMass Memorial Medical Center Worcester |  |
| Beth Israel Deaconess Medical Center Boston |  |
| Cape Cod Hospital Hyannis |  |
| New England Baptist Hospital Boston |  |
| North Shore Medical Center Salem |  |
| Brigham and Women's Hospital Boston |  |
| Lahey Hospital & Medical Center, Burlington Burlington |  |
| Massachusetts General Hospital Boston |  |
| Southcoast Hospitals Group Fall River |  |

MICHIGAN





| | |
|---|---|
| Beaumont Hospital—Troy Troy |  |
| Lakeland Regional Medical Center—St. Joseph Saint Joseph |  |
| Providence Hospital Southfield |  |
| Allegiance Health Jackson |  |
| Borgess Medical Center Kalamazoo |  |
| Bronson Methodist Hospital Kalamazoo |  |
| Covenant Medical Center Saginaw |  |
| Crittenton Hospital Medical Center Rochester |  |
| Genesys Regional Medical Center Grand Blanc |  |
| Harper University Hospital/Hutzel Women's Hospital Detroit |  |
| Henry Ford Hospital Detroit |  |
| Henry Ford Macomb Hospitals Clinton Township |  |
| McLaren Bay Region Bay City |  |
| McLaren Flint Flint |  |
| McLaren Greater Lansing Lansing |  |
| McLaren Northern Michigan Petoskey |  |
| Mercy Health Partners, Mercy Campus Muskegon |  |
| MidMichigan Medical Center—Midland Midland |  |
| Spectrum Health—Grand Rapids Grand Rapids |  |
| St. John Macomb-Oakland Hospital Warren |  |
| St. Joseph Mercy Hospital Ypsilanti |  |
| St. Joseph Mercy Oakland Pontiac |  |
| St. Mary's of Michigan Saginaw |  |
| University of Michigan Hospitals and Health Centers Ann Arbor |  |
| St. John Hospital and Medical Center Detroit |  |
| Beaumont Hospital—Royal Oak Royal Oak |  |
| Munson Medical Center Traverse City |  |
| Oakwood Hospital & Medical Center—Dearborn Dearborn |  |
| Sparrow Hospital Lansing |  |

MINNESOTA







| | |
|---|---|
| Abbott Northwestern Hospital Minneapolis |  |
| Fairview Southdale Hospital Edina |  |
| Mercy Hospital Coon Rapids |  |
| Regions Hospital Saint Paul |  |
| North Memorial Medical Center Robbinsdale |  |
| Park Nicollet Methodist Hospital Saint Louis Park |  |
| Rochester Methodist Hospital Rochester |  |
| United Hospital Saint Paul |  |
| Mayo Clinic—Saint Marys Hospital Rochester |  |
| St. Cloud Hospital Saint Cloud |  |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|














MINNESOTA continued

| | |
|--|---|
| St. Joseph's Hospital Saint Paul |  |
| St. Luke's Hospital Duluth |  |
| Essentia Health St. Mary's Medical Center Duluth |  |
| University of Minnesota Medical Center, Fairview Minneapolis |  |

MISSISSIPPI

| | |
|--|---|
| Mississippi Baptist Medical Center Jackson |  |
| North Mississippi Medical Center—Tupelo Tupelo |  |
| Forrest General Hospital Hattiesburg |  |
| Singing River Health System Pascagoula |  |
| St. Dominic-Jackson Memorial Hospital Jackson |  |
| Wesley Medical Center Hattiesburg |  |








MISSOURI

| | |
|--|---|
| Boone Hospital Center Columbia |  |
| Lester E. Cox Medical Centers Springfield |  |
| Missouri Baptist Medical Center Saint Louis |  |
| Freeman Hospital West Joplin |  |
| Heartland Regional Medical Center Saint Joseph |  |
| Mercy Hospital Springfield Springfield |  |
| North Kansas City Hospital North Kansas City |  |
| SSM DePaul Health Center Bridgeton |  |
| Saint Francis Medical Center Cape Girardeau |  |
| Saint Luke's Hospital of Kansas City Kansas City |  |
| St. Mary's Health Center Jefferson City |  |
| Barnes-Jewish Hospital Saint Louis |  |
| Mercy Hospital St. Louis Saint Louis |  |
| St. Luke's Hospital Chesterfield |  |
| Des Peres Hospital Saint Louis |  |
| St. Anthony's Medical Center Saint Louis |  |




MONTANA

| | |
|---------------------------------|---|
| Billings Clinic Billings |  |
| St. Patrick Hospital Missoula |  |
| St. Vincent Healthcare Billings |  |

NEBRASKA

| | |
|--|---|
| Nebraska Heart Hospital Lincoln |  |
| Saint Elizabeth Regional Medical Center Lincoln |  |
| Alegent Creighton Health Bergan Mercy Medical Center Omaha |  |
| Bryan Medical Center Lincoln |  |
| Good Samaritan Hospital Kearney |  |
| Nebraska Medical Center Omaha |  |
| Nebraska Methodist Hospital Omaha |  |

NEVADA

| | |
|---|---|
| Renown Regional Medical Center Reno |  |
| St. Rose Dominican Hospitals—Siena Campus Henderson |  |
| Sunrise Hospital and Medical Center Las Vegas |  |

NEW HAMPSHIRE

| | |
|--|---|
| Catholic Medical Center Manchester |  |
| Concord Hospital Concord |  |
| Dartmouth-Hitchcock Medical Center Lebanon |  |

| Hospital name | Surgery Rating |
|---|----------------|
| NEW JERSEY | |
| Hackensack University Medical Center Hackensack | ● |
| Ocean Medical Center Brick Township | ● |
| AtlantiCare Regional Medical Center Atlantic City | ○ |
| Community Medical Center Toms River | ○ |
| Deborah Heart and Lung Center Browns Mills | ○ |
| Jersey Shore University Medical Center Neptune | ○ |
| Morristown Medical Center Morristown | ○ |
| Overlook Medical Center Summit | ○ |
| Saint Barnabas Medical Center Livingston | ○ |
| Valley Hospital Ridgewood | ○ |
| Virtua Memorial Mount Holly | ○ |
| Cooper Health System Camden | ● |
| Englewood Hospital and Medical Center Englewood | ● |
| Robert Wood Johnson University Hospital New Brunswick | ● |
| Saint Peter's University Hospital New Brunswick | ● |
| Virtua Berlin Berlin | ● |
| Virtua Voorhees Voorhees | ● |
| NEW MEXICO | |
| Presbyterian Hospital Albuquerque | ● |
| MountainView Regional Medical Center Las Cruces | ○ |
| NEW YORK | |
| Mount Sinai Hospital New York | ● |
| NYU Langone Medical Center New York | ● |
| New York-Presbyterian Hospital New York | ● |
| Crouse Hospital Syracuse | ○ |
| KALEIDA Health Buffalo | ○ |
| Lenox Hill Hospital New York | ○ |
| Long Island Jewish Medical Center New Hyde Park | ○ |
| Maimonides Medical Center Brooklyn | ○ |
| Memorial Sloan-Kettering Cancer Center New York | ○ |
| New York Methodist Hospital Brooklyn | ○ |
| North Shore University Hospital Manhasset | ○ |
| Rochester General Hospital Rochester | ○ |
| St. Elizabeth Medical Center Utica | ○ |
| St. Francis Hospital Roslyn | ○ |
| St. Peter's Hospital Albany | ○ |
| Stony Brook University Medical Center Stony Brook | ○ |
| Strong Memorial Hospital of the University of Rochester Rochester | ○ |
| Montefiore Medical Center Bronx | ● |
| St. Joseph's Hospital Health Center Syracuse | ● |
| Albany Medical Center Albany | ● |
| Beth Israel Medical Center New York | ● |
| Hospital for Special Surgery New York | ● |
| St. Luke's-Roosevelt Hospital Center New York | ● |
| United Health Services Hospitals—Binghamton Binghamton | ● |
| Winthrop-University Hospital Mineola | ● |
| NORTH CAROLINA | |
| Rex Healthcare Raleigh | ● |
| CarolinaEast Health System New Bern | ○ |

| Hospital name | Surgery Rating |
|--|----------------|
| NORTH CAROLINA continued | |
| Duke Raleigh Hospital Raleigh | ○ |
| Duke University Hospital Durham | ○ |
| FirstHealth Moore Regional Hospital Pinehurst | ○ |
| Forsyth Medical Center Winston-Salem | ○ |
| Frye Regional Medical Center Hickory | ○ |
| Gaston Memorial Hospital Gastonia | ○ |
| Mission Hospital Asheville | ○ |
| New Hanover Regional Medical Center Wilmington | ○ |
| Presbyterian Hospital Charlotte | ○ |
| Presbyterian-Orthopaedic Hospital Charlotte | ○ |
| Wake Forest Baptist Medical Center Winston-Salem | ○ |
| WakeMed Raleigh Campus Raleigh | ○ |
| Carolinas Medical Center—Mercy Charlotte | ● |
| Carolinas Medical Center—NorthEast Concord | ● |
| Durham Regional Hospital Durham | ● |
| Cape Fear Valley Medical Center Fayetteville | ● |
| Carolinas Medical Center Charlotte | ● |
| Cone Health Greensboro | ● |
| Vidant Medical Center Greenville | ● |
| NORTH DAKOTA | |
| Altru Health System Grand Forks | ○ |
| Sanford Medical Center Fargo Fargo | ○ |
| St. Alexius Medical Center Bismarck | ○ |
| OHIO | |
| Christ Hospital Cincinnati | ● |
| Grant Medical Center Columbus | ● |
| Mount Carmel New Albany Surgical Hospital New Albany | ● |
| Southwest General Health Center Middleburg Heights | ● |
| University Hospitals Case Medical Center Cleveland | ● |
| Aultman Hospital Canton | ○ |
| Bethesda North Hospital Cincinnati | ○ |
| Cleveland Clinic Foundation Cleveland | ○ |
| EMH Elyria Medical Center Elyria | ○ |
| Genesis HealthCare System Zanesville | ○ |
| Good Samaritan Hospital Cincinnati | ○ |
| Kettering Medical Center Kettering | ○ |
| Lake Health Concord Township | ○ |
| Mercy St. Vincent Medical Center Toledo | ○ |
| Mount Carmel Columbus | ○ |
| Riverside Methodist Hospital Columbus | ○ |
| Summa Health System Akron | ○ |
| Akron General Medical Center Akron | ● |
| Ohio State University Medical Center Columbus | ● |
| ProMedica Toledo Hospital Toledo | ● |
| Hillcrest Hospital Cleveland | ● |
| Miami Valley Hospital Dayton | ● |
| OKLAHOMA | |
| McBride Clinic Orthopedic Hospital Oklahoma City | ● |
| Oklahoma Heart Hospital Oklahoma City | ● |
| Oklahoma Surgical Hospital Tulsa | ● |

| Hospital name | Surgery Rating |
|---|----------------|
| OKLAHOMA continued | |
| Hillcrest Medical Center Tulsa | ○ |
| Integrus Baptist Medical Center Oklahoma City | ○ |
| Norman Regional Health System Norman | ○ |
| Saint Francis Hospital Tulsa | ○ |
| St. Anthony Hospital Oklahoma City | ○ |
| Mercy Hospital Oklahoma City Oklahoma City | ● |
| St. John Medical Center Tulsa | ● |
| OREGON | |
| Providence Portland Medical Center Portland | ● |
| Rogue Valley Medical Center Medford | ● |
| Salem Hospital Salem | ● |
| OHSU Hospital Portland | ○ |
| Providence St. Vincent Medical Center Portland | ○ |
| Sacred Heart Medical Center at RiverBend Springfield | ○ |
| St. Charles Medical Center—Bend Bend | ○ |
| PENNSYLVANIA | |
| Saint Vincent Health Center Erie | ● |
| Williamsport Regional Medical Center Williamsport | ● |
| Doylestown Hospital Doylestown | ● |
| UPMC Presbyterian Shadyside Pittsburgh | ● |
| Bryn Mawr Hospital Bryn Mawr | ○ |
| Geisinger Medical Center Danville | ○ |
| Geisinger-Community Medical Center Scranton | ○ |
| Hospital of the University of Pennsylvania Philadelphia | ○ |
| Lankenau Medical Center Wynnewood | ○ |
| Lehigh Valley Hospital Allentown | ○ |
| Penn Presbyterian Medical Center Philadelphia | ○ |
| Reading Hospital and Medical Center West Reading | ○ |
| Robert Packer Hospital Sayre | ○ |
| UPMC Hamot Erie | ○ |
| Wilkes-Barre General Hospital Wilkes-Barre | ○ |
| York Hospital York | ○ |
| Abington Memorial Hospital Abington | ● |
| Chambersburg Hospital Chambersburg | ● |
| Lancaster General Health Lancaster | ● |
| Penn State Milton S. Hershey Medical Center Hershey | ● |
| Pinnacle Health System Harrisburg | ● |
| St. Luke's University Hospital—Bethlehem Campus Bethlehem | ● |
| St. Mary Medical Center Langhorne | ● |
| Allegheny General Hospital Pittsburgh | ● |
| Pennsylvania Hospital Philadelphia | ● |
| Thomas Jefferson University Hospital Philadelphia | ● |
| PUERTO RICO | |
| Auxilio Mutuo Hospital San Juan | ● |
| Cardiovascular Center of Puerto Rico and the Caribbean San Juan | ● |
| RHODE ISLAND | |
| Miriam Hospital Providence | ● |
| Rhode Island Hospital Providence | ● |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

SOUTH CAROLINA

| | |
|---|---|
| Bon Secours St. Francis Health System Greenville | ● |
| AnMed Health Medical Center Anderson | ● |
| Grand Strand Regional Medical Center Myrtle Beach | ○ |
| Providence Hospital Columbia | ○ |
| Spartanburg Regional Medical Center Spartanburg | ○ |
| Trident Medical Center Charleston | ○ |
| MUSC Medical Center of Medical University of South Carolina Charleston | ● |
| Palmetto Health Richland Columbia | ● |
| Greenville Memorial Hospital Greenville | ● |
| Lexington Medical Center West Columbia | ● |
| McLeod Regional Medical Center Florence | ● |
| Palmetto Health Baptist Columbia | ● |
| Roper Hospital Charleston | ● |

SOUTH DAKOTA

| | |
|---|---|
| Sanford University of South Dakota Medical Center Sioux Falls | ● |
| Avera Heart Hospital of South Dakota Sioux Falls | ● |
| Avera McKennan Hospital and University Health Center Sioux Falls | ○ |

TENNESSEE

| | |
|--|---|
| Saint Thomas Hospital Nashville | ● |
| Wellmont Holston Valley Medical Center Kingsport | ● |
| Baptist Hospital Nashville | ○ |
| Cookeville Regional Medical Center Cookeville | ○ |
| Johnson City Medical Center Johnson City | ○ |
| Methodist Medical Center of Oak Ridge Oak Ridge | ○ |
| Parkridge Medical Center Chattanooga | ○ |
| Parkwest Medical Center Knoxville | ○ |
| Physicians Regional Medical Center Knoxville | ○ |
| Vanderbilt Hospital and Clinics Nashville | ○ |
| Williamson Medical Center Franklin | ○ |
| Tristar Centennial Medical Center Nashville | ● |
| Baptist Memorial Hospital—Memphis Memphis | ● |
| Jackson-Madison County General Hospital Jackson | ● |
| Memorial Health Care System Chattanooga | ● |
| Methodist Healthcare Memphis Hospitals Memphis | ● |
| The University of Tennessee Medical Center Knoxville | ● |

TEXAS

| | |
|---|---|
| Abilene Regional Medical Center Abilene | ● |
| Covenant Medical Center Lubbock | ● |
| Mother Frances Hospital—Tyler Tyler | ● |
| Texas Spine & Joint Hospital Tyler | ● |
| Good Shepherd Medical Center Longview | ● |
| Texas Orthopedic Hospital Houston | ● |
| CHRISTUS Santa Rosa Health System San Antonio | ○ |
| CHRISTUS St. Michael Health System Texarkana | ○ |
| Doctors Hospital at Renaissance Edinburg | ○ |
| Medical City Dallas Hospital Dallas | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

TEXAS continued

| | |
|--|---|
| Memorial Hermann Northwest Hospital Houston | ○ |
| Providence Health Center Waco | ○ |
| Scott & White Memorial Hospital Temple | ○ |
| Seton Medical Center Austin Austin | ○ |
| St. David's Medical Center Austin | ○ |
| St. Joseph Regional Health Center Bryan | ○ |
| Texas Health Harris Methodist Hospital Fort Worth Fort Worth | ○ |
| Texas Health Presbyterian Hospital Dallas Dallas | ○ |
| Texas Health Presbyterian Hospital Plano Plano | ○ |
| The Heart Hospital Baylor Plano Plano | ○ |
| University of Texas M.D. Anderson Cancer Center Houston | ○ |
| Baptist St. Anthony Health System Amarillo | ● |
| Baylor University Medical Center Dallas | ● |
| East Texas Medical Center Tyler | ● |
| Plaza Medical Center of Fort Worth Fort Worth | ● |
| Baptist Medical Center San Antonio | ● |
| CHRISTUS Hospital—St. Elizabeth Beaumont | ● |
| CHRISTUS Spohn Hospital Corpus Christi Memorial Corpus Christi | ● |
| Hendrick Health System Abilene | ● |
| Memorial Hermann Memorial City Medical Center Houston | ● |
| Methodist Hospital San Antonio | ● |
| Northwest Texas Healthcare System Amarillo | ● |
| Shannon Medical Center San Angelo | ● |
| St. Luke's Episcopal Hospital Houston | ● |
| The Methodist Hospital Houston | ● |
| University Medical Center Lubbock | ● |

UTAH

| | |
|---|---|
| Dixie Regional Medical Center Saint George | ● |
| Utah Valley Regional Medical Center Provo | ● |
| University of Utah Health Care—Hospital and Clinics Salt Lake City | ● |
| Intermountain Medical Center Murray | ○ |
| McKay-Dee Hospital Center Ogden | ○ |
| St. Mark's Hospital Salt Lake City | ○ |

VERMONT

| | |
|--|---|
| Fletcher Allen Health Care Burlington | ● |
| Rutland Regional Medical Center Rutland | ○ |

VIRGINIA

| | |
|--|---|
| Martha Jefferson Hospital Charlottesville | ● |
| Mary Immaculate Hospital Newport News | ● |
| Bon Secours Memorial Regional Medical Center Mechanicsville | ○ |
| Bon Secours St. Mary's Hospital Richmond | ○ |
| Carilion Medical Center Roanoke | ○ |
| Centra Lynchburg General Hospital Lynchburg | ○ |
| Inova Fairfax Hospital Falls Church | ○ |
| Mary Washington Hospital Fredericksburg | ○ |
| Reston Hospital Center Reston | ○ |
| Riverside Regional Medical Center Newport News | ○ |
| Sentara Leigh Hospital Norfolk | ○ |

| Hospital name | Surgery Rating |
|---------------|----------------|
|---------------|----------------|

VIRGINIA continued

| | |
|--|---|
| Sentara Virginia Beach General Hospital Virginia Beach | ○ |
| Virginia Hospital Center—Arlington Arlington | ○ |
| Winchester Medical Center Winchester | ○ |
| Lewis-Gale Medical Center Salem | ● |
| University of Virginia Medical Center Charlottesville | ● |
| CJW Medical Center Richmond | ● |
| Henrico Doctors' Hospital Richmond | ● |
| Inova Mount Vernon Hospital Alexandria | ● |
| Sentara Norfolk General Hospital Norfolk | ● |

WASHINGTON

| | |
|---|---|
| Overlake Hospital Medical Center Bellevue | ● |
| Swedish Medical Center—First Hill Seattle | ● |
| UW Medicine/Valley Medical Center Renton | ● |
| Providence Regional Medical Center Everett | ● |
| Central Washington Hospital Wenatchee | ○ |
| Deaconess Hospital Spokane | ○ |
| Harrison Medical Center Bremerton | ○ |
| MultiCare Tacoma General Hospital Tacoma | ○ |
| PeaceHealth Southwest Medical Center Vancouver | ○ |
| PeaceHealth St. Joseph Medical Center Bellingham | ○ |
| Providence Sacred Heart Medical Center & Children's Hospital Spokane | ○ |
| Providence St. Peter Hospital Olympia | ○ |
| University of Washington Medical Center Seattle | ○ |
| Virginia Mason Medical Center Seattle | ○ |
| St. Joseph Medical Center Tacoma | ● |

WEST VIRGINIA

| | |
|--|---|
| Charleston Area Medical Center Charleston | ○ |
| Monongalia General Hospital Morgantown | ○ |
| St. Mary's Medical Center Huntington | ● |

WISCONSIN

| | |
|--|---|
| Bellin Memorial Hospital Green Bay | ● |
| University of Wisconsin Hospital and Clinics Madison | ● |
| Aurora St. Luke's Medical Center Milwaukee | ● |
| Aspirus Wausau Hospital Wausau | ○ |
| Meriter Hospital Madison | ○ |
| Ministry Saint Joseph's Hospital Marshfield | ○ |
| St. Mary's Hospital Madison | ○ |
| Waukesha Memorial Hospital Waukesha | ○ |

WYOMING

| | |
|--|---|
| Cheyenne Regional Medical Center Cheyenne | ○ |
| Wyoming Medical Center Casper | ○ |

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The Hot List

A monthly guide to the top products our testers recommend

Autumn glory. As fall approaches, we've selected these recommended models to help you around the house and at school, for work and for fun.

Your
cheat sheet
to the best
models

Tablets

| MODEL | SCORE |
|---|-------|
| 9- TO 12-INCH, WI-FI ONLY | |
| Google Nexus 10 (16GB), \$400 (and similar 32GB, \$500) | 83 |
| Apple iPad (16GB, 4th gen.), \$500 (and similars 32GB, \$600; 64GB, \$700; and 128GB, \$800) | 83 |
| Asus VivoTab RT TF600T (32GB), \$550 (and similar 64GB, \$600) | 82 |
| Samsung Galaxy Note 10.1 (16GB), \$500 (and similar 32GB, \$550) | 81 |
| Samsung Ativ Smart PC (64GB), \$700 | 80 |
| Samsung Galaxy Tab 2 10.1 (16GB), \$350 | 80 |
| Microsoft Surface with Windows RT (32GB), \$500 (and similar 64GB, \$600) | 80 |
| Dell Latitude 10 (64GB), \$650 | 79 |
| 7- TO 8-INCH, WI-FI ONLY | |
| Samsung Galaxy Note 8.0 (16GB), \$400 | 84 |
| Apple iPad Mini (16GB), \$330 (and similars 32GB, \$430; and 64GB, \$530) | 81 |
| Google Nexus 7 (16GB), \$200 (and similar 32GB, \$250) | 75 |
| Samsung Galaxy Tab 2 7.0 (8GB), \$200 | 71 |



Apple iPad

Google Nexus 10



LG 42LM6200

TVs

| MODEL | SCORE |
|----------------------------------|-------|
| 40- TO 43-INCH | |
| LG 42LM6200, \$700 | 72 |
| Samsung PN43E450, \$400 | 68 |
| Samsung UN40EH6000, \$650 | 67 |
| Vizio M420SL, \$500 | 67 |
| Panasonic Viera TC-L42E60, \$700 | 66 |
| Panasonic Viera TC-P42S60, \$550 | 66 |
| LG 42CS570, \$600 | 66 |

Toasters

| MODEL | SCORE |
|---|-------|
| TOASTER OVENS/BROILERS | |
| Breville Smart Oven BOV800XL, \$250 | 73 |
| Breville BOV650XL, \$180 | 69 |
| Hamilton Beach Set & Forget #31230, \$100 | 65 |
| TOASTERS | |
| Cuisinart CPT-420 (2-slice), \$80 | 74 |
| Cuisinart CPT-440 (4-slice), \$100 | 74 |
| Cuisinart CPT-170 (2-slice), \$70 | 73 |
| Magimix Vision Toaster (2-slice) (Williams-Sonoma), \$200 | 73 |



Breville Smart Oven BOV800XL



Cuisinart CPT-420



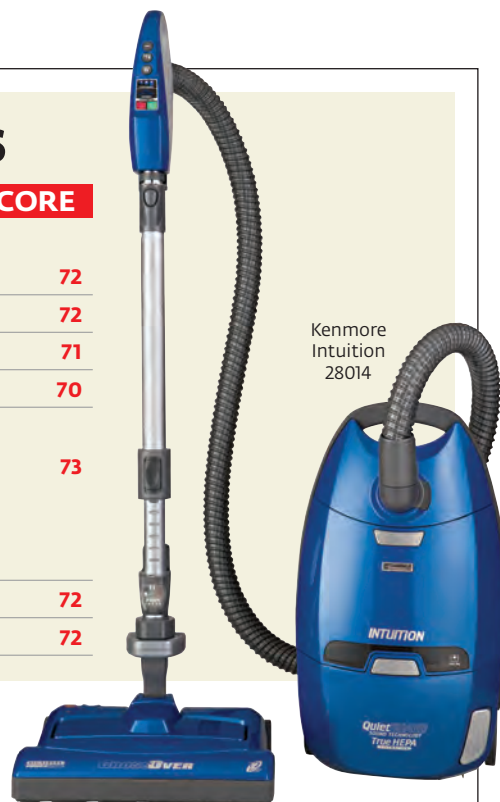
Beats by Dre
Beats Executive

Headphones

| MODEL | SCORE |
|---|-----------|
| HOME/STUDIO STYLE | |
| Beats by Dre Beats Executive, \$300 | 85 |
| Sony MDR-NC500D, \$400 | 78 |
| Bose QuietComfort 15, \$300 | 74 |
| PSB Speakers M4U 2, \$400 | 73 |
| Monster Beats by Dr. Dre Studio, \$300 | 71 |
| AKG by Harman K495NC, \$350 | 67 |

Vacuum cleaners

| MODEL | SCORE |
|---|-----------|
| CANISTERS | |
| Kenmore Intuition 28014, \$500 | 72 |
| Kenmore Progressive 21714, \$400 | 72 |
| Miele S 5281 Callisto, \$990 | 71 |
| Kenmore Progressive 21614, \$300 | 70 |
| UPRIGHTS | |
| Hoover WindTunnel Anniversary Edition U6485-900, \$230 (and similar TurboPower WindTunnel Anniversary Edition UH50000, \$240) | 73 |
| Miele S 7210 Twist, \$475 | 72 |
| Kirby Sentria, \$1,350 | 72 |



Kenmore
Intuition
28014

Epson Workforce
Pro WP-4010



Canon Pixma
iP7220



Printers

| MODEL | SCORE |
|------------------------------------|-----------|
| INKJETS | |
| Epson Workforce Pro WP-4010, \$200 | 70 |
| Canon Pixma iP7220, \$100 | 69 |
| Epson Stylus Photo R2000, \$600 | 69 |
| HP Officejet 6100, \$100 | 69 |
| Canon Pixma iX6520, \$140 | 65 |
| HP Officejet Pro 8100, \$100 | 65 |

Dishwashers

| MODEL | SCORE |
|--|-----------|
| Kenmore Elite 12793, \$1,350 (and similar 12803, \$1,450) | 85 |
| Kenmore Elite 12783, \$1,200 (and similars 12763, \$1,020, and 12773, \$1,100) | 82 |
| Bosch Ascenta SHX3AR7[5]UC, \$700 (and similars SHE3AR7[]UC, \$600; SHE3ARF[]UC (Lowe's), \$650; and SHX3AR5[]UC, \$600) | 81 |
| Bosch SHX98M0[9]UC, \$1,550 | 81 |
| KitchenAid KDFE454CSS, \$1,500 | 81 |
| Bosch 800 Series SHE68R5[2]UC, \$900 (and similars SHV68R5[3]UC, \$1,080; and SHX68R5[2]UC, \$1,000) | 80 |
| Miele Futura Dimension G5575SCSF, \$1,950 (and similars G5505[], \$1,750; G5575SCVi, \$1,750; G5705[], \$1,830; and G5775SC[], \$2,030) | 80 |
| KitchenAid KUDE50CX[SS], \$1,350 (and similars KUDE20FX[], \$1,100; KUDE20IX[], \$850; KUDE40FX[], \$1,400; and KUDE48FX[], \$950) | 79 |



Kenmore Elite 12793

- Streaming media players 45
- Induction cooktop 46
- Dishwasher 46
- Desktop computers 47
- Pod coffeemakers 48
- Blenders 50

Lab tests

Watch TV on your own terms

A streaming media player offers an easy way to watch movies and TV episodes from Netflix and other online video services. Just run an HDMI cable between the small set-top box and your TV, then connect the player to your broadband service—either wirelessly (via built-in Wi-Fi) or with an Ethernet cable connected to your Internet modem or router—and you're good to go.

Almost every player we tested can deliver 1080p video with quality as good as that of high-definition cable broadcasts. All carry Netflix, the most widely used video service, and at least one or two others, along with a music station such as Pandora or Spotify. All but the most basic models have access to social-media sites such as Facebook and Twitter, and photo-sharing sites such as Flickr and Picasa. Most players can be updated with new content as manufacturers add “channels.” Apple TV, for instance, added HBO Go and ESPN Watch as we went to press. Here are more findings:

A basic model may be enough. Not everyone wants the complexity, features, or higher price of an advanced player. **A1 Western Digital** is a top-rated basic model that supports numerous audio and video formats, a plus if you want to play home videos, photos, and music. **A2 Roku** offers speedy operation, a pleasing interface, and a wealth of content (oddly, that doesn't include YouTube). Its remote has a headphone jack for private listening. **A3 Panasonic** is one of the few basic models with Web-browsing capability and an app store, but it was a bit sluggish and not as easy to use as most.

Advanced Google TV models are feature-rich. All of the advanced models in our Ratings use the revived Google TV platform, which includes a full Web browser and access to the Google Play apps market. All the tested models pass through content from a cable box, so you can include live TV in your searches. These players can control a cable box or other gear and come with dual-sided remote controls with a QWERTY keyboard on one side and a touchpad on the other. **B1 Sony** topped our Ratings, but **B2 Hisense** and **B3 Netgear** delivered a lot for much less money.

Apple TV is still tops for Apple users. A8 **Apple** didn't score as high as others, largely because it offers fewer services and was a bit



CHANNEL CHOICES

The Western Digital player offers video, music, and more.

Ratings Streaming media players

All tested models In performance order, within types.

☒ CR Best Buy
☒ Recommended

● Excellent
 ◐ Very good
 ○ Good
 ◑ Fair
 ● Poor

| | | Brand & model | Price | Overall score | Test results | | | | | Video services ¹ |
|------------|------|--|-------|--------------------|-----------------|----------|-------------|-------|--------------|-----------------------------|
| Rec. | Rank | | | | Picture quality | Features | Ease of use | Setup | Connectivity | |
| | | | | 0100 | | | | | | |
| | | | | P F G VG E | | | | | | |
| A BASIC | | | | | | | | | | |
| | 1 | Western Digital WD TV Play Media Player | \$ 65 | 68 | | | | | | C, HP, N, V, Y |
| | 2 | Roku 3 | 100 | 62 | | | | | | A, B, HBO, HP, N, V |
| | 3 | Panasonic DMP-MST60 | 85 | 61 | | | | | | A, C, HP, N, V, Y |
| | 4 | Panasonic DMP-MS10 | 65 | 57 | | | | | | C, HP, N, V, Y |
| | 5 | Boxee Cloud DVR (DSM-382) ² | 95 | 55 | | | | | | N, V, Y |
| | 6 | Roku Streaming Stick | 90 | 54 | | | | | | A, B, HBO, HP, N, V |
| | 7 | D-Link MovieNite Plus (DSM-312) | 65 | 53 | | | | | | N, V, Y |
| | 8 | Apple TV (3rd gen.) | 100 | 51 | | | | | | HBO, HP, N, Y |
| | 9 | Magnavox HD Streaming Video Player TB600MG2F | 50 | 51 | | | | | | N, HP, V, Y |
| | 10 | D-Link MovieNite (DSM-310) | 50 | 47 | | | | | | N, V, Y |
| | 11 | Favi SmartStick (4GB) | 50 | 44 | | | | | | HBO, N, Y |
| B ADVANCED | | | | | | | | | | |
| | 1 | Sony NSZ-GS7 | 170 | 67 | | | | | | A, HBO, N, R, V, Y |
| | 2 | Hisense Pulse w/ Google TV (GX1200V) | 75 | 67 | | | | | | HBO, N, R, V, Y |
| | 3 | Netgear NeoTV Prime w/ Google TV (GV100) | 100 | 67 | | | | | | A, HBO, N, R, V, Y |
| | 4 | Vizio Co-Star w/ Google TV (VAP430) | 100 | 65 | | | | | | A, N, V, R, Y |
| | 5 | Asus Cube w/ Google TV | 140 | 62 | | | | | | HBO, N, R, Y |

1 A=Amazon Instant Video, C=CinemaNow, HBO=HBO Go, HP=Hulu Plus, N=Netflix, R=Redbox Instant, V=Vudu, Y=YouTube.

② At press time, Samsung purchased Boxee and discontinued cloud service.

harder to set up and use. But it's a smart choice if you have content (TV shows, movies, and music) stored in iTunes. High points: Apple's iCloud storage service and AirPlay mirroring, which lets you view content from your iPad or iPhone on a TV.



BUYING GUIDE FOR PLAYERS

Use your smart phone to download the RedLaser or ShopSavvy app and scan the code for video.



You can roam on the range

MANY ELECTRIC SMOOTHTOPS have expandable elements that let you switch from large pots to smaller ones, or elongated “bridge elements” that span two elements to accommodate griddles. The **Thermador Freedom CIT36XKB** induction cooktop, \$5,000, takes flexibility a step further. The entire 36-inch cooktop is a cooking surface. As with all induction cooktops, it doesn’t use radiant heat but produces an electromagnetic field to heat up pots and pans directly.

Beneath the induction cooktop’s glass-covered surface are 48 electromagnetic coils, so you can put your pots and pans down anywhere and the cooktop will adjust to them. When we lifted a pot and moved it to another spot, the cooktop even “remembered” the setting and transferred it to the new location.

As with other induction cooktops that we’ve tested, the Thermador simmered superbly. It also provided fast heat for boiling but it wasn’t record-breaking, even when we used PowerBoost, its highest setting. The Thermador can accommodate only four pots or pans, including a griddle. (Most 36-inch electric smoothtops are designed to handle five pots and pans.) And you can



INDUCTION COOKING The Thermador Freedom CIT36XKB lets you put pots and pans anywhere.

use PowerBoost for only one pot on each side of the cooktop.

The Thermador Freedom’s touch-screen controls were fairly intuitive, but you have to scroll down to zero to turn the cooktop off; there’s no simple “off” command.

If \$5,000 seems too much to pay, consider one of our recommended 36-inch electric smoothtops, such as the top-rated **Maytag MEC7536W**, \$830, or the 30-inch **Kenmore 43820** induction cooktop, \$1,600, which scored an impressive 99 out of 100.

Fagor dishwasher could flood your kitchen

Some dishwashers clean better, faster, and more quietly than others. But of the dozens we test each year, only the **Fagor LFA-65SS**, \$1,000, repeatedly drenched our lab floor with water. As a result, we’ve judged it a Don’t Buy: Performance Problem.

We bought and tested two samples of the Fagor. The same thing happened in five separate runs. Food from our test load of very dirty dishes clogged the machine’s filter after the initial rinse, prompting its control system to add more water, which rose in the tub and spilled out through the door. The control system eventually shut off the Fagor and sounded an alarm in each case. But by then it had already leaked for 2 to 3 minutes, spilling roughly 1½ to 2½ gallons of dirty water onto our floor. We called an authorized repairman and were told that the “unit was functioning properly.”

Most dishwashers have a float at the bottom of the tub that’s designed to cut off the water supply if the level rises too high. The Fagor’s float is beneath the circulation pump, not in the tub. So the float can help prevent leaks at the pump but can’t control water levels inside the tub.

The Fagor LFA-65SS did its job without leaking after we cleaned its filter and screen. Most manufacturers recommend cleaning those parts regularly, but their dishwashers don’t flood your floor if you forget to do it.

Bottom line. If you’re dishwasher shopping, choose the **Kenmore Elite 12793**, \$1,200, or **Bosch Ascenta SHX3AR7[5]UC**, \$700. Both topped our tough tests and cleaned superbly without spilling a drop. And if you already own the Fagor LFA-65SS, we suggest prerinsing your dishes—a water-waster we don’t recommend for other dishwashers—and cleaning the filter and screen after every load.

WHAT A MESS This Fagor model leaked a couple of gallons of dirty water onto the floor.



Don't Buy:
Performance Problem
Fagor LFA-65SS



SEE THE FAGOR TEST IN ACTION

Use your smart phone to download the RedLaser or ShopSavvy app and scan the code for video.





Tablet meets desktop

DESKTOPS ARE GOING unplugged with the arrival of battery-powered all-in-ones. These “tabletops” have a bigger touch screen than virtually any tablet or laptop and can be used upright with a keyboard and a detachable base. When we separated them, Windows was sluggish because the processor and hard drive are in the base, and it has to run Windows remote software. Android ran more smoothly because the Nvidia Tegra 3 processor and a solid-state drive are in the display. Battery life was 4.5 hours with Windows, 5 with Android. The display weighs 5.6 pounds.

Our desktop Ratings include three tabletops. The **7 Asus**, which runs Windows and Android, has an 18.4-inch display and a detachable base. When we separated them, Windows was sluggish because the processor and hard drive are in the base, and it has to run Windows remote software. Android ran more smoothly because the Nvidia Tegra 3 processor and a solid-state drive are in the display. Battery life was 4.5 hours with Windows, 5 with Android. The display weighs 5.6 pounds.

The **18 Lenovo** has a springy stand that folds down when you push the 27-inch display into tabletop mode. (Warning: Moving it up and down scratched our counter.) When the desktop is flat, Windows 8 gives way to the Aura interface, which has a touch-control wheel for accessing games, media, and apps (including Android apps that run in emulation mode). Apps were slow to load and respond. Lenovo provides games for tabletop computers. This one had two joysticks for games like air hockey. The 18.5-pound Lenovo, which uses a Core i5 processor, had 3.5 hours of battery life.

The **26 Dell** has no base; all the parts are in the 18.4-inch display, which improved video playback and touch response. But Windows lacks the kind of apps that would make the best use of a tabletop computer. Also, graphics didn’t always keep up with finger movements on the touch screen. Battery life was 5.25 hours. The Dell weighs 5.1 pounds and uses a Core i3 processor.

Ratings

All tested models In performance order.

☒ Recommended

● Excellent
● Very good
○ Good
○ Fair
● Poor

| Recommendation | Rank | Brand and model | Price | Overall score | Versatility | Performance | Ergonomics | Display | Touch screen | Display size (in.) | Processor | Memory (GB) |
|-------------------------------------|------|---|---------|----------------------------|-------------|-------------|------------|---------|--------------|--------------------|----------------|-------------|
| | | | | 0 P F G V G E | | | | | | | | |
| ALL-IN-ONE DESKTOPS | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | 1 | HP Envy 23-d150 | \$1,250 | 76 | ● | ● | ● | ● | ● | 23.0 | Core i7-3770s | 8 |
| <input checked="" type="checkbox"/> | 2 | Sony Vaio SVL24125CXW | 1,250 | 72 | ● | ● | ● | ● | ● | 24.0 | Core i5-3210M | 8 |
| <input checked="" type="checkbox"/> | 3 | Dell XPS One 27 | 1,500 | 72 | ● | ● | ● | ● | ● | 27.0 | Core i5-3330S | 6 |
| <input checked="" type="checkbox"/> | 4 | Vizio CA27T-B1 | 1,450 | 70 | ○ | ● | ○ | ○ | ● | 27.0 | Core i7-3630QM | 8 |
| <input checked="" type="checkbox"/> | 5 | Samsung DP700A7D-S03US | 1,650 | 69 | ● | ● | ● | ● | ● | 27.0 | Core i7-3770T | 8 |
| <input checked="" type="checkbox"/> | 6 | Vizio CA24T-B1 | 1,450 | 68 | ○ | ● | ○ | ○ | ● | 24.0 | Core i7-3630QM | 8 |
| <input checked="" type="checkbox"/> | 7 | Asus Transformer P1801-B037K | 1,300 | 67 | ● | ● | ○ | ○ | ● | 18.4 | Core i5-3350P | 8 |
| <input checked="" type="checkbox"/> | 8 | Asus ET2220IUTI-B019K | 950 | 67 | ● | ● | ○ | ○ | ● | 21.5 | Core i5-3330 | 8 |
| <input checked="" type="checkbox"/> | 9 | Apple iMac 27-inch MD095LL/A w/ Fusion Drive (OS X) | 2,050 | 66 | ○ | ● | ○ | ○ | ● | 27.0 | Core i5 | 8 |
| <input checked="" type="checkbox"/> | 10 | Asus ET2411IUKI-B008K | 750 | 65 | ● | ● | ● | ● | ● | 23.6 | Core i3-3220 | 6 |
| | 11 | Vizio CA27-A2 (Windows 7) | 1,350 | 64 | ○ | ● | ○ | ○ | ● | 27.0 | Core i7-3610QM | 8 |
| | 12 | Acer Aspire A7600U-UR308 | 1,500 | 64 | ● | ○ | ● | ○ | ● | 27.0 | Core i5-3210M | 8 |
| | 13 | Samsung DP700A3D-A01IUS | 1,000 | 63 | ● | ● | ● | ● | ● | 23.6 | Core i5-3470T | 6 |
| | 14 | Lenovo Essential C540-57312695 | 475 | 62 | ● | ● | ● | ● | ● | 23.0 | Pentium G2020 | 4 |
| | 15 | Lenovo IdeaCentre B540-57310058 | 850 | 62 | ● | ● | ● | ● | ● | 23.0 | Core i3-2130 | 4 |
| | 16 | HP Pavilion 23-b034 | 700 | 61 | ● | ○ | ● | ○ | ● | 23.0 | A6-5400K | 6 |
| | 17 | HP Spectre One 23-e010se | 1,000 | 61 | ○ | ○ | ○ | ○ | ● | 23.0 | Core i5-3470T | 6 |
| | 18 | Lenovo IdeaCentre Horizon | 1,700 | 60 | ○ | ○ | ○ | ○ | ● | 27.0 | Core i5-3337U | 8 |
| | 19 | Apple iMac 21.5-inch MD093LL/A (OS X) | 1,300 | 60 | ○ | ● | ○ | ○ | ● | 21.5 | Core i5 | 8 |
| | 20 | Gateway One ZX6980-UB15 | 725 | 60 | ● | ○ | ● | ○ | ● | 23.0 | Pentium G2020 | 6 |
| | 21 | Acer Veriton Z VZ2620G (Windows 7) | 675 | 59 | ○ | ○ | ○ | ○ | ● | 20.0 | Core i5-2400S | 4 |
| | 22 | Acer Aspire A5600U-UB12 | 775 | 59 | ● | ○ | ○ | ○ | ● | 23.0 | Core i3-3120M | 4 |
| | 23 | Samsung DP500A2D-A01IUB | 750 | 55 | ○ | ○ | ○ | ○ | ● | 21.5 | Core i3-3220T | 6 |
| | 24 | Vizio CA24T-B0 | 1,150 | 54 | ○ | ○ | ○ | ○ | ● | 24.0 | A10-4600M | 8 |
| | 25 | Sony Vaio Tap 20 SVJ20215CXW | 900 | 52 | ○ | ○ | ○ | ○ | ● | 20.0 | Core i5-3317U | 4 |
| | 26 | Dell XPS 18 Touch | 1,000 | 50 | ○ | ○ | ○ | ○ | ● | 18.4 | Core i3-3227U | 4 |



WORK'S PERKS
Our expert tasters evaluate which pod machines dispense the most flavorful brew.

Pod coffeemakers

Three DeLonghi models top our tests

SINGLE-SERVE MACHINES are mostly about convenience: Our expert taste tests show that none served up an outstanding brew, even with Colombian or comparable coffee. But the best deliver an acceptable cup of joe in a New York minute with the drop-in ease of premeasured pods or packs.

Our tests, during weeks of brewing, measuring, and sipping, also found that some models could disappoint even less-picky drinkers. Several were slow at delivering that first cup. A few had other glitches, including one that could leave a mess if you don't read the instructions. The details:

A new DeLonghi takes the lead. Consistently sized servings helped the DeLonghi Nescafé Dolce Gusto Genio EDG455T, \$130, edge out two other picks from the same brand. Other perks include LED bars for brew strength and a green prompt when the water is hot.

Four flub our taste tests. Claims for Flavia's new Creation 150 and Gevalia's G90 Reversible Pod trumpet taste. The Flavia is supposed to make "a quality cup every time," and the Gevalia has "sealing rings" the company claims will capture flavor. But our expert tasters dinged both for off-notes, including a plastic taste. The Flavia could also shower your counter

with coffee if you don't put the housing for its coffee pack directly over your cup.

Two need extra break-in cycles. New coffeemakers typically require a water-only cycle before brewing coffee for the first time. The Gevalia G90 Reversible Pod steamed and whined during the first few uses before it began brewing normally. The high-scoring DeLonghi Nescafé Genio also needed several break-in cycles before it began working normally, though with less drama.

A few make you wait. At about 3 minutes for the first cup, the new Keurig Vue V500 and Tru CMP-6 were roughly 2 minutes slower than the fastest we tested. Tru's Eco TE-258 took even longer and has to cool completely between each cup so that steam can escape, according to the company. Slowest of all: the Bunn My Café MCU, at more than 4 minutes.

How to choose

The best single-serve machines should satisfy most coffee drinkers, especially on hectic mornings. Here's what else to think about before you take the plunge:

Consider the selection. Many pod machines work with a relatively limited menu of coffees exclusively from a brand. Models that use both Keurig's K-Cup packs and Senseo's pods can stretch those options to 250 or more from multiple brands. K-Cup models accept loose coffee in refillable pods, though you'll need to pack the pods fully for the strongest brew.

Look for smart features. Most models we tested have a removable reservoir that you can fill at the sink. And all but a few (including the Hamilton Beach Personal Cup 49970 and Gevalia G90 Reversible Pod) have a drip tray you can adjust to your cup height. Bosch and Cuisinart machines add a built-in water filter.

Balance convenience with ecology. Some single-serve systems make that easier. CBTL capsules, Keurig's Vue-cups, and Verismo pods are made from polypropylene, which is recyclable in communities that accept No. 5 plastic. Senseo and other soft pods are made of biodegradable paper designed to decompose quickly.

Best drip coffeemakers

Serving a crowd? Drip machines typically brew eight or more cups at once and make it easiest to adjust what you brew to your taste. Here are three CR Best Buys from our latest tests; all are programmable:

Mr. Coffee BVMC-SJX33GT, \$40 (drip model with carafe). It lets you serve a table full of guests at once.

Mr. Coffee BVMC-ZH1B, \$50. This machine dispenses fresh-brewed coffee directly into a cup or mug.

Krups Grinder & Brewer KM7000, \$180. It's just the thing for the freshest coffee, without the need for a stand-alone grinder. But more parts and complexity require additional cleaning and upkeep.



Mr. Coffee
BVMC-SJX33GT



2 DeLonghi

3 DeLonghi

● Excellent
 ◐ Very good
 ○ Good
 ◑ Fair
 ● Poor

☒ Recommended

| | | Brand & model | Price | | Overall score | Test results | | | | | | |
|----------------|------|--|-------|------------------|-------------------------------|------------------|---------------|--------------------------|-------------------|---------------|-------|-------------|
| Recommendation | Rank | Similar models, in small type, are comparable to tested model. Pod formats are in parentheses. | | Beverage options | 0100 P F G V G E | Speed, first cup | Speed, repeat | Consistency, temperature | Consistency, size | Brewing range | Taste | Convenience |
| ✓ | 1 | DeLonghi Nescafé Dolce Gusto Genio EDG455T (Nescafé capsules) | \$130 | 16 | 77 | • | • | • | • | • | ○ | • |
| ✓ | 2 | DeLonghi Nescafé Dolce Gusto Circolo (Nescafé capsules) | 150 | 16 | 75 | • | • | • | • | ○ | • | ○ |
| ✓ | 3 | DeLonghi Nescafé Dolce Gusto Piccolo EDG200T (Nescafé capsules) | 100 | 16 | 73 | • | • | • | • | ○ | ○ | ○ |
| | 4 | DeLonghi Nescafé Dolce Gusto Creativa Plus (Nescafé capsules) ⓘ | 200 | 16 | 70 | • | • | ○ | • | ○ | • | • |
| | 5 | Bosch Tassimo T55 (Tassimo T-discs) | 170 | 56 | 66 | • | ○ | • | • | ○ | ○ | • |
| | 6 | Keurig Vue V500 (Vue-cups) ⓘ | 170 | 64 | 66 | ○ | • | • | • | • | ○ | • |
| | 7 | Starbucks Verismo 580 (Verismo pods) 585 (Williams-Sonoma) | 200 | 12 | 65 | • | • | • | • | • | ○ | • |
| | 8 | Mr. Coffee BVMC-KG5 (K-Cups) | 80 | 234+ | 64 | • | • | • | • | • | ○ | • |
| | 9 | Cuisinart SS-300 Compact Single Serve (K-Cups) | 130 | 234+ | 62 | • | • | • | • | • | ○ | ○ |
| | 10 | CBTL Americano (CBTL capsules) briosa | 150 | 29 | 60 | • | • | • | • | ○ | ○ | • |
| | 11 | Keurig Vue V700 (Vue-cups) ⓘ | 250 | 64 | 59 | • | • | • | • | • | ○ | • |
| | 12 | Flavia Creation 150 (Flavia Fresh Packs) | 230 | 34 | 59 | • | • | • | • | • | • | • |
| | 13 | Keurig Platinum B70 (K-Cups) ⓘ | 180 | 234+ | 59 | • | • | • | • | ○ | ○ | • |
| | 14 | Keurig Mini Plus Brewing System (K-Cups) | 100 | 234+ | 58 | • | ○ | ○ | • | • | ○ | ○ |
| | 15 | Mr. Coffee Single Serve Brewing System BVMC-KG1 (K-Cups) BVMC-KG2 | 80 | 234+ | 58 | • | ○ | • | • | • | ○ | • |
| | 16 | Tru CMP-6 (Senseo-like pods) ⓘ | 90 | 8+ | 56 | ○ | • | • | • | • | ○ | ○ |
| | 17 | Bosch Tassimo Suprema T47 (Tassimo T-discs) | 140 | 56 | 55 | • | ○ | • | • | • | ○ | • |
| | 18 | Cuisinart SS-700 (K-Cups) ⓘ | 200 | 234+ | 52 | • | • | • | • | ○ | ○ | • |
| | 19 | Gevalia G90 Reversible Pod (Senseo-like pods) ⓘ | 35 | 8+ | 51 | • | • | • | • | • | • | • |
| | 20 | Bunn My Café MCP (Senseo-like pods) ⓘ | 300 | 8+ | 49 | • | • | • | • | • | ○ | ○ |
| | 21 | Keurig K45 Elite Brewing System (K-Cups) | 120 | 234+ | 48 | • | • | • | • | ○ | ○ | • |
| | 22 | Bunn My Café MCU (K-Cups, Senseo-like pods) | 160 | 242+ | 39 | • | • | • | • | • | ○ | ○ |
| | 23 | Hamilton Beach Personal Cup 49970 (Senseo-like pods) ⓘ | 25 | 8+ | 34 | • | • | • | • | • | ○ | • |
| | 24 | Hamilton Beach FlexBrew 49995 (K-Cups, Senseo-like pods) ⓘ | 50 | 242+ | 24 | • | • | • | • | • | ○ | ○ |
| | 25 | Tru Eco TE-258 (Senseo-like pods) ⓘ | 40 | 8+ | 23 | • | • | • | • | • | • | • |

Guide to the Ratings

Overall score is mainly speed, temperature and size consistency, taste, and convenience. Scores for previously tested models may have changed due to changes in scoring methodology. **Speed, first cup and repeat**, are speed of brewing first and second cups of coffee (about 7 ounces). **Consistency, temperature, and size** compare first and subsequent cups. **Brewing range** is ability to produce weak to strong brews with controls and water amounts. **Taste** is based on judgment by coffee experts with Colombian coffee, where available. **Convenience** is ease of controls, water-reservoir refill, and cleanup. **Beverage options** shows number of choices offered by manufacturer. **Price** is approximate retail.

Pod coffeemakers that made our latest top picks brewed the first cup in about 1 minute and the second cup in even less time. They also scored respectably in our taste tests and delivered consistent coffee temperatures from cup to cup.

BEST FOR MOST

1 DeLonghi \$130

3 DeLonghi \$100

Both hold 21 ounces of water and, as with the other DeLonghi models, offer 16 varieties of Nescafé pods. **1** was tops overall and delivered the most consistent serving sizes, but required a few break-in cycles before it began brewing normally. **3** costs a bit less, and due to its manual control, you can dispense as little or as much coffee as you want for a stronger or weaker cup.

2 DeLonghi \$150

Paying more for this DeLonghi buys a 44-ounce water capacity, sleeker styling, and blue LED lighting for your cup, though a manual control makes it harder to get consistently sized servings. Also consider **8**, which offers less choice in brew strength but costs less and, as with other K-Cup models, offers a choice of more than 200 coffees and other beverages.

Tips for stronger coffee

Our taste tests use every available option to get the richest cup each single-serve coffeemaker can brew. Here's how to get the most flavor from your pod machine:

- Adjust it for the strongest cup. Most models have brew-strength controls, which can reduce water to deliver a stronger cup. Or add more water if you prefer a weaker brew.
- Choose a smaller serving. You'll get stronger coffee by using a smaller cup with the same-size pod. With the two models that take Keurig's Vue-cup, you can use a pod intended to fill a travel mug and select a smaller serving size.
- Use two Senseo pods at once. Six models in our Ratings let you do just that, though you'll pay twice as much per cup.



COFFEEMAKER BUYING GUIDE

Use your smart phone to download the RedLaser or ShopSavvy app and scan the code for the video.



Blenders

Pitcher-perfect choices from our latest tests

PEOPLE'S THIRST for smoothies has helped drive up blender sales by 11 percent in 2012 to a robust \$673 million. That has manufacturers bringing more premium models to market, as well as "personal blenders" designed for portable, pint-size drinks. Our Ratings of 65 models found many that can whip up your morning or evening drink and others that weren't quite up to the task. Here are the details:

Mixed marks for premium models. The Vitamix 5200, \$450, is tops overall among high-end blenders. Besides the usual smoothies, shakes, and margaritas, it can make hot soup and churn-free ice cream. We also tried a "whole-food juice" recipe, since more premium blenders come with juicing claims. The Vitamix turned a carrot, a peeled orange, a seeded apple, pineapple slices, ice, and water into a smooth, creamy concoction that was thicker than regular juice but with all the fiber and nutrients intact.

Waring, which invented the blender back in 1937, scored well with its Waring Xtreme MX1000R, \$350. The commercial-grade device whips up very good smoothies, frozen drinks, and more. Clear markings on its 8-cup plastic jar make it easy to measure out ingredients. We also liked the L'Equip RPM Professional, \$300, though its dial control was less intuitive than others.

As for the also-rans, the Omega BL480, \$470, delivered some superb results, but the high-pitched whine of its motor kept it off our recommended list. The Blendtec Total Blender TB-621-20, \$400, was also too noisy to recommend. Two Waring



Ratings

Recommended models only From 65 tested. ● Excellent ● Very good ○ Good ● Fair ● Poor

| Rec. | Rank | Brand & model | Price | Overall score | Test results | | | | | |
|------|------|--|-------|-----------------------------|------------------------|-------------|-------|-----------|-------|------------|
| | | Similar models, in small type, are comparable to tested model. | | 0 100 P F G VG E | Icy drinks (smoothies) | Convenience | Purée | Ice crush | Noise | Durability |
| ✓ | 1 | Ninja Master Prep Professional QB1004 ¹ | \$ 60 | 91 | ● | ● | ● | ● | ● | ● |
| ✓ | 2 | Vitamix 5200 ² | 450 | 91 | ● | ● | ● | ● | ○ | ● |
| ✓ | 3 | Ninja Professional NJ600 ¹ | 100 | 87 | ● | ● | ● | ● | ○ | ● |
| ✓ | 4 | Vitamix Professional Series 750 ³⁰⁰ , Vitamix 7500 ² | 650 | 81 | ● | ○ | ● | ● | ○ | ● |
| ✓ | 5 | Hamilton Beach Commercial Tempest HBH650 | 450 | 77 | ● | ● | ● | ● | ○ | ● |
| ✓ | 6 | Waring Xtreme MX1000R | 350 | 74 | ● | ● | ● | ● | ● | ● |
| ✓ | 7 | Ninja Kitchen System 1100 NJ602 ¹ | 160 | 73 | ● | ● | ● | ● | ○ | ● |
| ✓ | 8 | L'Equip RPM Professional | 300 | 73 | ● | ○ | ● | ● | ○ | ● |
| ✓ | 9 | Breville Juice & Blend BJB840XL ^{1 3} | 450 | 72 | ● | ● | ● | ● | ○ | ● |

¹ Has a removable blade. ² Cooks soup. ³ Has a glass jar.

blenders—the Pro MegaMix HPB300 and the PBB25—failed our durability test and stopped working, a reminder that you can't choose a blender by brand alone.

A blender like no other. Sharing the top spot in our Ratings is the Ninja Master Prep Professional QB1004, \$60, which features a top-mounted motor, plus smaller

chopping and processing bowls. It made an excellent smoothie and crushed ice cubes into fluffy snow in its 48-ounce jar. It was also very good at chopping vegetables and grating cheese in separate food chopper tests. The Ninja Professional NJ600, \$100, is a standard blender that combines performance and value.

Blenders get personal and portable

If you like your morning smoothie on the go, the growing category of personal blenders is aimed at you. Their plastic jars, which usually hold 2 to 3 cups, double as drinking containers, often with a handle and a lid. Many personal blenders cost less than \$40.

Based on our tests of five models, however, there's only so much these mini devices can

manage. Best of the bunch was the **Back to Basics Blender Express BPE3BR**, \$35 (near right), and the **Hamilton Beach Single Serve Blender 51101**, \$20. Both can make fresh-fruit smoothies, but if your recipes call for lots of ice cubes or other hard ingredients like nuts, you're better off investing in a full-sized blender along with a separate travel cup.





BLURRING THE LINES
Pricy new models from Garmin and Magellan offer the looks and features of a smart phone.

Cars

Road tests, auto products, hot topics

Reports

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Are new GPS units worth the cost?

MANY DRIVERS are now relying on their smart phones for directions, rather than on portable GPS units. So GPS makers Garmin and Magellan have become more creative with their latest high-end models, each plotting a different route to woo buyers. But neither of the two new units is easier to use nor improves on the basic navigation functions of even the lower-priced models we recommend here.

The \$350 Garmin Nuvi 3597LMT HD is a thin, slick-looking unit reminiscent of a smart phone. It provides a simple interface, quick response time, and a crisp, high-resolution, 5-inch screen. But perhaps the biggest “wow” comes from its new magnetic mount that makes installation and removal a snap. Once the mount is suctioned to the windshield, for example, you simply move the unit close to it and the magnet pulls it snugly into place. The system is virtually impossible to install incorrectly. It’s the easiest we’ve

IT’S A SNAP
Garmin’s new magnetic mount is very easy to use.



seen and is especially handy after dark.

On the downside, this Nuvi has lost some useful features, such as a pedestrian mode with walking directions.

More real-time info

Magellan has chosen to compete with smart phones more directly. By linking with your smart phone, its new \$250 SmartGPS provides full connectivity on your dash, which lets you get more information on the road. You can access Four-square and Yelp, for example, and perform a Google search.

But all that makes for a busy screen, with constantly changing pop-ups offering restaurant suggestions, gas prices, and even discount coupons. Those displays can be distracting and are so small that they’re hard to read at a glance. They also take up a big chunk of the 5-inch screen’s real estate. Fortunately, a swipe of a finger can make them go away.

Both units include traffic info and other features you’d expect in a high-end model, such as lane guidance and reality view for lifelike views of interchanges. Each works with a smart-phone app that lets you send destinations to it via Bluetooth so that you don’t have to enter them while in the car.

Bottom line. Garmin’s new mount is something we’d like to see on more models. And the Magellan SmartGPS’ connectivity is handy but is better if you have a passenger to operate it. For basic navigation, however, there are better buys shown at right.

Recommended models



Best overall

■ **Garmin Nuvi 3590LMT** \$380 (above)

It’s packed with features, including voice control, digital 3D traffic, lane guidance, and a big 5-inch screen.

Best on a budget

■ **Garmin Nuvi 1300** \$110

You get Garmin’s ease of use and reliable directions in a reasonably priced, no-frills package.

Best for road trips

■ **Magellan RoadMate 2210** \$100

It gives you free lifetime traffic and an exit guide that lists restaurants, gas stations, and other services along highways.

Best for commuters

■ **TomTom GO 2535 M Live** \$350

The HD Traffic feature includes historic traffic data, with frequent updates that cover more roads.

Best big screen

■ **Magellan RoadMate Pro 9165T** \$350

It has an easy-to-see 7-inch screen and is best for trucks, motor homes, and other large vehicles.

LARGE SEDAN

Chevrolet Impala

Redesigned for 2014, this model is now our highest-scoring sedan

ROAD-TEST
SCORE
95

U.S. AUTOMAKERS are clearly in the midst of a bona fide renaissance. In recent years, we've seen a number of redesigned American models deliver world-class performance in our tests, including the Chrysler 300, Ford Escape and Fusion, and Jeep Grand Cherokee, which has positioned them near the top of their classes. But the most dramatic turnaround yet is the phoenixlike rise of the revamped Chevrolet Impala.

Chevy's large sedan is now based on the Buick LaCrosse and Cadillac XTS platform. It has been transformed from a woefully uncompetitive and outdated model that was to be avoided even as a free upgrade at the rental-car counter into a thoroughly modern and remarkably enjoyable vehicle. It has gone from lingering at the bottom of its class in our Ratings, with a mediocre score of 63—too low to be recommended—to a stellar 95 that places it not only at the top of its category but also among the top-rated vehicles we've tested overall.

This new Impala rides like a luxury sedan, with a cushy and controlled demeanor,

while delivering surprisingly agile handling, capable acceleration, and excellent braking. Inside, the spacious cabin sets a new standard for Chevrolet fit and finish, with generally high-quality materials and trim. The backseat is roomy and comfortable, the trunk is huge, and controls are refreshingly intuitive and easy to use. Overall, the Impala is competitive with

This new Chevy outscores luxury sedans costing \$20,000 more.

cars that cost \$20,000 more, including the Acura RLX and Jaguar XF reviewed on page 54. One of our testers, not known for effusive praise, said, "There's little the Impala doesn't do well."

OK, the 22 mpg we measured with the Impala's 3.6-liter V6 engine and six-speed automatic transmission is competitive, but it's not the best in its class. And the rear

visibility is rather limited, which is particularly disturbing when backing up in a crowded parking lot. Despite its high test score, this Impala is too new for us to have reliability data, so we can't recommend it.

Powerful and inviting

The Impala corners quite well for a large car, with prompt turn-in response and controlled body lean. Steering is nicely weighted; it's light enough for parking maneuvers and provides decent feedback. When pushed to its handling limits, the Impala proved secure, responsive, balanced, and easy to control.

You'll find that the cabin has a solid, almost vaultlike atmosphere that keeps most ambient noise out. And the absorbent suspension muffles bumps and keeps the body settled for a serene highway ride.

The 305-hp V6 delivers ample power, but it requires some revving to get this big car moving. The six-speed automatic transmission shifts smoothly, but it can sometimes be slow to downshift. A smaller 2.5-liter four-cylinder and a 2.4-liter four with GM's eAssist hybrid system are coming

THE RIGHT STUFF

The Impala provides a nice balance of ride comfort and agile handling.





ROOM TO SPARE The Impala's large trunk can be expanded by folding the rear seatbacks.

later. Based on our results with the LaCrosse, we expect about 26 mpg from the eAssist engine, good but not outstanding.

Inside, our LTZ version feels upscale and appealing. The big front seats are roomy and plush, and they provide plenty of adjustments. With lots of room and a wide range of steering-wheel adjustment, the driving position is accommodating.

Two adults will be very comfortable in the Impala's roomy, supportive rear seat, although the center tunnel consumes leg and foot room in the middle position.

Rear visibility is the biggest liability because of a high rear deck and short rear window. A rear camera should be on all models but is standard only with the top LTZ trim. LT buyers can get one only as part of a \$940 convenience package.

Backlit gauges are large and easy to read, and most controls are straightforward. The MyLink radio interface is simple enough for even a digital neophyte. Menus are clear, with big virtual buttons and large fonts. Working through basic functions is easy, and selectable layout options further simplify things. More tech-

savvy users can dig deeper, where they'll find more complicated pages. Those pages let you use swiping motions to move through lists or cycle through presets, but they require just the right touch, which can be hard and distracting while driving. Onboard computer functions can be changed through the steering wheel.

Pairing a phone via Bluetooth is quick and easy. Voice commands, which work very well, can be used to place calls, enter destinations, and control a mobile device connected through a USB cable. An integrated Pandora app provides an easy and familiar interface; using the app with an iPhone requires tethering with a USB cord.

The trunk is nicely finished and has a hidden storage bin under its floor.

Best version to get. Attractively priced, the LT trim has plenty of features. But once you add options such as a sunroof and 19-inch tires, the top-trim LTZ becomes the better deal. One such option, standard on the LTZ, is the \$890 Advanced Safety Package, which includes blind-spot monitoring and rear cross-traffic alert. And given the limited rear visibility, we'd get it.

Ratings

All tested models In performance order.

Recommended

Excellent
Very good
Good
Fair
Poor

| Rec. | Rank | Make & model | Price as tested | In this issue | Overall road-test score | Predicted reliability | Overall mpg |
|------|------|--------------|-----------------|---------------|-------------------------|-----------------------|-------------|
| | | | | | 0 100 | | |
| | | | | | P F G V E | | |

LARGE SEDANS

| | | | | | | | |
|---|----|-----------------------------------|----------|---|----|-----|----|
| | 1 | Chevrolet Impala 2LTZ (V6) | \$39,110 | • | 95 | new | 22 |
| ✓ | 2 | Hyundai Genesis 3.8 | 39,850 | | 92 | ○ | 22 |
| ✓ | 3 | Toyota Avalon Limited (V6) | 40,670 | | 85 | ● | 24 |
| ✓ | 4 | Chrysler 300 Limited (V6) | 38,335 | | 83 | ○ | 22 |
| ✓ | 5 | Nissan Maxima 3.5 SV | 33,700 | | 83 | ● | 22 |
| | 6 | Hyundai Azera | 37,185 | | 81 | NA | 23 |
| | 7 | Lincoln MKZ 2.0 EcoBoost | 41,365 | | 81 | new | 23 |
| | 8 | Buick LaCrosse (Leather, eAssist) | 34,935 | | 78 | ● | 26 |
| | 9 | Dodge Charger SXT Plus (V6) | 34,510 | | 75 | ● | 22 |
| | 10 | Buick LaCrosse Touring (V6) | 37,555 | | 74 | ● | 20 |
| | 11 | Ford Taurus Limited (3.5, V6) | 37,885 | | 64 | ○ | 21 |

Chevrolet Impala

| | |
|----------------------|---|
| HIGHS | Ride, handling, braking, quietness, spacious cabin and trunk, advanced electronic safety features |
| LOWS | Rear visibility |
| TRIM LINE | 2LTZ |
| DRIVETRAIN | 305 hp, 3.6-liter V6, six-speed automatic transmission, front-wheel drive |
| MAJOR OPTIONS | Comfort and convenience package (seat memory, power steering-column adjustments, ventilated seats), navigation, Bose stereo |
| TESTED PRICE | \$39,110 |

The Impala line

| | |
|--------------------------|--|
| OTHER TRIM LINES | LS, 1LT, 2LT, 1LTZ |
| OTHER DRIVETRAINS | 182-hp, 2.4-liter four-cylinder hybrid; 195-hp, 2.5-liter four-cylinder engine |
| BASE PRICES | \$26,725-\$35,770 |

More test findings

| | |
|------------------------|--|
| BRAKING | Very short stopping distances. |
| HEADLIGHTS | HID (high-intensity discharge) lamps work well but are not as bright as you might expect. |
| ACCESS | Large doors make access easy despite tall sills. |
| VISIBILITY | Small rear window and high, deep package shelf restrict rear vision. Optional rear camera is a must. |
| CABIN STORAGE | Generous, with big compartments. Hidden storage is behind the radio screen. |
| HEAD RESTRAINTS | Rear center does not have a restraint, and the seatback is not tall enough to provide protection. |
| CHILD SEATS | Some rear-facing seats can be difficult to secure with the seat belt. |



Scan for video.



EASY STREAMING The MyLink system is simple to use and offers access to apps such as Pandora Internet radio.

MIDSIZED LUXURY SEDANS

Jaguar XF vs. Acura RLX

These updated models take different paths, with varying success

IN THE LUXURY-CAR class, teaming refinement, performance, style, comfort, and a plush cabin is merely the price of admission. Customers who spend upward of \$50,000 expect composure and opulence across the board, including a hushed interior, a supple ride, and seamless integration of advanced technology.

The updated Jaguar XF and redesigned Acura RLX are lavish and well-equipped sedans, but they take very different approaches with their designs, appealing to different buyers.

The XF's dynamic prowess, with its ability to combine handling agility with a supple, controlled ride, make it sporty and fun to drive. It also delivers quick, effortless acceleration and surrounds you with a unique interior ambience. But its cabin is snug and hard to access, and rear visibility is wanting.

The RLX, on the other hand, has a more spacious, nicely crafted interior and a smooth, fuel-efficient powertrain. But that's where the good news ends. The RLX's ride comfort falls short for a car in this class. It suffers from slow steering response, with little feedback, and ungainly handling that robs the car of a sporty driving experience. Both cars suffer from complicated control systems.

Overall, neither car scored as highly in our tests as their better peers, trailing models from Audi, BMW, Infiniti, Lexus, and Mercedes-Benz in our Ratings. There are also better values at a lower price. The redesigned Chevrolet Impala (see page 52), for example, is a more well-rounded and pleasing package overall.

Neither of these cars is recommended. The XF scored high enough in our testing, but reliability of the new powertrain is unknown. Earlier versions of the XF were

much worse than average.

By contrast, we expect the RLX to provide very good reliability. But in our testing, its 74 overall score just misses the cut for a luxury car to be recommended.

How they compare

| Rec. | MIDSIZED LUXURY SEDANS | 0 | 100 |
|------|----------------------------------|----|---------------|
| | | P | F G V E |
| ✓ | Audi A6 3.0 Premium Plus Quattro | 93 | |
| ✓ | Infiniti M37 | 93 | |
| ✓ | Mercedes-Benz E350 | 86 | |
| ✓ | Lexus GS 350 | 84 | |
| ✓ | BMW 535i | 81 | |
| | Jaguar XF 3.0 (AWD) | 79 | |
| | Cadillac XTS Premium | 79 | |
| | Acura RLX Tech | 74 | |
| | Volvo S80 3.2 | 70 | |
| | Lincoln MKS (base, 3.7) | 60 | |



Jaguar XF

Acura RLX



Jaguar XF

ROAD-TEST
SCORE
79

The XF is a stylish, sporty, and plush luxury car that's a delight to drive. Its responsive handling and lively steering help it prowl the streets with agility, beating, yes, BMW at its game.

A 2013 update brings two new engines, an eight-speed automatic transmission, and all-wheel drive. We tested it with the 340-hp, 3.0-liter supercharged V6 most buyers will opt for. That engine provides quick and effortless acceleration while getting 21 mpg overall—not bad for an AWD car with that much power.

The cabin, however, gets mixed reviews. It's quiet and well-equipped, with a distinct ambience and some unique touches. After you press the start button, for example, a rotary gear selector rises from the center console and the retracting air vents motor open.

But the center touch screen, which handles many controls, is confusing, distracting, and slow. It takes a bit of dexterity to slip in or out of the low-slung sedan with grace. And seating is a bit tight, especially in the rear.

Moreover, though our XF cost more than higher-rated competitors such as the Audi A6, it lacks some common luxury features at this level, and getting some desirable features requires that you purchase expensive option packages. If you want power lumbar, for example, you'll need to ante up at least \$1,300 for an interior upgrade package.

A nimble feline

The XF is a driver's car, first and foremost. Steering is quick and communicates true feedback. The car carves through curves with lithe enthusiasm. When pushed to its high handling limits at our track, the XF showed tenacious grip and stayed balanced and composed. It posted a decent speed in our avoidance maneuver. But a wide 42-foot turning circle is a handicap when maneuvering in tight situations.

Though the XF's ride is absorbent and controlled, it might be too firm for some at

low speeds, lacking the creamy suppleness of competitors such as the Mercedes-Benz E-Class. Noise levels in the cabin are low, but the XF isn't as serene as, say, an Audi A6.

The sumptuous cabin is trimmed with wood and soft leather. Components are nicely finished and fit together well.

Supple front-seat cushions provide good support but are not the best in class. The driving position is snug and low; several of our drivers wanted to sit higher for a better view. A powered tilt-and-telescopic steering wheel lets most drivers get well situated.

Gauges are legible, but controls are not well-designed. The in-dash touch screen handles most functions, but it has small buttons that can be hard to access quickly and a small font that can be hard to read. You'll also need to page through menus that can respond slowly to your inputs. Physical buttons and knobs are used for some climate functions, but the radio has no tuning knob.

The automatic dual-zone climate system works well. But the rotary shifter and the engine stop/start system can be finicky. If the latter is too annoying, you can shut it off.

It's easy to make calls using voice commands, but there's no such control for navigation or audio unless you buy the convenience package. Mobile devices can stream over Bluetooth and USB, but the car's screen may not display some audio info, depending on the source.

The trunk is nicely finished but fairly shallow.



CAT EYES Angular LED strings help give the XF a unique identity on the road.



COMPLEX ARRAY The outdated touch screen is poorly designed and slow to respond.

Tested vehicle

| | |
|----------------------|---|
| HIGHS | Styling, handling, steering, acceleration, braking, quietness |
| LOWS | Controls, tight quarters, access, visibility |
| TRIM LINE | 3.0 AWD |
| DRIVETRAIN | 340-hp, 3.0-liter supercharged V6 engine; eight-speed automatic transmission; all-wheel drive |
| MAJOR OPTIONS | Navigation, rear camera, adaptive headlights, Meridian stereo, heated steering wheel, heated windshield |
| TESTED PRICE | \$59,645 |

The XF line

| | |
|--------------------------|---|
| OTHER TRIM LINES | XF, XF 3.0, XF Supercharged, XFR, XFR-S |
| OTHER DRIVETRAINS | 240-hp, 2.0-liter turbocharged four-cylinder; 470-hp, 510-hp, or 550-hp 5.0-liter supercharged V8; rear-wheel drive |
| BASE PRICES | \$46,975-\$83,200 |

More test findings

| | |
|------------------------|---|
| BRAKING | Excellent, with short stopping distances. |
| HEADLIGHTS | HID low beams are very bright but don't project very far. High beams are better. |
| ACCESS | Takes some stooping to get in or out. |
| VISIBILITY | Sight lines are impeded by small glass area and high rear deck. |
| CABIN STORAGE | Very convenient and nicely detailed storage options. |
| HEAD RESTRAINTS | Front head restraints are active. The center-rear has no restraint. |
| CHILD SEATS | The seat-cushion contour and belt geometry can hamper child-restraint installation. |



Scan for video.



Acura RLX

ROAD-TEST
SCORE
74

Overall, Acura's flagship sedan doesn't have what it takes to compete with models in this premium price range. This \$55,000 model even falls short when compared with a \$40,000 Toyota Avalon. It lacks the ride comfort, handling agility, and some features you'd expect to find in this lofty bracket.

Passengers are often jostled by a nervous ride, undermining the car's luxury intentions. Handling is ponderous. The muddled controls are too confusing for what should be a low-stress driving atmosphere. We were dismayed to find that some features that we'd expect on a \$55,000 car, such as a heated steering wheel, are not even available.

The RLX's virtues include its richly finished interior, comfortable seats, and roomy rear. Another strong point is the smooth, refined 3.5-liter V6 engine, which provides ample power and a good 23 mpg overall on the required premium gas. That said, you can keep \$15,000 in your wallet and find those same qualities in large upscale cars such as the excellent Chevrolet Impala that's reviewed on page 52. Even the more plebeian Honda Accord V6, at \$25,000 less, could be a more attractive option.

Most models are equipped with a smooth, six-speed automatic transmission and front-wheel drive. The powerful, pricier hybrid comes with a seven-speed automated manual transmission and all-wheel drive.

The RLX earned a 74 in our tests, which is too low to be recommended. Reliability, however, is expected to be very good.



Luxury letdown

One highly touted feature we found to be frivolous is the RLX's four-wheel steering system, dubbed P-AWS. The rear wheels turn slightly along with the front wheels at higher speeds, and inversely at low speeds. It's intended to enhance handling and maneuverability, but we noticed no benefit, and it doesn't seem to help the turning circle, which is 40 feet.

The RLX is hampered by lethargic steering that dulls handling and is devoid of feedback. At its handling limits, the RLX felt sloppy and tended to run wide in corners, but it proved ultimately secure.

Despite using acoustic glass and active noise control, sound levels aren't subdued, and there's notable suspension noise.

The interior is nicely assembled. Surfaces are padded or covered with wood, and the seats are well-tailored in perforated leather. The automatic climate control has three zones, and the front seats are heated.

Drivers will find plenty of room behind the power tilt-and-telescopic steering wheel, and the rear seat is one of the largest in the class. The "jewel eye" headlights, another highly touted feature, are extremely bright but only illuminate an average distance ahead.

The RLX has two prominent screens: a large one on the center dash and a small touch screen below it. At first glance, the center controller and touch screen don't look complex, but they're actually confusing. Audio controls are messy, have small buttons, and have no dedicated tuning knob. Navigating through an overload of screens and menus is too much of a distraction for the driver. Using voice controls is easier but still cumbersome.

Mobile devices connect through USB or Bluetooth, and compatibility with some Internet radio apps is built in. Satellite radio and concierge services come with a subscription.

The trunk is large and nicely finished, and has a center pass-through. But the rear seats don't fold down to increase cargo space.

P-AWS

LITTLE EFFECT The four-wheel steering system (P-AWS) doesn't improve agility or maneuverability.



BACK STRETCH The rear seat has generous leg and knee room.

Tested vehicle

| | |
|----------------------|--|
| HIGHS | Spacious and plush interior, seat comfort, fuel economy, braking |
| LOWS | Ride, agility, complicated controls, suspension noise |
| TRIM LINE | Tech |
| DRIVETRAIN | 310-hp, 3.5-liter V6; six-speed automatic; front-wheel drive |
| MAJOR OPTIONS | None |
| TESTED PRICE | \$55,345 |

The RLX line

| | |
|--------------------------|---|
| OTHER TRIM LINES | Advanced, Base, Hybrid, Krell, Navigation |
| OTHER DRIVETRAINS | 370-hp, 3.5-liter V6 hybrid; 7-speed sequential automatic transmission; all-wheel drive |
| BASE PRICES | \$48,450-\$60,450 |

More test findings

| | |
|------------------------|--|
| BRAKING | Short stopping distances. |
| HEADLIGHTS | Gem-like LED lights have brilliant intensity, but low beams shine only an average distance. High beams are better. |
| ACCESS | Easy, with big doors and square openings. |
| VISIBILITY | Big windows and moderate pillar width allow a good view out. Standard rear camera. |
| CABIN STORAGE | Very deep front console bin, but minimal rear-seat storage. |
| HEAD RESTRAINTS | The rear-center restraint is not tall enough to provide adequate protection. |
| CHILD SEATS | Forward-mounted seatbelts and a heavily contoured rear-center cushion make installations difficult. |



Scan for video.

Hyundai Santa Fe

ROAD-TEST
SCORE
83

Redesigned for 2013, the seven-passenger version of the Santa Fe is one of the most pleasant and well-rounded three-row SUVs on the market. It's stylish, functional, and easy to live with. And it now tops its class in our Ratings, edging out the Toyota Highlander by two points.

Spacious and accommodating, the Santa Fe has a limo-like rear seat and a generous cargo area. Yet it doesn't feel too bulky to drive or park. The comfortable ride and quiet interior make it a welcome partner on family trips. Easy access and simple controls add to its user-friendliness. And its smooth, refined 290-hp V6 engine delivers a best-in-class 20 mpg overall with little compromise in performance.

The Santa Fe offers a lot of features for the money, including heated front and rear seats, and a heated steering wheel. But a backup camera and some other handy features come only in a pricey options package.

The biggest letdown is a tiny, kids-only third-row seat that's hard to access.

Don't confuse this model with the Santa Fe Sport. The Sport is shorter, carries only five people, comes with only four-cylinder engines, and scored a much lower 74. We can't recommend either Santa Fe because they're too new for us to have reliability data.



TIGHT QUARTERS

Save the cramped third-row seat for kids.



A pleasant road companion

The Santa Fe delivers relatively responsive handling with minimal body lean and has good steering. You can adjust steering weight by pressing a button, but it doesn't improve feedback. When pushed to its handling limits, the Santa Fe remained predictable and managed a decent speed in our avoidance maneuver.

A compliant suspension mutes bumps, and the highway ride is steady and quiet.

The drivetrain is responsive, except when the automatic transmission loafers along in sixth gear to save fuel and needs a prod to downshift. Eco mode blunts performance. The Santa Fe can pull 5,000 pounds when equipped with its trailer tow package.

The cabin is neatly finished. Front seats are well shaped and the driver has plenty of room, but the telescoping steering wheel should pull closer. The optional Popular Equipment package includes handy power-seat controls. The second row reclines and slides back and forth. With the small third row folded, cargo space is generous. In Limited trim, the Santa Fe carries only six, but that version is the only one that offers a sunroof.

Gauges and controls are straightforward. The standard radio has large buttons and knobs for volume and tuning. Adding navigation brings a touch screen but eliminates the radio tuning knob. The dual-zone automatic climate system works well and has third-row vents.

It's easy to pair a phone via Bluetooth. Voice commands control phone, navigation, and music. A smart-phone app lets you start the vehicle remotely, and the Blue Link telematics system can track location and speed, handy for monitoring teenagers.



Tested vehicle

| | |
|----------------------|--|
| HIGHS | Powertrain, fuel economy, roomy and versatile cabin, access, controls, value. |
| LOWS | Getting a rear camera requires expensive options package; tight third row with difficult access. |
| TRIM LINE | GLS |
| DRIVETRAIN | 290-hp, 3.3-liter V6 engine; six-speed automatic transmission; all-wheel drive. |
| MAJOR OPTIONS | Power driver's seat, leather, navigation, heated steering wheel and seats, rear camera, automatic climate control. |
| TESTED PRICE | \$36,290 |

More test findings

| | |
|------------------------|--|
| BRAKING | Short stopping distances. |
| HEADLIGHTS | Very good visibility from both low and high beams, but a sharp cutoff can reduce that range on uneven roads. |
| ACCESS | Easy in first two rows. Third-row access is difficult. |
| VISIBILITY | Limited through the rear window. No blind-spot monitoring is available. |
| CABIN STORAGE | Lots of bins and cubbies. |
| HEAD RESTRAINTS | The center-rear restraint is not tall enough to provide adequate protection. |
| CHILD SEATS | Rear-facing seats can be difficult to install in center-rear position. |



Scan for video.

How they compare

| Rec. | MIDSIZE THREE-ROW SUVs | 0 | 100 |
|------|--------------------------------|----|----------------|
| | | P | F G V6 E |
| | Hyundai Santa Fe GLS (V6) | 83 | |
| ✓ | Toyota Highlander Limited (V6) | 81 | |
| ✓ | Chevrolet Traverse LT | 80 | |
| | Kia Sorento EX (V6) | 76 | |
| ✓ | Mazda CX-9 Grand Touring | 76 | |
| ✓ | Honda Pilot EX-L | 73 | |

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Kia Forte

ROAD-TEST
SCORE
81

Redesigned for 2014, the Kia Forte has made a quantum leap from the previous model. It even improves, albeit incrementally, on the highly rated Hyundai Elantra upon which it is based. Overall, it's a solid, mature compact sedan that will satisfy many. And it's a good value to boot.

The Forte is one of the more comfortable-riding cars in this class, it has a smooth powertrain, and the cabin is relatively quiet. Fuel economy of 28 mpg is merely par for this class, but the Forte compensates with a relatively roomy driving position and rear seat, and controls that are very easy to use.

The interior is spacious and nicely finished, the seats are firm and well-shaped, and the in-car entertainment system is brimming with the latest connectivity features.

Handling agility is not the car's, uh, forte; it just doesn't have the high fun-to-drive factor of, say, a Ford Focus or a Mazda3. But it remains secure even at its limits.

Despite a cornucopia of standard features, our Forte LX is reasonably priced at \$19,570. Overall, it might lack pizzazz or driving excitement, but the Forte is spot-on for what most consumers want in a compact sedan. The Forte is among the top cars in this class, but we don't yet have reliability data, so we can't recommend it.

Beyond the basics

The Forte's ride is very absorbent; bumps are muted, and motions are well controlled. But a floaty feel can set in over undulations at higher speeds. The Forte's impressive noise isolation excels in this class.

It's not sporty, but routine handling is responsive. Body lean develops early, and the steering is short on feedback but isn't overly light. Drivers can choose among steering modes, but we found that the feature

doesn't improve agility. In our avoidance maneuver, the Forte was controlled, but limited tire grip hurt its performance.

The LX's 1.8-liter, four-cylinder engine works hard to deliver adequate acceleration, so expect frequent downshifts from the smooth six-speed automatic transmission. The EX's 2.0-liter is somewhat more relaxed.

The cabin looks clean, with good overall fit and finish. Drivers have plenty of room, but the tilt-and-telescopic steering wheel should pull closer.

Our LX's basic front seats are manually adjustable, and there's no lumbar control. EX buyers can get power-adjustable leather seats with lumbar support as options.

Three adults fit nicely in back, but the sloping roof steals head room and a low bottom cushion takes away thigh support.

Gauges are clear, and you won't find easier controls. The EX's controls are more complex but still easy to operate.

The audio system interfaces well with Apple devices and Pandora through USB, but Bluetooth doesn't have the same degree of integration. Voice commands control phone and music selection. EX models have more advanced voice controls.

Climate controls are basic on the LX. The EX offers lots of upscale options for the class, such as ventilated front seats and heated rear seats.

The trunk is relatively spacious, but our LX lacks an exterior release to open its lid.



SIMPLE THINGS Radio and climate controls are as straightforward and accessible as they come.

Tested vehicle

| | |
|----------------------|---|
| HIGHS | Ride, braking, relatively roomy rear seat, controls, value |
| LOWS | Lack of agility, low rear seat, so-so fuel economy |
| TRIM LINE | LX |
| DRIVETRAIN | 148-hp, 1.8-liter four-cylinder engine; six-speed automatic transmission; front-wheel drive |
| MAJOR OPTIONS | 16-inch alloy wheels, cruise control, keyless entry |
| TESTED PRICE | \$19,570 |

More test findings

| | |
|------------------------|---|
| BRAKING | Very short stops. |
| HEADLIGHTS | Very good visibility overall. A sharp cutoff reduces range on uneven roads. |
| ACCESS | Easy enough, but low rear roof requires some ducking. |
| VISIBILITY | Good, but the high rear shelf can block the rear view. A backup camera is standard on EX trim. |
| CABIN STORAGE | Covered console bins. |
| HEAD RESTRAINTS | The rear-center restraint must be raised to provide any protection. |
| CHILD SEATS | Certain rear-facing seats can be difficult to install in outboard positions because of seat-cushion contouring. |



Scan for video.

How they compare

| Rec. | COMPACT SEDANS | 0 | 100 |
|------|-----------------------------|----|---------------|
| | | P | F G V E |
| ✓ | Subaru Impreza Premium | 82 | |
| | Kia Forte LX | 81 | |
| ✓ | Hyundai Elantra GLS | 80 | |
| ✓ | Mazda3 i Touring (Skyactiv) | 78 | |
| | Ford Focus SE | 71 | |
| ✓ | Honda Civic EX | 71 | |
| ✓ | Chevrolet Cruze LS (1.8) | 68 | |
| | Dodge Dart SXT (2.0L) | 64 | |

Compare



| VERSION | Chevrolet Impala | Jaguar XF | Acura RLX | Hyundai Santa Fe | Kia Forte |
|--|--|---|--|---|---------------------------------|
| TRIM LINE | 2LTZ | 3.0 AWD | Tech | GLS | LX |
| PRICE: BASE/TESTED ^① | \$35,770/\$39,110 | \$53,000/\$59,645 | \$54,450/\$55,345 | \$30,100/\$36,290 | \$17,400/\$19,570 |
| DRIVETRAIN | | | | | |
| Engine | 3.6-liter V6 (305 hp) | 3.0-liter V6 (340 hp) supercharged | 3.5-liter V6 (310 hp) | 3.3-liter V6 (290 hp) | 1.8-liter 4-cyl. (148 hp) |
| Transmission | 6-speed automatic | 8-speed automatic | 6-speed automatic | 6-speed automatic | 6-speed automatic |
| Drive wheels | Front | AWD | Front | AWD | Front |
| TIRES TESTED | | | | | |
| Model & size | Goodyear Eagle RS-A 2, size P245/45R19 98V | Continental ContiProContact, size 245/40R19 94H | Michelin XGreen Primacy MXM4, size 245/40R19 98W | Kumho CITY Venture Premium, size 235/60R18 103H | Nexen CP671, size 205/55R16 89H |
| RATINGS | | | | | |
| PERFORMANCE | | | | | |
| Acceleration | ● | ● | ● | ● | ○ |
| 0 to 60 mph, sec. | 6.9 | 5.7 | 6.5 | 7.6 | 10.1 |
| 45 to 65 mph, sec. | 4.3 | 3.8 | 4.4 | 4.8 | 5.0 |
| Quarter-mile, sec. | 15.5 | 14.3 | 15.0 | 16.1 | 17.6 |
| Transmission | ● | ● | ● | ● | ● |
| Routine handling | ● | ● | ○ | ○ | ● |
| Emergency handling | ● | ● | ○ | ○ | ○ |
| Avoid. maneuver, speed, mph | 54.0 | 52.5 | 51.5 | 51.0 | 52.5 |
| Braking | ● | ● | ● | ● | ● |
| From 60 mph, dry/wet, ft. | 130/136 | 130/139 | 128/138 | 133/140 | 128/137 |
| Headlights | ○ | ● | ○ | ○ | ○ |
| COMFORT AND CONVENIENCE | | | | | |
| Ride | ● | ● | ○ | ● | ● |
| Noise | ● | ● | ● | ● | ● |
| Driving position | ● | ● | ● | ● | ● |
| Front-seat comfort | ● | ● | ● | ● | ● |
| Rear-seat/third-seat comfort | ● | ● | ● | ●/● | ○ |
| Access | ● | ● | ● | ● | ● |
| Controls and displays | ● | ● | ● | ● | ● |
| Interior fit and finish | ● | ● | ● | ● | ○ |
| Trunk/cargo area | ● | ● | ○ | ○ | ○ |
| PREDICTED RELIABILITY | New | New | ● | New | New |
| FUEL | | | | | |
| Overall mpg | 22 | 21 | 23 | 20 | 28 |
| City/highway mpg | 14/34 | 14/31 | 15/36 | 14/29 | 19/40 |
| Type | regular | premium | premium | regular | regular |
| Capacity, gal./Cruising range, miles | 18.5/400 | 19.4/415 | 18.5/430 | 19.0/390 | 13.2/375 |
| Annual cost, 12K mi. @ \$3.50/gal. | \$1,935 | \$2,085 @ \$3.70/gal. | \$1,920 @ \$3.70/gal. | \$2,050 | \$1,480 |
| SAFETY | | | | | |
| CRASH TESTS | | | | | |
| IIHS frontal offset | Good | NA | Good | Good | Good |
| IIHS side | Good | NA | Good | Good | Good |
| IIHS rear | NA | NA | NA | Good | Good |
| IIHS roof strength | NA | NA | NA | Good | Good |
| NHTSA front, driver/pass. | NA/NA | NA/NA | NA/NA | NA/NA | NA/NA |
| NHTSA side, driver/rear | NA/NA | NA/NA | NA/NA | NA/NA | NA/NA |
| NHTSA rollover 2WD/4WD | NA/NA | NA/NA | NA/NA | NA/NA | NA/NA |
| AIR BAGS | | | | | |
| Side, front/rear | std./std. | std./no | std./no | std./no | std./no |
| Head protection | standard | standard | std. w/rollover | standard | standard |
| SPECIFICATIONS | | | | | |
| DIMENSIONS AND WEIGHT | | | | | |
| Length/width/height, in. | 201/73/59 | 195/72/58 | 196/74/58 | 193/74/67 | 180/70/57 |
| Wheelbase, in. | 112 | 115 | 112 | 110 | 106 |
| Turning circle, ft. | 40 | 42 | 40 | 39 | 38 |
| Ground clearance, in. | 6.0 | 4.5 | 4.5 | 6.5 | 5.0 |
| Curb weight, lb. (% front/rear) | 3,855 (59/41) | 4,335 (54/46) | 3,930 (61/39) | 4,210 (56/44) | 2,815 (62/38) |
| Maximum load, lb. | 945 | 880 | 850 | 1,295 | 850 |
| Luggage, suitcases+duffels/ Cargo volume, cu. ft. | 4+2 | 2+1 | 2+3 | 40.5 | 3+1 |
| Towing capacity, lb. | 1,000 | NR | NR | 5,000 | NR |
| INTERIOR ROOM | | | | | |
| Front shoulder room, in. | 56.0 | 56.5 | 59.5 | 59.0 | 55.0 |
| Front leg room, in. | 43.0 | 41.5 | 41.5 | 41.5 | 41.5 |
| Front head room, in. ^② | 4.0 | 3.5 | 3.5 | 6.0 | 4.5 |
| Rear shoulder room, in. | 53.0 | 55.5 | 56.0 | 56.5 | 52.5 |
| Rear leg room, in. | 32.0 | 27.5 | 31.0 | 30.0 | 28.5 |
| Rear head room, in. ^② | 2.0 | 2.0 | 3.0 | 5.0 | 2.0 |
| Third-row shoulder room, in. | - | - | - | 53.0 | - |
| Third-row leg room, in. | - | - | - | 31.0 | - |
| Third-row head room, in. ^② | - | - | - | 1.0 | - |

^① Based on sticker price at time of purchase. ^② Above a person 5'9" tall.



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| | | frozen..... | Jun 13, 8 |
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Seven, six, five ...

Bob Evans' Six Cheese pasta lists five cheeses on the front and seven on the back, if you count something called "hot pepper cheese food."



Don't try this at home

The bed looks comfy, and the dog sure looks happy. Let's hope they just skipped showing us a step before putting the bundle in the washer.

goofs, glitches, gotchas **SELLING IT**



Faux faux pork

What's the first ingredient in a pork-free pâté? Vegetables? No. Tofu? No. Pork! Followed by pork liver, of course.



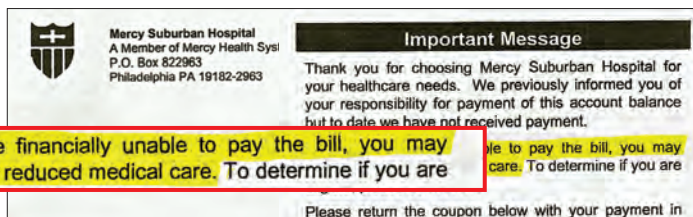
Shoes just for show

Cute shoes. Too bad the small print in this Macy's ad reveals that they're not part of "the great shoe sale."



We want a recount

Fifteen pieces? Only if you count each one of those measuring spoons.



Only the poor die young

The recipient of a hospital bill was dismayed to read this warning.



Home smelly home

Looking for land? This 10-acre property comes with its very own three-bedroom septic tank.

Find out **how much to pay for a new car** with our expanded local pricing information

The Consumer Reports New Car Price Report shows you what others really paid, regional dealer marketing fees, and other information to help you get a great deal on a new car.

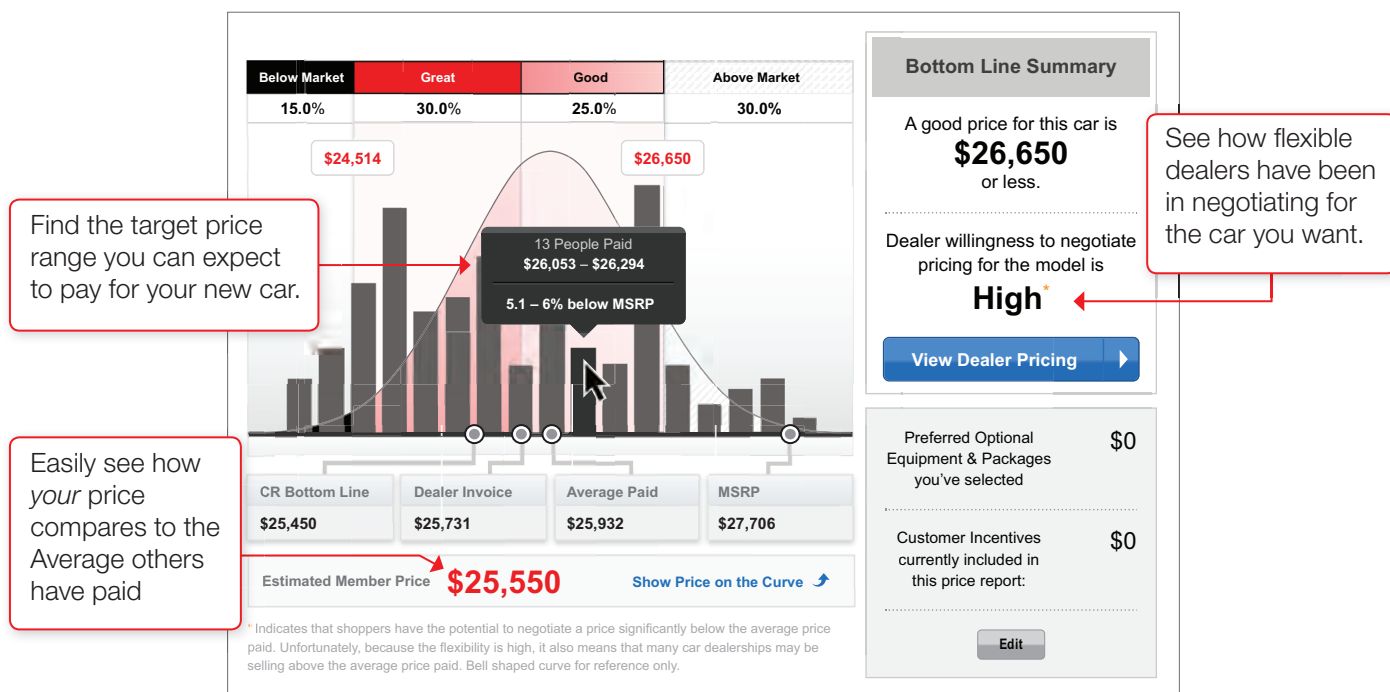
The enhanced Report now features an easy-to-read price curve that includes:

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CURVE913A

Canada Extra

Information from CONSUMER REPORTS® for Canadian readers

In this special section

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How to use the Canada Extra section

Every month, Canada Extra provides Canadian pricing and availability information about products tested for that issue. The Ratings in this section are based on this month's reports, but they narrow your choices to the products that are sold in Canada.

You can use this section in either of two ways: Start with the main report, read about the products that interest you, and turn to this section to find whether they're sold—and for what price—in Canada. Or start here, find products sold in Canada whose price and overall score appear promising, and read more about them in the main report and full Ratings chart; page numbers appear with each Canadian report. (For some products, the Canadian model designation differs slightly from the one used in the U.S.)

In most cases, the prices we list here

are the approximate retail in Canadian dollars; manufacturers' list prices are indicated by an asterisk (*). Check marks identify CR Best Buys or recommended products in the U.S. Ratings. "NA" in a chart means that information wasn't available from the manufacturer. We include, in the Contact Info list on page 32D, the manufacturer's phone number and Web address in Canada, so that you can call or go online to get information on a model you can't find in the stores. (Many products that aren't available in Canadian stores can be bought online.)

We appreciate your support, but we don't take it for granted. Please write to CanadaExtra@cu.consumer.org and tell us what you think. We can't reply to every e-mail message or implement every suggestion, but with your help we'll try to keep growing to serve your needs.



CR Best Buy Products with this icon offer the best combination of performance and price. All are recommended.



Recommended Models with this designation perform well and stand out for reasons we note.

Desktops

Report and Ratings, page 47

Here are the brands of desktops from our testing with the phone numbers and websites where you can reach the manufacturers for information about models and prices.

| BRAND | PHONE | WEBSITE |
|---------|--------------|--|
| Acer | 800-910-2237 | acer.ca |
| Apple | 800-692-7753 | apple.com/ca |
| Asus | NA | asus.com/ca-en |
| Dell | 800-999-3355 | dell.ca |
| Gateway | NA | ca.gateway.com |

| BRAND | PHONE | WEBSITE |
|---------|--------------|--|
| HP | 877-231-4351 | hp.com/ca |
| Lenovo | 855-253-6686 | lenovo.com/ca/en |
| Samsung | 800-726-7864 | samsung.com/ca |
| Sony | 888-289-7669 | store.sony.ca |
| Vizio | NA | store.vizio.com/en-ca |

Pod coffeemakers

Report, page 48, and Ratings, page 49

Ten of the 25 tested pod coffeemakers are available.

| Rec. | Rank | Brand & model | Price | Beverage options | Overall score |
|------|------|---|-------|--------------------|---------------|
| | | Pod formats are in parentheses. | | | |
| | | | | 0 100 | |
| | | | | P F G VG E | |
| | 5 | Bosch Tassimo T55 (Tassimo T-discs) | \$130 | 56 | 66 |
| | 7 | Starbucks Verismo 580 (Verismo pods) | 200 | 12 | 65 |
| | 9 | Cuisinart SS-300 Compact Single Serve (K-Cups) | 140 | 234+ | 62 |
| | 10 | CBTL Americano (CBTL capsules) | 160 | 29 | 60 |
| | 13 | Keurig Platinum B70 (K-Cups) ¹ | 200 | 234+ | 59 |

| Rec. | Rank | Brand & model | Price | Beverage options | Overall score |
|------|------|--|-------|--------------------|---------------|
| | | | | 0 100 | |
| | | | | P F G VG E | |
| | 14 | Keurig Mini Plus Brewing System (K-Cups) | \$ 80 | 234+ | 58 |
| | 15 | Mr. Coffee Single Serve Brewing System BVMC-KG1 (K-Cups) | 100 | 234+ | 58 |
| | 17 | Bosch Tassimo Suprema T47 (Tassimo T-discs) | 120 | 56 | 55 |
| | 18 | Cuisinart SS-700 (K-Cups) ¹ | 250 | 234+ | 52 |
| | 24 | Hamilton Beach FlexBrew 49995 (K-Cups, Senseo-like pods) ² | 60 | 242+ | 24 |

¹ Programmable. ² Can brew two pods at once for a stronger or larger serving.

Blenders

Report and Ratings, page 50

Recommended models only, from 65 tested.

| Rec. | Rank | Brand & model | Price | Overall score |
|------|------|--|-------|--------------------|
| | | | | 0 100 |
| | | | | P F G VG E |
| ✓ | 1 | Ninja Master Prep Professional QB1000C ¹ | \$ 70 | 91 |
| ✓ | 2 | Vitamix TNC ² | 540 | 91 |
| ✓ | 3 | Ninja Professional NJ600 ¹ | 100 | 87 |
| ✓ | 4 | Vitamix Professional Series 750 ² | 750 | 81 |
| ✓ | 5 | Hamilton Beach Commercial Tempest HBH650 | 850 | 77 |

| Rec. | Rank | Brand & model | Price | Overall score |
|------|------|--|-------|--------------------|
| | | | | 0 100 |
| | | | | P F G VG E |
| ✓ | 6 | Waring MX1000 | \$475 | 74 |
| ✓ | 8 | Ninja Kitchen System 1100 NJ602 ¹ | 200 | 73 |
| ✓ | 9 | L'Equip RPM Professional | 580 | 73 |
| ✓ | 10 | Breville Juice & Blend BJB840XL ¹ ³ | 500 | 72 |

¹ Has a removable blade. ² Cooks soup. ³ Has a glass jar.

Streaming media players Report and Ratings, page 45

Eight of the 16 tested streaming media players are available, including 4 of the recommended models.

| Rec. | Rank | Brand & model | Price | Overall score |
|------|------|---------------|-------|-----------------------------|
| | | | | 0 100 P F G VG E |

A BASIC

| | | | | |
|---|---|---|-------|----|
| ✓ | 1 | Western Digital WD TV Play Media Player | \$ 70 | 68 |
| ✓ | 3 | Panasonic DMP-MST60 | 95 | 61 |
| | 4 | Panasonic DMP-MS10 | 100 | 57 |
| | 7 | D-Link MovieNite Plus (DSM-312) | 90 | 53 |

| Rec. | Rank | Brand & model | Price | Overall score |
|------|------|---------------|-------|-----------------------------|
| | | | | 0 100 P F G VG E |

A BASIC continued

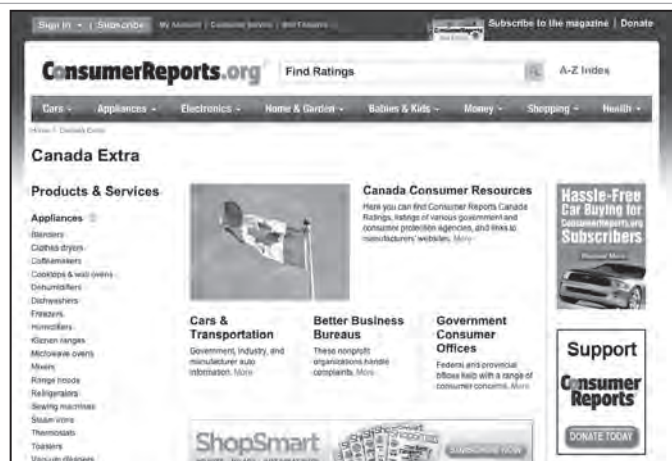
| | | | | |
|--|----|-----------------------|-------|----|
| | 8 | Apple TV (3rd gen.) | \$110 | 51 |
| | 11 | Favi SmartStick (4GB) | 65 | 44 |

B ADVANCED

| | | | | |
|---|---|--|-----|----|
| ✓ | 1 | Sony NSZ-GS7 | 180 | 67 |
| ✓ | 3 | Netgear NeoTV Prime w/Google TV (GTV100) | 150 | 67 |

Canada Extra on the Web

Canada Extra information can be found on ConsumerReports.org, our website, along with the current issue of the magazine and more. The address is ConsumerReports.org. Once there, click on the "Canada Extra" link on the opening screen. There you can see which reports have Canadian information available.



Autos

Report and Ratings, pages 52-60

All of the tested vehicles are available in Canada.

| Make & model | Price range | Acceleration (sec.) | | | | Fuel economy (liters per 100 km) | | |
|------------------------|-------------------|---------------------|------------|-------------|------------|----------------------------------|-----------------|---------|
| | | 0-50 km/h | 0-100 km/h | 80-100 km/h | 500 meters | City driving | Highway driving | Overall |
| LARGE SEDAN | | | | | | | | |
| Chevrolet Impala | \$28,455-\$39,645 | 3.0 | 7.3 | 3.2 | 17.7 | 17.3 | 7.0 | 10.8 |
| MIDSIZED LUXURY SEDANS | | | | | | | | |
| Jaguar XF | 61,500-89,325 | 2.5 | 6.1 | 3.3 | 16.4 | 17.0 | 7.5 | 11.1 |
| Acura RLX | 49,990-62,190 | 2.8 | 6.9 | 3.2 | 17.1 | 16.2 | 6.5 | 10.2 |
| MIDSIZED 3-ROW SUV | | | | | | | | |
| Hyundai Santa Fe | 29,999-43,199 | 3.1 | 8.0 | 3.1 | 18.4 | 17.2 | 8.1 | 11.5 |
| COMPACT SEDAN | | | | | | | | |
| Kia Forte | 15,995-26,195 | 3.8 | 10.7 | 4.2 | 20.2 | 12.4 | 5.9 | 8.3 |

Contact info

How to reach manufacturers in Canada.

Apple

800-692-7753
apple.com/ca

Bosch

800-944-2904
bosch-home.ca

Breville

855-683-3535
breville.ca

CBTL

888-520-2285
coffeebean.com

Cuisinart

800-472-7606
cuisinart.ca

D-Link

dlink.com/ca/en

Favi

favientertainment.com

Hamilton Beach

800-267-2826
hamiltonbeach.ca

Keurig

800-361-5628
keurig.ca

L'Equip

780-437-3134
lequip.com

Mr. Coffee

800-672-6333
mrcoffee.com

Netgear

888-638-4327
ca.netgear.com

Ninja

877-646-5288
ninjakitchen.com

Panasonic

800-561-5505
panasonic.ca

Sony

888-289-7669
store.sony.ca

Starbucks

855-271-6217
starbucks.ca

Vitamix

800-848-2649
vitamix.com

Waring

800-472-7606
waringsproducts.ca

Western Digital

877-934-6972
store.westerndigital.com/store/wdus/en_CA/home