



Hospital Navigator FAQ for Providers

This Q&A is provided to interested participants of Conquering CHD's Hospital Navigator program. All information contained in this document has been approved by Conquering CHD leadership and Conquering CHD's Scientific Advisory Committee.

Where does the Hospital Navigator idea come from? Who does it serve?

To date, there has been a huge void in how patients and families receive outcomes information which is vital to participating in important health care decisions. It should not be through newspaper headlines. The idea of Hospital Navigator arose out of Conquering CHD's Transparency and Public Reporting Summit Series as one tool that can help fill the knowledge gap. This tool is unlike any other public reporting project, as it is designed by patients and families, to help patients and families. The information and presentation **serve the patient and family community in a way that is most meaningful to them.**

Key Features:

- Created specifically for patients and families, by patients and families
- Maximizes context to improve patient understanding of complex data through graphics, videos and supplemental literature
- Uses existing data sources already compiled by centers
- Emphasizes need to use this information in conversation with clinical care providers

What does the Hospital Navigator website do?



Hospital Navigator shares useful information available about congenital heart disease programs across the United States, in a way that matters to patients and families. This tool can offer a general idea of how well a hospital performs congenital heart surgery. **This tool provides one piece of the puzzle to support a conversation between patients and families and medical experts.**

To facilitate communication of highly complex information to patients and families, Hospital Navigator uses significantly more context than any other tool available. Data are presented graphically, with text and icons, and definitions are clearly displayed. Supportive videos are also included to maximize utilization of the site.

However, we also clearly acknowledge what this website does not do. The information on Hospital Navigator does not give enough detail to understand what it means for a specific congenital heart defect or procedure. It is not designed to directly compare one hospital to another. It may not describe the status of the center today since these data are not current.

How is this data submission different from other organizations we already submit to?



In developing Hospital Navigator, much consideration was given to the data collection burden. For this reason, we identified metrics with standard definitions that were already available. By drawing from existing sources such as the U.S. News and World Report Survey and STS harvest report, it takes less than 30 minutes to complete and submit the metric reporting form.

Participating in Hospital Navigator **indicates your commitment to transparency for patients and families. It allows your center's data to be displayed in a way that patients and families can understand and utilize in conversations with you.**



Can Conquering CHD pull data directly from STS or U.S. News and World Report?

No, Conquering CHD does not have access to data submitted to these sources. These data sources are used to facilitate standard definitions.

What is the cost and/or time burden to participate in Hospital Navigator?

There is ***no cost to participate*** in Hospital Navigator. This is a program of Conquering CHD, that we in turn are offering free to the patient and family community. The most difficult part of participation in Hospital Navigator is achieving institutional sign-off. As mentioned, it ***takes less than 30 minutes*** to complete and submit the metric reporting form.

Will Conquering CHD request updated data? Bi-annually? Annually?

After our initial roll out, Conquering CHD will ***request data on an annual basis***. This will occur in late spring or early summer, following the STS data harvest.

Will new metrics ever be added?

Hospital Navigator is ***designed to be dynamic***. Conquering CHD will work with their multi-stakeholder group of experts to continually evaluate available metrics. Changes in current metrics, availability of new metrics, and how best to communicate complex information will be noted. You will also be alerted to any changes in Hospital Navigator prior to annual data harvests.

We encourage your participation in our [Transparency and Public Reporting Summit Series](#) to join in these conversations.

Important Links

Hospital Navigator – conqueringchd.org/learn/hospital-navigator

For More Information



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