



Hospital Navigator FAQ for Patients and Families

Where does the Hospital Navigator idea come from?

Patients and families should not receive surgical outcomes information through newspaper headlines. This information is vital to making decisions about care and should be in a format that is designed for patients and families. 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.

What does the Hospital Navigator website do?

Hospital Navigator shares useful information available about congenital heart disease programs across the United States. This tool can offer a general idea of how well a hospital performs congenital heart surgery. It provides educational context so patients and families can use the information in conversations with their care team.

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 do I access Hospital Navigator? What does it cost?

Hospital Navigator is free to all patients and families. You may access it at: conqueringchd.org/learn/hospital-navigator

How often is the data in Hospital Navigator updated? Will it ever have new data points?

Conquering CHD is currently accepting a center's 2019 data. Going forward, there will be annual updates in late Spring/early Summer. Hospital Navigator is designed to be dynamic. It can change and accommodate new data points as they become available. Conquering CHD will continue to advocate for additional data points through its [Transparency and Public Reporting Summit Series](#).

What do I do if my center is not on Hospital Navigator?

It is optional for centers to participate in Hospital Navigator, although Conquering CHD strongly encourages all centers to submit data. If your center is not participating, talk to your care team! Tell them why Hospital Navigator matters to you and send them to conqueringchd.org/hospital-navigator-launch for all the details.

Key Features

- ♥ Created specifically for patients and families, by patients and families
- ♥ Free for all patients and families to access
- ♥ Educational materials include text, icon and
- ♥ Uses data already available
- ♥ One piece of the decision-making puzzle to be used in conversations with your care team





Hospital Navigator Advocacy for Patients and Families

Hospital Navigator works for all patients and families when all centers participate! We are thankful to our initial centers for their continued commitment to transparency and public reporting, and now the work begins to recruit the remaining centers across the US. You can help!

Step 1:

Is your center participating? Check our *List of Participating Centers*, which is updated regularly on the Hospital Navigator blog:

<https://www.conqueringchd.org/hospital-navigator-launch/>

If your center is listed, make sure to thank your care team!

Step 2:

Advocate with your care team. Give them information about Hospital Navigator and tell them why it is important to you and your family that they participate. Leave a [Provider FAQ and Invitation to Participate](#) and direct them to our Hospital Navigator blog for all the details:

<https://www.conqueringchd.org/hospital-navigator-launch/>

Step 3:

If your care team has additional questions:

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What is Hospital Navigator?

- Website created specifically for patients and families, by patients and families
- Explains surgical data, using text, graphics and videos
- Facilitates conversations between care team and patient/family

Why should a center participate?

- First-of-its-kind program across all pediatric disease spaces
- Reaffirms center's commitment to transparency and public reporting, both for their own patients and the CHD community at large
- Uses existing data sources already compiled by centers
- Free to participate; 30-minute commitment once per year

