

## How to pick a provider: hospitals

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**Brandon Hedgspeth, manager of quality and safety at OSF HealthCare in Danville, Illinois**

“What we do every spring is answer a bunch of questions about processes that we do. And that [data] can adjust your score based upon how you answer that and if you've done any action plans to adjust for what they're seeing or what it is they're looking at.” (:19)

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**Brandon Hedgspeth, manager of quality and safety at OSF HealthCare in Danville, Illinois**

“They take the CMS regulations, and then they can get more specific because they want to see higher quality. They want to see something different than what CMS does.” (:13)

\*\*\*SOT\*\*\*

**Brandon Hedgspeth, manager of quality and safety at OSF HealthCare in Danville, Illinois**

“They want to see excellence in that particular care with those particular patients and how we can make improvements upon the care.” (:09)