

NRC Health *Excellence* Awards

2021 Winners



2021 EXCELLENCE AWARDS AND EXCELLENCE IN HUMAN UNDERSTANDING AWARD WINNERS

Excellence Award winners



EXCELLENCE IN PATIENT EXPERIENCE – LARGE HEALTH SYSTEM

UCHealth, Aurora, CO

EXCELLENCE IN PATIENT EXPERIENCE – SMALL HEALTH SYSTEM

Southcoast Health System, New Bedford, MA

EXCELLENCE IN PATIENT EXPERIENCE – PEDIATRIC

Texas Scottish Rite Hospital for Children, Dallas, TX

EXCELLENCE IN PATIENT EXPERIENCE – MEDICAL GROUP

Tryon Medical Partners, Charlotte, NC

EXCELLENCE IN PATIENT EXPERIENCE – LARGE HOSPITAL

Community Hospital of the Monterey Peninsula, Monterey, CA

EXCELLENCE IN PATIENT EXPERIENCE – SMALL HOSPITAL

Wabash General Hospital, Mount Carmel, IL

EXCELLENCE IN HEALTH SYSTEM LOYALTY – LARGE HEALTH SYSTEM

Penn Medicine, Philadelphia, PA

EXCELLENCE IN HEALTH SYSTEM LOYALTY – SMALL HEALTH SYSTEM

University of Utah, Salt Lake City, UT

EXCELLENCE IN TRANSPARENCY

Wellstar, Marietta, GA

CGH Medical Center, Sterling, IL

Core Physicians LLC, Exeter, NH

EXCELLENCE IN CARE TRANSITIONS

Universal Health Services - South Texas Health System McAllen, McAllen, TX

NEWCOMER OF THE YEAR

Mass General Brigham, Boston, MA

Excellence in Human Understanding Award winners



WINNER

Loma Linda University Medical Center – Murrieta – Stephanie Schwarzenbach, Murrieta, CA

FINALIST

UCHealth – Office of Patient Experience, Aurora, CO

FINALIST

LCMC Health – Dr. Jay Kaplan, New Orleans, LA

FINALIST

Nemours Children's Health System – Nemours Center for Health Delivery Innovation Team, Orlando, FL