

## 2016 National Research Corporation Excellence Awards

### Award Overview

National Research Corporation will be recognizing top performing organizations at the 22<sup>nd</sup> Annual NRC Picker Patient-Centered Care Symposium being held August 28-30 in San Diego, California. The Excellence Awards will be given within the following categories:

### Overall Hospital Rating - Small Hospitals

Four facilities with less than 100 beds were selected based on their performance on the Inpatient Rate Hospital question for the time period of April 2015 - March 2016 out of 357 facilities<sup>1</sup>. Two top performing facilities had the highest percentage of patients rating them a 9 or 10. These two facilities both exhibited performance at or above an 84% positive score. Two most improved facilities showed the highest increase in the percentage of patients rating them a 9 or 10 from the time period of April 2014 - March 2015 to April 2015 - March 2016. These two facilities both saw increases on the Inpatient Rate Hospital question at or above 5 points top box (9 or 10).

- Top performing facilities
  - The Heart Hospital of Lafayette, Lafayette, LA
  - Premier Surgical Institute, Galena, KS
- Most improved facilities
  - Drew Memorial Hospital, Monticello, AR
  - Northfield Hospital, Northfield, MN

### Overall Hospital Rating - Medium-Sized Hospitals

Four facilities with 100 to less than 300 beds were selected based on their performance on the Inpatient Rate Hospital question for the time period of April 2015 - March 2016 out of 232 facilities<sup>1</sup>. Two top performing facilities had the highest percentage of patients rating them a 9 or 10. These two facilities both exhibited performance at or above an 84% positive score. Two most improved facilities showed the highest increase in the percentage of patients rating them a 9 or 10 from the time period of April 2014 - March 2015 to April 2015 - March 2016. These two facilities both saw increases on the Inpatient Rate Hospital question at or above 5 points top box (9 or 10), representing statistically significant increases.

- Top performing facilities
  - Arkansas Heart Hospital, Little Rock, AR
  - Kaiser Permanente Westside Medical Center, Hillsboro, OR
- Most improved facilities
  - Catskill Regional Medical Center, Harris, NY
  - Peninsula Regional Medical Center, Salisbury, MD

## Overall Hospital Rating - Large Hospitals

Four facilities with 300 beds or more were selected based on their performance on the Inpatient Rate Hospital question for the time period of April 2015 - March 2016 out of 133 facilities<sup>1</sup>. Two top performing facilities had the highest percentage of patients rating them a 9 or 10. These two facilities both exhibited performance at or above an 84% positive score. Two most improved facilities showed the highest increase in the percentage of patients rating them a 9 or 10 from the time period of April 2014 - March 2015 to April 2015 - March 2016. These two facilities both saw increases on the Inpatient Rate Hospital question at or above 5 points top box (9 or 10), representing statistically significant increases.

- Top performing facilities
  - Community Regional Medical Center, Fresno, CA
  - PIH Health Hospital, Whittier, CA
- Most improved facilities
  - JPS Health Network, Fort Worth, TX
  - Kingsbrook Jewish Medical Center, Brooklyn, NY

## Overall Hospital Rating - Children's hospitals

Two Children's Hospitals were selected based on their performance on the Pediatric Inpatient Rate Hospital question for the time period of April 2015 - March 2016 out of a total of 35 facilities<sup>2</sup>. Two top performing facilities had the highest percentage of patients rating them a 9 or 10. These two facilities both exhibited performance at or above an 88% positive score. Two most improved facilities showed the highest increase in the percentage of patients rating them a 9 or 10 from the time period of April 2014 - March 2015 to April 2015 - March 2016. These two facilities both saw increases on the Pediatric Inpatient Rate Hospital question at or above 5 points top box (9 or 10).

- Top performing facilities
  - Children's Hospital Los Angeles, Los Angeles, CA
  - Texas Scottish Rite Hospital for Children, Dallas, TX
- Most improved organizations
  - Driscoll Children's Hospital, Corpus Christi, TX
  - Texas Scottish Rite Hospital for Children, Dallas, TX

## Overall Provider Rating (Adult)

Four organizations were selected based on their performance on the Adult Clinician & Group Rate Provider question for the time period of April 2015 - March 2016 out of a total of 185 organizations<sup>5</sup>. Two<sup>5</sup> top performing organizations had the highest percentage of patients rating the doctor a 9 or 10. These two organizations both exhibited performance at or above an 88% positive score. Two<sup>6</sup> most improved organizations showed the highest increase in the percentage of patients rating the doctor a 9 or 10 from the time period of April 2014 - March 2015 to April 2015 - March 2016. These two organizations both saw increases on the Adult Clinician & Group Rate Provider question at or above 5 points top box (9 or 10), representing statistically significant increases.

- Top performing organizations
  - Baptist Rural Health Clinics, Little Rock, AR
  - Tennessee Cancer Specialists, Knoxville, TN
- Most improved organizations
  - Claxton-Hepburn Medical Center, Ogdensburg, NY
  - Saunders Medical Center, Wahoo, NE

## Overall Provider Rating (Pediatric)

Four organizations were selected based on their performance on the Pediatric Clinician & Group Rate Provider question for the time period of April 2015 - March 2016 out of a total of 88 organizations<sup>5</sup>. Two<sup>5</sup> top performing organizations had the highest percentage of patients rating the doctor a 9 or 10. These two organizations both exhibited performance at or above an 88% positive score. Two<sup>6</sup> most improved organizations showed the highest increase in the percentage of patients rating the doctor a 9 or 10 from the time period of April 2014 - March 2015 to April 2015 - March 2016. These two organizations both saw increases on the Pediatric Clinician & Group Rate Provider question at or above 5 points top box (9 or 10).

- Top performing organizations
  - Arkansas Health Group, Little Rock, AR
  - Le Bonheur Children's Medical Center, Memphis, TN
- Most improved organizations
  - MedStar Health, Columbia, MD
  - JPS Health Network, Fort Worth, TX

## Improvement Planner Champion

The Improvement Planner Champion award was designed to identify the organizations that most successfully leveraged Catalyst's Improvement Planner tool to help drive improvement in Patient-Centered Care. Two organizations were selected based on the number of Improvement Plans created during the time period of April 2015 - March 2016 that yielded a statistically significant increase for the plan's target question. Both of these two organizations had over 20 different Improvement Plans showing statistically significant improvement.

- Anderson Regional Medical Center (North), Meridian, MS
- Bryan Health, Lincoln, NE

## Value-based Purchasing Champion

The Value-based Purchasing Champion award was designed to identify the organizations who had showed the greatest amount of points achieved between the Baseline Period of January 2013 to December 2013 and the Performance Period of January 2015 and December 2015 based on HCAHPS data for Fiscal Year 2017. Two facilities showed the highest increase in points between the Baseline Period and the Performance Period out of a total of 406 facilities<sup>3</sup>.

- Massachusetts Eye and Ear Infirmary, Boston, MA
- Westfield's Hospital and Clinic, New Richmond, WI

## Patient-Centered Care Champion

One facility was selected based on their overall performance within each Adult Inpatient Dimensions of Patient-Centered Care for the time period of April 2015 - March 2016. This facility had the highest combined percentage of patients rating them positively in at least six of the eight Dimensions of Patient-Centered Care out of 454 facilities<sup>4</sup>.

- Patient-Centered Care Champion - Overall Performance:
  - Arkansas Heart Hospital, Little Rock, AR

## Dimension Awards

One facility other than the Patient-Centered Care Champion was selected based on their performance within each Adult Inpatient Dimensions of Patient-Centered Care for the time period of April 2015 - March 2016. Each facility had one of the highest combined percentages of patients rating them positively on the eight individual Dimensions of Patient-Centered Care out of 454 facilities.

### Access to Care Dimension

- Kaiser Permanente San Rafael Medical Center, San Rafael, CA

### Continuity and Transition Dimension

- St. Vincent Charity Medical Center, Cleveland, OH

### Coordination of Care Dimension

- Dixie Regional Medical Center (Intermountain Healthcare), St. George, UT

### Emotional Support Dimension

- St. John's Medical Center, Jackson, WY

### Information and Education Dimension

- St. John's Medical Center, Jackson, WY

### Involvement of Family and Friends Dimension

- St. John's Medical Center, Jackson, WY

### Physical Comfort Dimension

- Logan Regional Hospital (Intermountain Healthcare), Logan, UT

### Respect for Patient Preferences Dimension

- LDS Hospital (Intermountain Healthcare), Salt Lake City, UT

## Improvement Best Practice Award

The Improvement Best Practice Award is given to an organization who has implemented a best practice resulting in an achievement of outstanding performance in patient or resident-centered care and healthcare outcomes. National Research defines a best practice as An innovative use of resources resulting in a significant improvement in cost, quality, satisfaction, and safety. Entries were judged on the program's innovation and execution, as well as the resulting improvement. The winner will be announced at the Symposium Client Awards Ceremony.

- Top 3 finalists include:
  - Kaiser Permanente Woodland Hills Medical Center, Woodland Hills, CA
  - Sentara Williamsburg Regional Medical Center (Sentara Healthcare), Williamsburg, VA
  - Texas Scottish Rite Hospital for Children, Dallas, TX
- Winner of the 2016 Improvement Best Practice Award
  - The winner will be announced on Monday, August 29 at 8:00am

The Excellence Awards recognize the work of so many people in each winning organization. The people involved come from a wide range of disciplines and skills, working together in coordinated teams and exerting effort over time to listen to their patients and respond to their needs. We know the top leaders of each award winning organizations are committed to improving quality and increasing patient-centered care within their facilities. We recognize that firm commitment from the top is a key driver of change, and these attitudes are reflected in the frontline work of the organization. The daily drive, commitment, and attentive thinking of individual staff members lead to creative changes that improve what patients experience when they rely on medical care.

For questions or more information, contact Stacy O'Brian, Senior Manager of National Events, at [events@nationalresearch.com](mailto:events@nationalresearch.com).

### Key

<sup>1</sup> Represents facilities with 300 or more returns

<sup>2</sup> Represents facilities with 100 or more returns utilizing either the Child HCAHPS or NRC Pediatric Inpatient 4-point tool

<sup>3</sup> Represents facilities with 300 or more returns for the baseline and performance period

<sup>4</sup> Represents facilities with 300 or more returns and 100 or more beds utilizing the HCAHPS Inpatient Picker Plus 4-point tool (where applicable)

<sup>5</sup> Represents facilities with 300 or more returns utilizing the CG CAHPS 6-month tool.

<sup>6</sup> Represents facilities with 300 or more returns utilizing either the CG CAHPS Visit-specific or CG CAHPS 6-month tool. While NRC does not combine scores across surveys for performance improvement or benchmarking capabilities, for the purposes of this award it was essential to do so.