

# EXCELLENCE AWARDS

22ND ANNUAL

**NRC Picker** Patient-Centered Care  
**Symposium**



NATIONAL RESEARCH  
*Corporation*

22ND ANNUAL

# NRC Picker Patient-Centered Care Symposium

August 28-30, 2016 | San Diego, CA

## 2016 SYMPOSIUM AWARDS PRESENTATION

The Symposium Awards will be presented during the following awards presentations.

### SUNDAY, AUGUST 28, 3:45 PM

Overall Hospital Rating – Small Hospitals  
Overall Hospital Rating – Medium-Sized Hospitals  
Overall Hospital Rating – Large Hospitals  
Overall Hospital Rating – Children’s Hospitals  
Overall Provider Rating (Adult)  
Overall Provider Rating (Pediatric)  
Improvement Planner Champion  
Value-Based Purchasing Champion

### MONDAY, AUGUST 29, 8:00 AM

Improvement Best Practice Award

### TUESDAY, AUGUST 30, 8:00 AM

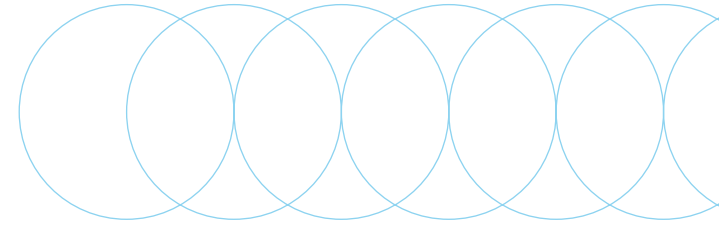
Patient-Centered Care Champion  
Dimension Awards

## 2016 National Research Corporation's Excellence Awards

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



# Overall Hospital Rating



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## SELECTION CRITERIA

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### PERFORMANCE MEASURE

Inpatient Rate Hospital

### TOP PERFORMING FACILITY

*Time Period: April 2015 – March 2016*

- ✓ Highest percentage of patients rating them a 9 or 10
- ✓ Exhibited performance at or above an 84% positive score (88% for Children's Hospital)

### MOST IMPROVED FACILITY

*Time Period: April 2014 – March 2015 to April 2015 – March 2016*

- ✓ Highest increase in the percentage of patients rating them a 9 or 10
- ✓ 5+ points increase top box (9 or 10)

## SMALL HOSPITALS (LESS THAN 100 BEDS)

*Eligible Facilities: 357*

### TOP PERFORMING FACILITY

- The Heart Hospital of Lafayette, Lafayette, LA
- Premier Surgical Institute, Galena, KS

### MOST IMPROVED FACILITY

- Drew Memorial Hospital, Monticello, AR
- Northfield Hospital, Northfield, MN

## MEDIUM-SIZED HOSPITALS (100-299 BEDS)

*Eligible Facilities: 232*

### TOP PERFORMING FACILITY

- Arkansas Heart Hospital, Little Rock, AR
- Kaiser Permanente Westside Medical Center, Hillsboro, OR

### MOST IMPROVED FACILITY

- Catskill Regional Medical Center, Harris, NY
- Peninsula Regional Medical Center, Salisbury, MD

## LARGE HOSPITALS (300 BEDS OR MORE)

*Eligible Facilities: 133*

### TOP PERFORMING FACILITY

- Community Regional Medical Center, Fresno, CA
- PIH Health Hospital, Whittier, CA

### MOST IMPROVED FACILITY

- JPS Health Network, Fort Worth, TX
- Kingsbrook Jewish Medical Center, Brooklyn, NY

## CHILDREN'S HOSPITALS

*Eligible Facilities: 35*

### TOP PERFORMING FACILITY

- Children's Hospital Los Angeles, Los Angeles, CA
- Texas Scottish Rite Hospital for Children, Dallas, TX

### MOST IMPROVED FACILITY

- Driscoll Children's Hospital, Corpus Christi, TX
- Texas Scottish Rite Hospital for Children, Dallas, TX

“ It is always a special pleasure for us to honor the work of so many outstanding organizations making significant efforts to improve the quality of patient-centered care.

*The Symposium Excellence Awards recognize the work of so many people, all focusing on what matters most.* ”

– Helen Hrdy, Sr. Vice President,  
National Research Corporation

## Overall Provider Rating

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### SELECTION CRITERIA

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#### PERFORMANCE MEASURE

Clinician & Group Rate Provider

#### TOP PERFORMING ORGANIZATIONS

*Time Period: April 2015 – March 2016*

- ✓ Highest percentage of patients rating the doctor a 9 or 10
- ✓ Exhibited performance at or above an 88% positive score

#### MOST IMPROVED ORGANIZATIONS

*Time Period: April 2014 – March 2015 to April 2015 – March 2016*

- ✓ Highest increase in the percentage of patients rating the doctor a 9 or 10
- ✓ 5+ points increase top box (9 or 10)

### ADULT

*Eligible Organizations: 185*

#### 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

### PEDIATRIC

*Eligible Organizations: 88*

#### 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

## ORGANIZATIONS

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

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## SELECTION CRITERIA

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## PERFORMANCE MEASURE

Number of Improvement Plans Created

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.

*Time Period: April 2015 – March 2016*

- ✓ Yielded a statistically significant increase for the plan's target question
- ✓ Over 20 different Improvement Plans showing statistically significant improvement

# Value-Based Purchasing Champion

*Eligible Organizations: 406*

## ORGANIZATIONS

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

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## SELECTION CRITERIA

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## PERFORMANCE MEASURE

HCAHPS data for Fiscal Year 2017

The Value-based Purchasing Champion award was designed to identify the organizations who had showed the greatest amount of points achieved between Baseline Period and Performance Period.

*Baseline Period: January 2013 – December 2013*

*Performance Period: January 2015 – December 2015*

- ✓ Highest increase in points between the Baseline Period and the Performance Period

# Patient-Centered Care Champion

*Eligible Facilities: 454*

## FACILITY

- Arkansas Heart Hospital, Little Rock, AR

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## SELECTION CRITERIA

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## PERFORMANCE MEASURE

Adult Inpatient Dimensions of Patient-Centered Care

One facility was selected based on their overall performance within each of the Adult Inpatient Dimensions of Patient-Centered Care.

*Time Period: April 2015 – March 2016*

- ✓ Highest combined percentage of patients rating them positively in at least six of the eight Dimensions of Patient-Centered Care

# Dimension Awards

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## SELECTION CRITERIA

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### PERFORMANCE MEASURE

Adult Inpatient Dimensions of Patient-Centered Care

One facility other than the Patient-Centered Care Champion was selected based on their performance within each of the Adult Inpatient Dimensions of Patient-Centered Care.

*Time Period: April 2015 – March 2016*

- ✓ Highest combined percentages of patients rating them positively on the eight individual Dimensions of Patient-Centered Care

*Eligible Facilities: 454*

### ACCESS TO CARE

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

### CONTINUITY AND TRANSITION

- St. Vincent Charity Medical Center, Cleveland, OH

### COORDINATION OF CARE

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

### EMOTIONAL SUPPORT

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

### INFORMATION AND EDUCATION

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

### INVOLVEMENT OF FAMILY AND FRIENDS

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

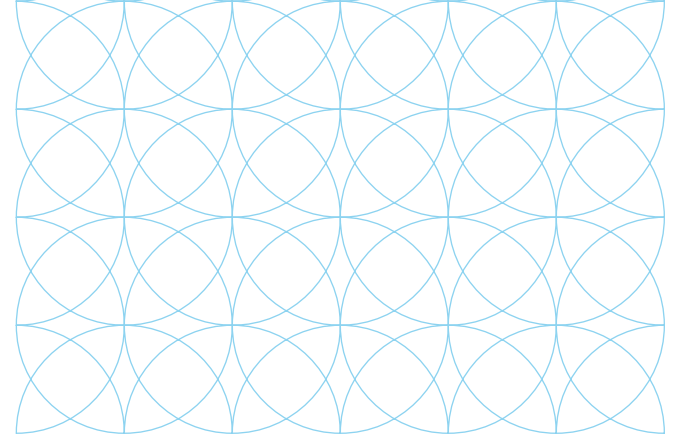
### PHYSICAL COMFORT

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

### RESPECT FOR PATIENT PREFERENCES

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

# Improvement Best Practice Award



## 2016 IMPROVEMENT BEST PRACTICE AWARD WINNER:

The winner will be announced at the Symposium Awards Presentation on Monday, August 29 at 8:00 AM.

### TOP 3 FINALISTS:

- 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

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## SELECTION CRITERIA

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The Improvement Best Practice Award is given to an organization that 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 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 leaders of each award-winning organization 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 the way care is delivered and experienced.

For questions or more information, please contact National Research Events at [events@nationalresearch.com](mailto:events@nationalresearch.com).





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