

# EXCELLENCE AWARDS



Symposium  
for Patient-Centered Care

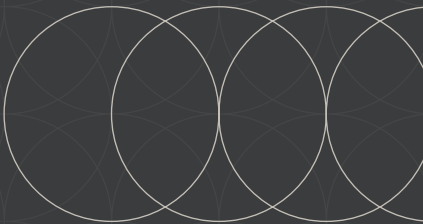
2017

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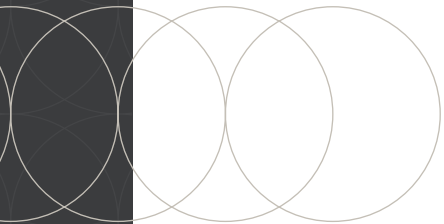
August 6–8, 2017 | Boston, MA

It takes a wide range of talents to deliver extraordinary care. A stunning diversity of expertise must come together. Achieving this unity is impossible without daily discipline and a clarity of conviction from healthcare leaders. The Excellence Awards recognize organizations with leadership that spurs its staff to new levels of compassion and performance. These organizations set the benchmark for patient-centered care, and embody what we all aspire to—human understanding.



"Every year our partners inspire us with their commitment to service. The individuals at these organizations show a genuine understanding for their patients, which is revealed in their extraordinary, compassionate care. It is always a special pleasure for us to honor these efforts. The Symposium Excellence Awards recognize their work with gratitude."

—Helen Hrdy, Sr. Vice President, Service, NRC Health



2017 SYMPOSIUM

# Excellence Awards

For nearly four decades, NRC Health has helped healthcare organizations illuminate and improve the moments that matter most to patients, residents, physicians, nurses, and staff. Today, NRC Health is honored to recognize top performing hospitals and health systems that have exhibited an exceptional commitment to understanding these individuals' complete care journey. Their desire to better understand the people that they care for and their aspiration to design experiences that inspire loyalty is the embodiment of NRC Health's mission: human understanding.

The Excellence Awards recognize these elite organizations, which have received the highest ratings in overall satisfaction by patients and their families.





# Overall Hospital Rating

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## SELECTION CRITERIA

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### PERFORMANCE MEASURE

Inpatient Rate Hospital

### TOP PERFORMING FACILITY

*Time Period: April 2016 – March 2017*

- ✓ Highest percentage of patients rating them a 9 or 10
- ✓ Exhibited performance at or above an 81% positive score (90% for Children’s Hospital)

### MOST IMPROVED FACILITY

*Time Period: April 2015 – March 2016;  
April 2016 – March 2017*

- ✓ Highest increase in the percentage of patients rating them a 9 or 10
- ✓ 4+ points increase top box (9 or 10);  
5+ points increase top box (9 or 10) for Children’s Hospital

## SMALL HOSPITALS (LESS THAN 100 BEDS)

*Eligible Facilities: 347<sup>1</sup>*

### TOP PERFORMING FACILITY

- Nebraska Orthopaedic Hospital, *Omaha, NE*
- The Heart Hospital of Lafayette, *Lafayette, LA*

### MOST IMPROVED FACILITY

- Grande Ronde Hospital, Inc., *La Grande, OR*
- Whitesburg ARH Hospital, *Whitesburg, KY*

## MEDIUM HOSPITALS (100–299 BEDS)

*Eligible Facilities: 228<sup>1</sup>*

### TOP PERFORMING FACILITY

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

### MOST IMPROVED FACILITY

- Contra Costa Regional Medical Center, *Martinez, CA*
- Priscilla Chan and Mark Zuckerberg San Francisco General,  
*San Francisco, CA*

## LARGE HOSPITALS (300 BEDS OR MORE)

*Eligible Facilities: 126<sup>1</sup>*

### TOP PERFORMING FACILITY

- Cedars-Sinai Medical Center, *Los Angeles, CA*
- PIH Health Hospital - Whittier, *Whittier, CA*

### MOST IMPROVED FACILITY

- Good Samaritan Hospital, *Los Angeles, CA*
- Jamaica Hospital Medical Center, *Jamaica, NY*

## CHILDREN’S HOSPITALS

*Eligible Facilities: 42<sup>2</sup>*

### TOP PERFORMING FACILITY

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

### MOST IMPROVED FACILITY

- Children's Hospital of New Orleans (LCMC Health),  
*New Orleans, LA*
- Children's Hospital of Wisconsin - Fox Valley, *Neenah, WI*

# Overall Provider Rating

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## SELECTION CRITERIA

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### PERFORMANCE MEASURE

Rate Provider

### TOP PERFORMING ORGANIZATIONS

*Time Period: April 2016 – March 2017*

- ✓ Highest percentage of patients rating the doctor a 9 or 10
- ✓ Exhibited performance at or above an 89% positive score

## ADULT

*Eligible Organizations: 237<sup>3</sup>*

### TOP PERFORMING ORGANIZATIONS

- Birmingham Heart Clinic, *Birmingham, AL*
- Cardiovascular Associates of the Southeast (Brookwood Baptist Health Specialty Care Network), *Birmingham, AL*

## PEDIATRIC

*Eligible Organizations: 237<sup>3</sup>*

### TOP PERFORMING ORGANIZATIONS

- Arkansas Health Group, *Little Rock, AR*
- Sibley Heart Center Cardiology, *Atlanta, GA*

# Patient-Centered Care Champion

## PATIENT-CENTERED CARE CHAMPION

*Eligible Organizations: 426<sup>4</sup>*

### 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 2016 – March 2017*

- ✓ 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 2016 – March 2017*

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

*Eligible Facilities: 426*

### ACCESS TO CARE

- Kaiser Permanente Redwood City Medical Center (Kaiser Permanente), *Redwood City, CA*

### CONTINUITY AND TRANSITION

- Loma Linda University Surgical Hospital, *Redlands, CA*

### COORDINATION OF CARE

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

### EMOTIONAL SUPPORT

- National Institutes of Health Clinical Center, *Bethesda, MD*

### INFORMATION AND EDUCATION

- Indiana University Health North Hospital, *Carmel, IN*

### INVOLVEMENT OF FAMILY AND FRIENDS

- Anderson Regional Medical Center, *Meridian, MS*

### PHYSICAL COMFORT

- Loma Linda University Surgical Hospital, *Redlands, CA*

### RESPECT FOR PATIENT PREFERENCES

- Loma Linda University Surgical Hospital, *Redlands, CA*

# Improvement Best Practice Award



## 2017 IMPROVEMENT BEST PRACTICE AWARD

### WINNER

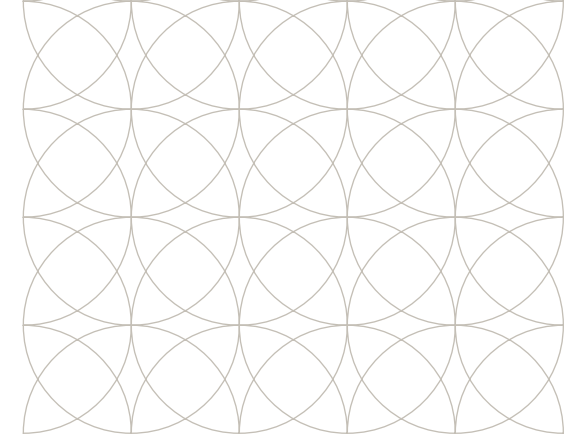
- Regions Hospital, *St. Paul, MN*

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### SELECTION CRITERIA

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NRC Health is honored to present the 2017 Improvement Best Practice Award 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. NRC Health defines a best practice as an innovative use of resources resulting in a significant improvement in cost, quality, satisfaction, and safety. By illuminating the complete care journey, NRC Health's partners are able to ensure each individual receives the care, respect, and experience he or she deserves, and the Improvement Best Practice Award celebrates this achievement.



### AWARD 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 four-point tool.
- <sup>3</sup> Represents organizations with 300 or more returns utilizing either Real-time Medical Practice Outreach or the CG CAHPS six-month tool. While NRC Health does not combine scores across tools for performance improvement or benchmarking capabilities, for the purposes of this award it was essential to do so.
- <sup>4</sup> Represents facilities with 300 or more returns and 100 or more beds utilizing the HCAHPS Inpatient Picker Plus four-point tool (where applicable).

For more information, please contact NRC Health at [events@nrchealth.com](mailto:events@nrchealth.com).

