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Kaiser Permanente Woodland Hills Medical Center recognized for exceptional commitment to improving healthcare outcomes

DATE, YEAR (CITY, STATE)—Kaiser Permanente Woodland Hills Medical Center of Woodland Hills, California, was recognized as the winner of the 2018 Improvement Best Practice Award at the 24th Annual NRC Health Symposium in San Diego, California, on Sunday, August 26.

The Improvement Best Practice Award is presented to one organization that has implemented a best practice resulting in an achievement of outstanding performance in patient or resident 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 that each individual receives the care, respect, and experience he or she deserves, and the Improvement Best Practice Award celebrates this achievement.

"Each year our partners inspire us with their commitment to service,” says Helen Hrdy, Senior Vice President of Client Service at NRC Health. “The individuals at these organizations exhibit a genuine understanding of their patients, which is revealed in their extraordinary, compassionate care. It is always a special pleasure for us to honor and recognize these efforts with the Improvement Best Practice award. We congratulate Kaiser Permanente Woodland Hills Medical Center for embodying human understanding and demonstrating a commitment to patient-centered care.”

[Quote from Kaiser Permanente Woodland Hills Medical Center]

About NRC Health

For 37 years, NRC Health (NASDAQ: NRC) has been committed to achieving human understanding and bringing healthcare organizations closer to their customers than ever before by illuminating and improving the key moments that define an experience and build trust. Guided by its uniquely empathic heritage, proprietary methods, skilled associates, and holistic approach, NRC Health helps its customers design experiences that exceed expectations, inspire loyalty, and improve wellbeing among patients, residents, physicians, nurses, and staff.

For more information, call 800-388-4264, write to [info@nrchealth.com](mailto:info@nrchealth.com), or visit [www.nrchealth.com](https://www.nrchealth.com/).

**About Kaiser Permanente Woodland Hills Medical Center**[INSERT ORGANIZATION BOILER PLATE]

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