

# NRC Health Consumer Loyalty Award

2019 Winners



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## 2019 CONSUMER LOYALTY AWARD WINNERS

### “Best in Class” Award Winners

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Brigham and Women’s Hospital, Boston, MA  
Hospital of The University of Pennsylvania, Philadelphia, PA  
Kaiser Permanente Roseville Medical Center, Roseville, CA  
Methodist Le Bonheur Germantown Hospital, Germantown, TN  
Parkview Regional Medical Center, Fort Wayne, IN

Saint Luke’s East Hospital, Lee’s Summit, MO  
St. Luke’s Hospital, Chesterfield, MO  
St. Vincent’s Birmingham, Birmingham, AL  
Texas Children’s Hospital, Houston, TX  
UAB Hospital, Birmingham, AL

### Award Winners

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Abington Hospital - Jefferson Health, Abington, PA  
AdventHealth Celebration, Kissimmee, FL  
Advocate Lutheran General Hospital, Park Ridge, IL  
Albert B. Chandler Hospital, Lexington, KY  
Allegheny General Hospital, Pittsburgh, PA  
Anne Arundel Medical Center, Annapolis, MD  
Baptist Health Lexington, Lexington, KY  
Baptist Hospital, Miami, FL  
Baptist Medical Center Jacksonville, Jacksonville, FL  
Barnes-Jewish Hospital, St. Louis, MO  
Beaumont Hospital, Royal Oak, Royal Oak, MI  
Beaumont Hospital, Troy, Troy, MI  
Bronson Methodist Hospital, Kalamazoo, MI  
Bryan East Campus, Lincoln, NE  
CHI Memorial Hospital Chattanooga, Chattanooga, TN  
CHRISTUS Mother Frances Hospital-Tyler, Tyler, TX  
Cleveland Clinic Florida, Weston, FL  
Cleveland Clinic Main Campus, Cleveland, OH  
Clovis Community Medical Center, Clovis, CA  
Community Hospital, Munster, IN  
Community Hospital North, Indianapolis, IN  
Duke University Hospital, Durham, NC  
Edward Hospital-Main Campus, Naperville, IL  
Elliot Hospital, Manchester, NH  
Emory University Hospital, Atlanta, GA  
Emory University Hospital Midtown, Atlanta, GA  
Franciscan St. Francis Health, Indianapolis, IN  
Greater Baltimore Medical Center, Baltimore, MD  
Hoag Memorial Hospital Presbyterian, Newport Beach, CA  
Houston Methodist, Houston, TX  
Iowa Methodist Medical Center, Des Moines, IA  
J.W. Ruby Memorial Hospital, Morgantown, WV  
Kaiser Permanente Downey Medical Center, Downey, CA  
Kaiser Permanente Panorama City Medical Center, Panorama City, CA  
Kaiser Permanente San Diego Medical Center, San Diego, CA  
Kaiser Permanente South Sacramento Medical Center, Sacramento, CA  
Kettering Medical Center, Kettering, OH  
Lehigh Valley Hospital-Cedar Crest, Allentown, PA  
Massachusetts General Hospital, Boston, MA  
Mayo Clinic Health System-Eau Claire, Eau Claire, WI  
Mayo Clinic Hospital, Saint Marys Campus, Rochester, MN  
McLeod Regional Medical Center, Florence, SC  
Memorial Medical Center, Springfield, IL  
Memorial Regional Hospital, Hollywood, FL  
Mercy Hospital Fort Smith, Fort Smith, AR  
Mercy Hospital Northwest Arkansas, Rogers, AR  
Mercy Hospital Oklahoma City, Oklahoma City, OK  
Mercy Hospital St. Louis, St. Louis, MO  
Methodist Hospital, Omaha, NE  
Methodist University Hospital, Memphis, TN  
Michigan Medicine University of Michigan, Ann Arbor, MI

Morristown Medical Center, Morristown, NJ  
Morton Plant Hospital, Clearwater, FL  
MU Health Care, Columbia, MO  
Nebraska Medicine, Omaha, NE  
NewYork-Presbyterian/Weill Cornell Medical Center, New York, NY  
Northwestern Medicine Central DuPage Hospital, Winfield, IL  
Northwestern Memorial Hospital, Chicago, IL  
Norton Hospital, Louisville, KY  
Penn State Health Milton S. Hershey Medical Center, Hershey, PA  
Rush Copley Medical Center, Aurora, IL  
Rush University Medical Center, Chicago, IL  
Sacred Heart Hospital Pensacola, Pensacola, FL  
Saint Francis Hospital and Medical Center, Hartford, CT  
Saint Luke’s Hospital of Kansas City, Kansas City, MO  
Saint Peter’s University Hospital, New Brunswick, NJ  
Sanford USD Medical Center, Sioux Falls, SD  
SSM Health St Mary’s Hospital-Madison, Madison, WI  
St. Dominic-Jackson Memorial Hospital, Jackson, MS  
St. Francis Hospital, Tulsa, OK  
St. John Medical Center, Tulsa, OK  
St. Joseph Mercy Ann Arbor, Ypsilanti, MI  
St. Joseph’s Hospital, Tampa, FL  
St. Luke’s Boise Medical Center, Boise, ID  
St. Mary Medical Center, Langhorne, PA  
St. Mary’s Hospital, Richmond, VA  
St. Peter’s Hospital, Albany, NY  
Strong Memorial Hospital, Rochester, NY  
Sutter Roseville Medical Center, Roseville, CA  
Texas Health Fort Worth, Fort Worth, TX  
Texas Health Harris Methodist Hospital Alliance, Fort Worth, TX  
The Christ Hospital, Cincinnati, OH  
The John Hopkins Hospital, Baltimore, MD  
The Miriam Hospital, Providence, RI  
The Ohio State University Wexner Medical Center, Columbus, OH  
The University of Kansas Hospital, Kansas City, KS  
The Valley Hospital, Ridgewood, NJ  
Torrance Memorial Medical Center, Torrance, CA  
UNC Hospital, Chapel Hill, NC  
UNC REX Healthcare, Raleigh, NC  
University Hospital, Augusta, GA  
University Iowa Hospitals and Clinics, Iowa City, IA  
University of Cincinnati Medical Center, Cincinnati, OH  
University of Texas MD Anderson Cancer Center, Houston, TX  
University of Utah Health, Salt Lake City, UT  
University of Virginia Health System, Charlottesville, VA  
UW Health, Madison, WI  
Vanderbilt University Medical Center, Nashville, TN  
Virginia Hospital Center, Arlington, VA  
Virtua Voorhees Hospital, Voorhees Township, NJ  
Wake Forest Baptist Medical Center, Winston Salem, NC  
Walnut Creek Medical Center, Walnut Creek, CA