

# NRC Health Awards Ceremony

AUGUST 14, 2019 | NASHVILLE, TENNESSEE

This year, the 2019 NRC Health Awards will recognize leading organizations in the following categories:



## WELCOME

### CONSUMER LOYALTY AWARDS

#### SENIOR LIVING EMPLOYEE APPROVED AWARDS

#### SENIOR LIVING CUSTOMER APPROVED AWARDS

#### EXCELLENCE AWARDS

OVERALL HOSPITAL RATING – SMALL HOSPITALS  
OVERALL HOSPITAL RATING – MEDIUM HOSPITALS  
OVERALL HOSPITAL RATING – LARGE HOSPITALS  
OVERALL HOSPITAL RATING – CHILDREN'S HOSPITALS  
OVERALL PROVIDER RATING (ADULT AND PEDIATRIC)  
EXCELLENCE IN TRANSPARENCY  
EXCELLENCE IN CARE TRANSITIONS  
EXCELLENCE IN QUALITY & SERVICE

#### IMPROVEMENT BEST PRACTICE AWARD

#### AWARD CELEBRATION AND NETWORKING RECEPTION

6:30 - 8:30pm - Country Music Hall of Fame

Congratulations to the 2019 NRC Health Award winners. Your dedication to the customer journey and patient experience is admirable. Your organizations are setting the benchmark for care, and embody what we all aspire to—human understanding.

—Helen Hrdy, Senior Vice President, Customer Success

## CONSUMER LOYALTY AWARD

The NRC Health Loyalty Index is a single score calculated from consumer data collected on each of the seven aspects of loyalty that NRC Health has identified as providing a holistic, comprehensive view of healthcare-consumer loyalty. These seven aspects are access, brand score, engagement, need, motivation, experience, and Net Promoter Score (NPS). With these metrics, healthcare organizations can compare their performance to that of their peers, and observe trends and make adjustments over time in an effort to increase consumer loyalty.

## CUSTOMER APPROVED AND EMPLOYEE APPROVED AWARDS

The Customer and Employee Approved Award winners are determined using a carefully designed scoring methodology, intended to account for the inherent differences in ratings across levels of care. The NRC Health Customer Approved Award is based on ratings from both family and residents across the Independent Living, Assisted Living, and Skilled Nursing care settings. Similarly, the NRC Health Employee Approved Award is based on ratings gathered from employees of Assisted Living and Skilled Nursing facilities.

## EXCELLENCE AWARDS

### Overall Hospital Rating – Small hospitals

Two facilities with less than 100 beds were selected based on their performance on the Inpatient Rate Hospital question for the time period of April 2018 - March 2019 out of 322 facilities<sup>1</sup>. One top performing facility had the highest percentage of patients rating them a 9 or 10. This facility both exhibited performance at or above an 84% positive score. The most improved facility showed the highest increase in the percentage of patients rating them a 9 or 10 from the time period of April 2017 - March 2018 to April 2018 - March 2019. This facility saw increases on the Inpatient Rate Hospital question at or above 5 points top box (9 or 10).

### Overall Hospital Rating – Medium hospitals

Two 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 2018 - March 2019 out of 210 facilities<sup>1</sup>. One top performing facility had the highest percentage of patients rating them a 9 or 10. This facility both exhibited performance at or above an 84% positive score. The most improved facility showed the highest increase in the percentage of patients rating them a 9 or 10 from the time period of April 2017 - March 2018 to April 2018 - March 2019. This facility saw increases on the Inpatient Rate Hospital question at or above 5 points top box (9 or 10).

### Overall Hospital Rating – Large hospitals

Two facilities with 300 beds or more were selected based on their performance on the Inpatient Rate Hospital question for the time period of April 2018 - March 2019 out of 116 facilities<sup>1</sup>. One top performing facility had the highest percentage of patients rating them a 9 or 10. This facility both exhibited performance at or above

an 84% positive score. The most improved facility showed the highest increase in the percentage of patients rating them a 9 or 10 from the time period of April 2017 - March 2018 to April 2018 - March 2019. This facility saw increases on the Inpatient Rate Hospital question at or above 5 points top box (9 or 10).

### 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 2018 - March 2019 out of a total of 18 facilities<sup>2</sup>. One top performing facility had the highest percentage of patients rating them a 9 or 10. This facility exhibited performance at or above a 96% positive score. One most improved facility showed the highest increase in the percentage of patients rating them a 9 or 10 from the time period of April 2017 - March 2018 to April 2018 - March 2019. This facility saw increases on the Pediatric Inpatient Rate Hospital question at or above 5 points top box (9 or 10).

### Overall Provider Rating (Adult and Pediatric)

One organization was selected based on their performance on the Rate Provider question among patients and parents of pediatric patients for the time period of April 2018 - March 2019 out of a total of 144 organizations<sup>3</sup>. This top performing organization had the highest percentage of patients rating the doctor a 9 or 10. This organization both exhibited performance at or above a 91% positive score.

### Excellence in Transparency

Three organizations utilizing the NRC Health's Transparency solution were selected based on the number of published comments<sup>4</sup>.

### Excellence in Care Transitions

One organization utilizing Care Transitions was selected based on their readmission rate as reported by the Centers for Medicare & Medicaid Services (CMS) out of 101 facilities<sup>5</sup>.

### Excellence in Quality & Service

One organization was selected based on their Net Promoter Score as a measure of service culture, loyalty and retention for the time period of April 2018 - March 2019. This organization had the highest combined Net Promoter Score out of 140 organizations<sup>6</sup>.

## 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. NRC Health defines a best practice as in 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.

For award questions or more information, contact [events@nrchealth.com](mailto:events@nrchealth.com).

1 Represents facilities with 300 or more returns

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

3 Represents organizations with 300 or more returns utilizing either Connect or Real-time Medical Practice Outreach

4 Represents organizations using NRC Health's Transparency solution

5 Represents organizations using NRC Health Care Transitions products with publicly reported data available from CMS

6 Represents organizations with 300 or more returns fielding the Net Promoter question through Real-time