

# NRC Health *Excellence* Awards

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2021 Winners



## 2021 EXCELLENCE AWARDS AND EXCELLENCE IN HUMAN UNDERSTANDING AWARD WINNERS

### Excellence Award winners

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#### EXCELLENCE IN PATIENT EXPERIENCE – LARGE HEALTH SYSTEM

**UCHealth**, Aurora, CO

#### EXCELLENCE IN PATIENT EXPERIENCE – SMALL HEALTH SYSTEM

**Southcoast Health System**, New Bedford, MA

#### EXCELLENCE IN PATIENT EXPERIENCE – PEDIATRIC

**Texas Scottish Rite Hospital for Children**, Dallas, TX

#### EXCELLENCE IN PATIENT EXPERIENCE – MEDICAL GROUP

**Tryon Medical Partners**, Charlotte, NC

#### EXCELLENCE IN PATIENT EXPERIENCE – LARGE HOSPITAL

**Community Hospital of the Monterey Peninsula**, Monterey, CA

#### EXCELLENCE IN PATIENT EXPERIENCE – SMALL HOSPITAL

**Wabash General Hospital**, Mount Carmel, IL

#### EXCELLENCE IN HEALTH SYSTEM LOYALTY – LARGE HEALTH SYSTEM

**Penn Medicine**, Philadelphia, PA

#### EXCELLENCE IN HEALTH SYSTEM LOYALTY – SMALL HEALTH SYSTEM

**University of Utah**, Salt Lake City, UT

#### EXCELLENCE IN TRANSPARENCY

**Wellstar**, Marietta, GA

**CGH Medical Center**, Sterling, IL

**Core Physicians LLC**, Exeter, NH

#### EXCELLENCE IN CARE TRANSITIONS

**Universal Health Services - South Texas Health System McAllen**, McAllen, TX

#### NEWCOMER OF THE YEAR

**Mass General Brigham**, Boston, MA

### Excellence in Human Understanding Award winners

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#### WINNER

**Loma Linda University Medical Center – Murrieta – Stephanie**

**Schwarzenbach**, Murrieta, CA

#### FINALIST

**UCHealth – Office of Patient Experience**, Aurora, CO

#### FINALIST

**LCMC Health – Dr. Jay Kaplan**, New Orleans, LA

#### FINALIST

**Nemours Children’s Health System – Nemours Center for Health Delivery Innovation Team**, Orlando, FL