

# Wellstar Paulding Hospital delights in its performance and nursing excellence capability

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## 35%

GROWTH IN PATIENT  
SATISFACTION

## 100%

OF UNITS OUTPERFORMED ON  
AVERAGE OVER EIGHT QUARTERS

## 100%

GROWTH DEVELOPING NEW PROCESSES  
FOCUSED ON INDIVIDUAL PATIENTS

### SUMMARY

Wellstar Paulding Hospital is one of Georgia's largest and most integrated healthcare systems. As the first healthcare organization in the state to receive the Malcolm Baldrige National Award, and the 12th hospital to receive Magnet® designation, Wellstar Paulding Hospital upholds a commitment to a shared vision to help deliver world-class healthcare to every person, every time.

**"The Real-time Feedback data is intuitive, so leaders are in the data frequently. Having data easy to pull forward and incorporate into our standard work has been very helpful. It's not just a nursing thing; it's everybody."**

—**Susan Thurman**, DNP, RN, Director of Nursing for Inpatient Services, Wellstar Paulding Hospital

### OPPORTUNITY

Wellstar Paulding Hospital's leadership believes that when pursuing any kind of journey to excellence, it's imperative to nurture the culture you want—even if it takes a long time to develop. The transformational leadership strategy recognized by the Baldrige Award offered the organization a crosswalk to its Magnet® designation, which created a solid foundation of excellence for the hospital's further work.

### SOLUTION

In Wellstar Paulding Hospital's Magnet designation journey, NRC Health's Real-time Feedback solution helped ensure that loyalty, quality, and service remained high-priority. NRC Health's Real-time Feedback solution is an automated patient-feedback solution that attempts to reach 100% of patients within 48-72 hours of their care episodes. It gives leaders timely information about their organizations' experimental performance, and gives them robust, reliable data that they can use to support strategic improvements.

### RESULTS

Magnet recognition provides Wellstar Paulding Hospital's community with the ultimate benchmark to measure the quality of patient care, validating the organization's culture of excellence and offering tangible evidence of its nursing and interprofessional teams' commitment to the best care possible. NRC Health's Real-time Feedback solution helped the organization:

- Achieve 12 Magnet Exemplars, stories that highlight excellence in nursing practice
- Address issues to provide follow-up and service recovery
- Predict patient and family engagement
- Respond quickly to concerns, identify root causes, and mitigate similar future issues

### LEARN MORE

For more on NRC Health solutions, call 800.388.4264 or visit [nrchealth.com/demo](https://nrchealth.com/demo).