**Copy for Resources page:**

Texas Scottish Rite Hospital for Children (TSRHC) has become a top-performer in delivering patient-centered care based on its exemplary performance in physician communication among hospitals of its size. By taking their survey results a step further and understanding the people behind the scores, TSRHC was able to build loyalty and foster strong patient relationships.

“We are not doing it for the survey. We are doing it because we care and want to make it right. When we’re scoring high on physician communication, it’s the full team.”

Read our blog post or Download the full case study to learn more.

**Blog thoughts:**

**Title**: New case study: the story behind the amazing culture at Texas Scottish Rite Hospital for Children

Texas Scottish Rite Hospital for Children has developed a remarkable culture for physicians. In its 95 year history, only three physicians have ever left for reasons other than retirement. Our detailed case study explores all of the elements which make up this unique culture where physicians collaborate and communicate in a way that translates into consistently high patient satisfaction.

Download the case study to learn details about how:

* The same physician follows a child throughout their care journey
* The physician, patient, and family make all decisions as a team
* New patients are paired up with someone who has already been through treatment for a related condition

Our in-depth case study involved over 20 staff interviews to develop a comprehensive picture of what makes TSRHC tick. We detail the components of their CARE RITE core values and how they are implemented in every part of the patient experience.

Download the full case study now.

Questions:

* Do we know what % they score in for the communications composite?
* Aren’t there more than three questions in the communications composite? Transparency uses 6.
* Can we get a more legible version of the image for CARE RITE
* Proposed title change: Building an Enduring Culture of Communication at TSRHC