

# National Excellence in Healthcare Awards

Presented May 5, 2009 • New Orleans, Louisiana



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# Medical Staff Perception

## Top Performer Awards

### **Delnor-Community Hospital**

*Geneva, IL*

Nursing Care

### **Inova Fair Oaks Hospital**

*Fairfax, VA*

Overall Quality of Care

Medical Records

As a Place to Practice Medicine

Anesthesia Services

Patient Safety

Pathology Services

### **Inova Mount Vernon Hospital**

*Alexandria, VA*

Laboratory Services

### **Memorial Hospital Miramar**

*Miramar, FL*

As a Place to Practice Medicine

### **Morris Hospital and Healthcare Centers**

*Morris, IL*

Emergency Services

### **Roper Hospital**

*Charleston, SC*

Radiology Services

### **ST. FRANCIS downtown**

*Greenville, SC*

Administration

### **ST. FRANCIS eastside**

*Greenville, SC*

Surgical Services

Patient Safety

Pathology Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Agnesian Healthcare**

*Fond Du Lac, WI*

- 4-Star Nursing Care
- Consultants Laboratory**
- 5-Star Laboratory Services

### **Akron General Medical Center**

*Akron, OH*

- 5-Star Anesthesia Services
- 5-Star Laboratory Services
- 4-Star Medical Records
- 4-Star As a Place to Practice Medicine
- 4-Star Nursing Care
- 4-Star Overall Quality of Care

### **Allen Community Hospital**

*Oberlin, OH*

- 5-Star Emergency Services
- 5-Star Laboratory Services
- 5-Star Medical Records
- 5-Star Pathology Services
- 4-Star Surgical Services
- 4-Star Administration
- 4-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services
- 4-Star Patient Safety

### **Aspirus Wausau Hospital**

*Wausau, WI*

- 5-Star Overall Quality of Care
- 4-Star Surgical Services
- 4-Star Patient Safety
- 4-Star Emergency Services

### **AtlantiCare - City Campus**

*Atlantic City, NJ*

- 4-Star Medical Records
- 4-Star Laboratory Services
- 4-Star Emergency Services
- 4-Star Nursing Care

### **Barnes-Jewish West County Hospital**

*St. Louis, MO*

- 5-Star As a Place to Practice Medicine
- 4-Star Emergency Services
- 4-Star Administration

### **Baxter Regional Medical Center**

*Mountain Home, AR*

- 4-Star As a Place to Practice Medicine

### **Beaumont Hospital, Grosse Pointe**

*Grosse Pointe, MI*

- 4-Star Surgical Services

### **Beaumont Hospital, Royal Oak**

*Royal Oak, MI*

- 4-Star Radiology Services
- 4-Star Overall Quality of Care
- 4-Star Medical Records
- 4-Star Laboratory Services
- 4-Star As a Place to Practice Medicine

### **Beaumont Hospital, Troy**

*Troy, MI*

- 5-Star Medical Records
- 5-Star Patient Safety
- 5-Star Nursing Care
- 5-Star Laboratory Services
- 5-Star As a Place to Practice Medicine
- 5-Star Overall Quality of Care
- 4-Star Anesthesia Services
- 4-Star Radiology Services

### **Bon Secours Community Hospital**

*Port Jervis, NY*

- 5-Star Laboratory Services
- 4-Star Anesthesia Services
- 4-Star Pathology Services
- 4-Star Patient Safety

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Bon Secours St. Francis Hospital**

*Charleston, SC*

- 5-Star Laboratory Services
- 5-Star Nursing Care
- 5-Star As a Place to Practice Medicine
- 5-Star Overall Quality of Care
- 4-Star Surgical Services
- 4-Star Radiology Services
- 4-Star Pathology Services
- 4-Star Emergency Services
- 4-Star Anesthesia Services

### **Bronson**

*Kalamazoo, MI*

- 5-Star Radiology Services
- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Patient Safety
- 4-Star Surgical Services
- 4-Star Pathology Services
- 4-Star Laboratory Services
- 4-Star Emergency Services
- 4-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services
- 4-Star Administration

### **Brunswick Community Hospital**

*Supply, NC*

- 5-Star Anesthesia Services
- 5-Star Emergency Services
- 4-Star Radiology Services
- 4-Star Administration
- 4-Star Overall Quality of Care

### **Central DuPage Hospital**

*Winfield, IL*

- 5-Star Pathology Services
- 5-Star Nursing Care
- 5-Star Laboratory Services
- 5-Star Emergency Services
- 5-Star Medical Records
- 5-Star Overall Quality of Care
- 5-Star As a Place to Practice Medicine
- 5-Star Surgical Services
- 4-Star Anesthesia Services
- 4-Star Patient Safety
- 4-Star Radiology Services

### **Children's Hospital of Orange County**

*Orange, CA*

- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Radiology Services
- 4-Star Emergency Services
- 4-Star Anesthesia Services
- 4-Star As a Place to Practice Medicine
- 4-Star Surgical Services

### **Cincinnati Children's Hospital Medical Center**

*Cincinnati, OH*

- 5-Star As a Place to Practice Medicine
- 5-Star Anesthesia Services
- 5-Star Nursing Care
- 5-Star Laboratory Services
- 5-Star Overall Quality of Care
- 5-Star Radiology Services
- 5-Star Hospitalist Services
- 4-Star Pathology Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Community Regional Medical Center**

*Fresno, CA*

- 5-Star Medical Records
- 4-Star Laboratory Services
- 4-Star Anesthesia Services
- 4-Star Pathology Services

### **Covenant Children's Hospital**

*Lubbock, TX*

#### **Children's Emergency Department**

- 5-Star Emergency Services
- 4-Star As a Place to Practice Medicine
- 4-Star Nursing Care
- 4-Star Overall Quality of Care
- 4-Star Surgical Services
- 4-Star Radiology Services
- 4-Star Medical Records

### **Covenant Health System**

*Lubbock, TX*

#### **Adult Emergency Department**

- 4-Star Emergency Services

### **Covenant Hospital Levelland**

*Levelland, TX*

- 5-Star Surgical Services
- 5-Star Anesthesia Services
- 5-Star As a Place to Practice Medicine
- 5-Star Laboratory Services
- 5-Star Overall Quality of Care
- 5-Star Nursing Care
- 4-Star Administration

### **Crittenton Hospital Medical Center**

*Rochester, MI*

- 4-Star Emergency Services
- 4-Star Laboratory Services

### **Delnor-Community Hospital**

*Geneva, IL*

- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Medical Records
- 5-Star Laboratory Services
- 5-Star Emergency Services
- 5-Star As a Place to Practice Medicine
- 5-Star Administration
- 4-Star Surgical Services
- 4-Star Radiology Services
- 4-Star Pathology Services
- 4-Star Anesthesia Services

### **DePaul Medical Center**

*Norfolk, VA*

- 4-Star Pathology Services

### **Doctors Hospital**

*Columbus, OH*

- 5-Star Medical Records
- 4-Star Pathology Services
- 4-Star Surgical Services
- 4-Star Overall Quality of Care
- 4-Star Nursing Care
- 4-Star Laboratory Services
- 4-Star Radiology Services

### **Doctors Hospital Nelsonville**

*Nelsonville, OH*

- 5-Star Medical Records
- 5-Star Administration
- 5-Star Surgical Services
- 5-Star Pathology Services
- 5-Star Anesthesia Services
- 5-Star Nursing Care
- 5-Star Emergency Services
- 5-Star Laboratory Services
- 4-Star Overall Quality of Care

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **El Camino Hospital**

*Mountain View, CA*

- 5-Star Pathology Services
- 5-Star Overall Quality of Care
- 5-Star Nursing Care
- 5-Star Laboratory Services
- 5-Star Medical Records
- 4-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services

### **Exempla Good Samaritan Medical Center**

*Lafayette, CO*

- 5-Star Anesthesia Services
- 5-Star Medical Records
- 4-Star Pathology Services
- 4-Star Patient Safety
- 4-Star As a Place to Practice Medicine
- 4-Star Overall Quality of Care
- 4-Star Hospitalist Services

### **Exempla Lutheran Medical Center**

*Wheat Ridge, CO*

- 4-Star Overall Quality of Care
- 4-Star Radiology Services
- 4-Star Pathology Services

### **Exempla Saint Joseph Hospital**

*Denver, CO*

- 4-Star Pathology Services

### **Faxton-St. Luke's Healthcare**

*Winston-Salem, NC*

- 5-Star Medical Records
- Centrex Clinical Laboratories**
- 4-Star Laboratory Services

### **Feather River Hospital**

*Paradise, CA*

- 4-Star Anesthesia Services
- 4-Star Administration

### **Flagstaff Medical Center**

*Flagstaff, AZ*

- 5-Star Radiology Services
- 4-Star Surgical Services
- 4-Star Emergency Services
- 4-Star Pathology Services

### **Floyd Memorial Hospital**

*New Albany, IN*

- 5-Star Pathology Services
- 4-Star Overall Quality of Care
- 4-Star Medical Records
- 4-Star Emergency Services
- 4-Star As a Place to Practice Medicine

### **Forsyth Medical Center**

*Winston-Salem, NC*

- 5-Star Surgical Services
- 5-Star Radiology Services
- 5-Star Pathology Services
- 5-Star Medical Records
- 4-Star Overall Quality of Care
- 4-Star Laboratory Services
- 4-Star Hospitalist Services
- 4-Star As a Place to Practice Medicine
- 4-Star Nursing Care
- 4-Star Administration
- 4-Star Anesthesia Services

### **Franklin Community Health Network**

*Farmington, ME*

- 5-Star Laboratory Services
- 4-Star Emergency Services
- 4-Star Nursing Care

### **Franklin Square Hospital Center**

*Baltimore, MD*

- 5-Star Radiology Services
- 5-Star Laboratory Services
- 4-Star Pathology Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Georgetown University Hospital**

*Washington, DC*

- 5-Star Nursing Care
- 4-Star As a Place to Practice Medicine
- 4-Star Emergency Services
- 4-Star Overall Quality of Care

### **Glendale Adventist Medical Center**

*Glendale, CA*

- 5-Star Medical Records
- 4-Star Laboratory Services

### **Good Samaritan Hospital**

*Suffern, NY*

- 5-Star Pathology Services
- 5-Star Anesthesia Services
- 4-Star Patient Safety
- 4-Star Laboratory Services
- 4-Star Radiology Services
- 4-Star Surgical Services

### **Good Samaritan Hospital**

*Baltimore, MD*

- 5-Star Pathology Services
- 5-Star Medical Records
- 4-Star As a Place to Practice Medicine
- 4-Star Administration
- 4-Star Anesthesia Services
- 4-Star Emergency Services
- 4-Star Laboratory Services

### **Grady Memorial Hospital**

*Delaware, OH*

- 5-Star Laboratory Services
- 5-Star Emergency Services
- 5-Star Medical Records
- 5-Star Nursing Care
- 5-Star Surgical Services
- 5-Star Administration
- 4-Star Overall Quality of Care
- 4-Star As a Place to Practice Medicine
- 4-Star Hospitalist Services

### **Grant Medical Center**

*Columbus, OH*

- 4-Star Hospitalist Services
- 4-Star Laboratory Services
- 4-Star Surgical Services
- 4-Star Radiology Services
- 4-Star Pathology Services
- 4-Star Overall Quality of Care
- 4-Star Emergency Services

### **Halifax Regional Hospital**

*South Boston, VA*

- 4-Star As a Place to Practice Medicine
- 4-Star Hospitalist Services
- 4-Star Administration

### **Harbor Hospital**

*Baltimore, MD*

- 4-Star Overall Quality of Care
- 4-Star Medical Records
- 4-Star Emergency Services
- 4-Star As a Place to Practice Medicine
- 4-Star Administration

### **Hardin Memorial Hospital**

*Kenton, OH*

- 5-Star Surgical Services
- 5-Star Emergency Services
- 5-Star Laboratory Services
- 5-Star Medical Records
- 5-Star Administration
- 5-Star Pathology Services
- 5-Star Anesthesia Services
- 5-Star Radiology Services
- 4-Star Nursing Care

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Inova Alexandria Hospital**

*Alexandria, VA*

- 5-Star Medical Records
- 5-Star Laboratory Services
- 4-Star Pathology Services
- 4-Star Emergency Services
- 4-Star Radiology Services
- 4-Star Patient Safety

### **Inova Fair Oaks Hospital**

*Fairfax, VA*

- 5-Star Radiology Services
- 5-Star Surgical Services
- 5-Star Administration
- 5-Star Anesthesia Services
- 5-Star Patient Safety
- 5-Star As a Place to Practice Medicine
- 5-Star Pathology Services
- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Emergency Services
- 5-Star Medical Records
- 5-Star Laboratory Services
- 4-Star Hospitalist Services

### **Inova Fairfax Adult Hospital**

*Falls Church, VA*

- 5-Star Radiology Services
- 4-Star Laboratory Services
- 4-Star Medical Records

### **Inova Fairfax Hospital for Children**

*Falls Church, VA*

- 5-Star Nursing Care
- 5-Star Radiology Services
- 4-Star Patient Safety
- 4-Star Hospitalist Services
- 4-Star Overall Quality of Care

### **Inova Fairfax Hospital for Women**

*Falls Church, VA*

- 5-Star Anesthesia Services
- 4-Star Surgical Services
- 4-Star Overall Quality of Care
- 4-Star Medical Records
- 4-Star As a Place to Practice Medicine

### **Inova Heart and Vascular Institute**

*Falls Church, VA*

- 5-Star Overall Quality of Care

### **Inova Loudoun Hospital**

*Leesburg, VA*

- 5-Star Emergency Services
- 5-Star Patient Safety
- 5-Star Pathology Services
- 5-Star Laboratory Services
- 5-Star Anesthesia Services
- 5-Star Nursing Care
- 4-Star Overall Quality of Care
- 4-Star Hospitalist Services
- 4-Star As a Place to Practice Medicine
- 4-Star Radiology Services

### **Inova Mount Vernon Hospital**

*Alexandria, VA*

- 5-Star Laboratory Services
- 5-Star Emergency Services
- 5-Star Medical Records
- 5-Star Patient Safety
- 5-Star Radiology Services
- 5-Star Surgical Services
- 5-Star Anesthesia Services
- 4-Star As a Place to Practice Medicine
- 4-Star Overall Quality of Care
- 4-Star Pathology Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Joe DiMaggio Children's Hospital**

*Hollywood, FL*

- 5-Star Surgical Services
- 5-Star Patient Safety
- 5-Star Laboratory Services
- 5-Star Anesthesia Services
- 5-Star Overall Quality of Care
- 5-Star Nursing Care
- 5-Star As a Place to Practice Medicine
- 5-Star Administration
- 4-Star Emergency Services
- 4-Star Hospitalist Services
- 4-Star Medical Records
- 4-Star Radiology Services

### **Jupiter Medical Center**

*Jupiter, FL*

- 5-Star Medical Records
- 4-Star Laboratory Services
- 4-Star As a Place to Practice Medicine
- 4-Star Pathology Services
- 4-Star Emergency Services
- 4-Star Overall Quality of Care

### **Kadlec Medical Center**

*Richland, WA*

- 4-Star Medical Records

### **Laureate Psychiatric Clinic and Hospital**

*Tulsa, OK*

- 5-Star Patient Safety
- 5-Star Administration
- 5-Star As a Place to Practice Medicine
- 5-Star Laboratory Services
- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 4-Star Medical Records

### **Marcum and Wallace Memorial Hospital**

*Irvine, KY*

- 5-Star Administration
- 5-Star Radiology Services
- 4-Star Medical Records
- 4-Star Nursing Care
- 4-Star Laboratory Services
- 4-Star Overall Quality of Care
- 4-Star Emergency Services

### **Marion General Hospital**

*Marion, OH*

- 5-Star Pathology Services
- 5-Star Laboratory Services

### **Mary Immaculate Hospital**

*Newport News, VA*

- 5-Star Pathology Services
- 4-Star As a Place to Practice Medicine
- 4-Star Laboratory Services
- 4-Star Medical Records

### **Maryview Medical Center**

*Portsmouth, VA*

- 5-Star Pathology Services
- 5-Star Laboratory Services
- 4-Star Administration
- 4-Star Radiology Services
- 4-Star Medical Records
- 4-Star Patient Safety

### **McLeod Regional Medical Center**

*Florence, SC*

- 5-Star Radiology Services
- 5-Star Patient Safety
- 4-Star Laboratory Services
- 4-Star Medical Records
- 4-Star Pathology Services
- 4-Star Overall Quality of Care
- 4-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **McLeod Regional Medical Center - Dillon**

*Dillon, SC*

- 4-Star As a Place to Practice Medicine
- 4-Star Patient Safety
- 4-Star Overall Quality of Care
- 4-Star Medical Records
- 4-Star Surgical Services

### **Medical Park Hospital**

*Winston-Salem, NC*

- 5-Star Medical Records
- 5-Star As a Place to Practice Medicine
- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Surgical Services
- 5-Star Anesthesia Services

### **Memorial Hospital Miramar**

*Miramar, FL*

- 5-Star Pathology Services
- 5-Star Overall Quality of Care
- 5-Star Surgical Services
- 5-Star Emergency Services
- 5-Star Laboratory Services
- 5-Star Medical Records
- 5-Star As a Place to Practice Medicine
- 5-Star Administration
- 5-Star Patient Safety
- 5-Star Nursing Care
- 4-Star Anesthesia Services
- 4-Star Hospitalist Services
- 4-Star Radiology Services

### **Memorial Hospital Pembroke**

*Pembroke Pines, FL*

- 5-Star Surgical Services
- 5-Star Radiology Services
- 5-Star Patient Safety
- 5-Star As a Place to Practice Medicine
- 5-Star Anesthesia Services
- 5-Star Medical Records
- 5-Star Emergency Services
- 5-Star Overall Quality of Care
- 4-Star Pathology Services
- 4-Star Laboratory Services
- 4-Star Administration

### **Memorial Hospital West**

*Pembroke Pines, FL*

- 5-Star As a Place to Practice Medicine
- 5-Star Laboratory Services
- 5-Star Medical Records
- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Radiology Services
- 5-Star Patient Safety
- 4-Star Administration
- 4-Star Emergency Services
- 4-Star Pathology Services
- 4-Star Surgical Services

### **Memorial Medical Center of West Michigan**

*Ludington, MI*

- 5-Star Pathology Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### Memorial Regional Hospital

*Hollywood, FL*

- 5-Star As a Place to Practice Medicine
- 5-Star Laboratory Services
- 5-Star Medical Records
- 5-Star Overall Quality of Care
- 5-Star Patient Safety
- 5-Star Radiology Services
- 4-Star Pathology Services
- 4-Star Administration
- 4-Star Anesthesia Services
- 4-Star Nursing Care
- 4-Star Surgical Services
- 4-Star Emergency Services

### Memorial Regional Hospital South

*Hollywood, FL*

- 5-Star Emergency Services
- 5-Star Medical Records
- 4-Star Overall Quality of Care
- 4-Star Laboratory Services
- 4-Star Surgical Services

### Memorial Regional Medical Center

*Mechanicsville, VA*

- 5-Star Radiology Services
- 4-Star Medical Records
- 4-Star Overall Quality of Care
- 4-Star Laboratory Services
- 4-Star Emergency Services
- 4-Star Anesthesia Services
- 4-Star Patient Safety
- 4-Star Pathology Services

### Mercy Children's Hospital

*Toledo, OH*

- 4-Star Laboratory Services
- 4-Star Nursing Care

### Mercy Hospital - Mount Airy

*Cincinnati, OH*

- 4-Star Laboratory Services
- 4-Star Pathology Services
- 4-Star Emergency Services

### Mercy Hospital - Western Hills

*Cincinnati, OH*

- 4-Star Emergency Services

### Mercy Hospital Anderson

*Township, OH*

- 4-Star Pathology Services
- 4-Star Radiology Services

### Mercy Hospital Clermont

*Batavia, OH*

- 5-Star Laboratory Services
- 5-Star Radiology Services
- 4-Star Nursing Care
- 4-Star Emergency Services
- 4-Star Medical Records
- 4-Star Hospitalist Services
- 4-Star Patient Safety
- 4-Star Pathology Services
- 4-Star Overall Quality of Care

### Mercy Hospital Fairfield

*Fairfield, OH*

- 4-Star Pathology Services

### Mercy Hospital of Scranton

*Scranton, PA*

- 4-Star Anesthesia Services
- 4-Star Surgical Services

### Mercy Hospital of Tiffin

*Tiffin, OH*

- 4-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services
- 4-Star Administration
- 4-Star Medical Records

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Mercy Hospital of Willard**

*Willard, OH*

- 5-Star Anesthesia Services
- 5-Star Nursing Care
- 5-Star Laboratory Services
- 4-Star Medical Records
- 4-Star Surgical Services
- 4-Star Overall Quality of Care
- 4-Star Patient Safety

### **Mercy Memorial Hospital**

*Urbana, OH*

- 4-Star Anesthesia Services
- 4-Star Nursing Care

### **Methodist Hospital**

*Omaha, NE*

- 5-Star Overall Quality of Care
- 5-Star As a Place to Practice Medicine
- 5-Star Anesthesia Services
- 4-Star Laboratory Services
- 4-Star Nursing Care

### **Mission Hospital Regional Medical Center**

*Mission Viejo, CA*

- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Medical Records
- 5-Star Laboratory Services
- 5-Star Emergency Services
- 5-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services
- 4-Star Hospitalist Services
- 4-Star Pathology Services
- 4-Star Radiology Services
- 4-Star Surgical Services

### **Missouri Baptist Hospital of Sullivan**

*Sullivan, MO*

- 5-Star Overall Quality of Care
- 5-Star As a Place to Practice Medicine
- 4-Star Administration
- 4-Star Emergency Services

### **Montgomery General Hospital**

*Olney, MD*

- 4-Star Nursing Care
- 4-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services
- 4-Star Overall Quality of Care
- 4-Star Surgical Services
- 4-Star Medical Records

### **Morris Hospital and Healthcare Centers**

*Morris, IL*

- 5-Star Overall Quality of Care
- 5-Star Nursing Care
- 5-Star Laboratory Services
- 5-Star Emergency Services
- 4-Star Radiology Services
- 4-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services
- 4-Star Patient Safety

### **Morrow County Hospital**

*Mount Gilead, OH*

- 5-Star Medical Records
- 5-Star As a Place to Practice Medicine
- 5-Star Emergency Services
- 4-Star Overall Quality of Care
- 4-Star Nursing Care

### **Newark-Wayne Community Hospital**

*Newark, NY*

- 4-Star Nursing Care
- 4-Star Anesthesia Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### Northwest Community Hospital

*Arlington Heights, IL*

- 5-Star Medical Records
- 5-Star Nursing Care
- 5-Star Laboratory Services
- 5-Star As a Place to Practice Medicine
- 5-Star Overall Quality of Care
- 4-Star Radiology Services
- 4-Star Patient Safety
- 4-Star Administration

### Oaklawn Hospital

*Marshall, MI*

- 5-Star Anesthesia Services
- 5-Star As a Place to Practice Medicine
- 5-Star Laboratory Services
- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Patient Safety
- 4-Star Administration
- 4-Star Emergency Services
- 4-Star Surgical Services

### Our Lady of Bellefonte Hospital

*Ashland, KY*

- 5-Star Laboratory Services
- 5-Star Medical Records
- 5-Star Pathology Services
- 5-Star Radiology Services
- 4-Star Anesthesia Services
- 4-Star Nursing Care
- 4-Star Overall Quality of Care
- 4-Star Patient Safety

### Petaluma Valley Hospital

*Petaluma, CA*

- 4-Star Emergency Services

### Presbyterian Hospital

*Charlotte, NC*

- 5-Star Medical Records
- 5-Star Nursing Care
- 4-Star As a Place to Practice Medicine
- 4-Star Radiology Services
- 4-Star Surgical Services
- 4-Star Pathology Services
- 4-Star Overall Quality of Care
- 4-Star Laboratory Services
- 4-Star Emergency Services
- 4-Star Administration
- 4-Star Anesthesia Services

### Presbyterian Hospital - Huntersville

*Huntersville, NC*

- 5-Star Emergency Services
- 5-Star Radiology Services
- 5-Star Overall Quality of Care
- 5-Star As a Place to Practice Medicine
- 5-Star Medical Records
- 5-Star Nursing Care
- 4-Star Surgical Services
- 4-Star Pathology Services
- 4-Star Laboratory Services
- 4-Star Anesthesia Services
- 4-Star Administration

### Presbyterian Hospital - Matthews

*Matthews, NC*

- 5-Star Medical Records
- 5-Star Laboratory Services
- 5-Star Radiology Services
- 5-Star Nursing Care
- 5-Star Surgical Services
- 5-Star Pathology Services
- 4-Star Administration
- 4-Star As a Place to Practice Medicine
- 4-Star Overall Quality of Care
- 4-Star Emergency Services
- 4-Star Anesthesia Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Presbyterian Orthopaedic Hospital**

*Charlotte, NC*

- 5-Star Surgical Services
- 5-Star Radiology Services
- 5-Star Overall Quality of Care
- 5-Star Nursing Care
- 5-Star Medical Records
- 5-Star Anesthesia Services
- 5-Star As a Place to Practice Medicine
- 4-Star Pathology Services
- 4-Star Hospitalist Services
- 4-Star Administration

### **Progress West HealthCare Center**

*O'Fallon, MO*

- 4-Star Surgical Services
- 4-Star Emergency Services
- 4-Star Administration

### **Queen of the Valley Hospital**

*Napa, CA*

- 5-Star Laboratory Services
- 5-Star Emergency Services
- 4-Star As a Place to Practice Medicine
- 4-Star Medical Records
- 4-Star Radiology Services
- 4-Star Nursing Care
- 4-Star Overall Quality of Care
- 4-Star Pathology Services

### **Redwood Memorial Hospital**

*Fortuna, CA*

- 5-Star Surgical Services
- 5-Star Laboratory Services
- 5-Star Overall Quality of Care
- 5-Star Nursing Care
- 4-Star Anesthesia Services
- 4-Star As a Place to Practice Medicine
- 4-Star Emergency Services

### **Rex Healthcare**

*Raleigh, NC*

- 5-Star Radiology Services
- 5-Star Nursing Care
- 5-Star As a Place to Practice Medicine
- 5-Star Overall Quality of Care
- 5-Star Pathology Services
- 4-Star Patient Safety
- 4-Star Administration
- 4-Star Surgical Services
- 4-Star Medical Records
- 4-Star Anesthesia Services

### **Richmond Community Hospital**

*Richmond, VA*

- 4-Star Anesthesia Services
- 4-Star Pathology Services

### **Riverside Methodist Hospital**

*Columbus, OH*

- 5-Star Anesthesia Services
- 5-Star As a Place to Practice Medicine
- 5-Star Laboratory Services
- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Radiology Services
- 5-Star Pathology Services
- 4-Star Surgical Services
- 4-Star Medical Records

### **Rochester General Hospital**

*Rochester, NY*

- 5-Star Laboratory Services
- 4-Star Surgical Services
- 4-Star Pathology Services
- 4-Star Anesthesia Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Roper Hospital**

*Charleston, SC*

- 5-Star Overall Quality of Care
- 5-Star Pathology Services
- 5-Star Radiology Services
- 5-Star Surgical Services
- 5-Star Anesthesia Services
- 5-Star Laboratory Services
- 5-Star Nursing Care
- 5-Star As a Place to Practice Medicine
- 5-Star Emergency Services

### **Rowan Regional Medical Center**

*Salisbury, NC*

- 4-Star Pathology Services

### **Rush-Copley Medical Center**

*Aurora, IL*

- 4-Star Patient Safety
- 4-Star Laboratory Services
- 4-Star Emergency Services

### **Sacred Heart Hospital**

*Eau Claire, WI*

- 4-Star Anesthesia Services
- 4-Star Laboratory Services
- 4-Star Pathology Services

### **Saint Francis Hospital**

*Tulsa, OK*

- 4-Star Anesthesia Services
- 4-Star Pathology Services
- 4-Star Laboratory Services

### **Saint Francis Hospital - South**

*Tulsa, OK*

- 5-Star Patient Safety
- 5-Star Nursing Care
- 5-Star Hospitalist Services
- 5-Star Emergency Services
- 4-Star Pathology Services
- 4-Star Overall Quality of Care
- 4-Star Medical Records
- 4-Star Administration
- 4-Star As a Place to Practice Medicine

### **Santa Rosa Memorial Hospital**

*Santa Rosa, CA*

- 4-Star Radiology Services
- 4-Star Medical Records
- 4-Star Laboratory Services
- 4-Star Hospitalist Services
- 4-Star Anesthesia Services
- 4-Star Emergency Services
- 4-Star Pathology Services

### **Sarasota Memorial Health Care System**

*Sarasota, FL*

- 5-Star Overall Quality of Care
- 5-Star Laboratory Services
- 5-Star As a Place to Practice Medicine
- 4-Star Nursing Care

### **Sonora Regional Medical Center**

*Sonora, CA*

- 4-Star Anesthesia Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Southeast Missouri Hospital**

*Cape Girardeau, MO*

- 5-Star Overall Quality of Care
- 5-Star Nursing Care
- 4-Star Laboratory Services
- 4-Star Patient Safety
- 4-Star Emergency Services
- 4-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services
- 4-Star Radiology Services

### **Springfield Regional Medical Center - Fountain Blvd. Campus**

*Springfield, MO*

- 5-Star Anesthesia Services

### **St. Agnes Hospital**

*Fond Du Lac, WI*

- 5-Star Laboratory Services

### **St. Anne Mercy Hospital**

*Toledo, OH*

- 5-Star Emergency Services
- 4-Star As a Place to Practice Medicine
- 4-Star Nursing Care
- 4-Star Overall Quality of Care
- 4-Star Surgical Services

### **St. Anthony Community Hospital**

*Warwick, NY*

- 5-Star Anesthesia Services
- 5-Star Emergency Services
- 5-Star Laboratory Services
- 5-Star Nursing Care
- 5-Star Overall Quality of Care
- 5-Star Patient Safety
- 4-Star Medical Records
- 4-Star Pathology Services
- 4-Star As a Place to Practice Medicine

### **St. Charles Mercy Hospital**

*Oregon, OH*

- 5-Star Laboratory Services
- 5-Star Nursing Care
- 4-Star Overall Quality of Care
- 4-Star As a Place to Practice Medicine
- 4-Star Pathology Services

### **St. Elizabeth Boardman Health Center**

*Boardman, OH*

- 5-Star Medical Records

### **St. Elizabeth Health Center**

*Youngstown, OH*

- 5-Star Medical Records

### **ST. FRANCIS downtown**

*Greenville, SC*

- 5-Star Patient Safety
- 5-Star Surgical Services
- 5-Star Overall Quality of Care
- 5-Star As a Place to Practice Medicine
- 5-Star Administration
- 4-Star Nursing Care
- 4-Star Radiology Services

### **ST. FRANCIS eastside**

*Greenville, SC*

- 5-Star As a Place to Practice Medicine
- 5-Star Pathology Services
- 5-Star Patient Safety
- 5-Star Anesthesia Services
- 5-Star Overall Quality of Care
- 5-Star Medical Records
- 5-Star Surgical Services
- 4-Star Nursing Care
- 4-Star Emergency Services
- 4-Star Laboratory Services
- 4-Star Administration
- 4-Star Radiology Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **St. Francis Medical Center**

*Midlothian, VA*

- 5-Star Emergency Services
- 5-Star Anesthesia Services
- 4-Star Pathology Services
- 4-Star Medical Records
- 4-Star Laboratory Services

### **St. John's Regional Medical Center**

*Oxnard, CA*

- 4-Star Anesthesia Services

### **St. Joseph Health Center**

*Warren, OH*

- 4-Star Medical Records

### **St. Joseph Hospital**

*Eureka, CA*

- 5-Star Overall Quality of Care
- 5-Star Medical Records
- 5-Star As a Place to Practice Medicine
- 5-Star Nursing Care
- 5-Star Radiology Services
- 5-Star Emergency Services
- 5-Star Laboratory Services
- 4-Star Anesthesia Services
- 4-Star Pathology Services
- 4-Star Surgical Services

### **St. Louis Children's Hospital**

*St. Louis, MO*

- 5-Star Overall Quality of Care
- 5-Star Nursing Care
- 5-Star As a Place to Practice Medicine
- 4-Star Emergency Services

### **St. Mary's Hospital**

*Richmond, VA*

- 4-Star Emergency Services
- 4-Star Laboratory Services
- 4-Star Medical Records
- 4-Star As a Place to Practice Medicine
- 4-Star Anesthesia Services
- 4-Star Pathology Services
- 4-Star Patient Safety
- 4-Star Overall Quality of Care
- 4-Star Nursing Care
- 4-Star Radiology Services
- 4-Star Surgical Services

### **St. Mary's Hospital**

*Knoxville, TN*

- 5-Star Laboratory Services
- 5-Star Radiology Services
- 4-Star Medical Records
- 4-Star Anesthesia Services
- 4-Star Emergency Services
- 4-Star Nursing Care
- 4-Star Overall Quality of Care
- 4-Star Pathology Services
- 4-Star Patient Safety
- 4-Star Surgical Services
- 4-Star As a Place to Practice Medicine

### **St. Mary's Hospital**

*Decatur, IL*

- 5-Star Laboratory Services
- 4-Star Administration
- 4-Star As a Place to Practice Medicine
- 4-Star Overall Quality of Care
- 4-Star Pathology Services
- 4-Star Patient Safety

# Medical Staff Perception

## 4-Star & 5-Star Awards

### St. Mary's Jefferson Hospital

*Jefferson City, TN*

- 5-Star Medical Records
- 5-Star Surgical Services
- 4-Star Overall Quality of Care
- 4-Star Emergency Services
- 4-Star Radiology Services
- 4-Star Pathology Services
- 4-Star Nursing Care
- 4-Star Patient Safety

### St. Mary's Medical Center of Campbell County

*La Follette, TN*

- 5-Star Laboratory Services
- 5-Star Overall Quality of Care
- 5-Star Administration
- 5-Star Radiology Services
- 5-Star Patient Safety
- 5-Star Pathology Services
- 5-Star Nursing Care
- 5-Star Medical Records
- 5-Star Surgical Services
- 5-Star Emergency Services
- 5-Star Anesthesia Services
- 5-Star As a Place to Practice Medicine

### St. Rita's Medical Center

*Lima, OH*

- 4-Star As a Place to Practice Medicine
- 4-Star Medical Records

### Thomasville Medical Center

*Thomasville, NC*

- 5-Star Anesthesia Services
- 5-Star Hospitalist Services
- 5-Star Medical Records
- 5-Star Surgical Services
- 4-Star Nursing Care
- 4-Star Administration
- 4-Star Radiology Services
- 4-Star Overall Quality of Care
- 4-Star As a Place to Practice Medicine

### Tri-City Medical Center

*Oceanside, CA*

- 5-Star Medical Records
- 4-Star Nursing Care
- 4-Star Anesthesia Services

### Ukiah Valley Medical Center

*Ukiah, CA*

- 5-Star Pathology Services
- 5-Star Emergency Services
- 5-Star Administration
- 4-Star Radiology Services
- 4-Star As a Place to Practice Medicine

### Union Memorial Hospital

*Baltimore, MD*

- 5-Star Overall Quality of Care
- 5-Star Laboratory Services
- 5-Star As a Place to Practice Medicine
- 4-Star Administration
- 4-Star Nursing Care
- 4-Star Pathology Services
- 4-Star Radiology Services

### Washington Hospital Center

*Washington, DC*

- 4-Star Radiology Services

### White Memorial Medical Center

*Los Angeles, CA*

- 4-Star Laboratory Services

### Yuma Regional Medical Center

*Yuma, AZ*

- 5-Star Medical Records
- 4-Star Administration

# Employee Perception

## Top Performer Awards

### **Bon Secours St. Francis Hospital**

*Charleston, SC*

Immediate Supervisor

### **Community Hospital of the Monterey Peninsula**

*Monterey, CA*

Total Compensation Package

### **Medical Park Hospital**

*Winston-Salem, NC*

Teamwork Between Departments

Overall Quality of Patient Care

### **Presbyterian Hospital Huntersville**

*Huntersville, NC*

Employee Empowerment

### **Presbyterian Hospital Matthews**

*Matthews, NC*

Teamwork Within Departments

As a Place to Work

Employee Training & Education

### **Presbyterian Orthopaedic Hospital**

*Charlotte, NC*

Communication

Executive Leadership

# Employee Perception

## 4-Star & 5-Star Awards

### **Bon Secours St. Francis Hospital**

*Charleston, SC*

- 5-Star Teamwork Between Departments
- 5-Star As a Place to Work
- 5-Star Communication
- 5-Star Immediate Supervisor
- 5-Star Teamwork Within Departments
- 5-Star Total Compensation Package
- 5-Star Employee Training & Education
- 4-Star Employee Empowerment
- 4-Star Overall Quality of Patient Care
- 4-Star Executive Leadership

### **Brunswick Community Hospital**

*Supply, NC*

- 5-Star Immediate Supervisor
- 5-Star Executive Leadership
- 4-Star Total Compensation Package
- 4-Star Teamwork Between Departments
- 4-Star Employee Training & Education
- 4-Star Employee Empowerment
- 4-Star As a Place to Work
- 4-Star Teamwork Within Departments
- 4-Star Communication
- 4-Star Overall Quality of Patient Care

### **Castle Medical Center**

*Kailua, HI*

- 4-Star As a Place to Work

### **Central DuPage Hospital**

*Winfield, IL*

- 4-Star Total Compensation Package
- 4-Star Teamwork Between Departments
- 4-Star As a Place to Work
- 4-Star Employee Training & Education
- 4-Star Executive Leadership
- 4-Star Overall Quality of Patient Care
- 4-Star Immediate Supervisor

### **Community Hospital of the Monterey Peninsula**

*Monterey, CA*

- 5-Star Total Compensation Package
- 4-Star As a Place to Work

### **El Camino Hospital**

*Mountain View, CA*

- 5-Star As a Place to Work
- 4-Star Employee Training & Education
- 4-Star Teamwork Between Departments
- 4-Star Executive Leadership
- 4-Star Overall Quality of Patient Care

### **Forsyth Medical Center**

*Winston-Salem, NC*

- 5-Star Employee Training & Education
- 4-Star Executive Leadership
- 4-Star Total Compensation Package
- 4-Star Teamwork Within Departments
- 4-Star Teamwork Between Departments
- 4-Star Immediate Supervisor
- 4-Star Employee Empowerment
- 4-Star Communication
- 4-Star As a Place to Work
- 4-Star Overall Quality of Patient Care

### **Morris Hospital & Healthcare Centers**

*Morris, IL*

- 4-Star As a Place to Work
- 4-Star Overall Quality of Patient Care

### **Medical Park Hospital**

*Winston-Salem, NC*

- 5-Star Teamwork Within Departments
- 5-Star Teamwork Between Departments
- 5-Star Overall Quality of Patient Care
- 4-Star Executive Leadership
- 4-Star Immediate Supervisor
- 4-Star As a Place to Work
- 4-Star Communication
- 4-Star Employee Training & Education
- 4-Star Employee Empowerment

# Employee Perception

## 4-Star & 5-Star Awards

### Presbyterian Hospital

*Charlotte, NC*

- 4-Star Teamwork Between Departments
- 4-Star As a Place to Work
- 4-Star Teamwork Within Departments
- 4-Star Overall Quality of Patient Care
- 4-Star Immediate Supervisor
- 4-Star Executive Leadership
- 4-Star Employee Training & Education
- 4-Star Employee Empowerment
- 4-Star Communication

### Presbyterian Hospital Huntersville

*Huntersville, NC*

- 5-Star Executive Leadership
- 5-Star As a Place to Work
- 5-Star Communication
- 5-Star Employee Empowerment
- 5-Star Teamwork Between Departments
- 5-Star Immediate Supervisor
- 5-Star Employee Training & Education
- 5-Star Overall Quality of Patient Care
- 4-Star Total Compensation Package
- 4-Star Teamwork Within Departments

### Presbyterian Hospital Matthews

*Matthews, NC*

- 5-Star Teamwork Between Departments
- 5-Star Teamwork Within Departments
- 5-Star Overall Quality of Patient Care
- 5-Star Executive Leadership
- 5-Star Employee Training & Education
- 5-Star As a Place to Work
- 4-Star Communication
- 4-Star Total Compensation Package
- 4-Star Employee Empowerment
- 4-Star Immediate Supervisor

### Presbyterian Orthopaedic Hospital

*Charlotte, NC*

- 5-Star Teamwork Between Departments
- 5-Star Total Compensation Package
- 5-Star Employee Training & Education
- 5-Star Employee Empowerment
- 5-Star Communication
- 5-Star As a Place to Work
- 5-Star Executive Leadership
- 4-Star Immediate Supervisor
- 4-Star Teamwork Within Departments
- 4-Star Overall Quality of Patient Care

### Roper Hospital

*Charleston, SC*

- 5-Star Immediate Supervisor
- 5-Star Employee Training & Education
- 4-Star Total Compensation Package
- 4-Star As a Place to Work
- 4-Star Communication
- 4-Star Employee Empowerment
- 4-Star Executive Leadership
- 4-Star Teamwork Between Departments
- 4-Star Teamwork Within Departments
- 4-Star Overall Quality of Patient Care

### Thomasville Medical Center

*Thomasville, NC*

- 5-Star Overall Quality of Patient Care
- 5-Star As a Place to Work
- 5-Star Immediate Supervisor
- 5-Star Teamwork Between Departments
- 5-Star Total Compensation Package
- 5-Star Employee Empowerment
- 4-Star Executive Leadership
- 4-Star Employee Training & Education
- 4-Star Communication
- 4-Star Teamwork Within Departments

# Employee Perception

## 4-Star & 5-Star Awards

### **WilMed Healthcare**

*Wilson, NC*

- 5-Star Employee Training & Education
- 5-Star Teamwork Within Departments
- 5-Star Immediate Supervisor
- 4-Star Total Compensation Package
- 4-Star Teamwork Between Departments
- 4-Star Executive Leadership
- 4-Star Communication
- 4-Star As a Place to Work

# Patient Perception

## Top Performer Awards

### **Alton Memorial Hospital**

*Alton, IL*

#### **Medical and Radiation Oncology**

Top Performer Outpatient Radiation Oncology

### **Bon Secours St. Francis Hospital**

*Charleston, SC*

#### **Neuro-Spine Center C55**

Top Performer Inpatient Neurosciences

### **Boone Hospital Center**

*Columbia, MO*

#### **Harris Breast Center**

Top Performer Outpatient Breast Health

### **Carolinas Rehabilitation**

*Charlotte, NC*

#### **Mount Holly**

Top Performer Inpatient Rehabilitation

### **Central DuPage Hospital**

*Winfield, IL*

#### **Cardiac and Pulmonary Rehab at Danada**

Top Performer Outpatient Therapy

### **Children's Hospital of Pittsburgh**

*Pittsburgh, PA*

#### **CICU**

Top Performer Inpatient NICU/PICU

### **Erlanger Health System**

*Chattanooga, TN*

#### **Erlanger East Campus**

Top Performer Inpatient

### **Inova Alexandria Hospital**

*Alexandria, VA*

Top Performer Outpatient Radiation Oncology

### **Jackson South Community Hospital**

*Miami, FL*

#### **Adult Services**

Top Performer Inpatient Behavioral Health

### **Jupiter Medical Center**

*Jupiter, FL*

Top Performer Outpatient Laboratory

### **Mayo Clinic Hospital**

*Phoenix, AZ*

#### **7E**

Top Performer Inpatient Medical/Surgical

### **Patricia Neal Rehabilitation Center**

*Knoxville, TN*

#### **TBI/SCI Rehab**

Top Performer Inpatient Rehabilitation

### **Presbyterian Orthopaedic Hospital**

*Charlotte, NC*

#### **TCU**

Top Performer Inpatient Transitional Care

### **Progress West HealthCare Center**

*O'Fallon, MO*

Top Performer Emergency Department

Top Performer Inpatient

Top Performer Outpatient

#### **GI Lab**

Top Performer Outpatient GI/Endoscopy

### **Rex Healthcare**

*Raleigh, NC*

#### **Rex Hematology Oncology Associates**

Top Performer Outpatient Oncology

### **Roper Hospital**

*Charleston, SC*

#### **Cardiac Intermediate Care (A3T)**

Top Performer Inpatient Cardiac/Telemetry

### **Roper Rehabilitation Hospital**

*Charleston, SC*

Top Performer Inpatient Rehabilitation

# Patient Perception

## Top Performer Awards

### **Saint Francis Hospital**

*Tulsa, OK*

#### **South 3rd Floor**

Top Performer Inpatient OB/GYN

### **Shands at the University of Florida**

*Gainesville, FL*

#### **Unit 11MS**

Top Performer Inpatient Hematology/Oncology

### **Shands Rehab Hospital**

*Gainesville, FL*

#### **Zone I**

Top Performer Inpatient Rehabilitation

### **The Children's Hospital at Saint Francis**

*Tulsa, OK*

#### **Level 2**

Top Performer Inpatient Pediatrics

### **Thompson Cancer Survival Center**

*Knoxville, TN*

#### **Thompson PET**

Top Performer Outpatient Radiology

### **Vanderbilt Medical Center**

*Nashville, TN*

#### **5S Neuro ICU**

Top Performer Inpatient ICU

#### **10 South Renal Transplant Unit**

Top Performer Inpatient Surgical

#### **Clinical Research Center**

Top Performer Inpatient Medical

Top Performer Outpatient Laboratory

#### **Vanderbilt Perioperative Evaluation Center**

Top Performer Outpatient Laboratory

#### **Vascular Lab**

Top Performer Outpatient Laboratory

#### **VCH Ophthalmology Day Surgery**

Top Performer Outpatient Surgery

#### **VCH Pediatric Urology Day Surgery**

Top Performer Outpatient Surgery

### **Vanderbilt Medical Group**

*Nashville, TN*

#### **General Adult Outpatient Therapy**

Top Performer Outpatient Behavioral Health

### **Washington Hospital**

*Fremont, CA*

#### **CJR Unit**

Top Performer Inpatient Orthopedics

# Patient Perception

## 4-Star & 5-Star Awards

### **Alton Memorial Hospital**

*Alton, IL*

5-Star Outpatient

#### **Alton Rehab North**

5-Star Outpatient Therapy

#### **Medical and Radiation Oncology**

5-Star Outpatient Radiation Oncology

### **Anderson Hospital OB**

*Maryville, IL*

#### **OB**

5-Star Inpatient OB/GYN

### **AtlantiCare**

*Egg Harbor City, NJ*

#### **AtlantiCare Regional Medical Center -**

#### **Mainland Campus Radiation Oncology Department**

5-Star Outpatient Radiation Oncology

#### **AtlantiCare Surgery Center**

5-Star Outpatient Surgery

#### **Lab at English Creek**

5-Star Outpatient Laboratory

#### **Lab at Fire Road**

5-Star Outpatient Laboratory

#### **Lab at Hammonton**

5-Star Outpatient Laboratory

#### **Lab at Little Egg Harbor**

5-Star Outpatient Laboratory

#### **Lab at Marmora**

5-Star Outpatient Laboratory

#### **Lab at Pomona**

5-Star Outpatient Laboratory

#### **Lab at Ventnor**

5-Star Outpatient Laboratory

### **Ballantyne Surgery Center**

*Charlotte, NC*

5-Star Outpatient Surgery

### **Barnes-Jewish Hospital**

*St. Louis, MO*

#### **CREU (2100)**

5-Star Inpatient Cardiac/Telemetry

### **Barnes-Jewish St. Peters Hospital**

*St. Peters, MO*

5-Star Outpatient

5-Star Outpatient Surgery

#### **Endoscopy**

5-Star Outpatient GI/Endoscopy

### **Barnes-Jewish West County Hospital**

*St. Louis, MO*

5-Star Emergency Department

5-Star Outpatient

5-Star Outpatient Radiology

5-Star Outpatient Surgery

#### **969 Imaging Center**

5-Star Outpatient Radiology

#### **Endoscopy**

5-Star Outpatient GI/Endoscopy

### **Baystate Franklin Medical Center**

*Springfield, MA*

5-Star Outpatient

4-Star Inpatient

#### **Pain Management Center**

5-Star Outpatient

### **Baystate Mary Lane Hospital**

*Ware, MA*

5-Star Outpatient

4-Star Inpatient

#### **OB**

5-Star Inpatient OB/GYN

# Patient Perception

## 4-Star & 5-Star Awards

### **Baystate Medical Center**

*Springfield, MA*

4-Star Inpatient

4-Star Outpatient

#### **Chestnut Surgery Center**

5-Star Outpatient Surgery

#### **Springfield 3 Oncology**

5-Star Inpatient Medical

#### **Springfield 6**

5-Star Inpatient Medical/Surgical

#### **Wesson 2**

5-Star Inpatient OB/GYN

#### **Women's Evaluation Treatment Unit**

5-Star Emergency Department

### **Baystate Orthopedic Surgery Center**

*Springfield, MA*

5-Star Outpatient Surgery

### **Bon Secours Health Center at Harbour View**

*Suffolk, VA*

5-Star Emergency Department

5-Star Outpatient Laboratory

### **Bon Secours Health Center at Virginia Beach**

*Virginia Beach, VA*

4-Star Outpatient

### **Bon Secours Hospital**

*Altoona, PA*

4-Star Emergency Department

### **Bon Secours St. Francis Hospital**

*Charleston, SC*

5-Star Emergency Department

5-Star Inpatient

5-Star Outpatient

5-Star Outpatient GI/Endoscopy

#### **Neuro-Spine Center C55**

5-Star Inpatient Neurosciences

#### **Postpartum**

5-Star Inpatient OB/GYN

#### **Second Maria - C2M/MED SURG**

5-Star Inpatient Medical/Surgical

#### **Surg PCU C5P**

5-Star Inpatient Surgical

### **Boone Hospital Center**

*Columbia, MO*

5-Star Outpatient

4-Star Inpatient

#### **Harris Breast Center**

5-Star Outpatient Breast Health

### **Carilion New River Valley Medical Center**

*Christianburg, VA*

#### **Obstetrics**

5-Star Inpatient OB/GYN

### **Carilion Roanoke Memorial Hospital**

*Roanoke, VA*

#### **4 West**

5-Star Inpatient Surgical

### **Carolinas HealthCare System**

*Charlotte, NC*

#### **Morehead Imaging Center**

5-Star Outpatient Radiology

#### **Northcross Endoscopy**

5-Star Outpatient GI/Endoscopy

# Patient Perception

## 4-Star & 5-Star Awards

### **Carolinas Medical Center**

*Charlotte, NC*

5-Star Outpatient

4-Star Inpatient

#### **6 Tower**

5-Star Inpatient Cardiac/Telemetry

#### **10 Tower**

5-Star Inpatient Medical/Surgical

#### **11B Gyn Med Surg Unit**

5-Star Inpatient Medical/Surgical

#### **CT**

5-Star Outpatient Radiology

#### **MRI**

5-Star Outpatient Radiology

#### **PET SCAN**

5-Star Outpatient Radiology

### **Carolinas Medical Center - Lincoln**

*Lincolnton, NC*

4-Star Inpatient

#### **Unit OBG**

5-Star Inpatient OB/GYN

### **Carolinas Medical Center - Mercy**

*Charlotte, NC*

5-Star Outpatient

#### **Unit 2 North**

5-Star Inpatient Medical

### **Carolinas Medical Center - NorthEast**

*Concord, NC*

4-Star Outpatient

#### **Cardiac Cath**

5-Star Outpatient Cardiology

#### **Mammogram**

5-Star Outpatient Radiology

#### **Radiology Interventional**

5-Star Outpatient Radiology

#### **Rad Oncology**

5-Star Outpatient Radiology

#### **Ultrasound**

5-Star Outpatient Radiology

#### **Unit MED**

5-Star Inpatient Medical

#### **Unit PCCU**

5-Star Inpatient Cardiac/Telemetry

### **Carolinas Medical Center - Pineville**

*Charlotte, NC*

5-Star Outpatient

5-Star Outpatient Radiology

4-Star Inpatient

#### **Neonatal Intensive Care Unit**

5-Star Inpatient Pediatrics

### **Carolinas Medical Center - University**

*Charlotte, NC*

5-Star Inpatient

5-Star Outpatient

5-Star Outpatient Radiology

#### **Endoscopy**

5-Star Outpatient GI/Endoscopy

#### **Intensive Care Unit/Progressive Care Unit**

5-Star Inpatient Medical

#### **Maternity Services**

5-Star Inpatient OB/GYN

#### **Radiology Diagnostic**

5-Star Outpatient Radiology

# Patient Perception

## 4-Star & 5-Star Awards

### **Carolinas Rehabilitation**

*Charlotte, NC*

4-Star Inpatient

#### **Ballantyne**

5-Star Outpatient Therapy

#### **Mountain Island**

5-Star Outpatient Therapy

#### **Mount Holly**

5-Star Inpatient Rehabilitation

#### **Pineville**

5-Star Outpatient Therapy

### **Central DuPage Hospital**

*Winfield, IL*

5-Star Outpatient

4-Star Emergency Department

4-Star Inpatient

#### **Cardiac and Pulmonary Rehab at Danada**

5-Star Outpatient Therapy

#### **Obstetric Services**

5-Star Inpatient OB/GYN

#### **Outpatient Physical Therapy**

5-Star Outpatient Therapy

#### **Physical Therapy at HealthTrack**

5-Star Outpatient Therapy

#### **Physical Therapy at Lifetime Fitness**

5-Star Outpatient Therapy

### **Childrens Hospital Los Angeles**

*Los Angeles, CA*

5-Star Emergency Department

5-Star Outpatient

4-Star Inpatient

#### **2E PICU**

5-Star Inpatient Pediatrics

#### **3W CNICC/NICU**

5-Star Inpatient Pediatrics

#### **4W**

5-Star Inpatient Pediatrics

#### **5E**

5-Star Inpatient Pediatrics

#### **CICU**

5-Star Inpatient NICU/PICU

#### **North**

5-Star Outpatient Surgery

#### **South**

5-Star Outpatient Surgery

### **Childrens Hospital of Pittsburgh**

*Pittsburgh, PA*

5-Star Inpatient

#### **CICU**

5-Star Inpatient NICU/PICU

#### **North**

5-Star Outpatient Surgery

#### **South**

5-Star Outpatient Surgery

### **Christian Hospital/ Northwest HealthCare**

*St. Louis, MO*

5-Star Outpatient Radiology

4-Star Outpatient

### **Cleveland Regional Medical Center**

*Shelby, NC*

5-Star Outpatient

4-Star Inpatient

#### **Unit 5WL**

5-Star Inpatient Orthopedics

# Patient Perception

## 4-Star & 5-Star Awards

### **Columbus Regional Healthcare System**

*Columbus, GA*

#### **MRI**

5-Star Outpatient Radiology

### **Community Health Network - Community Hospital Anderson**

*Anderson, IN*

4-Star Emergency Department

4-Star Outpatient

### **Community Hospital**

*McCook, NE*

5-Star Emergency Department

4-Star Inpatient

### **Davie Martinat**

*Winston-Salem, NC*

5-Star Outpatient

### **DePaul Medical Center**

*Norfolk, VA*

#### **Center for Birth**

5-Star Inpatient OB/GYN

### **Dunn Memorial Hospital**

*Bedford, IN*

4-Star Emergency Department

### **El Camino Hospital**

*Mountain View, CA*

#### **ECH**

5-Star Outpatient Laboratory

#### **Mammography**

5-Star Outpatient Breast Health

### **Erlanger Health System**

*Chattanooga, TN*

#### **Erlanger East Campus**

5-Star Inpatient

#### **EESS**

5-Star Inpatient Surgical

#### **EMBU**

5-Star Inpatient OB/GYN

#### **TC Thompson Children's Hospital**

5-Star Emergency Department

4-Star Inpatient

### **Eureka Community Hospital**

*Normal, IL*

5-Star Inpatient Medical/Surgical

4-Star Emergency Department

### **Evanston Hospital**

*Evanston, IL*

#### **Cardiac Rehabilitation**

5-Star Outpatient Cardiology

### **Flagstaff Medical Center**

*Flagstaff, AZ*

5-Star Emergency Department

5-Star Inpatient

4-Star Outpatient

#### **Nursing Unit - 3W**

5-Star Inpatient Medical/Surgical

#### **Nursing Unit - ICU**

5-Star Inpatient ICU

#### **Nursing Unit - Joint Replacement Unit**

5-Star Inpatient Orthopedics

### **Forsyth Medical Center**

*Winston-Salem, NC*

4-Star Outpatient

#### **CCU**

5-Star Inpatient ICU

#### **GYN - 4578**

5-Star Inpatient Medical/Surgical

# Patient Perception

## 4-Star & 5-Star Awards

### Fort Loudoun Medical Center

Lenoir City, TN

4-Star Outpatient

### Fort Sanders Regional Medical Center

Knoxville, TN

5-Star Outpatient

#### Lab

5-Star Outpatient Laboratory

#### Radiology

5-Star Outpatient Radiology

### Fort Sanders Sevier Medical Center

Sevierville, TN

5-Star Inpatient

4-Star Outpatient

#### OB

5-Star Inpatient OB/GYN

### Glenbrook Hospital

Glenview, IL

5-Star Outpatient Radiation Oncology

5-Star Outpatient Surgery

4-Star Outpatient

### Good Samaritan Hospital

Suffern, NY

4-Star Outpatient

#### Cardiac Cath

5-Star Outpatient Cath Lab

### Grace Hospital

Morganton, NC

4-Star Outpatient

### Hannibal Regional Hospital

Hannibal, MO

#### James E. Cary Cancer Center

5-Star Outpatient Radiation Oncology

### Highland Park Hospital

Highland Park, IL

4-Star Outpatient

### Inova Alexandria Hospital

Alexandria, VA

5-Star Outpatient Radiation Oncology

### Inova Fairfax Emergency Care Center

Falls Church, VA

5-Star Emergency Department

### Inova Fairfax Hospital

Falls Church, VA

5-Star Outpatient Radiation Oncology

### Inova Fairfax Hospital for Children

Falls Church, VA

4-Star Emergency Department

### Inova Fair Oaks Hospital

Fairfax, VA

5-Star Outpatient

4-Star Inpatient

#### Bariatric

5-Star Inpatient Surgical

#### Joint

5-Star Inpatient Surgical

#### Spine

5-Star Inpatient Surgical

#### Surgical

5-Star Inpatient Surgical

### Inova Healthplex

Alexandria, VA

5-Star Outpatient

5-Star Outpatient Surgery

### Inova Loudoun Hospital

Leesburg, VA

5-Star Outpatient Radiation Oncology

# Patient Perception

## 4-Star & 5-Star Awards

### **Inova Woodburn**

*Annandale, VA*

5-Star Outpatient Surgery

### **Iredell Memorial Hospital**

*Statesville, NC*

4-Star Inpatient

#### **OBS**

5-Star Inpatient OB/GYN

### **Jackson Memorial Hospital**

*Miami, FL*

#### **Pediatric Emergency Care**

5-Star Emergency Department

#### **SW8**

5-Star Inpatient Medical

### **Jackson South Community Hospital**

*Miami, FL*

#### **Adult Services**

5-Star Inpatient Behavioral Health

### **Jupiter Medical Center**

*Jupiter, FL*

5-Star Outpatient

5-Star Outpatient Laboratory

5-Star Outpatient Radiology

5-Star Outpatient Radiation Oncology

4-Star Inpatient

#### **OB**

5-Star Inpatient OB/GYN

### **Kadlec Medical Center**

*Richland, WA*

4-Star Emergency Department

4-Star Inpatient

### **Levine Children's Hospital**

*Charlotte, NC*

#### **Children's Emergency Department**

4-Star Emergency Department

#### **General Pediatrics**

5-Star Inpatient Pediatrics

### **Martha Jefferson Hospital**

*Charlottesville, VA*

5-Star Outpatient

4-Star Inpatient

#### **Cardiac Catheterization and Electrophysiology Lab**

5-Star Outpatient Cardiology

#### **Emergency Department**

5-Star Emergency Department

#### **Emergency Department at Peter Jefferson**

5-Star Emergency Department

#### **Interventional Radiology**

5-Star Outpatient Cardiology

#### **Medical Imaging 29 North**

5-Star Outpatient Radiology

#### **Rucker 2 Pediatrics**

5-Star Inpatient Pediatrics

#### **Rucker 4**

5-Star Inpatient Medical/Surgical

#### **Ultrasound**

5-Star Outpatient Radiology

### **Mary Immaculate Hospital**

*Newport News, VA*

5-Star Outpatient

5-Star Outpatient Laboratory

#### **Breast Health**

5-Star Outpatient Breast Health

### **Mayo Clinic Florida**

*Jacksonville, FL*

5-Star Emergency Department

5-Star Inpatient

#### **2 North**

5-Star Inpatient Cardiac/Telemetry

#### **3 South**

5-Star Inpatient Surgical

#### **5 North**

5-Star Inpatient Surgical

#### **5 South**

5-Star Inpatient Medical/Surgical

# Patient Perception

## 4-Star & 5-Star Awards

### Mayo Clinic Hospital

*Phoenix, AZ*

5-Star Emergency Department

5-Star Inpatient

#### **3E**

5-Star Inpatient Orthopedics

#### **3W**

5-Star Inpatient Surgical

#### **4E**

5-Star Inpatient Hematology/Oncology

#### **4W**

5-Star Inpatient Cardiac/Telemetry

#### **5W**

5-Star Inpatient Neurosciences

#### **7E**

5-Star Inpatient Medical/Surgical

### Medical Park Hospital

*Winston-Salem, NC*

5-Star Inpatient

### Memorial Health Center

*Medford, WI*

#### **Family Center**

5-Star Inpatient OB/GYN

### Memorial Regional Medical Center

*Mechanicsville, VA*

4-Star Inpatient

#### **Cardiopulmonary Telemetry**

5-Star Inpatient Medical

#### **Progressive Care Unit**

5-Star Inpatient Cardiac/Telemetry

#### **Oncology**

5-Star Inpatient Medical

#### **Women's Surgical Unit**

5-Star Inpatient Surgical

### Methodist Medical Center

*Oak Ridge, TN*

4-Star Outpatient

#### **Total Joint Patients**

5-Star Inpatient Orthopedics

### Missouri Baptist Medical Center

*St. Louis, MO*

5-Star Emergency Department

4-Star Outpatient

#### **Breast HealthCare Center**

5-Star Outpatient Breast Health

#### **Cardiac Cath Lab**

5-Star Outpatient Cardiology

#### **CVT PCU**

5-Star Inpatient Cardiac/Telemetry

#### **Diagnostic Radiology**

5-Star Outpatient Radiology

### Morris Hospital & Healthcare Centers

*Morris, IL*

5-Star Inpatient

4-Star Emergency Department

4-Star Outpatient

#### **2 South**

5-Star Inpatient Medical/Surgical

#### **Family Birthing Center**

5-Star Inpatient OB/GYN

#### **Lab**

5-Star Outpatient Laboratory

### Mt. Airy Martinat

*Winston-Salem, NC*

5-Star Outpatient

### NorthShore University HealthSystem

*Skokie, IL*

#### **Nordstrom Radiology**

5-Star Outpatient Radiology

### Northern Michigan Regional Hospital

*Petoskey, MI*

4-Star Emergency Department

4-Star Outpatient

#### **EEG**

5-Star Outpatient Radiology

#### **Radiation Therapy**

5-Star Outpatient Radiology

# Patient Perception

## 4-Star & 5-Star Awards

### **Orthopaedic Hospital at Parkview North**

*Fort Wayne, IN*

5-Star Inpatient

### **Our Lady of Bellefonte Hospital**

*Ashland, KY*

4-Star Outpatient

### **Parkland Health Center**

*Farmington, MO*

5-Star Inpatient

### **Parkland Health and Hospital System**

*Dallas, TX*

**Gyn Oncology - 4 West**

5-Star Inpatient Medical/Surgical

**University Diabetes Center**

5-Star Inpatient Medical

### **Parkview Hospital**

*Fort Wayne, IN*

5-Star Outpatient Laboratory

4-Star Outpatient

### **Parkview Huntington Hospital**

*Huntington, IN*

5-Star Inpatient

5-Star Outpatient Surgery

4-Star Outpatient

### **Parkview LaGrange Hospital**

*La Grange, IN*

4-Star Inpatient

### **Parkview Noble Hospital**

*Kendallville, IN*

4-Star Emergency Department

4-Star Inpatient

### **Parkview North Hospital**

*Fort Wayne, IN*

5-Star Emergency Department

5-Star Inpatient

5-Star Outpatient Laboratory

4-Star Outpatient

**Family Birthing Center**

5-Star Inpatient OB/GYN

### **Parkview Whitley Hospital**

*Columbia City, IN*

4-Star Inpatient

### **Parkwest Medical Center**

*Knoxville, TN*

5-Star Emergency Department

4-Star Inpatient

4-Star Outpatient

**Childbirth Center**

5-Star Inpatient OB/GYN

**Total Joint Patients**

5-Star Inpatient Orthopedics

### **Parrish Medical Center**

*Titusville, FL*

4-Star Inpatient

### **Patricia Neal Rehabilitation Center**

*Knoxville, TN*

**Ortho/Neuro Rehab**

5-Star Inpatient Rehabilitation

**TBI/SCI Rehab**

5-Star Inpatient Rehabilitation

# Patient Perception

## 4-Star & 5-Star Awards

### **Pikeville Medical Center**

*Pikeville, KY*

5-Star Inpatient

#### **Cardio Thoracic Vascular**

5-Star Inpatient Cardiac/Telemetry

#### **Oncology**

5-Star Inpatient Hematology/Oncology

#### **Outpatient Radiation/Oncology**

5-Star Outpatient Radiation Oncology

#### **Rehab**

5-Star Inpatient Rehabilitation

### **Potomac Hospital**

*Woodbridge, VA*

5-Star Outpatient Radiation Oncology

### **Presbyterian Hospital**

*Charlotte, NC*

5-Star Outpatient

4-Star Inpatient

#### **CCU**

5-Star Inpatient ICU

#### **Cardiology**

5-Star Outpatient Cardiology

#### **Pediatric**

5-Star Emergency Department

#### **Museum Imaging/Mint Museum Imaging**

5-Star Outpatient Radiology

#### **Neuro ICU**

5-Star Inpatient ICU

#### **Women's Care – 3557**

5-Star Inpatient Medical/Surgical

### **Presbyterian Hospital Matthews**

*Matthews, NC*

5-Star Emergency Department

5-Star Outpatient

5-Star Outpatient Surgery

4-Star Inpatient

#### **MLD1**

5-Star Inpatient OB/GYN

#### **Pediatrics - 5529**

5-Star Inpatient Pediatrics

#### **Radiology**

5-Star Outpatient Radiology

### **Presbyterian Hospital Huntersville**

*Huntersville, NC*

5-Star Emergency Department

5-Star Inpatient

5-Star Outpatient

5-Star Outpatient Surgery

### **Presbyterian Orthopaedic Hospital**

*Charlotte, NC*

5-Star Outpatient

#### **TCU**

5-Star Inpatient Transitional Care

### **Progress West HealthCare Center**

*O'Fallon, MO*

5-Star Emergency Department

5-Star Inpatient

5-Star Outpatient

5-Star Outpatient Radiology

5-Star Outpatient Surgery

#### **GI Lab**

5-Star Outpatient GI/Endoscopy

### **Rex Healthcare**

*Raleigh, NC*

5-Star Outpatient

#### **Rex Hematology Oncology Associates**

5-Star Outpatient Oncology

#### **Rex Surgery Center of Cary**

5-Star Outpatient Surgery

# Patient Perception

## 4-Star & 5-Star Awards

### **Richmond Community Hospital**

*Richmond, VA*

4-Star Outpatient

### **Riverview Hospital**

*Noblesville, IN*

4-Star Inpatient

#### **Emergency Center**

4-Star Emergency Department

#### **Maternity Center**

5-Star Inpatient OB/GYN

### **Rochester Methodist Hospital**

*Rochester, MN*

5-Star Inpatient

#### **E043 - Colon & Rectal Surgery**

5-Star Inpatient Surgical

#### **E051 - Urology/Orthopedics**

5-Star Inpatient Surgical

#### **E052 - Colon & Rectal Surgery**

5-Star Inpatient Surgical

#### **E064 - ENT/Ophthal/Plastic/Gen Surg**

5-Star Inpatient Surgical

#### **E082/E092 - Orthopedics**

5-Star Inpatient Orthopedics

#### **E102 - Organ Transplant**

5-Star Inpatient Surgical

### **Roper Berkeley Center**

*Moncks Corner, SC*

4-Star Outpatient

### **Roper Diagnostic Services - Farmfield**

*Charleston, SC*

4-Star Outpatient

### **Roper Diagnostic Services - James Island**

*Charleston, SC*

5-Star Outpatient

### **Roper Goose Creek Medical Center**

*Goose Creek, SC*

5-Star Outpatient

### **Roper Hospital**

*Charleston, SC*

5-Star Emergency Department

5-Star Outpatient

4-Star Inpatient

#### **Cardiac Intermediate Care (A3T)**

5-Star Inpatient Cardiac/Telemetry

#### **Cardiac Intermediate Care East (A4H)**

5-Star Inpatient Cardiac/Telemetry

#### **Cardiac Intermediate Care West (A4T)**

5-Star Inpatient Cardiac/Telemetry

#### **Neurology (A6P)**

5-Star Inpatient Neurosciences

#### **Radiation Oncology**

5-Star Outpatient Radiation Oncology

#### **Outpatient Cardiac Care (Cath Lab)**

5-Star Inpatient Cardiac/Telemetry

### **Roper Rehabilitation Hospital**

*Charleston, SC*

5-Star Inpatient Rehabilitation

### **Roper West Ashley Surgery Center**

*Charleston, SC*

5-Star Outpatient Surgery

### **Saint Francis Hospital**

*Tulsa, OK*

4-Star Emergency Department

4-Star Inpatient

4-Star Outpatient

#### **Childbirth**

5-Star Inpatient OB/GYN

# Patient Perception

## 4-Star & 5-Star Awards

### **Saint Francis Hospital South**

*Tulsa, OK*

5-Star Emergency Department

5-Star Inpatient

5-Star Outpatient

5-Star Outpatient Surgery

#### **South 2nd Floor**

5-Star Inpatient Medical/Surgical

#### **South 3rd Floor**

5-Star Inpatient OB/GYN

### **Saint Marys Hospital**

*Rochester, MN*

5-Star Inpatient

#### **DO5B – GCRC**

5-Star Inpatient Medical/Surgical

#### **DO6B - Chest**

5-Star Inpatient Medical

#### **FR2C - General Surgery**

5-Star Inpatient Surgical

#### **FR4C - Medical CV Interventional**

5-Star Inpatient Cardiac/Telemetry

#### **FR6C - ENT/Ophthalm/OMS/Plastic Surg**

5-Star Inpatient Surgical

#### **JO3G - Med 5 & 6**

5-Star Inpatient Medical

#### **MB4DE - Med CV ICU/Cath Lab/Heart Rhythm**

5-Star Inpatient Cardiac/Telemetry

#### **MB5CF - Cardiovascular Surgery**

5-Star Inpatient Cardiac/Telemetry

#### **MB6D - CV Surgery/Transplant ICA**

5-Star Inpatient Cardiac/Telemetry

#### **MB9DE – Neurosurgery**

5-Star Inpatient Neurosciences

### **Shands AGH**

*Gainesville, FL*

4-Star Inpatient

#### **Pediatrics**

5-Star Inpatient Pediatrics

### **Shands Jacksonville Medical Center**

*Jacksonville, FL*

4-Star Emergency Department

4-Star Inpatient

#### **Unit 5N-PAV**

5-Star Inpatient Medical

#### **Unit 7SR**

5-Star Inpatient Medical/Surgical

#### **Unit CVO**

5-Star Inpatient Medical/Surgical

#### **Women's ED**

4-Star Emergency Department

### **Shands Rehab Hospital**

*Gainesville, FL*

5-Star Inpatient

#### **Zone I**

5-Star Inpatient Rehabilitation

#### **Zone II**

5-Star Inpatient Rehabilitation

### **Shands Starke**

*Starke, FL*

4-Star Inpatient

# Patient Perception

## 4-Star & 5-Star Awards

### Shands at the University of Florida

*Gainesville, FL*

5-Star Inpatient

#### Unit 11MS

5-Star Inpatient Hematology/Oncology

#### Unit 65MS

5-Star Inpatient Medical/Surgical

#### Unit 75MS

5-Star Inpatient Medical/Surgical

#### Unit 94 IMC

5-Star Inpatient Medical/Surgical

#### Unit 95MS

5-Star Inpatient Medical/Surgical

#### Ayers Surgical Center

5-Star Outpatient Surgery

#### Shands Florida Surgical Center

5-Star Outpatient Surgery

#### Trauma

5-Star Inpatient Medical/Surgical

### Shands Vista

*Starke, FL*

#### Substance Abuse

5-Star Inpatient Behavioral Health

### South Central Regional Medical Center

*Laurel, MS*

#### Ellisville Extended Care

5-Star Inpatient Rehabilitation

### St. Anthony Community Hospital

*Suffern, NY*

5-Star Inpatient

### ST. FRANCIS downtown

*Greenville, SC*

5-Star Outpatient

4-Star Inpatient

#### 3 - CV Step Down

5-Star Inpatient Medical/Surgical

#### 7th Ortho/Neuro

5-Star Inpatient Medical

#### Cardiac Cath Lab

5-Star Outpatient Cardiology

### ST. FRANCIS eastside

*Greenville, SC*

5-Star Inpatient

5-Star Outpatient

5-Star Outpatient Surgery

4-Star Emergency Department

#### 3rd Ortho

5-Star Inpatient Orthopedics

#### Radiology

5-Star Outpatient Radiology

### St. Francis Medical Center

*Midlothian, VA*

5-Star Outpatient

4-Star Inpatient

### St. Joseph's Hospital

*Breese, IL*

5-Star Emergency Department

5-Star Inpatient

5-Star Inpatient Medical/Surgical

5-Star Inpatient OB/GYN

# Patient Perception

## 4-Star & 5-Star Awards

### St. Louis Children's Hospital

*St. Louis, MO*

- 5-Star Inpatient
- 5-Star Outpatient
- 5-Star Emergency Department
- 5-Star Outpatient Radiology
- 7 West**
  - 5-Star Inpatient Pediatrics
- 12**
  - 5-Star Inpatient Pediatrics
- Ambulatory Procedure Center**
  - 5-Star Outpatient Surgery
- Same Day Surgery**
  - 5-Star Outpatient Surgery

### St. Luke's Hospital

*Jacksonville, FL*

- 4-Star Emergency Department

### St. Mary's Hospital

*Richmond, VA*

- 4-Star Inpatient
- 3E: Inpatient OB/GYN Unit**
  - 5-Star Inpatient OB/GYN
- 3N: Inpatient Surgical Unit**
  - 5-Star Inpatient Surgical
- 5E1 & 5E2: Inpatient Medical Unit**
  - 5-Star Inpatient Medical

### St. Mary's Hospital of Superior

*Duluth, MN*

- 4-Star Inpatient
- 4-Star Outpatient

### St. Nicholas Hospital

*Sheboygan, WI*

- 5-Star Emergency Department

### St. Vincent's Medical Center

*Bridgeport, CT*

- 5-Star Outpatient
- Cardiology**
  - 5-Star Outpatient Cardiology
- Radiology**
  - 5-Star Outpatient Radiology

### St. Vincent's Medical Center

*Jacksonville, FL*

- 5-Star Outpatient
- 5-Star Outpatient Breast Health
- 5-Star Outpatient Radiation Oncology
- Heart & Vascular Outpatient**
  - 5-Star Outpatient Cardiology

### Swedish Covenant Hospital

*Chicago, IL*

- IMCU/ICU**
  - 5-Star Inpatient Medical

### The Children's Hospital

*Aurora, CO*

- 5-Star Emergency Department
- 5-Star Inpatient
- 5-Star Outpatient
- 5-Star Outpatient Surgery
- 7 HOB**
  - 5-Star Inpatient Pediatrics
- CPCU**
  - 5-Star Inpatient Pediatrics
- OT Littleton**
  - 5-Star Outpatient Therapy
- PT Littleton**
  - 5-Star Outpatient Therapy
- PT Northwest**
  - 5-Star Outpatient Therapy
- ST Pueblo**
  - 5-Star Outpatient Therapy

# Patient Perception

## 4-Star & 5-Star Awards

### **The Children's Hospital at Parker Adventist Hospital**

*Parker, CO*

- 5-Star Emergency Department
- 4-Star Inpatient

### **The Children's Hospital at Saint Francis**

*Tulsa, OK*

- Level 3**
  - 5-Star Inpatient Pediatrics
- Level B**
  - 5-Star Inpatient Pediatrics

### **The Children's Hospital at Saint Joseph Hospital**

*Denver, CO*

- 5-Star Emergency Department
- 5-Star Inpatient

### **Thomasville Medical Center**

*Thomasville, NC*

- 5-Star Inpatient
- 5-Star Outpatient
- ICU**
  - 5-Star Inpatient ICU
- OBGY – 8524**
  - 5-Star Inpatient OB/GYN

### **Thompson Cancer Survival Center**

*Knoxville, TN*

- 5-Star Outpatient
- Thompson PET**
  - 5-Star Outpatient Radiology

### **Twin Cities Behavioral Health**

*Normal, IL*

- Carmen Chase, M.D.**
  - 5-Star Outpatient Behavioral Health

### **UC Davis Medical Center**

*Sacramento, CA*

- Same Day Surgery Center**
  - 5-Star Outpatient Surgery

### **Upstate Surgery Center, LLC**

*Greenville, SC*

- 5-Star Outpatient Surgery

### **UT Southwestern Medical Center**

*Dallas, TX*

- 4-Star Emergency Department

### **Valdese General Hospital**

*Rutherford College, NC*

- 5-Star Inpatient
- 4-Star Outpatient

#### **Unit 2FV**

- 5-Star Inpatient Medical

#### **Unit 4FV**

- 5-Star Inpatient Medical

### **Valley Baptist Medical Center-Brownsville**

*Brownsville, TX*

- 4-Star Emergency Department
- 4-Star Inpatient
- 4-Star Outpatient

#### **Cath Lab**

- 5-Star Outpatient Laboratory

#### **Lab**

- 5-Star Outpatient Laboratory

### **Vanderbilt Children's Hospital**

*Nashville, TN*

- 5-Star Emergency Department
- 5-Star Inpatient

#### **6A**

- 5-Star Inpatient Pediatrics

#### **6B**

- 5-Star Inpatient Pediatrics

#### **6C**

- 5-Star Inpatient Pediatrics

#### **7C**

- 5-Star Inpatient Pediatrics

#### **8A**

- 5-Star Inpatient Pediatrics

#### **8B**

- 5-Star Inpatient Pediatrics

# Patient Perception

## 4-Star & 5-Star Awards

### Vanderbilt Medical Center

*Nashville, TN*

5-Star Emergency Department

5-Star Inpatient

5-Star Outpatient

#### 4 South Surgery Unit

5-Star Outpatient Surgery

#### 6 South Cardiac Step-down – VHVI

5-Star Inpatient Cardiac/Telemetry

#### 7 North Cardiac Step-down – VHVI

5-Star Inpatient Cardiac/Telemetry

#### 8 North

5-Star Inpatient Medical

#### 8 South

5-Star Inpatient Medical

#### 11 North

5-Star Inpatient Hematology/Oncology

#### S3400 General Medicine

5-Star Inpatient Medical

#### S4400 Colorectal Unit

5-Star Inpatient Surgical

#### S5400/S6400 Orthopedics Unit

5-Star Inpatient Orthopedics

#### Audiology Clinic

5-Star Outpatient Therapy

#### Balance Disorders Clinic

5-Star Outpatient Therapy

#### Center for Women's Imaging

5-Star Outpatient Radiology

#### Cardiovascular Intensive Care Unit

5-Star Inpatient ICU

#### Cool Springs Ambulatory Surgery Center

5-Star Outpatient Surgery

#### Gen Surg Oncology Same Day Surgery

5-Star Outpatient Surgery

#### Hillsboro Pulmonary Function Test Lab

5-Star Outpatient Laboratory

#### MCE3

5-Star Inpatient Surgical

#### MCJCH Pediatric EEG Laboratory

5-Star Outpatient Laboratory

#### Neurodiagnostics Lab

5-Star Outpatient Laboratory

#### Ortho Hand Ambulatory Surgery Center

5-Star Outpatient Surgery

#### Orthopedic Physical Therapy

5-Star Outpatient Therapy

#### Otolaryngology Day Surgery

5-Star Outpatient Surgery

#### Otolaryngology Speech Therapy

5-Star Outpatient Therapy

#### Outpatient Bone Marrow Biopsy

5-Star Outpatient Radiation Oncology

#### Pi Beta Phi Rehabilitation Institute

5-Star Outpatient Therapy

#### Pediatric Cardiology Outpatient Echo Lab

5-Star Outpatient Cardiology

#### Pediatric Cardiology Services

5-Star Outpatient Cardiology

#### Pediatric Physical Therapy

5-Star Outpatient Therapy

#### Pediatrics Radiology CT

5-Star Outpatient Radiology

#### Pediatric Radiology Nuclear Medicine

5-Star Outpatient Radiology

#### PET Radiology

5-Star Outpatient Radiology

#### Pulmonary Function Testing Lab

5-Star Outpatient Laboratory

#### Radiology Breast Center

5-Star Outpatient Radiology

#### Radiology CT Non-Neuro

5-Star Outpatient Radiology

#### Radiology MRI Neuro

5-Star Outpatient Radiology

#### Radiology MRI Non-Neuro

5-Star Outpatient Radiology

#### Sports Medicine Ambulatory Surgery Center

5-Star Outpatient Surgery

# Patient Perception

## 4-Star & 5-Star Awards

### **TVC Observation Unit**

5-Star Inpatient Medical

### **Vascular Same Day Surgery**

5-Star Outpatient Surgery

### **VCH Endoscopy Lab**

5-Star Outpatient GI/Endoscopy

### **VCH Pediatric Day Surgery**

5-Star Outpatient Surgery

### **VHVI Nuclear Cardiology**

5-Star Outpatient Cardiology

## **Vanderbilt Medical Group**

*Nashville, TN*

### **Addiction Medicine**

5-Star Outpatient Behavioral Health

### **Addiction Medicine Outpatient Therapy**

5-Star Outpatient Behavioral Health

### **General Adult Outpatient Therapy VAV**

5-Star Outpatient Behavioral Health

### **Geriatric Outpatient Therapy**

5-Star Outpatient Behavioral Health

### **Mental Health Center**

5-Star Outpatient Behavioral Health

## **Verde Valley Medical Center**

*Cottonwood, AZ*

### **Sedona Campus**

5-Star Emergency Department

## **WakeMed Apex Healthplex**

*Raleigh, NC*

5-Star Emergency Department

### **Imaging**

5-Star Outpatient Radiology

## **WakeMed Brier Creek Medical Park**

*Raleigh, NC*

5-Star Outpatient

## **WakeMed Cary Hospital**

*Raleigh, NC*

4-Star Emergency Department

4-Star Outpatient

### **Outpatient MR**

5-Star Outpatient Radiology

## **WakeMed North Healthplex**

*Raleigh, NC*

5-Star Outpatient

5-Star Outpatient Surgery

4-Star Emergency Department

## **Washington Hospital**

*Fremont, CA*

### **CJR Unit**

5-Star Inpatient Orthopedics

## **Westlake Hospital**

*Melrose Park, IL*

4-Star Emergency Department

## **West Shore Medical Center**

*Manistee, MI*

4-Star Inpatient

### **OB**

5-Star Inpatient OB/GYN

## **White Memorial Medical Center**

*Los Angeles, CA*

5-Star Emergency Department

5-Star Inpatient

### **6 North**

5-Star Inpatient

## **Wild Rose Community Memorial Hospital**

*Wild Rose, WI*

4-Star Inpatient

## **Wilkes Regional Medical Center**

*North Wilkesboro, NC*

4-Star Inpatient

### **New Beginnings Birthing Center**

5-Star Inpatient OB/GYN

# Home Health

Top Performer /  
4-Star & 5-Star Awards

## **BJC Home Care - Managed Care**

*St. Louis, MO*

Top Performer Home Health

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## **BJC Home Care - Illinois**

*St. Louis, MO*

5-Star Home Health

## **BJC Home Care - Managed Care**

*St. Louis, MO*

5-Star Home Health

## **BJC Home Care - Sullivan**

*St. Louis, MO*

5-Star Home Health

## **Roper St. Francis Home Health Care**

*Charleston, SC*

5-Star Home Health

## **St. Luke's Home Care**

*Duluth, MN*

5-Star Home Health

# Outpatient Clinic

## Top Performer Awards

### **Central DuPage Physician Group HealthTrack Family Medicine**

*Winfield, IL*

**Top Performer Outpatient Clinic - Primary**

Health Track Pediatrics

### **Mayo Clinic Florida**

*Jacksonville, FL*

**Top Performer Outpatient Clinic - Specialty**

Transplant Center

# Outpatient Clinic

## 4-Star & 5-Star Awards

### Alegent Health Clinic

Omaha, NE

#### 5-Star Outpatient Clinic - Primary

Alegent Health Clinic (Bellevue)  
Alegent Health Clinic (Harmony Street)  
Alegent Health Clinic (Oakland)  
Alegent Health Clinic (Women's Healthcare Immanuel)  
Alegent Health Clinic (Women's Healthcare Lakeside)  
Alegent Health Clinic (Women's Healthcare Papillion)

### Bellefonte Primary Care

Ashland, KY

#### 5-Star Outpatient Clinic - Primary

Bellefonte Pediatrics

### Bon Secours Medical Group

Richmond, VA

#### 5-Star Outpatient Clinic - Primary

St. Francis Family Medicine Center - The Woman's Center

### Central DuPage Physician Group HealthTrack Family Medicine

Winfield, IL

#### 5-Star Outpatient Clinic - Primary

Health Track Family Medicine  
Health Track Pediatrics  
Bartlett  
Winfield

### East Jefferson General Hospital

Metairie, LA

#### 5-Star Outpatient Clinic - Specialty

Women's Care

### Garland Women's Health Center Maternal Health

Dallas, TX

#### 5-Star Outpatient Clinic - Primary

Maternal Health

### Maple Plaza Women's Health Center Maternal Health

Dallas, TX

#### 5-Star Outpatient Clinic - Primary

Maternal Health

### Mayo Clinic Arizona

Phoenix, AZ

#### 5-Star Outpatient Clinic - Primary

Community Internal Medicine  
Fountain Hills Family Medicine  
Women's Health

#### 5-Star Outpatient Clinic - Specialty

Allergy  
Cardiology  
Executive Health  
Neurosurgery  
Radiation Oncology

### Mayo Clinic Florida

Jacksonville, FL

#### 5-Star Outpatient Clinic - Primary

Beaches Clinic  
Cannaday CIM

#### 5-Star Outpatient Clinic - Specialty

Allergy  
Breast Clinic  
Cardiology  
Dermatology  
Executive Health  
Hematology/Oncology  
Plastic Surgery  
Pulmonary  
Radiation Oncology  
Transplant Center

# Outpatient Clinic

## 4-Star & 5-Star Awards

### Mayo Clinic Rochester

Rochester, MN

#### 5-Star Outpatient Clinic - Specialty

Breast Clinic  
Cardiology  
CV Surgery  
Executive Health  
General Pediatrics  
Hematology  
Nephrology  
Neurosurgery  
Oncology  
Pediatric Cardiology  
Thoracic Surgery  
Transplant Center

### Parkland Health and Hospital System

Dallas, TX

#### 5-Star Outpatient Clinic - Primary

Pediatric Primary Care Center

### Parkview Medical Group

Fort Wayne, IN

#### 5-Star Outpatient Clinic - Primary

Huntertown (GHTW)  
Huntington Health Park  
Huntington Pediatrics  
Shipshewana Family Healthcare

#### 5-Star Outpatient Clinic - Specialty

Parkview Whitley OB/GYN – Dr. Carpenter  
Parkview Whitley OB/GYN – Dr. Haley

### Santa Clara Valley Medical Center

Santa Jose, CA

#### 5-Star Outpatient Clinic - Primary

Valley Health Center Silver Creek

### South Central Regional Medical Center

Laurel, MS

#### 5-Star Outpatient Clinic - Primary

OB/GYN Group of Laurel Division

### Stanly Regional Medical Center

Albemarle, NC

#### 5-Star Outpatient Clinic - Primary

Dr. Kenya Little and Staff

### The Children's Hospital

Aurora, CO

#### 5-Star Outpatient Clinic - Pediatrics Medical Specialties

Hematology and Oncology Associates Clinic

### Vanderbilt Medical Group

Nashville, TN

#### 5-Star Outpatient Clinic - Primary

Dermatology Clinic  
Green Hills Practice  
Hillsboro Medical Group  
Midwifery Practice West End  
Pediatric Dermatology Clinic  
University Pediatrics  
Vanderbilt Internal Medicine Suite I  
Vanderbilt Internal Medicine Suite II  
Vanderbilt Internal Medicine Suite III  
Williamson Brentwood Clinic  
Williamson Spring Hill Clinic  
Women's Health Center

#### 5-Star Outpatient Clinic - Specialty

Cool Springs Oncology Clinic  
GI Liver Transplant Clinic  
GYN Oncology Practice  
Neuro TVC Stroke Clinic  
Ophthalmology Franklin Eye Clinic  
Otolaryngology Voice Botox – Village at Vanderbilt  
Pediatric Arrhythmia Clinic  
Pediatric Cardiology Clinic  
Pediatric Diabetes Clinic  
Pediatric Endocrinology Clinic  
Pediatric Hematology Clinic  
Pi Beta Phi Rehabilitation Institute VMG  
Vanderbilt Internal Medicine Diabetes Clinic  
VCH Cardiac Surgery Clinic  
VOI Orthopaedics Foot Ankle Clinic  
Voice Center

# Outpatient Clinic

4-Star & 5-Star Awards

## **VCU Health System**

*Richmond, VA*

**5-Star Outpatient Clinic - Specialty**

Stony Point Radiation Oncology

## **Vickery Women's Health Center**

*Dallas, TX*

**5-Star Outpatient Clinic - Primary**

Maternal Health

# Healthcare Provider

## Top Performer Awards

### **Baystate Medical Practices**

*Springfield, MA*

#### **TP Provider-Family/General Practice**

Harvey M. Lederman, M.D. Pioneer Valley Family Medicine

### **Bon Secours Medical Group**

*Richmond, VA*

#### **Top Performer Provider-Mid-Level**

Nichole Carlson, C.N.M.

Leslie Fehan, C.N.M.

### **DC Clinics**

*Duluth, MN*

#### **Top Performer Provider-Family/General Practice**

Chris H. Chapman, M.D.

#### **TP Provider-OB/GYN**

Howard N. Sandin, M.D.

#### **Top Performer Provider-Pediatrics**

Lori L. DeFrance, M.D.

Timothy D. Zager, M.D.

### **Vanderbilt Medical Group**

*Nashville, TN*

#### **Top Performer Provider-Internal Medicine**

Sandra Ann Moutsios, M.D.

#### **Top Performer Provider-Medical Specialties**

Darrel L. Ellis, M.D. - Dermatology

#### **Top Performer Provider-Mid-Level**

Rosemary D. Cope, LPC/MHSP

#### **Top Performer Provider-Surgical Specialties**

Joe B. Putnam, Jr., M.D.

# Healthcare Provider

## 4-Star & 5-Star Awards

### Baystate Medical Practices

*Springfield, MA*

#### 5-Star Provider-Family/General Practice

Glenn F. Alli, M.D.  
Eugene F. Boss, M.D.  
Neil Kudler, M.D.  
Harvey M. Lederman, M.D.  
John F. Peluso, M.D.

#### 5-Star Provider-Mid-Level

Alan R. Graichen, PA  
Susan Peck, C.N.M.  
Elizabeth Ramlow, C.N.M.

#### 5-Star Provider-Pediatrics

Hugh D. Roberts, M.D.

### BroMenn Medical Group

*Normal, IL*

#### 5-Star Provider-Family/General Practice

Christopher Hughes, M.D.

#### 5-Star Provider-Pediatrics

Kimberly Marshall, M.D.

### Bon Secours Medical Group

*Richmond, VA*

#### 5-Star Provider-Internal Medicine

Sonia Shah-Pandya, M.D.

#### 5-Star Provider-Mid-Level

Nichole Carlson, C.N.M.  
Leslie Fehan, C.N.M.

### Central DuPage Physician Group

*Winfield, IL*

#### 5-Star Provider-Family/General Practice

Maurice W. Birt, M.D.  
Kenneth K. Lee, M.D.  
Jay Seymour, M.D.  
John P. Vaikutis, D.O.  
Michael F. Vosicky, D.O.

#### 5-Star Provider-Pediatrics

Joseph Christensen, M.D.

### Children's Hospital of Pittsburgh

*Pittsburgh, PA*

#### 5-Star Provider-Ped Gastroenterology/GI

Feras Al-Issa, M.D.  
Robert Hilton Squires, M.D.

#### 5-Star Provider-Ped Hematology/Oncology

Debra Cohen, M.D.  
Arthur Kim Ritchey, M.D.  
Paul Rosen, M.D.  
Michael Wollman, M.D.

#### 5-Star Provider-Ped Medical Specialties

Ingrid Libman, M.D.  
David Orenstein, M.D.

#### 5-Star Provider-Ped Neuro

Ira Bergman, M.D.  
Deborah Holder, M.D.  
Shelley Williams, M.D.

### East Jefferson General Hospital

*Metairie, LA*

#### 5-Star Provider-Family/General Practice

Robert C. Ryan, M.D. Family Practice Center

#### 5-Star Provider-Internal Medicine

John Finney, M.D. Metairie Medical Associates

#### 5-Star Provider-OB/GYN

Bennie P. Nobles, M.D. East Jefferson Women's Care

### University of Miami Medical Group

*Miami, FL*

#### 5-Star Provider-Medical Specialties

Arnold M. Markoe, M.D.

#### 5-Star Provider-Surgical Specialties

Harry Flynn, M.D.  
Brian S. Jewett, M.D.  
Patrick W. Owens, M.D.  
Philip J. Rosenfeld, M.D.

# Healthcare Provider

## 4-Star & 5-Star Awards

### Parkview Medical Group

Fort Wayne, IN

#### 5-Star Provider-Family/General Practice

Debra Lazzaro, M.D.

#### 5-Star Provider-Internal Medicine

Mark A. Pierce, M.D.

### Orthopaedic Specialists of Charleston

Charleston, SC

#### 5-Star Provider-Surgical Specialties

Kenneth M. Caldwell, M.D.

John M. Graham, M.D.

James L. Price, M.D.

### DC Clinics

Duluth, MN

#### 5-Star Provider-Family/General Practice

Jan L. Baldwin, M.D.

Chris H. Chapman, M.D.

Harry D. Malcolm, M.D.

John M. Ryden, M.D.

#### 5-Star Provider-Medical Specialties

Michael M. Maddy, M.D.

Daniel A. Nikcevich, M.D., Ph.D.

Jonathan R. Sande, M.D.

#### 5-Star Provider-Mid-Level

Janice M. Penn, R.N., C.N.P.

Jose M. Rodriguez, P.A.

#### 5-Star Provider-OB/GYN

Howard N. Sandin, M.D.

#### 5-Star Provider-Pediatrics

Lori L. DeFrance, M.D.

Timothy D. Zager, M.D.

#### 5-Star Provider-Surgical Specialties

J. Joseph Davis, M.D.

Michael J. Fuchs, O.D.

Thomas E. Kaiser, M.D.

Vincent U. Ohaju, M.D.

Audrey M. Park-Skinner, M.D.

### Vanderbilt Medical Group

Nashville, TN

#### 5-Star Provider-Internal Medicine

Roy O. Elam, III, M.D.

Tom A. Elasy, M.D.

Timothy John Hinton, M.D.

William H. Maynard, M.D.

Jan E. Price, M.D.

Debra S. Rankin, M.D.

W. Anderson Spickard, III, M.D.

#### 5-Star Provider-Medical Specialties

Chad S. Boomershine, M.D.

Nancy J. Brown, M.D.

Thomas Cleveland, Ph.D.

Michael K. Cooper, M.D.

Lala A. Cornelius, M.D.

John H. Dixon, M.D.

Joseph L. Fredi, M.D.

John P. Greer, M.D.

Kirsten L. Haman

Susan F. Kroop, M.D.

Emily Graham Kurtz, M.D.

Lisa Hood Lancaster, M.D.

Christopher D. Lind, M.D.

Beth A. Malow, M.D.

Anne E. O'Duffy, M.D.

David S. Raiford, M.D.

Bruce J. Roth, M.D.

Ronald M. Salomon, M.D.

John S. Sergent, M.D.

Mark A. Wigger, M.D.

David X. Zhao, M.D.

#### 5-Star Provider-Mid-Level

Audrey Jane Case, F.N.P.

Susan L. Ficken, A.P.R.N.

Helen Hatfield, M.S.N.

# Healthcare Provider

## 4-Star & 5-Star Awards

### **5-Star Provider-Pediatrics**

Debra A. Dodd, M.D.

Thomas P. Doyle, M.D.

Tracy E. Hunley M.D.

Richard H. Ho, M.D.

James A. Johns, M.D.

Ann Kavanaugh-McHugh, M.D.

James Donald Moore, M.D.

Jennifer L. Najjar, M.D.

William E. Russell, M.D.

### **5-Star Provider-Surgical Specialties**

Marta Ann Crispens, M.D.

Lori Ann F. Kehler, M.D.

Peter E. Konrad, M.D.

Eric Shawn Lambright, M.D.

Nipun B. Merchant, M.D.

Ingrid M. Meszoely, M.D.

Robert H. Ossoff, M.D.

Matthew M. Pearson, M.D.

William Russell Ries, M.D.

Henry Paul Russell, M.D.

Jospeh A. Smith, Jr., M.D.

John Christopher Thomas, M.D.

# Urgent Care

Top Performer /  
4-Star & 5-Star Awards

## AtlantiCare

*Egg Harbor City, NJ*

**Hammonton Urgent Care Center**

Top Performer

## Central DuPage Hospital

*Winfield, IL*

**Bartlett Convenient Care**

Top Performer

**Charlestowne Convenient**

Top Performer

**River North Convenient Care**

Top Performer

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## Alegent Health

*Omaha, NE*

**Pediatric Express Care**

5-Star

## AtlantiCare

*Egg Harbor City, NJ*

**HealthRite Rio Grande**

5-Star

**Hammonton Urgent Care Center**

5-Star

## Children's Hospital

*Tulsa, OK*

**Urgent Care Clinic**

5 Star

## Central DuPage Hospital

*Winfield, IL*

**Bartlett Convenient Care**

5-Star

**Charlestowne Convenient**

5-Star

**River North Convenient Care**

5-Star

## The Children's Hospital

*Aurora, CO*

**UC Wheatridge**

5-Star

# Achievement Awards

## **Anson Community Hospital**

*Wadesboro, NC*

### **Emergency Services**

Platinum Emergency Care

### **Environmental Services Department**

Silver Inpatient Medical/Surgical

### **Outpatient Services – Total Time Spent**

Gold Outpatient Surgery

## **Carolinas Medical Center**

*Charlotte, NC*

### **11B Women's Care Unit**

Silver Inpatient Medical/Surgical

### **Overall Inpatient Satisfaction Team**

Gold Inpatient Medical/Surgical

### **Information Services & CMC Nursing**

Platinum Inpatient Medical/Surgical

### **11 Tower Orthopaedics**

Gold Inpatient Orthopedics

### **Food & Nutrition Service Morrison Healthcare**

Silver Inpatient Pediatrics

Silver Inpatient Rehabilitation

Silver Inpatient Medical/Surgical

## **Carolinas Medical Center - Pineville**

*Charlotte, NC*

### **2 East Nursing Staff**

Gold Inpatient Medical/Surgical

### **2-West Nursing Staff**

Platinum Inpatient Medical

### **Emergency Department**

Gold Emergency Care

## **Carolinas Medical Center-University**

*Charlotte, NC*

### **Intensive Care Unit/Progressive Care Unit**

Gold Inpatient Cardiology/Telemetry

## **Carolinas Rehabilitation Mercy**

*Charlotte, NC*

Platinum Inpatient Rehabilitation

## **CMC-Lincoln**

*Lincolnton, NC*

**Food & Nutritional Services Department**

**Morrison Healthcare**

Silver Inpatient Medical/Surgical

## **Methodist Joint Replacement Center**

*Oak Ridge, TN*

Platinum Inpatient Orthopedics

## **Flagstaff Medical Center**

*Flagstaff, AZ*

**3 West**

Platinum Inpatient Medical/Surgical

## **Fort Loudoun Medical Center**

*Lenoir City, TN*

**Surgery Department**

Silver Outpatient Surgery

## **Fort Sanders Regional Medical Center**

*Knoxville, TN*

**Medical Imaging Services**

Gold Outpatient Diagnostics

## **Fort Sanders Sevier Medical Center**

*Sevierville, TN*

**Broadway Unit**

Gold Inpatient Medical/Surgical

**Women's Center**

Gold Inpatient OB/GYN

## **For Sanders West**

*Knoxville, TN*

**Outpatient Surgery Center**

Silver Outpatient Surgery

# Achievement Awards

## **Presbyterian Hospital Huntersville**

*Huntersville, NC*

### **Perioperative Services**

Gold Outpatient Surgery

## **Parkwest Joint Center - The Retreat**

*Knoxville, TN*

Gold Inpatient Orthopedics

## **Patricia Neal Rehabilitation Center**

*Knoxville, TN*

### **Ortho/Neuro Rehabilitation Unit**

Gold Inpatient Rehabilitation

### **TBI/SCI Rehabilitation Unit**

Gold Inpatient Rehabilitation

## **St. Mary's Children's Hospital**

*Duluth, MN*

### **Neonatal Intensive Care Unit**

Silver Inpatient Pediatrics

## **St. Mary's Hospital of Superior**

*Superior, WI*

### **Medical Surgical Unit**

Gold Inpatient Medical/Surgical

## **Thomasville Medical Center**

*Thomasville, NC*

### **Women's & Children's Department**

Silver Inpatient OB/GYN

# Leading the Light Award

## Bonnie Felts

### Carolinas HealthCare System

*Charlotte, NC*

In 2007, PRC created the Leading Light Award to recognize one hospital employee whose dedication to their customer surveys, initiatives and employee education is above the rest.

The winner of this award is the one person who has made the biggest impact on his or her organization in educating staff in Excellence and how to effectively improve scores.

The 2009 recipient of the Leading Light Award is Ms. Bonnie Felts, Patient Satisfaction Specialist from Carolinas HealthCare System in Charlotte, North Carolina. Ms. Felts has not only managed the improvement process for CHS facilities, but also shares her expertise with other organizations, speaking at conferences and seminars on how to effectively educate and motivate staff to improve scores. Working in conjunction with the entire CHS Service Excellence team, she has actively involved employees in developing their overall plans to increase their scores. Congratulations to Ms. Felts for her commitment to being Excellent! ■

# PRC President's Award

## Parkview Health System

Fort Wayne, IN

Serving a population of more than 700,000 people with seven hospitals and more than 80 locations bearing their name, Parkview Health System of Fort Wayne, IN, has been around for more than 125 years and employs more than 6,700 associates. In 2007, the system took on their biggest challenge yet: becoming one of the nation's leading healthcare providers. Their commitment, determination, and successes led them to be named the 2009 PRC President's Award Winner.

Perhaps most impressive is that the system has doubled its patients' overall quality of care scores in less than three years, a testament to their leadership and employees' collaboration, as well as a commitment to the system's mission.

"It is a demanding process to achieve the scores we have," explains Rick Henvey, Senior Vice President of Service Excellence. "We have our Parkview Diamond that spells out our focus, and with each point of the diamond working in congruence, the road to excellence is easier to attain."

Mr. Henvey collaborated with CEO Mike Packnett and COO Mark Nafziger, leading a series of programs with a number of goals in mind. "In the beginning, I set out to visit various PRC clients and benchmark with them. I visited the cream of the PRC crop and was better able to understand PRC's philosophy in action as well as this idea of loyalty. After these trips I was convinced that this was the way to go if we were serious in becoming one of the nation's leading healthcare providers," stated Henvey.

The system began in 2008, when their 400 leaders began hardwiring goals pertaining specifically to their areas and were tied to their leadership incentive plans. That year Nafziger also developed an incentive plan for all employees, the Parkview Excellence Plan for Coworkers (PEP-C). Quarterly, employees are incentivized to achieve a set percentage of quality excellence, with the bar raised every quarter. When each quarter's goals are achieved, all employees earn a bonus. Of course, Parkview's budget margin plays a key factor in this incentive plan.

In 2007, patient scores increased substantially, with 31% of Parkview's areas scoring at or above the 75th percentile. After implementing the PEP-C initiative in 2008, 50% of the areas scored at or above the 75th percentile, and every employee received an average of \$680 in bonuses.

# PRC President's Award

With a strategically defined service plan, committed leadership and staff, and a continued thirst for improving patients' experiences, Parkview is on track to becoming one of the nation's leading healthcare providers. "It is unbelievable to think of where Parkview was and where they are now," commented PRC's President & CEO, Dr. Joe Inguanzo. "They have really shown the fortitude necessary to move scores and made huge strides in a short timeframe. They have set a process that works well and is unique on providing quarterly goals as well as incentives for the entire staff. They are very deserving of this award, and I'm proud to partner with them on this journey."