

# Medical Staff Perception

## Top Performer Awards

### **Forsyth Medical Center**

*Winston-Salem, NC*

Top Performer Pathology Services

### **Immanuel Medical Center**

*Omaha, NE*

Top Performer Radiology Services

### **Inova Fair Oaks Hospital**

*Fairfax, VA*

Top Performer Laboratory Services

### **Memorial Hospital West**

*Pembroke Pines, FL*

Top Performer Administration

### **Mercy Hospital Clermont**

*Batavia, OH*

Top Performer Emergency Services

### **Northwest Community Hospital**

*Arlington Heights, IL*

Top Performer As a Place to Practice Medicine

Top Performer Patient Safety

### **Presbyterian Hospital-Matthews**

*Matthews, NC*

Top Performer Hospitalist Services

Top Performer Medical Records & Information

Top Performer Overall Quality of Care

Top Performer Surgical Services

### **Saint Francis Hospital at Broken Arrow**

*Broken Arrow, OK*

Top Performer Nursing

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

*Warwick, NY*

Top Performer Anesthesia Services

Top Performer Patient Safety

### **St. Francis Hospital**

*Greenville, SC*

Top Performer Patient Safety

### **Thomasville Medical Center**

*Thomasville, NC*

Top Performer Medical Records & Information

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Akron General Medical Center**

*Akron, OH*

- 4-Star Anesthesia Services
- 4-Star Medical Records & Information
- 4-Star Nursing
- 4-Star Overall Quality of Care
- 4-Star Surgical Services

### **Allen Medical Center**

*Oberlin, OH*

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

### **Alton Memorial Hospital**

*Alton, IL*

- 5-Star Surgical Services

### **Aspirus Wausau Hospital**

*Wausau, WI*

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

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

*St. Peters, MO*

- 5-Star Surgical Services

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

*St. Louis, MO*

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

### **Bergan Mercy Medical Center**

*Omaha, NE*

- 4-Star Nursing
- 4-Star Radiology Services
- 5-Star Surgical Services

### **Bon Secours Hospital**

*Grosse Point, MI*

- 4-Star Pathology Services

### **Bon Secours Memorial Regional Medical Center**

*Mechanicsville, VA*

- 4-Star Pathology Services

### **Bon Secours Richmond Community Hospital**

*Richmond, VA*

- 4-Star Anesthesia Services
- 4-Star Radiology Services
- 4-Star Surgical Services
- 5-Star Administration
- 5-Star Emergency Services
- 5-Star Medical Records & Information
- 5-Star Pathology Services

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

*Charleston, SC*

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

### **Bon Secours St. Francis Medical Center**

*Midlothian, VA*

- 4-Star Administration
- 4-Star Anesthesia Services

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

*Richmond, VA*

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

### **Boone Hospital Center**

*Columbia, MO*

- 4-Star Overall Quality of Care
- 4-Star Surgical Services

### **Bronson Methodist Hospital**

*Kalamazoo, MI*

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

### **Carle Foundation Hospital**

*Urbana, IL*

- 4-Star Radiology Services
- 5-Star Laboratory Services
- 5-Star Patient Safety

### **Castle Medical Center**

*Kailua, HI*

- 4-Star Surgical Services

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

*Orange, CA*

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

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Clinton Memorial Hospital**

*Saint Johns, MI*

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

### **Community Health Partners Regional Medical Center**

*Lorain, OH*

- 4-Star Administration
- 4-Star Anesthesia Services
- 4-Star Hospitalist Services
- 4-Star Laboratory Services
- 4-Star Pathology Services
- 4-Star Surgical Services
- 5-Star Medical Records & Information
- 5-Star Patient Safety

### **Community Hospital**

*Springfield, OH*

- 4-Star Medical Records & Information

### **Cottage Hospital**

*Grosse Pointe Farms, MI*

- 4-Star Anesthesia Services
- 4-Star As a Place to Practice Medicine
- 4-Star Patient Safety
- 4-Star Surgical Services
- 5-Star Pathology Services

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

*Lubbock, TX*

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

### **Covenant Health System**

*Lubbock, TX*

- 4-Star Radiology Services

### **Covenant Hospital Levelland**

*Levelland, TX*

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

### **Covenant Hospital Plainview**

*Plainview, TX*

- 4-Star Administration

### **Delnor-Community Hospital**

*Geneva, IL*

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

### **DePaul Medical Center**

*Norfolk, VA*

- 4-Star Pathology Services

### **Doctor's Hospital**

*Columbus, OH*

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

### **Doctors Hospital of Nelsonville**

*Nelsonville, OH*

- 4-Star Medical Records & Information
- 4-Star Pathology Services
- 4-Star Administration
- 5-Star Laboratory Services
- 5-Star Nursing

### **El Camino Hospital**

*Mountain View, CA*

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

### **Feather River Hospital**

*Paradise, CA*

- 4-Star Administration

### **Firelands Regional Medical Center**

*Sandusky, OH*

- 4-Star Nursing

### **Forsyth Medical Center**

*Winston-Salem, NC*

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

### **Franklin Square Hospital Center**

*Baltimore, MD*

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

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Georgetown University Hospital**

*Washington, D.C.*

4-Star Emergency Services

### **Glendale Adventist Medical Center**

*Glendale, CA*

4-Star Administration

4-Star Emergency Services

5-Star Medical Records & Information

### **Good Samaritan Hospital**

*Suffern, NY*

4-Star Anesthesia Services

4-Star Patient Safety

### **Good Samaritan Hospital**

*Baltimore, MD*

4-Star Medical Records & Information

### **Grady Memorial Hospital**

*Delaware, OH*

4-Star Emergency Services

4-Star Medical Imaging

5-Star Medical Records & Information

5-Star Surgical Services

### **Grant Medical Center**

*Columbus, OH*

4-Star Emergency Services

4-Star Radiology Services

4-Star Surgical Services

5-Star Laboratory Services

5-Star Pathology Services

### **Harbor Hospital**

*Baltimore, MD*

4-Star Administration

### **Hardin Memorial Hospital**

*Kenton, OH*

4-Star As a Place to Practice Medicine

4-Star Overall Quality of Care

4-Star Surgical Services

5-Star Administration

5-Star Anesthesia Services

5-Star Laboratory Services

5-Star Medical Records & Information

5-Star Pathology Services

5-Star Radiology Services

### **Immanuel Medical Center**

*Omaha, NE*

4-Star Laboratory Services

4-Star Overall Quality of Care

4-Star Surgical Services

5-Star Emergency Services

5-Star Pathology Services

5-Star Radiology Services

### **Inova Fair Oaks Hospital**

*Fairfax, VA*

4-Star Administration

4-Star Emergency Services

4-Star Nursing

4-Star Patient Safety

5-Star As a Place to Practice Medicine

5-Star Laboratory Services

5-Star Medical Records & Information

5-Star Overall Quality of Care

5-Star Pathology Services

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

*Falls Church, VA*

4-Star As a Place to Practice Medicine

4-Star Nursing

4-Star Overall Quality of Care

5-Star Radiology Services

### **Inova Loudoun Hospital**

*Leesburg, VA*

4-Star Emergency Services

4-Star Hospitalist Services

4-Star Laboratory Services

5-Star Pathology Services

### **Inova Mount Vernon Hospital**

*Alexandria, VA*

4-Star Medical Records & Information

5-Star Emergency Services

5-Star Laboratory Services

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

*Hollywood, FL*

4-Star Surgical Services

5-Star Administration

5-Star Anesthesia Services

5-Star As a Place to Practice Medicine

5-Star Emergency Services

5-Star Nursing

5-Star Overall Quality of Care

5-Star Patient Safety

### **Knapp Medical Center**

*Weslaco, TX*

4-Star Administration

4-Star Patient Safety

### **Lakeside Hospital**

*Omaha, NE*

4-Star Anesthesia Services

4-Star Medical Records & Information

5-Star Administration

5-Star As a Place to Practice Medicine

5-Star Emergency Services

5-Star Laboratory Services

5-Star Nursing

5-Star Overall Quality of Care

5-Star Pathology Services

5-Star Radiology Services

5-Star Surgical Services

### **Lakeview Community Hospital**

*Paw Paw, MI*

4-Star Hospitalist Services

4-Star Nursing

# Medical Staff Perception

## 4-Star & 5-Star Awards

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

*Tulsa, OK*

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

### **Lourdes Hospital**

*Paducah, KY*

- 4-Star Anesthesia Services
- 4-Star Emergency Services
- 5-Star Medical Records & Information

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

*Irvine, KY*

- 4-Star Emergency Services
- 4-Star Medical Records & Information
- 5-Star Administration
- 5-Star Laboratory Services
- 5-Star Nursing
- 5-Star Patient Safety

### **Marion General Hospital**

*Marion, OH*

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

### **Mary Immaculate Hospital**

*Marion, OH*

- 5-Star Pathology Services

### **Maryview Medical Center**

*Portsmouth, VA*

- 4-Star Pathology Services

### **Medical Park Hospital**

*Winston-Salem, NC*

- 4-Star Anesthesia Services
- 5-Star Administration
- 5-Star As a Place to Practice Medicine
- 5-Star Medical Records & Information
- 5-Star Nursing
- 5-Star Surgical Services

### **Memorial Hospital Miramar**

*Hollywood, FL*

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

### **Memorial Hospital Pembroke**

*Pembroke Pines, FL*

- 4-Star Nursing
- 4-Star Radiology Services
- 5-Star Administration
- 5-Star Anesthesia Services
- 5-Star Emergency Services
- 5-Star Pathology Services
- 5-Star Surgical Services

### **Memorial Hospital West**

*Pembroke Pines, FL*

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

### **Memorial Regional Hospital**

*Hollywood, FL*

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

### **Mercy Children's Hospital**

*Toledo, OH*

- 4-Star Administration
- 4-Star Pathology Services
- 5-Star Nursing
- 5-Star Surgical Services

### **Mercy Hospital**

*Council Bluffs, IA*

- 4-Star Nursing
- 5-Star Administration
- 5-Star Anesthesia Services
- 5-Star Emergency Services
- 5-Star Hospitalist Services
- 5-Star Pathology Services
- 5-Star Radiology Services
- 5-Star Surgical Services

### **Mercy Hospital Clermont**

*Batavia, OH*

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

### **Mercy Hospital Mount Airy**

*Cincinnati, OH*

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

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Mercy Hospital of Scranton**

*Scranton, PA*

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

### **Mercy Hospital of Tiffin**

*Tiffin, OH*

- 4-Star Administration
- 4-Star Medical Records & Information
- 4-Star Nursing
- 5-Star Patient Safety

### **Mercy Hospital of Willard**

*Willard, OH*

- 4-Star Administration
- 4-Star Emergency Services
- 4-Star Laboratory Services
- 4-Star Nursing
- 5-Star Anesthesia Services
- 5-Star Medical Records & Information
- 5-Star Patient Safety

### **Mercy Memorial Hospital**

*Urbana, OH*

- 4-Star Overall Quality of Care
- 5-Star Administration
- 5-Star Anesthesia Services
- 5-Star Medical Records & Information
- 5-Star Nursing
- 5-Star Surgical Services

### **Methodist Hospital**

*Omaha, NE*

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

### **Midlands Hospital**

*Papillion, NE*

- 4-Star Anesthesia Services
- 4-Star As a Place to Practice Medicine
- 4-Star Emergency Services
- 4-Star Nursing
- 4-Star Pathology Services
- 5-Star Administration
- 5-Star Laboratory Services
- 5-Star Medical Records & Information
- 5-Star Radiology Services
- 5-Star Surgical Services

### **Mission Hospital**

*Mission Viejo, CA*

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

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

*Sullivan, MO*

- 5-Star Surgical Services

### **Missouri Baptist Medical Center**

*St. Louis, MO*

- 4-Star As a Place to Practice Medicine
- 4-Star Overall Quality of Care

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

*Morris, IL*

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

### **Morrow County Hospital**

*Mount Gilead, OH*

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

### **Mount Carmel St. Ann's**

*Columbus, OH*

- 4-Star Emergency Services

### **North Hawaii Community Hospital**

*Kamuela, HI*

- 4-Star Anesthesia Services
- 4-Star Emergency Services

### **Northern Michigan Hospital**

*Petoskey, MI*

- 4-Star Overall Quality of Care
- 5-Star Laboratory Services

### **Northwest Community Hospital**

*Arlington Heights, IL*

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

### **Northwest Medical Foundation of Tillamook, dba Tillamook County General Hospital**

*Tillamook, OR*

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

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **Oaklawn Hospital**

*Marshall, MI*

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

### **Onslow Memorial Hospital**

*Jacksonville, NC*

- 4-Star Administration
- 5-Star Laboratory Services
- 5-Star Nursing
- 5-Star Pathology

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

*Ashland, KY*

- 4-Star Anesthesia Services

### **Parkland Health Center**

*Farmington, MO*

- 5-Star Surgical Services

### **Petaluma Valley Hospital**

*Petaluma, CA*

- 4-Star Administration
- 4-Star Emergency Services
- 4-Star Medical Records & Information

### **Presbyterian Hospital**

*Charlotte, NC*

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

### **Presbyterian Hospital-Huntersville**

*Huntersville, NC*

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

### **Presbyterian Hospital-Matthews**

*Matthews, NC*

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

### **Presbyterian Orthopaedic Hospital**

*Charlotte, NC*

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

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

*Napa, CA*

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

### **Redwood Memorial Hospital**

*Fortuna, CA*

- 4-Star Administration
- 5-Star Laboratory Services
- 5-Star Nursing
- 5-Star Pathology Services
- 5-Star Surgical Services

### **Riverside Methodist Hospital**

*Columbus, OH*

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

### **Roper Hospital**

*Charleston, SC*

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

# Medical Staff Perception

## 4-Star & 5-Star Awards

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

*Aurora, IL*

- 4-Star Laboratory Services
- 4-Star Overall Quality of Care

### **Sacred Heart Hospital**

*Eau Claire, WI*

- 4-Star Anesthesia Services
- 4-Star As a Place to Practice Medicine
- 4-Star Medical Records & Information
- 5-Star Laboratory Services
- 5-Star Pathology Services
- 5-Star Patient Safety
- 5-Star Radiology Services

### **Saint Francis Hospital**

*Tulsa, OK*

- 4-Star Laboratory Services

### **Saint Francis Hospital at Broken Arrow**

*Tulsa, OK*

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

### **Santa Rosa Memorial Hospital**

*Santa Rosa, CA*

- 4-Star Anesthesia Services
- 4-Star Emergency Services
- 4-Star Pathology Services
- 4-Star Radiology Services
- 5-Star Hospitalist Services

### **Southern Ohio Medical Center**

*Portsmouth, OH*

- 5-Star Medical Records & Information

### **Southwest Washington Medical Center**

*Vancouver, WA*

- 4-Star Patient Safety

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

*Toledo, OH*

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

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

*Warwick, NY*

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

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

*Oregon, OH*

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

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

*Youngstown, OH*

- 4-Star Medical Records & Information

### **St. Francis Hospital**

*Greenville, SC*

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

### **St. Francis Women's & Family Hospital**

*Greenville, SC*

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

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

*Warren, OH*

- 4-Star Administration

### **St. Joseph Hospital**

*Orange, CA*

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

### **St. Jude Medical Center**

*Fullerton, CA*

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

# Medical Staff Perception

## 4-Star & 5-Star Awards

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

*St. Louis, MO*

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

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

*Decatur, IL*

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

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

*Jefferson City, TN*

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

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

*La Follette, TN*

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

### **St. Mary's Medical Center**

*Knoxville, TN*

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

### **St. Rita's Medical Center**

*Lima, OH*

- 4-Star Administration
- 4-Star As a Place to Practice Medicine
- 4-Star Laboratory Services
- 4-Star Medical Records & Information
- 4-Star Pathology Services

### **Swedish Covenant Hospital**

*Chicago, IL*

- 4-Star Radiology Services

### **The Toledo Hospital**

*Toledo, OH*

- 4-Star Medical Records & Information

### **Thomas Memorial Hospital**

*South Charleston, WV*

- 4-Star Administration
- 4-Star Hospitalist Services

### **Thomasville Medical Center**

*Thomasville, NC*

- 4-Star Administration
- 4-Star As a Place to Practice Medicine
- 4-Star Hospitalist Services
- 4-Star Nursing
- 5-Star Anesthesia Services
- 5-Star Medical Records & Information
- 5-Star Surgical Services

### **Tipton Hospital**

*Tipton, IN*

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

### **Toledo Children's Hospital**

*Toledo, OH*

- 4-Star Medical Records & Information
- 4-Star Overall Quality of Care
- 4-Star Patient Safety
- 4-Star Surgical Services
- 5-Star Hospitalist Services
- 5-Star Nursing

### **Tri-City Medical Center**

*Oceanside, CA*

- 4-Star Nursing
- 4-Star Pathology Services

### **Trover Regional Medical Center**

*Madisonville, KY*

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

### **Ukiah Valley Medical Center**

*Ukiah, CA*

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

### **Union Memorial Hospital**

*Baltimore, MD*

- 4-Star Administration
- 4-Star As a Place to Practice Medicine
- 4-Star Patient Safety
- 4-Star Radiology Services

### **Washington Hospital Center**

*Washington D.C.*

- 4-Star Radiology Services

# Medical Staff Perception

## 4-Star & 5-Star Awards

### **White Memorial Medical Center**

*Los Angeles, CA*

4-Star Administration

### **Wilson Medical Center**

*Wilson, NC*

4-Star Medical Records & Information

5-Star Laboratory Services

5-Star Pathology Services

### **Youville Hospital**

*Cambridge, MA*

4-Star Patient Safety

### **Yuma Regional Medical Center**

*Yuma, AZ*

4-Star As a Place to Practice Medicine

4-Star Overall Quality of Care

4-Star Pathology Services

5-Star Nursing

# Employee Perception

## Top Performer Awards

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

*Charleston, SC*

Top Performer Employee Training & Education

### **Medical Park Hospital**

*Winston-Salem, NC*

Top Performer As a Place to Work

Top Performer Communication

Top Performer Executive Leadership

Top Performer Overall Quality of Patient Care

Top Performer Teamwork Between Departments

Top Performer Teamwork Within Departments

### **Presbyterian Hospital Huntersville**

*Huntersville, NC*

Top Performer As a Place to Work

Top Performer Communication

Top Performer Employee Empowerment

Top Performer Employee Training & Education

Top Performer Executive Leadership

### **Presbyterian Hospital Matthews**

*Matthews, NC*

Top Performer Communication

Top Performer Employee Training & Education

### **Presbyterian Orthopaedic Hospital**

*Charlotte, NC*

Top Performer Communication

Top Performer Employee Empowerment

Top Performer Employee Training & Education

Top Performer Executive Leadership

### **Thomasville Medical Center**

*Thomasville, NC*

Top Performer As a Place to Work

Top Performer Communication

Top Performer Employee Empowerment

Top Performer Employee Training & Education

Top Performer Executive Leadership

Top Performer Immediate Supervisor

Top Performer Total Compensation Package

### **Tulare District Hospital**

*Tulare, CA*

Top Performer Employee Training & Education

# Employee Perception

## 4-Star & 5-Star Awards

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

*Charleston, SC*

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

### **Brunswick Community Hospital**

*Supply, NC*

- 4-Star As a Place to Work
- 4-Star Executive Leadership

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

*Monterey, CA*

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

### **Community Hospital South**

*Indianapolis, IN*

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

### **El Camino Hospital**

*Mountain View, CA*

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

### **Forsyth Medical Center**

*Winston-Salem, NC*

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

### **Glendale Adventist Medical Center**

*Glendale, CA*

- 4-Star Executive Leadership

### **Lincoln Medical Center**

*Lincolnton, NC*

- 4-Star Teamwork Within Departments

### **Medical Park Hospital**

*Winston-Salem, NC*

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

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

*Morris, IL*

- 4-Star As a Place to Work

### **Onslow Memorial Hospital**

*Jacksonville, NC*

- 4-Star Immediate Supervisor

### **Presbyterian Hospital**

*Charlotte, NC*

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

### **Presbyterian Hospital Huntersville**

*Huntersville, NC*

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

### **Presbyterian Hospital Matthews**

*Matthews, NC*

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

# Employee Perception

## 4-Star & 5-Star Awards

### **Presbyterian Orthopaedic Hospital**

*Charlotte, NC*

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

### **Redbud Community Hospital**

*Clearlake, CA*

- 4-Star Immediate Supervisor

### **Roper Hospital**

*Charleston, SC*

- 4-Star Employee Empowerment
- 4-Star Executive Leadership
- 4-Star Teamwork Between Departments
- 4-Star Teamwork Within Departments
- 5-Star Employee Training & Education
- 5-Star Immediate Supervisor

### **Thomasville Medical Center**

*Thomasville, NC*

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

### **Tulare District Hospital**

*Tulare, CA*

- 4-Star Executive Leadership
- 4-Star Teamwork Within Departments
- 5-Star Employee Training & Education
- 5-Star Immediate Supervisor

### **White Memorial Medical Center**

*Los Angeles, CA*

- 5-Star Employee Empowerment

### **Yuma Regional Medical Center**

*Yuma, AZ*

- 4-Star As a Place to Work
- 4-Star Teamwork Between Departments
- 5-Star Employee Training & Education
- 5-Star Total Compensation Package

# Patient Perception

Aspects of Care  
Top Performer Awards

## **Alegent Health Bergan Mercy Medical Center**

*Omaha, NE*

Top Performer Outpatient Services  
Overall Radiology Services

## **Alegent Health Lakeside ASC**

*Omaha, NE*

Top Performer Outpatient Surgery  
Instruction for Care at Home

## **Alegent Health Lakeside Hospital**

*Omaha, NE*

Top Performer Emergency Department  
Laboratory Services  
Top Performer Emergency Department  
Likelihood of Recommending to  
Friends/Relatives  
Top Performer Emergency Department  
Nurses' Understanding and Caring  
Top Performer Emergency Department  
Overall Safety in Hospital  
Top Performer Emergency Department  
Staff's Management of Pain  
Top Performer Inpatient Services  
Cleanliness of the Hospital  
Top Performer Inpatient Services  
Food Delivered to Room  
Top Performer Inpatient Services  
Overall Teamwork Between Doctors, Nurses,  
and Staff

### **Labor & Delivery**

Top Performer Outpatient Surgery  
Nurses' Understanding and Caring

## **Alegent Health Midlands Hospital**

*Omaha, NE*

Top Performer Emergency Department  
Laboratory Services  
Top Performer Outpatient Services  
Laboratory Services

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

*St. Louis, MO*

Top Performer Emergency Department  
Doctor's Understanding and Caring  
Top Performer Emergency Department  
Overall Teamwork Between Doctors, Nurses,  
and Staff

## **Baystate Mary Lane Hospital**

*Ware, MA*

Top Performer Outpatient Surgery  
Nurses' Promptness in Responding to Calls

## **Bon Secours St. Francis Medical Center**

*Richmond, VA*

Top Performer Emergency Department  
Staff's Sensitivity to Cultural Needs  
Top Performer Emergency Department  
Staff's Sensitivity to Religious/Spiritual Needs  
Top Performer Outpatient Services  
Cleanliness of the Hospital  
Top Performer Outpatient Services  
Most Involved Staff Member's Courtesy and  
Friendliness  
Top Performer Outpatient Services  
Staff's Sensitivity to Religious/Spiritual Needs  
Top Performer Outpatient Surgery  
Anesthesia Services  
Top Performer Outpatient Surgery  
Nurses' Caring and Compassion

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

*Richmond, VA*

Top Performer Emergency Department  
Staff's Sensitivity to Religious/Spiritual Needs  
Top Performer Outpatient Surgery  
Anesthesia Services

## **BroMenn Regional Medical Center**

*Normal, IL*

Top Performer Emergency Department  
Overall Safety in the Hospital

## **BSA Health System**

*Amarillo, TX*

Top Performer Inpatient Services  
Doctor's Courtesy and Friendliness

## **Carilion Stonewall Jackson Hospital**

*Lexington, VA*

Top Performer Inpatient Services  
Parking Facilities

## **Carolinas Medical Center**

*Charlotte, NC*

Top Performer Emergency Department  
Discharge Instructions  
Top Performer Outpatient Services  
Staff's Management of Pain

## **Carolinas Medical Center-Mercy**

*Charlotte, NC*

Top Performer Emergency Department  
Overall Quality of Doctor Care  
Top Performer Emergency Department  
Promptness and Courtesy of Person Who First  
Greeted Patient  
Top Performer Outpatient Services  
Staff's Management of Pain

## **Carolinas Medical Center-Pineville**

*Charlotte, NC*

Top Performer Emergency Department  
Promptness and Courtesy of Person Who First  
Greeted Patient  
Top Performer Outpatient Services  
Staff's Management of Pain

## **Carolinas Medical Center-University**

*Charlotte, NC*

Top Performer Outpatient Services  
Staff's Management of Pain

# Patient Perception

Aspects of Care  
Top Performer Awards

## Children's Hospital of Pittsburgh

Pittsburgh, PA

### North

- Top Performer Outpatient Surgery
  - Information Given to Prepare for Surgery
- Top Performer Outpatient Surgery
  - Instruction for Care at Home
- Top Performer Outpatient Surgery
  - Length of Time Spent in Waiting Room
- Top Performer Outpatient Surgery
  - Likelihood of Recommending to Friends/Relatives
- Top Performer Outpatient Surgery
  - Nurses' Understanding and Caring
- Top Performer Outpatient Surgery
  - Overall Quality of Doctor Care
- Top Performer Outpatient Surgery
  - Overall Rating of Pain Management by Staff
- Top Performer Outpatient Surgery
  - Overall Safety in the Facility
- Top Performer Outpatient Surgery
  - Overall Teamwork Between Doctors, Nurses, and Staff
- Top Performer Outpatient Surgery
  - Registration Process

### South

- Top Performer Outpatient Surgery
  - Information Given to Prepare for Surgery
- Top Performer Outpatient Surgery
  - Instruction for Care at Home
- Top Performer Outpatient Surgery
  - Length of Time Spent in Waiting Room
- Top Performer Outpatient Surgery
  - Likelihood of Recommending to Friends/Relatives
- Top Performer Outpatient Surgery
  - Nurses' Understanding and Caring
- Top Performer Outpatient Surgery
  - Overall Quality of Doctor Care
- Top Performer Outpatient Surgery
  - Overall Quality of Signs and Directions
- Top Performer Outpatient Surgery
  - Overall Rating of Pain Management by Staff
- Top Performer Outpatient Surgery
  - Overall Safety in the Facility
- Top Performer Outpatient Surgery
  - Overall Teamwork Between Doctors, Nurses, and Staff
- Top Performer Outpatient Surgery
  - Registration Process
- Top Performer Outpatient Surgery
  - Staff's Explanations About Medications and Side Effects

## Cleveland Regional Medical Center

Shelby, NC

- Top Performer Emergency Department
  - Promptness and Courtesy of Person Who First Greeted Patient

## Community Health Network

Indianapolis, IN

### Hook Outpatient Rehab Pain

- Top Performer Outpatient Services
  - Overall Quality of Signs and Directions

## Cottage Hospital

Grosse Point, MI

- Top Performer Emergency Department
  - Staff's Sensitivity to Religious/Spiritual Needs

## Erlanger Health System

Chattanooga, TN

### Erlanger East Campus

- Top Performer Inpatient Services
  - Overall Quality of Doctor Care
- Top Performer Inpatient Services
  - Doctor Involving Patient in Decisions About Care
- Top Performer Inpatient Services
  - Doctor's Instructions/Explanations of Treatments/Tests
- Top Performer Inpatient Services
  - Likelihood of Recommending to Friends/Relatives
- Top Performer Inpatient Services
  - Overall Level of Safety

## FMC Hawthorne Surgical Services

Winston-Salem, NC

- Top Performer Outpatient Surgery
  - Doctor's Communication with Patient/Family
- Top Performer Outpatient Surgery
  - Doctor's Understanding and Caring
- Top Performer Outpatient Surgery
  - Explanation Provided About Progress Following Surgery or Procedure
- Top Performer Outpatient Surgery
  - Overall Quality of Doctor Care
- Top Performer Outpatient Surgery
  - Overall Quality of Signs and Directions
- Top Performer Outpatient Surgery
  - Staff's Explanations About Medications and Side Effects

## FMC Orthopaedic Outpatient Surgery

Winston-Salem, NC

- Top Performer Outpatient Surgery
  - Overall Quality of Nursing Care

## Grace Hospital

Morganton, NC

- Top Performer Outpatient Services
  - Staff's Management of Pain

## Inova Surgery Center-Woodburn

Woodburn, VA

- Top Performer Outpatient Surgery
  - Explanation Provided About Progress Following Surgery or Procedure

## Kings Mountain Hospital

Kings Mountain, NC

- Top Performer Outpatient Services
  - Staff's Management of Pain

## Martha Jefferson Hospital

Charlottesville, VA

### Radiation Oncology

- Top Performer Outpatient Radiation Oncology
  - Most Involved Staff Member's Quality of Care
- Top Performer Outpatient Radiation Oncology
  - Respect for Patient Privacy and Confidentiality

# Patient Perception

Aspects of Care  
Top Performer Awards

## **Mary Immaculate Hospital**

*Newport News, VA*

### **Emergency Department**

- Top Performer Emergency Department
- Staff's Sensitivity to Religious/Spiritual Needs

## **Mayo Clinic Hospital**

*Phoenix, AZ*

- Top Performer Inpatient Services
- Doctor's Understanding and Caring
- Top Performer Inpatient Services
- Overall Room Accommodations
- Top Performer Inpatient Services
- Staff's Courtesy and Friendliness

## **Northern Michigan Hospital**

*Petoskey, MI*

- Top Performer Emergency Department
- Billing Process

## **Parkwest Medical Center**

*Knoxville, TN*

- Top Performer Emergency Department
- Doctor's Instructions/Explanations of Treatment/Tests

## **Presbyterian Hospital Huntersville**

*Huntersville, NC*

- Top Performer Emergency Department
- Cleanliness of the Hospital
- Top Performer Emergency Department
- Nurses' Instructions/Explanations of Treatment/Tests
- Top Performer Emergency Department
- Overall Quality of Nursing Care
- Top Performer Emergency Department
- Respect for Patient's Privacy
- Top Performer Inpatient Services
- Admission Process
- Top Performer Inpatient Services
- Cleanliness of the Hospital

## **Presbyterian Orthopaedic Outpatient Surgery**

*Charlotte, NC*

- Top Performer Outpatient Surgery
- Length of Time Spent in Waiting Room
- Top Performer Outpatient Surgery
- Registration Process
- Top Performer Outpatient Surgery
- Staff Checking on Patient Often Following Surgery or Procedure
- Top Performer Outpatient Surgery
- Staff Easing Worries/Fears
- Top Performer Outpatient Surgery
- Staff's Courtesy and Helpfulness

## **Resurrection Surgery Center and Open MRI**

*Chicago, IL*

### **Open MRI**

- Top Performer Outpatient Surgery
- Length of Time Spent in Waiting Room

## **Rex Surgery Center of Cary**

*Raleigh, NC*

- Top Performer Outpatient Surgery
- Cleanliness of the Hospital
- Top Performer Outpatient Surgery
- Length of Time Spent in Waiting Room

## **Roper Goose Creek Medical Center**

*Charleston, SC*

- Top Performer Outpatient Services
- Clarity of the Bill
- Top Performer Outpatient Services
- Likelihood of Recommending to Friends/Relatives
- Top Performer Outpatient Services
- Most Involved Staff Member's Instructions/Explanations of Treatment/Tests
- Top Performer Outpatient Services
- Overall Safety in the Facility
- Top Performer Outpatient Services
- Overall Teamwork Between Doctors, Nurses, and Staff
- Top Performer Outpatient Services
- Quality of Discharge Instructions
- Top Performer Outpatient Services
- Registration Process
- Top Performer Outpatient Services
- Respect for Patient Privacy and Confidentiality
- Top Performer Outpatient Services
- Total Time Spent

## **Saint Francis Hospital at Broken Arrow**

*Broken Arrow, OK*

- Top Performer Outpatient Services
- Billing Process
- Top Performer Outpatient Services
- Overall Quality of Doctor Care

## **Saint Mary of Nazareth Hospital**

*Chicago, IL*

### **Cardiology**

- Top Performer Outpatient Cardiology
- Staff's Sensitivity to Religious/Spiritual Needs

## **Shands at AGH**

*Gainesville, FL*

- Top Performer Outpatient Surgery
- Explanation Provided About Progress following Surgery or Procedure
- Top Performer Outpatient Surgery
- Staff Explaining How Patient Would Feel After Surgery/Procedure

## **Shands at Live Oak**

*Live Oak, FL*

- Top Performer Emergency Department
- Nurse Who First Assessed Patient's Condition

## **Shands at Starke**

*Starke, FL*

- Top Performer Inpatient Services
- Nurses' Respect for Patient's Privacy

## **St. Anthony Community Hospital**

*Warwick, NY*

- Top Performer Inpatient Services
- Admission Process
- Top Performer Inpatient Services
- Nurses' Instructions/Explanations of Treatment/Tests
- Top Performer Inpatient Services
- Nurses' Understanding and Caring
- Top Performer Inpatient Services
- Overall Quality of Nursing Care

# Patient Perception

Aspects of Care  
Top Performer Awards

## **ST. FRANCIS eastside**

*Greenville, SC*

- Top Performer Emergency Department
  - Doctor's Courtesy and Friendliness
- Top Performer Emergency Department
  - Staff's Sensitivity to Cultural Needs
- Top Performer Emergency Department
  - Doctor's Communication/Keeping Patient Informed
- Top Performer Inpatient Services
  - Doctor's Communication/Keeping Patient Informed
- Top Performer Inpatient Services
  - Staff's Sensitivity to Religious/Spiritual Needs
- Top Performer Inpatient Services
  - Staff's Understanding and Caring
- Top Performer Outpatient Surgery
  - Nurses' Caring and Compassion
- Top Performer Outpatient Surgery
  - Pre-Admission Testing and Instructions
- Top Performer Outpatient Surgery
  - Respect for Patient's Privacy
- Top Performer Outpatient Surgery
  - Staff's Sensitivity to Cultural Needs
- Top Performer Outpatient Surgery
  - Staff's Sensitivity to Religious/Spiritual Needs

## **Stanly Regional Medical Center**

*Albemarle, NC*

- Top Performer Outpatient Surgery
  - Registration Process

## **Thomasville Medical Center Outpatient Surgery**

*Thomasville, NC*

- Top Performer Outpatient Surgery
  - Explanation Provided About Progress Following Surgery or Procedure
- Top Performer Outpatient Surgery
  - Overall Quality of Signs and Directions

## **Thompson Cancer Survival Center**

*Knoxville, TN*

- Top Performer Outpatient Services
  - Billing Process
- Top Performer Outpatient Services
  - Doctor's Instructions/Explanations of Treatment/Tests
- Top Performer Outpatient Services
  - Doctor's Understanding and Caring

## **Upstate Surgery Center**

*Greenville, SC*

- Top Performer Outpatient Surgery
  - Staff's Sensitivity to Cultural Needs

## **Valdese General Hospital**

*Valdese, NC*

- Top Performer Emergency Department
  - Radiology Services
- Top Performer Inpatient Services
  - Discharge Instructions
- Top Performer Inpatient Services
  - Discharge Process
- Top Performer Inpatient Services
  - Nurses' Communication with Patient/Family
- Top Performer Inpatient Services
  - Nurses' Promptness in Responding to Calls
- Top Performer Outpatient Services
  - Staff's Management of Pain

## **Verde Valley Medical Center-Sedona**

*Sedona, AZ*

- Top Performer Emergency Department
  - Total Time Spent

## **Wheaton Franciscan Healthcare-All Saints Rehabilitation Services**

*Racine, WI*

- Top Performer Inpatient Services
  - Therapist/Technician's Understanding and Caring

## **Wheaton Franciscan Healthcare-Elmbrook Memorial Hospital**

*Brookfield, WI*

- Top Performer Outpatient Services
  - Staff's Preparation of Patient for Discomfort

## **Wheaton Franciscan Healthcare-The Wisconsin Heart Hospital**

*Wauwatosa, WI*

- Top Performer Emergency Department
  - Overall Safety in Hospital
- Top Performer Emergency Department
  - Registration Process

## **Whitaker Rehabilitation Hospital**

*Winston-Salem, NC*

### **WRM Medicine/Geriatric 4555**

- Top Performer Inpatient Rehabilitation
  - Pain Management by Staff
- Top Performer Inpatient Rehabilitation
  - Patient's Participation in Setting Rehab Goals and Treatment Plans
- Top Performer Inpatient Rehabilitation
  - Satisfaction with Discharge Plan

### **WRM Rehab Physical Neuro 4551**

- Top Performer Inpatient Rehabilitation
  - Patient's Participation in Setting Rehab Goals and Treatment Plan

## **YRMC Outpatient Surgery Center**

*Yuma, AZ*

- Top Performer Outpatient Surgery
  - Amount of Information Given to Prepare for Test/Treatment
- Top Performer Outpatient Surgery
  - Discharge Process
- Top Performer Outpatient Surgery
  - Explanations Provided About Progress Following Surgery/Procedure

# Patient Perception

## Overall Top Performer Awards

### **Alegent Health Lakeside Hospital**

Omaha, NE

Labor & Delivery

Top Performer Inpatient OB/GYN

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

St. Louis, MO

Top Performer Emergency Department

Physical Therapy

Top Performer Outpatient Rehab/PT/OT/ST

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

Suffolk, VA

Laboratory

Top Performer Outpatient Laboratory

### **Carolinas Rehabilitation-Dilworth**

Charlotte, NC

Top Performer Outpatient Rehab/PT/OT/ST

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

Pittsburgh, PA

North

Top Performer Outpatient Surgery

South

Top Performer Outpatient Surgery

### **Forsyth Medical Center**

Winston-Salem, NC

Telemetry/Cardiac-4532

Top Performer Cardiology/Telemetry

### **Laureate Clinic and Hospital**

Tulsa, OK

Group IOP

Top Performer Outpatient Behavioral Health

### **Martha Jefferson Hospital**

Charlottesville, VA

Cardiology Care Center

Top Performer Outpatient Cardiology

Radiation Oncology

Top Performer Outpatient Radiation Oncology

### **Mayo Clinic Hospital**

Phoenix, AZ

Top Performer Inpatient Services

2W/STEP

Top Performer Inpatient Transitional Care

### **Medical Park Hospital**

Winston-Salem, NC

3N/3S/2S

Top Performer Inpatient Surgical

### **Northern Michigan Hospital**

Petoskey, MI

Acute Rehab

Top Performer Inpatient Rehabilitation

### **Presbyterian Hospital**

Winston-Salem, NC

Neurologic ICU

Top Performer Inpatient Intensive Care

Cardiointermediate-3523

Top Performer Cardiology/Telemetry

Women's Care-3557

Top Performer Medical/Surgical

WSMC-3559

Top Performer OB/GYN

### **Resurrection Surgery Center and Open MRI**

Chicago, IL

Open MRI

Top Performer Outpatient Radiology

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

Charleston, SC

Top Performer Outpatient Services

### **Saint Francis Hospital**

Tulsa, OK

EOPC

Top Performer Inpatient Pediatrics

### **Saint Mary's Hospital**

Rochester, MN

MB5CF-Cardiovascular Surgery

Top Performer Inpatient Cardiology/Telemetry

MB9DE-Neurosurgery

Top Performer Inpatient Neurology

FR6C-ENT/Ophthal/OMS/Plastic Surg

Top Performer Inpatient Surgical

### **Shands at UF**

Gainesville, FL

Unit 11MS

Top Performer Inpatient Cancer/Oncology

### **Shands Rehab Hospital**

Gainesville, FL

Zone II

Top Performer Inpatient Rehabilitation

### **Shands Vista**

Gainesville, FL

Adult Psych

Top Performer Inpatient Behavioral Health

Thompson Comprehensive Breast Center

Top Performer Outpatient Breast Health

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

Nashville, TN

4 NICU VCH

Top Performer Inpatient NICU/PICU

### **Vanderbilt University Medical Center**

Nashville, TN

S3100

Top Performer Inpatient Medical

Pediatric Endoscopy

Top Performer Outpatient GI/Endoscopy

Speech Pathology

Top Performer Outpatient Rehab/PT/OT/ST

Ophthalmology Same Day Surgery

Top Performer Outpatient Surgery

Pediatric Otolaryngology Day Surgery

Top Performer Outpatient Surgery

### **Washington Hospital Healthcare System**

Fremont, CA

CJR Unit

Top Performer Inpatient Orthopedics

### **Wheaton Franciscan Healthcare-Wauwatosa**

Wauwatosa, WI

Top Performer Outpatient Rehab/PT/OT/ST

# Patient Perception

## 4-Star and 5-Star Awards

### **Advanced Family Surgery Center**

*Knoxville, TN*

4-Star Outpatient Surgery

### **Alegent Health Bergan Mercy Medical Center**

*Omaha, NE*

4-Star Emergency Department

4-Star Inpatient Services

4-Star Outpatient Services

5-Star Inpatient Orthopedics

### **Alegent Health BMOPS**

*Omaha, NE*

5-Star Outpatient Surgery

### **Alegent Health Center Street Surgical Unit**

*Omaha, NE*

5-Star Outpatient Surgery

### **Alegent Health Immanuel Medical Center**

*Omaha, NE*

4-Star Emergency Department

4-Star Inpatient

5-Star Inpatient Cardiology/Telemetry

### **Alegent Health Lakeside ASC**

*Omaha, NE*

5-Star Outpatient Surgery

### **Alegent Health Lakeside Hospital**

*Omaha, NE*

4-Star Outpatient Services

4-Star Outpatient Surgery

5-Star Emergency Department

5-Star Inpatient Services

ICU/CCU

5-Star Inpatient Medical/Surgical

Med/Surg 3<sup>rd</sup> Floor

5-Star Inpatient Medical/Surgical

Med/Surg 4<sup>th</sup> Floor

5-Star Inpatient Medical/Surgical

Labor & Delivery

5-Star Inpatient OB/GYN

### **Alegent Health Mercy Medical Center**

*Omaha, NE*

4-Star Inpatient Services

4-Star Outpatient Services

4-Star Outpatient Surgery

5-Star Emergency Department

OB/GYN

5-Star Inpatient OB/GYN

### **Alegent Health Midlands Hospital**

*Omaha, NE*

4-Star Inpatient Services

4-Star Outpatient Services

4-Star Outpatient Surgery

5-Star Emergency Department

Labor & Delivery

5-Star Inpatient OB/GYN

### **Alton Memorial Hospital**

*Alton, IL*

4-Star Emergency Department

Glen Carbon Rehab

5-Star Outpatient Rehab/PT/OT/ST

PT/OT/Speech

5-Star Outpatient Rehab/PT/OT/ST

### **Anson Community Hospital**

*Wadesboro, NC*

4-Star Outpatient Services

### **Barnes-Jewish Hospital**

*St. Louis, MO*

Leukemia/Lymphoma (6900)

5-Star Inpatient Cancer/Oncology Services

CREU (2100)

5-Star Inpatient Cardiology/Telemetry Services

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

*St. Peters, MO*

5-Star Outpatient Services

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

*St. Louis, MO*

5-Star Emergency Department

5-Star Outpatient Services

5-Star Outpatient Surgery

Physical Therapy

5-Star Outpatient Rehab/PT/OT/ST

### **Baystate Franklin Medical Center**

*Greenfield, MA*

4-Star Emergency Department

5-Star Inpatient Behavioral Health

OB/GYN

5-Star Inpatient OB/GYN

Outpatient Oncology

5-Star Outpatient Services

### **Baystate Mary Lane Hospital**

*Ware, MA*

4-Star Outpatient Surgery

Outpatient Oncology

5-Star Outpatient Services

### **Baystate Medical Center**

*Springfield, MA*

Outpatient Pediatric Surgery

4-Star Outpatient Surgery

Newborn ICU/Continuing Care Nursery

5-Star Inpatient NICU/PICU

Wesson 1 (LDRP)

5-Star Inpatient OB/GYN

Outpatient Oncology

5-Star Outpatient Services

### **Baystate Orthopedic Surgery Center**

*Boston, MA*

4-Star Outpatient Surgery

### **Beth Israel Deaconess Hospital-Needham**

*Needham, MA*

4-Star Inpatient Services

# Patient Perception

## 4-Star and 5-Star Awards

### **Beth Israel Deaconess Medical Center**

*Boston, MA*

- 4-Star Inpatient Services
- 4-Star Outpatient Surgery
- Stoneman 7-Oncology**
  - 5-Star Inpatient Cancer/Oncology
- Feldberg 7-Oncology**
  - 5-Star Inpatient Cancer/Oncology
- Farr 7-Medicine**
  - 5-Star Inpatient Medical
- Clinical Center 7-Medicine**
  - 5-Star Inpatient Medical
- 12 Reisman-GYN/Urology/Orthopedic**
  - 5-Star Inpatient Medical/Surgical
- Women's Health-Antepartum/Postpartum**
  - 5-Star Inpatient OB/GYN
- Ambulatory Surgery-General Surgery**
  - 5-Star Outpatient Surgery

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

*Suffolk, VA*

- Outpatient Diagnostics**
  - 4-Star Outpatient Diagnostic Services
- Laboratory**
  - 5-Star Outpatient Laboratory
- Outpatient Surgery**
  - 5-Star Outpatient Surgery
- Ambulatory Care**
  - 5-Star Outpatient Surgery

### **Bon Secours Hospital**

*Altoona, PA*

- 4-Star Emergency Department

### **Bon Secours Hospital**

*Grosse Point, MI*

- 4-Star Emergency Department
- 4-Star Outpatient Surgical
- Endoscopy**
  - 4-Star Outpatient Services

### **Bon Secours Memorial Regional Medical Center**

*Ashland, VA*

- 4-Star Emergency Department
- Women's Surgical Unit**
  - 5-Star Inpatient Surgical

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

*Charleston, SC*

- 4-Star Inpatient Services
- 4-Star Outpatient Services
- 5-Star Emergency Department
- Progressive Care Unit (CPI, CP2)**
  - 5-Star Inpatient Cardiology/Telemetry
- Orthopedics Unit (CL1-CL4)**
  - 5-Star Inpatient Medical/Surgical
- Pediatrics/First maria GYN (C1M)**
  - 5-Star Inpatient Medical/Surgical
- Endoscopy**
  - 5-Star Outpatient GI/Endoscopy
- Outpatient Surgery/Endoscopy**
  - 5-Star Outpatient Surgery
- Ambulatory Surgery**
  - 5-Star Outpatient Surgery

### **Bon Secours St. Francis Medical Center**

*Richmond, VA*

- 4-Star Inpatient Services
- 5-Star Emergency Department
- 5-Star Outpatient Services
- 5-Star Outpatient Surgery
- Outpatient Cardiology**
  - 5-Star Outpatient Cardiology

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

*Richmond, VA*

- 4-Star Emergency Department
- 4-Star Inpatient Services
- NICU**
  - 5-Star Inpatient NICU/PICU
- 3E**
  - 5-Star Inpatient OB/GYN
- 3N**
  - 5-Star Inpatient Surgical

### **Boone Hospital Center**

*Columbia, MO*

- 4-Star Inpatient Services
- 5-Star Emergency Department
- 5-Star Outpatient Services
- Outpatient Therapy**
  - 5-Star Outpatient Rehab/PT/OT/ST

### **BroMenn Regional Medical Center**

*Normal, IL*

- Neuro Specialty Unit**
  - 5-Star Inpatient Neurology

### **Brunswick Community Hospital**

*Winston-Salem, NC*

- 4-Star Inpatient Services

### **BSA Health System**

*Amarillo, TX*

- 4-Star Inpatient Services
- 4-Star Outpatient Surgery

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

*Christianburg, VA*

- Obstetrics Unit**
  - 5-Star Inpatient OB/GYN

### **Carolinas Medical Center**

*Charlotte, NC*

- 4-Star Emergency Department
- 4-Star Inpatient Services
- 5-Star Outpatient Services
- Unit 6CC**
  - 5-Star Inpatient Cardiology/Telemetry
- Unit 10T**
  - 5-Star Inpatient Medical/Surgical
- Unit 7T**
  - 5-Star Inpatient Pediatrics
- Neonatal Progressive Care Nursery**
  - 5-Star Inpatient Pediatrics
- Cardiac Cath Lab**
  - 5-Star Outpatient Services
  - 5-Star Outpatient Surgery

# Patient Perception

## 4-Star and 5-Star Awards

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

*Charlotte, NC*

- 4-Star Inpatient Services
- 5-Star Emergency Department
- 5-Star Outpatient Services

#### **Cath Lab**

- 5-Star Outpatient Services

#### **Endoscopy**

- 5-Star Outpatient Surgery

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

*Charlotte, NC*

- 4-Star Inpatient Services
- 5-Star Emergency Department
- 5-Star Outpatient Services

#### **Endoscopy**

- 5-Star Outpatient Services

#### **Outpatient Surgery**

- 5-Star Outpatient Services

### **Carolinas Medical Center-Union**

*Monroe, NC*

- 5-Star Outpatient Services

#### **Endoscopy**

- 5-Star Outpatient Services

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

*Charlotte, NC*

- 4-Star Emergency Department
- 4-Star Inpatient Services
- 5-Star Outpatient Services

#### **Endoscopy**

- 5-Star Outpatient Surgery

### **Carolinas Rehabilitation-Dilworth**

*Charlotte, NC*

- 5-Star Outpatient Rehab/PT/OT/ST

### **Carolinas Surgery Center-Randolph**

*Charlotte, NC*

- 4-Star Outpatient Surgery

### **Central DuPage Hospital**

*Winfield, IL*

#### **Outpatient Surgery**

- 4-Star Outpatient Surgery

#### **Pediatric Emergency Department**

- 5-Star Emergency Department

#### **Physical Therapy**

- 5-Star Outpatient Rehab/PT/OT/ST

### **Central DuPage Hospital Emergency**

**Department**

*Winfield, IL*

- 4-Star Emergency Department

### **Central DuPage Physical Therapy at Lifetime**

**Fitness**

*Winfield, IL*

- 5-Star Outpatient Rehab/PT/OT/ST

### **Chestnut Outpatient Surgery**

*Ware, MA*

- 4-Star Outpatient Surgery

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

*Pittsburgh, PA*

- 5-Star Emergency Department
- 5-Star Inpatient Service

#### **CICU**

- 5-Star Inpatient NICU/PICU

#### **PICU/HICU**

- 5-Star Inpatient NICU/PICU

#### **Unit 10 South**

- 5-Star Inpatient Pediatrics

#### **Unit 7 North**

- 5-Star Inpatient Pediatrics

#### **Unit 8 North**

- 5-Star Inpatient Pediatrics

#### **North**

- 5-Star Outpatient Surgery

#### **Oakland**

- 5-Star Outpatient Surgery

#### **South**

- 5-Star Outpatient Surgery

### **Children's Hospital Urgent Care Clinic**

*Tulsa, OK*

- 5-Star Emergency Department

### **Cleveland Regional Medical Center**

*Shelby, NC*

- 4-Star Emergency Department
- 4-Star Inpatient Services
- 5-Star Outpatient Services

#### **Unit 5WL**

- 5-Star Inpatient Orthopedics

#### **Radiation Oncology**

- 5-Star Outpatient Services

#### **Endoscopy**

- 5-Star Outpatient GI/Endoscopy

### **Community Health Network**

*Indianapolis, IN*

#### **CRCC-N Medical Oncology**

- 4-Star Outpatient Services

#### **Rehab & Sports Medicine SouthPark**

- 5-Star Outpatient Rehab/PT/OT/ST

### **Community Health Network-Community**

**Hospital Anderson**

*Anderson, IN*

- 4-Star Emergency Department
- 4-Star Outpatient Surgery

### **Community Hospital**

*McCook, NE*

- 5-Star Emergency Department

### **Cottage Hospital**

*Grosse Point, MI*

- 4-Star Emergency Department
- 4-Star Outpatient Surgical

#### **Short Stay**

- 5-Star Inpatient Transitional Care

#### **Radiation/Oncology**

- 5-Star Outpatient Services

### **Davie Martinat**

*Winston-Salem, NC*

- 5-Star Outpatient Rehab/PT/OT/ST

# Patient Perception

## 4-Star and 5-Star Awards

### **Emergency Care Center-Fairfax**

*Falls Church, VA*

4-Star Emergency Department

### **Erlanger Health System**

*Chattanooga, TN*

5-Star Inpatient Services

TC Thompson Children's Hospital

4-Star Inpatient Services

5-Star Emergency Department

### **Eureka Community Hospital**

*Eureka, IL*

4-Star Emergency Department

5-Star Inpatient Medical/Surgical

### **Flagstaff Medical Center**

*Flagstaff, AZ*

4-Star Emergency Department

4-Star Inpatient Services

Unit 3S

5-Star Inpatient Medical/Surgical

### **FMC Hawthorne Surgical Services**

*Winston-Salem, NC*

5-Star Outpatient Surgery

### **FMC Orthopaedic Outpatient Surgery**

*Winston-Salem, NC*

5-Star Outpatient Surgery

### **Forsyth Medical Center**

*Winston-Salem, NC*

4-Star Emergency Department

5-Star Inpatient Services

Cardiac Procedures

5-Star Outpatient Cardiology

Oncology-4525

5-Star Cancer/Oncology

Telemetry/Cardiac-4528

5-Star Cardiology/Telemetry

Telemetry/Cardiac-4532

5-Star Cardiology/Telemetry

Cardiac Post Interventional-4570

5-Star Inpatient Cardiology/Telemetry

General Surgery-4512

5-Star Inpatient Surgical

General Surgery-4513

5-Star Inpatient Surgical

General Surgery-4566

5-Star Inpatient Surgical

Gastroenterology-4535

5-Star Medical Services

Renal-4510

5-Star Medical Services

GYN-4578

5-Star Medical/Surgical

Orthopedics-4508

5-Star Orthopedics

Pediatrics-4529

5-Star Pediatrics

### **Fort Sanders Regional Medical Center**

*Knoxville, TN*

4-Star Emergency Department

Laboratory

5-Star Outpatient Laboratory

### **Fort Sanders Sevier Medical Center**

*Sevierville, TN*

4-Star Inpatient Services

4-Star Outpatient Surgery

### **Fort Sanders Transitional Care Unit**

*Knoxville, TN*

TCU

4-Star Subacute Services

### **Fort Sanders West**

*Knoxville, TN*

4-Star Outpatient Surgery

### **Fremont Area Medical Center**

*Fremont, NE*

4-Star Emergency Department

Joint Center

5-Star Inpatient Orthopedics

### **Grace Hospital**

*Morganton, NC*

5-Star Emergency Department

5-Star Outpatient Surgery

### **Hawthorne Martinat**

*Winston-Salem, NC*

5-Star Outpatient Rehab/PT/OT/ST

### **Holy Family Medical Center**

*Des Plaines, IL*

4-Star Outpatient Surgery

### **Inova Alexandria Hospital**

*Alexandria, VA*

4-Star Outpatient Surgery

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

*Falls Church, VA*

4-Star Emergency Department

### **Inova HealthPlex**

*Falls Church, VA*

4-Star Emergency Department

4-Star Outpatient Surgery

### **Inova Surgery Center-Woodburn**

*Woodburn, VA*

4-Star Outpatient Surgery

### **Iredell Memorial Hospital**

*Statesville, NC*

4-Star Emergency Department

The Birth Place

5-Star Inpatient OB/GYN

# Patient Perception

## 4-Star and 5-Star Awards

### **Jackson Memorial Hospital**

*Miami, FL*

NW3

5-Star Inpatient Medical

WW05

5-Star Inpatient Medical

WW06

5-Star Inpatient Medical

WW12

5-Star Inpatient Medical

JMH Cardiac Cath

5-Star Outpatient Cardiology

### **Johnson Memorial Hospital**

*Franklin, IN*

4-Star Emergency Department

4-Star Inpatient Services

4-Star Outpatient Surgery

### **Kadlec Medical Center**

*Richland, WA*

4-Star Inpatient Services

### **Kings Mountain Hospital**

*Kings Mountain, NC*

5-Star Outpatient Services

### **Lincoln Medical Center**

*Fayetteville, TN*

5-Star Outpatient Services

Outpatient Surgery

5-Star Outpatient Services

### **Longmont United Hospital**

*Longmont, CO*

4-Star Inpatient Services

### **Martha Jefferson Hospital**

*Charlottesville, VA*

4-Star Inpatient Services

Emergency Department

5-Star Emergency Department

Rucker 4

5-Star Inpatient Medical/Surgical

Outpatient Services

5-Star Outpatient Services

Cardiology Care Center

5-Star Outpatient Cardiology

Endoscopy

5-Star Outpatient GI/Endoscopy

Radiation Oncology

5-Star Outpatient Radiation Oncology

Medical Imaging

5-Star Outpatient Radiology

Day Surgery

5-Star Outpatient Surgery

### **Mary Immaculate Hospital**

*Newport News, VA*

Emergency Department

4-Star Emergency Department

Outpatient Surgery

4-Star Outpatient Surgery

### **Mayo Clinic Hospital**

*Phoenix, AZ*

5-Star Emergency Department

5-Star Inpatient Services

4E

5-Star Inpatient Cancer/Oncology

4W

5-Star Inpatient Cardiology/Telemetry

3E

5-Star Inpatient Medical/Surgical

5W

5-Star Inpatient Neurology

3W

5-Star Inpatient Orthopedics

2W/STEP

5-Star Inpatient Transitional Care

### **McLeod Regional Medical Center**

*Florence, SC*

NICU

5-Star Inpatient NICU/PICU

### **Medical Park Hospital**

*Winston-Salem, NC*

5-Star Inpatient Services

3N/3S/2S

5-Star Inpatient Surgical

### **Medical Park Outpatient Surgery**

*Winston-Salem, NC*

5-Star Outpatient Surgery

### **Medical Tower Radiology**

*Winston-Salem, NC*

5-Star Outpatient Radiology

### **MidMichigan Medical Center-Midland**

*Midland, MI*

4-Star Emergency Department

E1 Orthopedics

5-Star Inpatient Orthopedics

### **Miller Dwan Medical Center**

*Duluth, MN*

4-Star Inpatient Services

Burn/ICU

5-Star Inpatient Medical/Surgical

### **Missouri Baptist Medical Center**

*St. Louis, MO*

4-Star Emergency Department

Obstetrics

5-Star Inpatient OB/GYN

Cancer Center

5-Star Outpatient Radiology Oncology

### **Morehead Imaging Center**

*Charlotte, NC*

5-Star Outpatient Radiology

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

*Morris, IL*

4-Star Inpatient Services

5-Star Emergency Department

Family Birthing Center

5-Star Inpatient OB/GYN

# Patient Perception

## 4-Star and 5-Star Awards

### **Mount Pleasant Center**

*Charleston, SC*

4-Star Outpatient Services

### **Mt. Airy Martinat**

*Winston-Salem, NC*

5-Star Outpatient Rehab/PT/OT/ST

### **Northcross**

*Charlotte, NC*

Endoscopy

5-Star Outpatient GI/Endoscopy

OP Surgery

5-Star Outpatient Surgery

### **Northern Michigan Hospital**

*Petoskey, MI*

4-Star Inpatient Services

5-Star Emergency Department

Pediatrics

5-Star Inpatient Pediatrics

Acute Rehab

5-Star Inpatient Rehabilitation

Lab

5-Star Outpatient Laboratory

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

*Ashland, KY*

Ambulatory Surgery Center

4-Star Outpatient Surgery

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

*Dallas, TX*

Internal Medicine-9 West

5-Star Inpatient Medical

University Diabetes Treatment Center

5-Star Inpatient Medical

Burn Acute Care-6E

5-Star Inpatient Surgical

### **Parkland Health Center**

*Farmington, MO*

4-Star Inpatient Services

Obstetrics

5-Star Inpatient OB/GYN

### **Parkview North Hospital**

*Fort Wayne, IN*

5-Star Emergency Department

Surgery

4-Star Outpatient Surgery

### **Parkview Whitley Hospital**

*Columbia City, IN*

4-Star Inpatient Services

### **Parkwest Medical Center**

*Knoxville, TN*

4-Star Inpatient Services

4-Star Outpatient Services

5-Star Emergency Department

5-Star Outpatient Surgery

Oncology/Surgery/Gynecology

5-Star Inpatient Medical/Surgical

### **Patricia Neal Rehabilitation Center**

*Knoxville, TN*

Ortho/Neuro Rehab

5-Star Inpatient Rehabilitation

TBI/SCI Rehab

5-Star Inpatient Rehabilitation

### **Pikeville Medical Center**

*Pikeville, KY*

Inpatient Services

4-Star Inpatient Services

Oncology Unit

5-Star Inpatient Cancer/Oncology

Cardio Thoracic Vascular Unit

5-Star Inpatient Cardiology/Telemetry

OB Unit

5-Star Inpatient OB/GYN

Rehabilitation Unit

5-Star Inpatient Rehabilitation

### **Presbyterian Hospital**

*Winston-Salem, NC*

5-Star Inpatient Services

Neurologic ICU

5-Star Inpatient Intensive Care

Endoscopy

5-Star Outpatient GI/Endoscopy

Museum Imaging/Mint Museum Imaging

5-Star Outpatient Radiology

Radiology

5-Star Outpatient Radiology

Cardiointermediate-3523

5-Star Cardiology/Telemetry

Cardiointerventional-3512

5-Star Cardiology/Telemetry

GI/Renal-3561

5-Star Medical Services

Pulmonary Progressive-3563

5-Star Medical Services

Women's Care-3557

5-Star Medical/Surgical

Women's Family Care-3558

5-Star OB/GYN

WSMC-3559

5-Star OB/GYN

Pediatrics-3529

5-Star Pediatrics

### **Presbyterian Hospital Huntersville**

*Huntersville, NC*

5-Star Emergency Department

5-Star Inpatient Services

Outpatient Surgery

5-Star Outpatient Surgery

Med/Surg-2500

5-Star Medical/Surgical

Women's Services-2720

5-Star OB/GYN

# Patient Perception

## 4-Star and 5-Star Awards

### **Presbyterian Hospital Matthews**

*Matthews, NC*

4-Star Outpatient Surgery  
5-Star Inpatient Services

#### **Endoscopy**

5-Star Outpatient GI/Endoscopy

#### **Radiology**

5-Star Outpatient Radiology

#### **M4A Surgical-5504**

5-Star Inpatient Surgical

#### **M3C-5500**

5-Star Medical Services

#### **MLD1-5720**

5-Star OB/GYN

### **Presbyterian Hospital Outpatient Surgery**

*Charlotte, NC*

4-Star Outpatient Surgery

### **Presbyterian Hospital Pediatric**

*Charlotte, NC*

5-Star Emergency Department

### **Presbyterian Hospital Same Day Surgery Center**

*Charlotte, NC*

4-Star Outpatient Surgery

### **Presbyterian Orthopaedic Hospital**

*Winston-Salem, NC*

5-Star Inpatient Services

#### **Radiology**

5-Star Outpatient Radiology

#### **Ortho Spine Unit-9503**

5-Star Orthopedics

#### **Total Joint Unit-9504**

5-Star Orthopedics

### **Presbyterian Orthopaedic Outpatient Surgery**

*Charlotte, NC*

5-Star Outpatient Surgery

### **Prosser Memorial Hospital**

*Prosser, WA*

4-Star Emergency Department

### **Resurrection Surgery Center and Open MRI**

*Chicago, IL*

5-Star Outpatient Radiology

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

*Raleigh, NC*

5-Star Outpatient Surgery

### **Richland Memorial Hospital**

*Olney, IL*

Medical Surgical Floor

5-Star Inpatient Medical

### **Rochester Methodist Hospital**

*Rochester, MN*

5-Star Inpatient Services

#### **E044-Oncology**

5-Star Inpatient Cancer/Oncology

#### **E073=E093-Hematology/Oncology**

5-Star Inpatient Cancer/Oncology

#### **E074-Hematology**

5-Star Inpatient Cancer/Oncology

#### **E091-E092-Orthopedics**

5-Star Inpatient Orthopedics

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

5-Star Inpatient Surgical

#### **E052-Colorectal/General Surgery**

5-Star Inpatient Surgical

#### **E054-GYN Surgery**

5-Star Inpatient Surgical

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

5-Star Inpatient Surgical

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

5-Star Inpatient Surgical

### **Roper Berkeley Center**

*Moncks Corner, SC*

5-Star Emergency Department

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

*Charleston, SC*

4-Star Outpatient Services

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

*Charleston, SC*

4-Star Outpatient Services

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

*Charleston, SC*

5-Star Outpatient Services

### **Roper Hospital**

*Charleston, SC*

4-Star Emergency Department

4-Star Inpatient Services

4-Star Outpatient Services

#### **Physicians Office Building**

4-Star Outpatient Services

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

5-Star Inpatient Cardiology/Telemetry

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

5-Star Inpatient Cardiology/Telemetry

#### **Outpatient Cardiac Care Cath lab**

5-Star Inpatient Cardiology/Telemetry

#### **Endoscopy**

5-Star Outpatient GI/Endoscopy

### **Roper Northwoods**

*Charleston, SC*

4-Star Emergency Department

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

*Charleston, SC*

5-Star Outpatient Surgery

# Patient Perception

## 4-Star and 5-Star Awards

### **Saint Francis Hospital**

*Tulsa, OK*

- 4-Star Outpatient Services
- 4-Star Outpatient Surgery

#### **PICU**

- 5-Star Inpatient NICU/PICU

#### **EOPC**

- 5-Star Inpatient Pediatrics

#### **Natalie Building**

- 5-Star Outpatient Surgery

### **Saint Francis Hospital at Broken Arrow**

*Broken Arrow, OK*

- 4-Star Emergency Department
- 4-Star Outpatient Services
- 4-Star Outpatient Surgery

### **Saint Mary of Nazareth Hospital**

*Chicago, IL*

#### **N11**

- 5-Star Inpatient Medical

### **Saint Mary's Hospital**

*Rochester, MN*

- 4-Star Inpatient Services

#### **FR4C-Medical CN Interventional**

- 5-Star Inpatient Cardiology/Telemetry

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

- 5-Star Inpatient Cardiology/Telemetry

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

- 5-Star Inpatient Cardiology/Telemetry

#### **DO5B-GCRC**

- 5-Star Inpatient Medical

#### **DO5D-Medical Endocrinology**

- 5-Star Inpatient Medical

#### **DO6B-Medical Thoracic/General Med**

- 5-Star Inpatient Medical

#### **D06D Gastroenterology**

- 5-Star Inpatient Medical

#### **JO3B-General/Vascular Medicine**

- 5-Star Inpatient Medical

#### **MB9DE-Neurosurgery**

- 5-Star Inpatient Neurology

#### **JO7C/AL7E-Orthopedics**

- 5-Star Inpatient Orthopedics

#### **Rehabilitation Unit**

- 5-Star Inpatient Rehabilitation

#### **FR1C-General/Colorectal Surgery**

- 5-Star Inpatient Surgical

#### **FR2C-General/Colorectal Surgery**

- 5-Star Inpatient Surgical

#### **FR5C-Thoracic Surgery**

- 5-Star Inpatient Surgical

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

- 5-Star Inpatient Surgical

### **Salem MRI**

*Winston-Salem, NC*

- 5-Star Outpatient Radiology

### **Shands at AGH**

*Gainesville, FL*

- 4-Star Emergency Department

- 4-Star Inpatient Services

- 5-Star Outpatient Surgery

#### **MBU**

- 5-Star Inpatient OB/GYN

### **Shands at Starke**

*Starke, FL*

- 4-Star Inpatient Services

### **Shands at UF**

*Gainesville, FL*

- 4-Star Inpatient Services

- 5-Star Outpatient Surgery

#### **Unit 11MS**

- 5-Star Inpatient Cancer/Oncology

#### **Unit 55MS**

- 5-Star Inpatient Medical/Surgical

#### **Unit 65MS**

- 5-Star Inpatient Medical/Surgical

#### **Unit 94IM**

- 5-Star Inpatient Medical/Surgical

#### **Unit 95MS**

- 5-Star Inpatient Medical/Surgical

#### **PICU**

- 5-Star Inpatient NICU/PICU

### **Shands at UF-FSC**

*Gainesville, FL*

- 5-Star Outpatient Surgery

### **Shands Jacksonville Medical Center**

#### **Unit 7SR**

- 5-Star Inpatient Medical/Surgical

### **Shands Rehab Hospital**

*Gainesville, FL*

- 5-Star Inpatient Services

#### **Zone I**

- 5-Star Inpatient Rehabilitation

#### **Zone II**

- 5-Star Inpatient Rehabilitation

### **Shands Vista**

*Gainesville, FL*

#### **Child Psych**

- 5-Star Inpatient Behavioral Health

#### **Substance Abuse**

- 5-Star Inpatient Behavioral Health

### **South Central Regional Medical Center**

*Laurel, MS*

#### **Recovery Center**

- 5-Star Inpatient Behavioral Health

#### **Senior Care**

- 5-Star Inpatient Behavioral Health

### **South Park Surgery Center**

*Winston-Salem, NC*

- 5-Star Outpatient Surgery

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

*Warwick, NY*

- 5-Star Inpatient Services

#### **Maternity/Gyn**

- 5-Star Inpatient OB/GYN

# Patient Perception

## 4-Star and 5-Star Awards

### **ST. FRANCIS downtown**

*Greenville, SC*

- 4-Star Emergency Department
- 4-Star Inpatient Services
- 4-Star Outpatient Surgery

### **ST. FRANCIS eastside**

*Greenville, SC*

- 5-Star Emergency Department
- 5-Star Inpatient Services
- 5-Star Outpatient Services
- 5-Star Outpatient Surgery

3<sup>rd</sup> Floor

- 5-Star Inpatient Medical/Surgical

4<sup>th</sup> Floor

- 5-Star Inpatient OB/GYN

3<sup>rd</sup> Ortho

- 5-Star Inpatient Orthopedics

### **St. Joseph Hospital**

*Savannah, GA*

- 4-Star Emergency Department

### **St. Joseph's Hospital**

*Breese, IL*

- 5-Star Emergency Department

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

*St. Louis, MO*

- 5-Star Emergency Department
- 5-Star Inpatient Services
- 5-Star Inpatient Pediatrics
- 5-Star Outpatient Services
- 5-Star Outpatient Surgery

NICU

- 5-Star Inpatient NICU/PICU

PICU

- 5-Star Inpatient NICU/PICU

12 West

- 5-Star Inpatient Pediatrics

7 West

- 5-Star Inpatient Pediatrics

Therapy Services

- 5-Star Outpatient Rehab/PT/OT/ST

### **St. Luke's Hospital**

*Rochester, MN*

- 4-Star Emergency Department
- 4-Star Inpatient Services

Labor, Delivery, Recovery Postpartum

- 5-Star Inpatient OB/GYN

4 North-Liver Transplant

- 5-Star Inpatient Surgical

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

*Decatur, IL*

- 4-Star Emergency Department
- 4-Star Inpatient Services

6 Medical

- 5-Star Inpatient Medical

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

*Duluth, MN*

Endoscopy

- 4-Star Outpatient Services

### **St. Nicholas Hospital**

*Sheboygan, WI*

- 5-Star Emergency Department

### **Stanly Regional Medical Center**

*Albemarle, NC*

Nursing Unit-WC

- 5-Star Inpatient OB/GYN

### **The Psychiatric Hospital at Vanderbilt**

*Nashville, TN*

Adult Unit 1

- 5-Star Inpatient Behavioral Health

Vanderbilt Institute for the Treatment of

Addictions

- 5-Star Inpatient Behavioral Health

### **Thomasville Medical Center**

*Winston-Salem, NC*

- 5-Star Inpatient Services

MESW Medical/Surgical-8514

- 5-Star Medical Surgical

### **Thomasville Medical Center Outpatient Surgery**

*Thomasville, NC*

- 5-Star Outpatient Surgery

### **Thompson Cancer Survival Center**

*Knoxville, TN*

- 5-Star Outpatient Services

Thompson Comprehensive Breast Center

- 5-Star Outpatient Breast Health

PET

- 5-Star Outpatient Radiology

### **TMC Radiology**

*Thomasville, NC*

- 5-Star Outpatient Radiology

### **UC Davis Medical Center**

*Sacramento, CA*

- 4-Star Emergency Department

### **Upstate Surgery Center**

*Greenville, SC*

- 4-Star Outpatient Surgery

### **Valdese General Hospital**

*Valdese, NC*

- 5-Star Emergency Department

- 5-Star Inpatient Services

- 5-Star Outpatient Services

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

*Brownsville, TX*

- 4-Star Emergency Department

### **Valley Baptist Medical Center-Harlingen**

*Harlingen, TX*

- 4-Star Emergency Department

Outpatient Cath Lab

- 5-Star Outpatient Services

# Patient Perception

## 4-Star and 5-Star Awards

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

*Nashville, TN*

- 5-Star Inpatient Services
- 4 NICU VUH
- 5-Star Inpatient NICU/PICU
- 5 PCCU
- 5-Star Inpatient NICU/PICU
- 6A, 6B, 6C
- 5-Star Inpatient Pediatrics
- 7A, 7B, 7C
- 5-Star Inpatient Pediatrics
- 8A, 8B, 8C
- 5-Star Inpatient Pediatrics

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

*Nashville, TN*

- Vanderbilt Pediatric Emergency Department
- 5-Star Emergency Department

### **Vanderbilt University Medical Center**

*Nashville, TN*

- Vanderbilt Adult Emergency Department
- 5-Star Emergency Department
- 11 North
- 5-Star Inpatient Cancer/Oncology
- 8 North
- 5-Star Inpatient Medical
- 8 South
- 5-Star Inpatient Medical
- S5400
- 5-Star Inpatient Orthopedics
- S6400
- 5-Star Inpatient Orthopedics
- 9NSM
- 5-Star Inpatient Surgical
- Arrhythmia Clinic
- 5-Star Outpatient Cardiology
- Cardiology Outpatient Echo Lab
- 5-Star Outpatient Cardiology
- Cardiology Outpatient Heart Station
- 5-Star Outpatient Cardiology
- Cardiology Pacemaker Clinic
- 5-Star Outpatient Cardiology
- Center for Women's Imaging
- 5-Star Outpatient Radiology
- Specials Radiology Biopsies/Aspiration
- 5-Star Outpatient Radiology
- CT Radiology Non-Neuro
- 5-Star Outpatient Radiology
- Radiology MRI Neuro
- 5-Star Outpatient Radiology
- Radiology Pediatrics CT
- 5-Star Outpatient Radiology
- Pediatric Radiology GI/GU
- 5-Star Outpatient Radiology
- Pediatric MRI
- 5-Star Outpatient Radiology
- Pediatric Radiology Nuclear Medicine
- 5-Star Outpatient Radiology
- PET Radiology
- 5-Star Outpatient Radiology
- Specials Vascular Radiology

- 5-Star Outpatient Radiology
- Ultrasound Radiology
- 5-Star Outpatient Radiology
- Orthopedics Franklin Therapy
- 5-Star Outpatient Rehab PT/OT/ST
- Orthopedic Occupational Therapy
- 5-Star Outpatient Rehab PT/OT/ST
- Orthopedic Physical Therapy
- 5-Star Outpatient Rehab PT/OT/ST
- Pediatric Occupational Therapy
- 5-Star Outpatient Rehab PT/OT/ST
- Pediatric Physical Therapy
- 5-Star Outpatient Rehab PT/OT/ST
- Colorectal Day Surgery
- 5-Star Outpatient Surgery
- Surgical Oncology Same Day Surgery
- 5-Star Outpatient Surgery
- Sports Medicine Ambulatory Surgery Center
- 5-Star Outpatient Surgery
- Pediatric Urology Same Day Surgery
- 5-Star Outpatient Surgery

### **Verde Valley Medical Center**

*Cottonwood, AZ*

- Cottonwood and Sedona Campuses
- 4-Star Outpatient Services
- Outpatient Surgery
- 4-Star Outpatient Surgery

### **Verde Valley Medical Center-Sedona**

*Sedona, AZ*

- 5-Star Emergency Department

### **WakeMed Cary Hospital**

*Cary, NC*

- Emergency Department
- 5-Star Emergency Department
- Imaging Services
- 5-Star Outpatient Radiology

### **WakeMed North Healthplex**

*Raleigh, NC*

- Emergency Department
- 5-Star Emergency Department
- Surgical Services Day Surgery
- 5-Star Outpatient Surgery

### **WakeMed Raleigh Campus**

*Raleigh, NC*

- 5C Medicine
- 5-Star Inpatient Medical

### **Washington Hospital Healthcare System**

*Fremont, CA*

- CJR Unit
- 5-Star Inpatient Orthopedics

### **Wheaton Franciscan Healthcare-All Saints**

*Racine, WI*

- Joint Camp 4C
- 5-Star Inpatient Orthopedics

### **Wheaton Franciscan Healthcare-All Saints Breast Center**

*Racine, WI*

- 5-Star Outpatient Breast Health

# Patient Perception

## 4-Star and 5-Star Awards

### **Wheaton Franciscan Healthcare-All Saints Radiology**

*Racine, WI*

Spring Street Facility

5-Star Outpatient Radiology

### **Wheaton Franciscan Healthcare-Covenant Medical Center**

*Waterloo, IA*

Mother/Baby

5-Star Inpatient OB/GYN

### **Wheaton Franciscan Healthcare-Elmbrook Memorial Hospital**

*Brookfield, WI*

4-Star Emergency Department

Outpatient Department

4-Star Outpatient Services

GI Lab

5-Star Outpatient Services

### **Wheaton Franciscan Healthcare-Glendale Pain Clinic**

*Racine, WI*

4-Star Outpatient Services

### **Wheaton Franciscan Healthcare-Mayfair**

*Racine, WI*

4-Star Outpatient Services

### **Wheaton Franciscan Healthcare-Sartori Memorial Hospital**

*Cedar Falls, IA*

4-Star Inpatient Services

### **Wheaton Franciscan Healthcare-St. Francis Hospital**

*Milwaukee, WI*

Rehabilitation Unit

5-Star Inpatient Rehabilitation

Outpatient Radiation Oncology

5-Star Outpatient Radiation Oncology

### **Wheaton Franciscan Healthcare-St. Joseph Outpatient Center**

*Wauwatosa, WI*

Urgent Care

4-Star Emergency Department

NICU/Peds

5-Star Inpatient NICU/PICU

### **Wheaton Franciscan Healthcare-The Wisconsin Heart Hospital**

*Wauwatosa, WI*

5-Star Emergency Department

5-Star Inpatient Services

5-Star Outpatient Radiology

5-Star Outpatient Surgery

### **Wheaton Franciscan Healthcare-Wauwatosa**

*Wauwatosa, WI*

5-Star Outpatient Rehab/PT/OT/ST

### **Wheaton Franciscan Healthcare-Wauwatosa Outpatient Center**

*Wauwatosa, WI*

5-Star Outpatient Services

### **Wheaton Franciscan Healthcare-Women's Outpatient Center**

*Racine, WI*

4-Star Outpatient Services

### **Whitaker Rehabilitation Hospital**

*Winston-Salem, NC*

4-Star Inpatient Services

WRM Medicine/Geriatric 4555

5-Star Inpatient Rehabilitation

### **White Memorial Medical Center**

*Los Angeles, CA*

4-Star Inpatient Services

5-Star Emergency Department

5North/CVDOU

5-Star Inpatient Cardiology/Telemetry

6 North/Telemetry

5-Star Inpatient Medical Surgical

Pediatrics

5-Star Inpatient Pediatrics

### **Wilkes Regional Medical Center**

*North Wilkesboro, NC*

4-Star Inpatient Services

3<sup>rd</sup> Med/Peds

5-Star Inpatient Medical

New Beginnings Birthing Center

5-Star Inpatient OB/GYN

# Home Health Awards

## **Hannibal Regional Hospital Home Care**

*Hannibal, MO*

Top Performer Home Health  
Overall Quality of Care

## **Bay Certified Home Health**

*Davison, MI*

### **Visiting Nurse Services of Michigan**

5-Star Home Health

## **BJC Home Care Services**

*St. Louis, MO*

### **Alton Home Care**

5-Star Home Health

### **Parkland Home Care**

5-Star Home Health

### **Sullivan Home Care**

4-Star Home Health

## **Covenant Home Health**

*Racine, WI*

### **Racine Agency**

5-Star Home Health

## **Hannibal Regional Hospital Home Care**

*Hannibal, MO*

5-Star Home Health

## **Martha Jefferson HomeCare Services**

*Charlottesville, VA*

4-Star Home Health

## **Parrish Home Health**

*Titusville, FL*

4-Star Home Health

## **Roper St. Francis Healthcare**

*Charleston, SC*

5-Star Home Health

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

*Duluth, MN*

4-Star Home Health

## **Wheaton Franciscan Healthcare**

*Milwaukee, WI*

### **Covenant Home Health**

4-Star Home Health

# Outpatient Clinic

## Top Performer Awards

### **CMC Clinics**

*Charlotte, NC*

Top Performer Outpatient Clinic –  
Specialty

*Rock Hill Radiation Therapy*

### **Division of South Central Regional Medical Center**

*Laurel, MS*

Top Performer Outpatient Clinic –  
Primary

*The Women's Clinic of Laurel*

# Outpatient Clinic

## 4-Star and 5-Star Awards

### Addiction Medicine Outpatient Therapy

Nashville, TN

#### 5-Star Outpatient Clinic - Specialty

Vanderbilt Medical Group

### Afton Family Medicine

Charlottesville, VA

#### 5-Star Outpatient Clinic – Primary

Martha Jefferson Medical Services

### Alegent Health Clinics

Omaha, NE

#### 4-Star Outpatient Clinic - Primary

Alegent Health Bedford Clinic

Alegent Health Clarkson Medical Clinic

Alegent Health Family Care Clinic

-Eagle Runs

Alegent Health Harmony Street Clinic

-Pediatrics

Alegent Health L Street Clinic

Alegent Health Lakeside Hills Family Medicine

Alegent Health Madison Avenue Clinic

Alegent Health Missouri Valley Clinic

#### 5-Star Outpatient Clinic - Primary

Alegent Health Bellevue Internal Medicine

Alegent Health Brentwood Clinic

Alegent Health Dunlap Clinic

Alegent Health Family Care Clinic

-Blair

-Florence

-Maple Hills

Alegent Health Glenwood Clinic

Alegent Health Harmony Street Clinic

-Family Practice

Alegent Health Howells Clinic

Alegent Health Lenox Clinic

Alegent Health Women's Healthcare

-Clinic Bellevue

-Clinic Immanuel

-Clinic Lakeside

-Midtown Omaha

-Papillion

### Beth Israel Deaconess Medical Center

Boston, MA

#### 4-Star Outpatient Clinic – Specialty

Breast Care Center

GI East Office Practice

GI West Office Practice

Liver Center

Obstetrics and Gynecology

Radiation Oncology

#### 5-Star Outpatient Clinic – Specialty

Hematology/Oncology

Ambulatory Unit

Transplant Center

### BroMenn Medical Group

Normal, IL

#### 5-Star Outpatient Clinic – Primary

Crossroads Medical Associates

### Central DuPage Physician Group

Winfield, IL

#### 4-Star Outpatient Clinic – Primary

Warrenville

Wheaton

#### 4-Star Outpatient Clinic – Specialty

Endocrinology

Neurosciences

#### 5-Star Outpatient Clinic – Primary

Barlett

Bloomingtondale

Glen Ellyn

HealthTrack

St. Charles

Winfield

### Children's Hospital of Pittsburgh

Pittsburgh, PA

#### 4-Star Outpatient Clinic – Specialty

Cardiology

Hematology/Oncology

Infectious Disease

Nephrology

Pediatric Surgery

Pulmonology

Weight Management

#### 5-Star Outpatient Clinic – Specialty

Diagnostic Referral

Plastic Surgery

Rheumatology

Urology

### CMC Clinics

Charlotte, NC

#### 4-Star Outpatient Clinic – Specialty

Blumenthal Cancer Center

Children's Specialty Center

Women's Institute

#### 5-Star Outpatient Clinic – Specialty

CMC Infusion Center

Pediatric Hematology/ Oncology

Center

Rock Hill Radiation Therapy

# Outpatient Clinic

## 4-Star and 5-Star Awards

### Covenant Medical Group

Milwaukee WI

- 4-Star Outpatient Clinic – Primary**  
*WFH-Bradley Square  
Wheaton Franciscan Healthcare-Fox  
Point Clinic, Suite 100  
Wheaton Franciscan Healthcare-Fox  
Point Clinic, Suite 300*
- 5-Star Outpatient Clinic – Primary**  
*Wheaton Franciscan Healthcare-Fox  
Point Clinic  
Wheaton Franciscan Healthcare-  
Generations Family Practice  
Wheaton Franciscan Healthcare-Glen  
Point OB/GYN  
Wheaton Franciscan Healthcare-  
Harwood Clinic –Mayfair*
- 4-Star Outpatient Clinic – Specialty**  
*Wheaton Franciscan Healthcare-  
Center for Healthy Living  
Wheaton Franciscan Healthcare-  
Advanced Cardiovascular Institute  
Wheaton Franciscan Healthcare-  
SJRC - Suite 107- Cancer Care  
Wheaton Franciscan Healthcare-  
Wisconsin Cancer Care Associates*

### Division of South Central Regional Medical Center

Laurel, MS

- 4-Star Outpatient Clinic – Primary**  
*Laurel Pediatric Clinic  
OB/GYN Associates of Laurel*
- 5-Star Outpatient Clinic – Primary**  
*Ellisville Medical Center  
OB/GYN Group of Laurel  
The Women's Clinic of Laurel*

### EHC Shelter Clinic

San Jose, CA

- 5-Star Outpatient Clinic – Primary**

### FMC Wound Center

Winston-Salem, NC

- 5-Star Outpatient Clinic – Primary**

### Lodi Memorial Hospital

Lodi, CA

- 5-Star Outpatient Clinic – Primary**  
*PrimeMED Clinic*

### Martha Jefferson Medical Services

Charlottesville, VA

- 4-Star Outpatient Clinic – Primary**  
*Blue Ridge Internal Medicine  
Crozet Family Medicine  
Madison Family Medicine*
- 5-Star Outpatient Clinic – Primary**  
*Afton Family Medicine  
Forest Lakes Family Medicine  
Greene Family Medicine  
Ivy Internal Medicine  
Palmyra Medical Associates*

### Maternal Health

Dallas, TX

- 4-Star Outpatient Clinic – Primary**  
*Oak West Women's Health Center*
- 5-Star Outpatient Clinic – Primary**  
*Lakewest Women's Health Center*

### Mayo Clinic Arizona

Phoenix, AZ

- 4-Star Outpatient Clinic – Primary**  
*Fountain Hills Family Medicine*
- 5-Star Outpatient Clinic – Primary**  
*Arrowhead Primary Care Center  
Community Internal Medicine  
Thunderbird Family Medicine  
Women's Health*
- 4-Star Outpatient Clinic – Specialty**  
*Allergy  
Cardiology  
Dermatology  
Endocrinology  
Executive Health  
General Surgery  
Gynecology  
Hematology/Oncology  
Nephrology  
Neurosurgery  
Ophthalmology  
Orthopedics  
Otolaryngology  
Pain Clinic  
Plastic Surgery  
Pulmonary  
Rheumatology  
Urology*
- 5-Star Outpatient Clinic – Specialty**  
*CV Surgery  
Radiation Oncology  
Transplant Center*

### Duluth Clinic

Duluth, MN

- 5-Star Outpatient Clinic – Primary**  
*DC West Duluth*

# Outpatient Clinic

## 4-Star and 5-Star Awards

### Mayo Clinic Jacksonville

Jacksonville, FL

#### 4-Star Outpatient Clinic – Primary

*Cannaday Family Medicine*

#### 5-Star Outpatient Clinic – Primary

*Beaches Clinic*

*Cannaday Community Internal  
Medicine*

*St. Augustine Clinic*

#### 4-Star Outpatient Clinic – Specialty

*Allergy*

*Breast Clinic*

*Cardiology*

*CV Surgery*

*Dermatology*

*Gastroenterology*

*General Internal Medicine*

*General Surgery*

*Gynecology*

*Infectious Disease*

*Nephrology*

*Neurosurgery*

*Ophthalmology*

*Otolaryngology*

*Pain Clinic*

*Plastic Surgery*

*Pulmonary*

*Radiology*

*Rheumatology*

*Transplant Center*

#### 5-Star Outpatient Clinic – Specialty

*Endocrinology*

*Executive Health*

*Hematology/Oncology*

*Orthopedics*

*Radiation Oncology*

*Urology*

### Mayo Clinic Rochester

Rochester, MN

#### 4-Star Outpatient Clinic – Primary

*Family Medicine*

*Mayo Family Clinic – Kenyon*

*Mayo Family Clinic -*

*Northwest*

*Allergy*

*Colon and Rectal Surgery*

*Dental Specialties*

*Endocrinology*

*Gastroenterology*

*General Internal Medicine*

*General Pediatrics*

*Infectious Diseases*

*Medical Genetics*

*Nephrology*

*Neurology*

*Nicotine Dependence Center*

*Obstetrics & Gynecology*

*Oral & Maxillofacial Surgery*

*Orthopedics*

*Otolaryngology*

*Pediatric Allergy*

*Pediatric Endocrinology*

*Pediatric Genetics*

*Pediatric GI & Hepatology*

*Pediatric Hematology/Oncology*

*Pediatric Infectious Diseases*

*Pediatric Nephrology*

*Pediatric Rheumatology*

*Plastic Surgery*

*Pulmonary*

*Rheumatology*

*Sleep Center*

*Thoracic Surgery*

#### 5-Star Outpatient Clinic – Specialty

*Breast Clinic*

*Cardiology*

*Cerebral Palsy/Spina Bifida Clinic*

*CV Surgery*

*Executive Health*

*General Surgery*

*Hematology*

*Neurosurgery*

*Oncology*

*Pediatric Cardiology*

*Radiation Oncology*

*Transplant Center*

*Urology*

*Vascular Center*

*Vascular Surgery*

### Parkview Medical Group

Fort Wayne, IN

#### 5-Star Outpatient Clinic – Primary

*PMG – Huntertown*

*PMG – Huntington Health Park*

#### 4-Star Outpatient Clinic – Specialty

*Parkview Whitley OB/GYN-Dr.*

*Carpenter*

### Stanly Medical Services

Albemarle, NC

#### 4-Star Outpatient Clinic – Primary

*Norwood Medical Services*

*Troy Medical Services*

#### 5-Star Outpatient Clinic – Primary

*Richfield Medical Services*

#### 4-Star Outpatient Clinic – Specialty

*Stanly Pediatric Services*

#### 5-Star Outpatient Clinic – Specialty

*Special Health Services for Women*

# Outpatient Clinic

## 4-Star and 5-Star Awards

### UC Davis Medical Group

Sacramento, CA

#### 4-Star Outpatient Clinic – Primary

*Auburn Pediatrics  
Auburn Professional Drive  
Colusa  
General Medicine Clinic  
Primary Care Clinic  
Sacramento J Street Clinic  
Capitol Clinic  
University Pediatric Associates  
Cancer Center Clinics  
Radiation Oncology*

#### 5-Star Outpatient Clinic – Primary

*Auburn Bell Road  
Carmichael Clinic  
Carmichael Pediatrics*

### University of Miami Medical Group

Miami, FL

#### 4-Star Outpatient Clinic – Specialty

*Cedars Clinic  
UMSylvester General X-Ray  
UMSylvester Head/Neck Clinic  
UMSylvester Outpatient Surgery  
Center*

### Vanderbilt Medical Group

Nashville, TN

#### 5-Star Outpatient Clinic – Primary

*Dermatology Clinic  
Green Hills Practice  
Gynecology Cool Springs Clinic  
Hillsboro Medical Group  
Internal Medicine Suite I  
Internal Medicine Suite II  
Midwifery Practice West End Nutrition  
Clinic  
OB Medical Arts Group  
Pediatric Dermatology  
Pediatric Primary Care Practice-  
Kajihara-Liehr  
Spring Hill Clinic  
Tompkin's Women's Health Center  
Women's Health Center*

#### 5-Star Outpatient Clinic – Specialty

*Addiction Medicine Outpatient Therapy  
Cool Springs Oncology Clinic Cool  
Springs Pediatric Endocrinology  
Dermatology MOHS Practice  
General Adult Outpatient Therapy,  
PHV  
GI Liver Transplant  
GI Nutrition Center  
Gyn Oncology Practice  
Hearing and Speech  
Pediatric Cardiology  
Pediatric Diabetes  
Pediatric Diabetes-Lybarger  
Pediatric Hematology  
Speech Therapy  
Vanderbilt Asthma, Sinus, Allergy  
Program, Otolaryngology  
Voice Center*

### VCH Health System

Richmond, VA

#### 4-Star Outpatient Clinic – Primary

*Nelson Women's Health  
Pediatric Primary Care, CPI  
Stony Point Hematology/Oncology  
Stony Point Women's Health Center*

### WakeMed Faculty Physicians

#### 4-Star Outpatient Clinic – Specialty

*Vascular Surgery Practice*

# Healthcare Provider-Level

## Top Performer Awards

### **Alegent Health Clinic**

*Omaha, NE*

#### **Top Performer Mid-level**

*Cheryl A. Lindly, PA-C*

*Danie Frazee, PA-C*

#### **Top Performer OB/GYN**

*Gina M. Harper-Harrison, M.D.*

### **Central DuPage Physician Group**

*Winfield, IL*

#### **Top Performer Family**

#### **Practice/General Practice**

*David M. Grganto, M.D.*

#### **Top Performer Internal Medicine**

*Douglas L. Ambler, M.D.*

#### **Top Performer Pediatrics**

*Joseph Christensen, M.D.*

### **Stanly Medical Services**

*Albemarle, NC*

#### **Top Performer Pediatrics**

*Yolanda Johnson, M.D.*

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

*Pittsburgh, PA*

#### **Top Performer Pediatrics**

*Dr. Barksdale*

*Dr. Drickman*

*Dr. Losee*

*Dr. Wollman*

### **Vanderbilt Medical Group**

*Nashville, TN*

#### **Top Performer Medical Specialties**

*David S. Morgan, M.D.*

*Lisa Hood Lancaster, M.D.*

#### **Top Performer Mid-level**

*Rosemary D. Cope*

#### **Top Performer Pediatrics**

*Debra A. Dodd, M.D.*

*Richard H. Ho, M.D.*

*Thomas P. Doyle, M.D.*

*William E. Russell, M.D.*

#### **Top Performer Surgical Specialties**

*Joe B. Putnam, M.D.*

*Howard W. Jones, III, M.D.*

# Healthcare Provider-Level

## 4-Star and 5-Star Awards

### Alegent Health Clinic

Omaha, NE

#### 4-Star Family Practice/General Practice

Angela N. Law, M.D.  
Charles E. McMinn, M.D.  
Charles T. McMinn, M.D.  
David M. Keller, Jr., M.D.  
Donald E. Rigler, D.O.  
Farouq A.N. Qaquish, M.D.  
J. Russell Bowen, M.D.  
James G. Kalar, M.D.  
James L. Whalen, M.D.  
James M. Steier, M.D.  
Jon G. Thomas, M.D.  
Julie Rothlisberger Castillo M.D.  
Matthew S. Bott M.D.  
Nicholas P. Steier M.D.  
Pamela E. Malley M.D.  
William J. Ostdiek M.D.

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

Alan R. Fisher M.D.  
Bodo W. Treu M.D.  
Christine M. Inguanzo M.D.  
Cindy K. Janssen, M.D.  
Daniel H. Dietrich, M.D.  
Daniel J. Steier, M.D.  
J Douglas Dunning M.D.  
Jeffery S. Jacobs, M.D.  
Patricia E. Murdock-Langan M.D.  
Paula E. Walters M.D.  
William A. Lowndes, M.D.

#### 4-Star Internal Medicine

Mark E. Oberlies, M.D.  
Richard S. Lang, M.D.  
Robert C. Drvol, Jr., M.D.  
Stephen E. Budd, M.D.

#### 5-Star Internal Medicine

Frederick J. Schwartz, M.D.  
Kristin B. Fulton, M.D.  
Larry L. Brown, M.D.  
Roderick Hubert, M.D.

#### 5-Star Medical Specialties

Michael N. Crawford, M.D.  
Paul E. Steffes, M.D.

#### 4-Star Mid-Level

Amy J. Bodensteiner, PA-C  
Chris Jankovich, PA-C  
Gail Young, PA-C  
Jennifer Hall, NP  
JoAnn Simpson, ARNP  
Laura A. Lindauer, PA  
Rita M. Petsch, ARNP

#### 5-Star Mid-Level

Cheryl A. Lindly, PA-C  
Danie Frazee, PA-C  
Janice Lawrence, PA-C  
Joyce Foster, PA-C  
Lana C. Stephens, ARNP  
Michelle Buller, PA  
Rebecca L. White, PA-C  
Wendy M. Wessling, PA-C

#### 4-Star OB/GYN

Guy M. Schropp M.D.  
John J. Cote, M.D.

#### 5-Star OB/GYN

Gina M. Harper-Harrison, M.D.  
Heather Taggart, M.D.  
Michael A. Reed, M.D.  
Thomas S. Pruse, M.D.

#### 4-Star Pediatrics

Eneh Okoruwa, M.D.

#### 4-Star Surgical Specialties

Dwain M. Rogers M.D.  
Nagi T. Ayoub, M.D.

#### 5-Star Surgical Specialties

Allan S. Campbell, M.D.

### Arcadia Family Practice

Winston-Salem, NC

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

Gary Morgan, M.D.

#### 4-Star Mid-level

Sue Singh, PA

### Beth Israel Deaconess Hospital-Needham

Needham, MA

#### 4-Star Internal Medicine

Jane Fogg, M.D.  
Michael Rees, M.D.

#### 5-Star Internal Medicine

Diane London, M.D.

#### 4-Star Medical Specialties

David Ives, M.D.

#### 4-Star Mid-level

Kathleen Corley, NP

### BroMenn Medical Group

Normal, IL

#### 4-Star Family Practice/General Practice

Brenda Kube, M.D.  
Steven Ingalsbe, M.D.  
Steven Jones, M.D.

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

Larry M. Sapetti, M.D.  
Samuel E. Steffen, M.D.

#### 5-Star Pediatrics

Kimberly P. Marshall, M.D.

# Healthcare Provider-Level

## 4-Star and 5-Star Awards

### Central DuPage Physician Group

Winfield, IL

#### 4-Star Family Practice/General Practice

Daniel Kruse, M.D.  
Elizabeth Heredia, M.D.  
James Carlsen, M.D.  
Maurice W. Birt, M.D.  
Michael J. McGraw, M.D.

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

David M. Grganto, M.D.  
Edward J. Ward III, M.D.  
John P. Vaikutis, D.O.  
John R. Born, D.O.  
Kenneth K. Lee, M.D.  
Laura Oswald, D.O.  
Mary Dana Foggetti, D.O.  
Michael F. Vosicky, D.O.  
Steven M. Lobue, M.D.

#### 4-Star Internal Medicine

Arthur G. LaMarre, M.D.  
Patrick J. Towne, M.D.

#### 5-Star Internal Medicine

Douglas L. Ambler, M.D.  
James W. Taylor, M.D.  
Scott J. Kolbaba, M.D.

#### 4-Star Medical Specialties

Wahid Kassir, M.D.

#### 5-Star Mid-level

Patrick Livingood, D.C.

#### 5-Star Pediatrics

Joseph Christensen, M.D.

#### 4-Star Surgical Specialties

Andrew Chenelle, M.D.  
Suzanne Bergen, M.D.

### Children's Hospital of Pittsburgh

Pittsburgh, PA

#### 4-Star Pediatrics

Dr. Beerman  
Dr. Bluestone  
Dr. Ellis  
Dr. Escobar  
Dr. Gaines  
Dr. Jakacki  
Dr. Libman  
Dr. McCaffrey  
Dr. Schneck  
Dr. Sperling  
Dr. Susan Miller  
Dr. Webber  
Dr. Wu  
Dr. Zitelli

### 5-Star Pediatrics

Dr. Arkachaisri  
Dr. Barksdale  
Dr. Bellinger  
Dr. David Orenstein  
Dr. Drickman  
Dr. Kane  
Dr. Keller  
Dr. Kietz  
Dr. Kreindler  
Dr. Losee  
Dr. Mandell  
Dr. Murphy  
Dr. Park  
Dr. Shaw  
Dr. Tersak  
Dr. Wollman

### Covenant Medical Group

Milwaukee, WI

#### 4-Star Family Practice/General Practice

Ansel M. Lam  
Anthony Sweeny  
Darryl Eisenberger  
Jefferey Maehl  
Melissa Walbrandt

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

Patricia F. Golden

#### 4-Star Internal Medicine

Glenn Caine

#### 5-Star Internal Medicine

Jack Tertadian

#### 5-Star Medical Specialties

Elmer Lehman  
Frank Cummins  
Marie Tomasi  
Norwood R. Anderson  
Vance S. Strother

#### 4-Star Mid-level

Besty Baranek

#### 5-Star Mid-level

Alice Phipps  
Nicole Wells

#### 4-Star OB/GYN

John Waeltz

#### 4-Star Pediatrics

Sanjeev Shukla

#### 4-Star Surgical Specialties

Richard Davito

# Healthcare Provider-Level

## 4-Star and 5-Star Awards

### Duluth Clinics

Duluth, MN

#### 4-Star Family Practice/General Practice

*John C. Oujiri, M.D.  
Stephen R. Carlson, M.D.*

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

*Harry D. Malcolm, M.D.  
Ingrid Nisswandt-Larsen, M.D.  
Jan L. Baldwin, M.D.  
John M. Ryden, M.D.  
Mark D. Wagner, M.D.  
Mary C. Bianco, M.D.  
Michael C. Mollen, M.D.*

#### 4-Star Internal Medicine

*Alan M. Johns, M.D.*

#### 4-Star Medical Specialties

*David A. Frye, M.D.  
Kimberly A. Boddicker, M.D.  
Susan E. Ash, M.D.*

#### 5-Star Medical Specialties

*Andrew C. Chiu, M.D., F.A.C.C.  
Benjamin K. Yokel, M.D.  
Gary W. Beaver, D.O.  
Robert D. Niedringhaus, M.D.  
Robert H. Lund, Jr., M.D.*

#### 4-Star Mid-level

*Anthony C. Valentine, P.A.-C.  
Diane M. Kolquist, R.N., C.N.S.*

#### 5-Star Mid-level

*Conrad J. Ross, P.A.-C.  
Jose M. Rodriguez, P.A.-C.  
Paul M. Olson, Jr., R.N., C.N.P.*

#### 4-Star OB/GYN

*Anne S. Rogotzke, M.D.  
Howard N. Sandin, M.D.*

#### 4-Star Pediatrics

*Gerald M. Kubik, D.O.*

#### 4-Star Surgical Specialties

*Charles K. Bertel, M.D.  
Douglas F. Hoffman, M.D.  
Janus D. Butcher, M.D.  
John E. Fetter, M.D., F.A.C.S.  
Sarah E. Galchus, M.D.  
SubbaReddy Konda, M.B., B.S.  
Thomas E. Kaiser, M.D.  
Thomas H. Wiig, M.D.  
Wade A. Lillegard, M.D.  
Wendell R. Smith, M.D.*

#### 5-Star Surgical Specialties

*Bradley C. Edgerton, M.D.  
J. Joseph Davis, M.D.  
James D. Callahan, M.D.  
Jeffrey F. Klassen, M.D.  
John M. Streitz, Jr., M.D., F.A.C.S.  
Michael J. Fucks, O.D.  
Thomas G. Patnoe, M.D.  
Walter S. Medlin, M.D.  
William Portilla, M.D.*

### Martha Jefferson Health Services

Charlottesville, NC

#### 4-Star Family Practice/General Practice

*Brooke A. Bostic, M.D.  
Carolyn J. Dalldorf, M.D.  
Stephen P. Schmitz, M.D.*

#### 5-Star Medical Specialties

*Karen L. Starr, M.D.*

#### 4-Star Mid-level

*Cawood B. Fitzhugh, FNP-C  
Kerry Ann Hendrix, FNP*

#### 5-Star Mid-level

*Shannon H. Burns, FNP  
Mark S. Niehaus, M.D.*

### Salem Family Practice

Winston-Salem, NC

#### 4-Star Family Practice/General Practice

*John Davis, M.D.  
John Roach, III, M.D.  
Richard Worf, M.D.*

#### 5-Star Mid-level

*Blanche Brais, PA*

### Stanley Medical Services

Albemarle, NC

#### 5-Star Pediatrics

*Yolanda Johnson, M.D.*

# Healthcare Provider-Level

## 4-Star and 5-Star Awards

### Vanderbilt Medical Group

Nashville, TN

#### 5-Star Internal Medicine

Debra S. Rankin, M.D.  
Elizabeth Ann Sastre, M.D.  
Herman J. Kaplan, M.D.  
Jan E. Price, M.D.  
Sandra A. Moutsios, M.D.  
W. Anderson Spickard, III, M.D.  
William H. Maynard, M.D.

#### 5-Star Medical Specialties

Aaron P. Milstone, M.D.  
Alan B. Sandler, M.D.  
Allen J. Naftilan, M.D.  
Anne E. O'Duffy, M.D.  
Barbara A. Murphy, M.D.  
Benjamin F. Byrd, III, M.D.  
Beth A. Malow, M.D.  
Bruce J. Roth, M.D.  
Darrel L. Ellis, M.D.  
David H. Johnson, M.D.  
David S. Raiford, M.D.  
Gautam G. Rao, M.D.  
Harold Moses, M.D.  
Heidi M. Schaefer, M.D.  
Howard B. Roback  
Ivan M. Robbins, M.D.  
James M. May, M.D.  
Jami L. Miller, M.D.  
John A. Zic, M.D.  
John H. Dixon, M.D.  
John H. Nadeau, M.D.  
John P. Greer, M.D.  
John T. Lee, M.D.  
Kitti Lynn Virts  
Lisa A. Mendes, M.D.  
Madan H. Jagasia, M.D.  
Michael J. Fowler, M.D.  
Michel A. McDonald, M.D.  
Nancy J. Brown, M.D.  
Peter R. Martin, M.D.  
Philip David Charles, M.D.  
Ramon F. Cuevas, M.D.  
Raymond F. Burk, M.D.  
Robert F. Miller, M.D.  
Ronald M. Salomon, M.D.  
Ruth T. Young, M.D.  
Sergio Fazio, M.D.  
Shichun Bao, M.D.  
Shubhada M. Jagasia, M.D.  
Simpson Bobo Tanner, M.D.  
Susan E. Smith, M.D.  
Susan F. Kroop, M.D.  
Thomas A. Golper, M.D.  
Thomas Stasko, M.D.

#### 5-Star Mid-level

Anna C. Davis, CRNP  
Audrey Jane Case, FNP  
Barbara D. Johnson, CRNP  
Christian R. Ketel, CRNP  
Julianne H. Wagon, CRNP  
Linda F. Hughlett  
Marilee T. Weingartner, FNP  
Sonia C. Beck

#### 5-Star Pediatrics

Ann Kavanaugh-McHugh, M.D.  
James A. Johns, M.D.  
James A. Whitlock, M.D.  
Jennifer Keates-Baleeiro, M.D.  
Melissa M. Rhodes, M.D.  
Romano T. Demarco, M.D.

#### 5-Star Surgical Specialties

Ana M. Grau, M.D.  
Catherine Gaelyn Garrett, M.D.  
David G. Morrison, M.D.  
Erin Shawn Lambright, M.D.  
Franklin D. Shuler, M.D.  
James A. Duncavage, M.D.  
John E. Kuhn, M.D.  
Joseph Shun-Che Cheng, M.D.  
Kimberly Ann Moseley, M.D.  
Marta Ann Crispens, M.D.  
Robert Bruce Shack, M.D.  
Robert H. Ossoff, M.D.  
Wendell G. Yarbrough, M.D.  
Willie V. Melvin, III, M.D.

### Winston-Salem Health Care Internal Medicine

Winston-Salem, NC

#### 4-Star Internal Medicine

Gerald Fromson, M.D.  
Martin Murphy, M.D.  
Peter Cullen, M.D.

#### 5-Star Internal Medicine

Nancy Murphy, M.D.  
Renee Tegeler, M.D.

# Urgent Care Awards

## Central DuPage Hospital

*Winfield, IL*

Charlestowne Convenient Care  
*Top Performer Urgent Care*

## Central DuPage Hospital

*Winfield, IL*

Bartlett Convenient Care  
*5-Star Urgent Care*  
Charlestowne Convenient Care  
*5-Star Urgent Care*  
Danada Convenient Care  
*4-Star Urgent Care*  
River North Convenient Care  
*5-Star Urgent Care*  
Stratford Convenient Care  
*4-Star Urgent Care*

## Alegent Health

*Omaha, NE*

Bellevue Express Care  
*4-Star Urgent Care*  
Pediatric Express Care  
*4-Star Urgent Care*

## Baptist St. Anthony Health System

*Amarillo, TX*

BSA Health System  
*4-Star Urgent Care*

# Achievement Awards

## **Anson Community Hospital**

*Wadesboro, NC*

### ***Anson Community Hospital Surgical Services Department – Patient Safety Program***

#### **Platinum**

#### **Outpatient Surgery**

Outpatient Services began work on the number one key driver Overall Safety in the Hospital prior to discovering that it was even a key driver due to the announcement of the 2006 National Patient Safety Goals. Leadership projected the expectation of compliance with these goals. Clinical leadership initiated staff discussions and developed tools that allowed staff to acquire the desired behavior changes that would project organizational safety. As the desired behavioral changes occurred, staff values changed to include a stronger commitment to patient safety. This evolved into a cultural change involving all organizational areas in a focus of patient safety.

PRC scores began at the 100<sup>th</sup> percentile ranking, and continued above 70 percentile ranking the remaining calendar year. These survey results demonstrated that our patients observed staff behaviors that confirmed the organization's desire of keeping patient safety as the number one priority of patient care.

### ***Anson Community Hospital Surgical Services – Staff's Respect for Patient Privacy***

#### **Platinum**

#### **Outpatient Surgery**

One of Surgical Services 2006 key drivers was Hospital Staff's Respect for Patient Privacy. There was a collaborative effort at the beginning of 2006 to address patient's respect for privacy between frontline staff, middle management, and senior management. This united front painted the collaborative effort that was being contributed from everyone within the organization. All levels of leadership participated in creating, implementing and performing patient privacy initiatives. Upper management conducted regular meetings to discuss and create improved ways on how to improve privacy compliance, record data, and maintain up to date files for HIPAA compliance issues. Christie Grooms, Manager of Surgical Services, assumed individual responsibility with this key driver and decided to get her staff on board early in the game. HIPAA was nothing new to the department, however, improving patient perception and stepping up the departments initiatives in this realm was about to crank up.

Simple, easy tasks were put into action. Monthly staff meetings were conducted to discuss ideas and different efforts to improve patient privacy. Also, PRC scores were printed weekly and posted on a bulletin board for staff to see firsthand the scores throughout the year. The surgical services team identified actions to implement within their department that could be done immediately. These actions included: keeping main entrance and exit doors into day surgery closed (these doors had been accustomed to being open out of habit and convenience), keeping patient room doors closed, limiting traffic through the surgical areas (by keeping the main doors closed this redirected traffic down another hall), making sure the patient gowns fit properly to close in the back, keeping patients covered with blankets, and most of all, preserving the patient's dignity throughout the entire surgical process. The Education Coordinator and Organizational Management Coordinator provided education on scripting for the staff that assisted them with putting words with their actions. For example: "we are closing your door for your privacy". The unit developed the routine of keeping the surgical schedule, charts, and other patient information concealed from public view. The sign-in registration sheet was replaced. A new sign-in sheet was started that allowed the registration clerk to pull down a cover to protect the previous patient name on the paper. Discussion surrounded what information could be left when calling a patient at home to perform a follow up phone call. Staff was reeducated to limit the amount of information left on a patient's answering machine or with other family member in the home. Due to limited space in day surgery, special consideration was placed on speaking softly when asking pre-op questions to ensure others could not hear the conversation. The same emphasis was placed on staff when using the telephone and talking to each other in the hallways. A lot of reinforcement took place with familiar subjects such as asking the patient if it is okay to discuss their condition/procedure in front of others.

# Achievement Awards

## ***Anson Community Hospital Surgical Services – Registration Process***

### **Gold**

#### **Outpatient Surgery**

The Surgical Services department at Anson Community Hospital saw an increase in surgical and endoscopy cases during the third quarter of 2004. This influx of surgical cases promoted the manager to request for a separate registration clerk for third floor that would be solely responsible for making charts and registering surgical patients. The idea behind this restructuring was to hasten the process in generating charts for surgical patients, thus, reducing time spent in registration which carried the potential to delay surgery and/or endoscopy cases. This change proved to be successful in making sure patients did not get lost and wrapped up in the flow of emergency, medical imaging, and laboratory patients. As a result of this, instructions were being given at the doctor's office to proceed up to third floor for registration upon patients' arrival to the hospital. This instruction helped to decrease confusion on the day of surgery for the patient. Easy to follow directions and visible staff were in place to greet and direct patients arriving to third floor. Outpatient registration appointed one full time staff member to work the third floor desk Monday- Friday from 6:45am-3:15pm. Good communication was conducted between managers of both units to ensure adequate coverage for the department.

During the third quarter of 2006 surgical services witnessed a drastic decline in their ranking for registration process that came as a total surprise. Outpatient surgery ended third quarter with a 31% excellent which placed them in the 9.5 percentile ranking as compared to the previous second quarter scores of 54.8 % excellent and 91.3 percentile ranking. It was not until a frontline staff member voiced a projected factor that any insight was actually gained. He reported noticing that their department was seeing more unscheduled cases than before. This meant patients were not getting put on the scheduling sheet, therefore registration did not know to expect these patients. This prompted Christie back to the designated third floor registration clerk. She confirmed that if no procedures were scheduled or if all patients had been registered according to her scheduling sheet she quite frequently completed other assignments away from her desk. These assignments usually involved her being off third floor leaving the registration area empty with no visible staff available to register and direct patients. Furthermore, patients had to knock on private office doors and elicit assistance from other office staff. This lack of visibility and readiness to assist our customers led to patients feeling inconvenienced, bothersome, and unvalued. Both departments reached an agreement that better communication needed to take place between the doctor's offices, day surgery, and the registration desk to ensure each patient was greeted and registration was promptly processed. Christie contacted all physician offices to request they call ahead and inform staff of a patient coming over for an unscheduled procedure. This allowed for surgical staff to either locate the registration clerk if she was away from her desk or make themselves visible upon the patient's arrival.

## ***Anson Community Hospital Emergency Department – Nurses' Explanation of Tests and Procedures***

### **Silver**

#### **Emergency Care**

In order to raise patient satisfaction scores for the Emergency Department's key driver, Overall Quality of Care, ED nurse manager decided to hold a contest between staff members of the department in hopes to raise staff awareness and ownership of one's actions. A recognition board was created to include all staff members' names vertically along one side of the 2.5ft x 1.5ft foam board. Horizontally were the following titles: Introducing yourself to the patient, Explanation for Delays, Education on Pain Management, Education concerning Safety Issues, and Explanation of Tests/Procedures. These titles encompassed the other key drivers for the department. Lines were drawn to create each nurse a block under the different headings. When one staff member heard another staff member engaging in one or more of the areas of recognition a push pin was placed in the designated block. Rules were established in the beginning to prohibit self votes from taking place. The honor system was upheld to ensure consistency and fairness throughout the contest. Weekly tabulations were performed by a unit secretary and witnessed by someone outside the department to keep up with how many points each staff member had accumulated throughout the week. Final tabulations were calculated to determine the grand prize winner who had the most points for the entirety of the contest. Furthermore, each individual category of interest had winners who held the most points for that particular area. To promote and ensure staff reward and recognition no one person could win more than one category. If a staff member was found to hold the most points for more than one category the next highest number of votes was taken as the winner. The grand prize winner was awarded \$100.00 and category winners were awarded individual baskets full of nice amenities.

# Achievement Awards

***Anson Community Hospital Inpatient Services – Overall Teamwork Between Doctors, Nurses & Other Staff***  
**Silver**  
**Inpatient Medical/Surgical**

During the summer months (July-September 2006) inpatient staff morale suffered sorely due to high turnover rates, fluctuating census, and medical staff conflicts. The unit was experiencing a shortage in nursing assistants that led to poor staff morale. Lee Rushing, Manager of Acute Care, and Kay Eckersley, Clinical Education Coordinator, decided to turn things around and boost staff morale. They sought to find a venue to encourage teamwork, recapture the energy of the unit, and replenish appreciation for coworkers between members of the organization. All employees of the department (licensed nurses, nursing assistants, and unit secretaries) were scheduled to attend a Ropes Challenge Course at a nearby off campus location to foster team development, commitment, and collaboration between staff. A ropes course is a challenging outdoor personal development and team building activity which usually consists of high and/or low elements. The initiative was started in July, yet due to summer temperatures scheduled for the first two weeks of October to allow for permitting weather. Staff was scheduled to participate in a low ropes course which takes place on the ground or only a few feet above the ground. All challenges were “challenge by choice” though all staff was encouraged to participate in every activity. The underlying assumption to involve staff in a Ropes Course was to demonstrate that if a person is supported by members of their team to move out of his/her comfort zone or engage in participation with other members of the team on a task and has a successful experience, then powerful conditions can develop from such networking. The staff of 60 was randomly divided into four groups of 15 to allow for all individuals adequate participation in activities.

**Bon Secours Richmond Health System**  
*Richmond, VA*

***Bon Secours Memorial Regional Medical Center – 30-Minute Emergency Care Guarantee***  
**Gold**  
**Emergency Care**

Bon Secours Memorial Regional Medical Center started a “30-Minute Emergency Care Guarantee” in July 2006. Patients were seen by a physician or their treatment started in 30-Minutes or less. The ER team and leadership used the Six Sigma approach and a half-day retreat to reduce wait times. The Six Sigma team consisted of the emergency room staff (nurses, techs, physician assistants and physicians), laboratory, radiology and nursing leadership. The “30-Minute” focus brought a very tangible focus on reducing the ER’s wait times. In fact, by focusing on the front steps the “Door to Discharge” times also dramatically reduced.

In six months volumes rose by 42%, reflecting the community’s frustration on traditionally long wait times in the emergency room. The community indicated how much they appreciated these reduced wait times by scoring MRMC’s Overall Quality of Care from 48.3% (‘05) to 76.3% (‘06) Excellent Percentile Ranking and Total Time Spent from 47.5% (‘05) to 90.0% (‘06) Excellent Percentile Ranking.

# Achievement Awards

## **Carolinas HealthCare System**

*Charlotte, NC*

### ***Carolinas Rehabilitation Mercy – Carolinas Rehabilitation Mercy Service Excellence Teams***

**Gold**

#### **Inpatient Rehabilitation**

Carolinas Rehabilitation Mercy was dissatisfied with the negative trend in our “Likelihood of Recommending” score which reached a low point of the 10<sup>th</sup> percentile in the 3<sup>rd</sup> quarter of 2005. Our traditional top-down approach was not working and we needed to change the structure and composition of our service excellence teams. We created a cellular model, with 4 teams entirely populated and led by front-line employees from all departments providing service to our customers. This included nursing, therapy, case management, food & nutrition, environmental services and pastoral care. We utilized PRC real-time results to analyze and segment our patient population and discovered that our greatest opportunity for improvement lay with the ‘Traditional Generation’ (those patients 65 years of age and older).

Because of our longer lengths of stay and increased chance of a service lapse, we strove to create affective bonds with this patient population by creating positive memories around their rehabilitation experience. By flattening the hierarchy and creating a cellular model, we were able to more quickly generate and implement effective customer service offerings. Our annual ‘Likelihood of Recommending’ score improved from the 45<sup>th</sup> percentile in 2005 to the 79.4<sup>th</sup> percentile in 2006. Moreover, we hit the 97<sup>th</sup> and 100<sup>th</sup> percentiles in two of the four quarters in 2006.

## **Carolinas Medical Center**

*Charlotte, NC*

### ***6A Team – Patient Whiteboards***

**Platinum**

#### **Inpatient Cardiology/Telemetry**

Hardwiring of hourly patient rounding has really been the key to 6A’s success. By engaging the staff in this initiative they have become more committed to the organization and therefore project this onto our patients. The comments that are made by our customers during leadership rounding are that “they really seem to care” and “you can tell the staff really like their job”. When instituting the Whiteboards we immediately saw a change in the JCAHO 2.60 standard because the MD name was part of the information provided on the board. The staff also began to receive more compliments and “WOW” cards from patients because their name was included on the boards.

The employee survey results have shown an improvement in the staff’s dedication to the organization and this has been reflective in 6A customer satisfaction scores. 6A has used monthly sharing of PRC data with the staff to monitor our successes. We use our staff meetings, daily morning minute meetings, and communication boards with our PRC scores posted to update the staff on how we are doing. If we are lacking in a certain key area then the staff is prompted on how to use key words based on our key drivers. The success in achieving our scores has been consistent with the rounding initiative and using key words at key times. When rounding, the staff explains and defines for the patients what excellent care means for them. The staff will then follow-up on our patient’s expectations and be consistent in providing each patient with excellent care.

# Achievement Awards

## ***4B Mother-Baby Unit – Improvement of Continuity of Care and Communication Among Team Members***

**Gold**

### **Inpatient OB/GYN**

The 4B Mother-Baby Unit was developed as staff came together from different areas of the Women's Services Division in mid-2005. The goal was to improve equality of care and patient satisfaction through a team approach focused on improved continuity of care. All staff, interdisciplinary departments, and physicians became involved in making this a positive change, and one that allowed us to succeed in providing excellent patient care. There were many challenges before the mother-baby unit as we underwent an incredible amount of cross training to new areas, meeting the needs of our increased volume, increasing our ability to communicate effectively with our patient population, engaging physicians in a new process, and building a cohesive team. As 4B began to grow in its model, the staff found it easier to create a plan of care for the mother-baby dyad.

The management team successfully hardwired rounding on patients and staff as a method of gaining feedback, implemented ideas from staff, and provided recognition to staff for teamwork, caring, commitment, and integrity. Staff were kept up to date on our latest patient satisfaction scores, and educated on using key words when talking with their patients. 4B staff were engaged in the goal to provide every patient with excellent care or service. Teamwork and improved quality of care was achieved as everyone had an enthusiasm for this new project, and a desire to make it work. The evidence that bringing a new team together, using all members of the team to make decisions, making the changes, working together and sharing ideas, collaborating with our patients, and placing the focus on outcomes is the key to success. 4B is proud to say we successfully became a team, as evidenced by our PRC patient satisfaction score of 70% excellent responses reflecting our teamwork. In addition to becoming a team, we effectively exceeded our expectations by hearing our patients respond to the PRC scoring of 80% excellent for our Overall Quality of Care.

## ***Kris Hilarie RN, 5 Tower Neurosurgery – Service Excellence, Communication***

**Gold**

### **Inpatient Surgical**

The 5 Tower initiatives have been successful primarily due to the commitment and enthusiasm of each team member. The 5 Tower team has been able to develop their own initiatives by expanding on strategies used successfully in other areas of the organization. The 5 Tower team has shown wonderful creativity and an unrelenting desire to provide the highest level of customer service and patient care. The staff identified a need for improved communication which was the advent of the AM shift change meetings. In addition, the staff targeted key physicians to work with in order to improve communication. These initiatives have allowed the 5 Tower nursing team to improve the way in which patients perceive the care they deliver. The department has realized an 84% increase in overall quality of care from the second quarter of 2005. The improvement of overall teamwork has not been as dramatic as the overall quality of care. However, the verbal feedback from patients, in real time, has indicated we have made great strides in improving teamwork. The positive feedback from the hospital staff involved has shown we achieved our goal through the dedication, unique ideas, and commitment of the 5 Tower team. It is a firm belief of the 5 Tower team that satisfied employees lead to satisfied patients.

In conclusion the AM Shift change meetings and the committee for physician communication successes have sparked enthusiasm and a belief of the staff that they can affect change and have a positive outcome related to their satisfaction as well as that of their patients.

# Achievement Awards

## *Jane Kucera, RN, BSN, 9 Tower Neurosurgery – Service Excellence*

**Silver**

### **Inpatient Neurology**

Throughout the year of 2006, there have been many initiatives that have been introduced on 9 Tower to focus on our Key Drivers to provide excellence in care. The improvement in the Key Driver of Teamwork was as a result of many of these initiatives. With employee rounding, patient rounding, and rounding with the physicians, the improvement in teamwork and communication has shown very positive results. The employees of 9 Tower needed to have the accountability and responsibility for the excellent employees that they were. With the increased communication at all levels, teamwork improved which lead to improvements in morale throughout the unit. The unit has gone from a 37% vacancy rate to a 0% vacancy with people still wanting to work on the unit. We are all proud not only of the excellent care to our patients, but also to be members of the staff on 9 Tower.

## **Carolinas Medical Center – Mercy**

*Charlotte, NC*

### *4 North Telemetry Services – Post Discharge Postcard*

**Silver**

### **Inpatient Cardiology/Telemetry**

In summary, the post discharge card has become a symbol of pride for the staff of 4 north. It symbolizes the pride each staff member places on the care they provide each patient day in and day out. A chance remark, a team with vision, and a staff with caring and compassion were the ingredients needed to catapult our patient's perception of care from mediocre to excellent. A thank-you note; the most simple of communications really can change a system and our patients perception of that system.

## **Carolinas Medical Center – Pineville**

*Charlotte, NC*

### *CMC-Pineville Bed Management Team*

**Silver**

### **Inpatient Medical/Surgical**

Limited inpatient capacity and emergency department growth have presented challenges for ensuring our patient satisfaction remains at its historically high levels. Delays in care and treatment can negatively impact the patient experience and cause safety issues. We designed and implemented a comprehensive bed management process improvement initiative to minimize these issues. Many departments and disciplines were involved in the analysis, planning and implementation of the program. Our facility core values of caring, commitment and teamwork were visibly evident in this endeavor.

As a result of our commitment to process improvement with patient throughput, our Inpatient Percentile Excellent Ranking for "Overall Teamwork between the Doctors, Nurses and Staff" increased from 50.2 to 82.7. In addition, our Emergency Department Key Drivers for "Total Time Spent" Percentile Excellent Ranking has increased from 62.5 in 2005 to 80.7 year to date. And the key driver for "Overall Safety" Percentile Excellent Ranking in the Emergency Department increased from 38.4% in 2005 to 83.9 % in 2006.

# Achievement Awards

## ***2 West Nursing – Nurses Promptness***

**Silver**

### **Inpatient Medical**

Over the past year, the staff realized that the Key Driver – “Nurses’ Promptness in Responding to Calls” - impacted the overall quality of care and patient/families’ perception of care. We saw our PRC scores drop to 12.8% Excellent Percentile Ranking. The staff recognized the decline and made plans to improve. The first initiative was to create a specific Patient Needs List utilizing the call bell system that allowed the staff to focus on what their patients’ individual needs were prior to responding to the call. The second initiative created a “Nurse Buddy System.” The pagers were programmed and linked into the call bell system so that each staff member had a buddy. If the call bell was not answered within five minutes, the buddy was automatically paged. If both the primary caregiver and buddy could not answer the call within ten minutes, the charge RN was paged. The third initiative was to include a question in the daily discharge phone calls to capture patient/family perception of how timely the nurse promptness was in responding to calls.

These action plans were truly a team effort because the unit secretaries, nurses, nursing assistants, and charge nurses each had a role in how timely the calls were answered. The team had ownership and accountability to each other through the buddy system, therefore promptness in responding to calls was a high priority. Our reward was hearing our patients answer “excellent” to the Nursing Promptness PRC question and watching our Percent Excellent Ranking jump to 95.7. We also knew that this measurable improvement resulted in a more positive patient experience.

## ***Maternity Center Nursing – Rounding***

**Silver**

### **Inpatient OB/GYN**

In 2006, while recognizing and developing strategies to improve our patients’ perceptions of the care they receive, the Maternity Center focused on improving our promptness in responding to patient calls (a 2006 Key Driver.) New parents have many questions and concerns related to caring for their babies and the new mother requires constant care, support and reassurance from her nurse during the postpartum period. It is critical to our success that our healthcare team responds to patient calls promptly and assists the patient with any questions or concerns. We increased our patient rounding and instituted key words to solicit information that would assist us in meeting the patients’ needs. We also refined our system for answering call bells and built in back up systems to assure patient needs were met quickly.

With nurse-patient rounding, ancillary personnel rounding and scripting, and formalizing expectations for response times, we were able to increase our OB/GYN Percent Excellent Ranking for “Promptness in Responding to Calls” from 68.4 to 89.4. During that same period, our OB/GYN Percent Excellence Ranking for “Pain Management” increased from 56.7 to 78.3.

## ***Endoscopy Department – Safety Initiatives***

**Silver**

### **Outpatient Diagnostics**

CMC-Pineville’s Endoscopy staff and Endoscopists worked together to create a Pre-procedure Checklist to ensure the procedural team and patient are well informed of the patient’s history and procedural plan of care. This verbal checklist, focusing well beyond the routine procedural “time out,” demonstrates care, attention, teamwork and communication to keep the patient’s safety a priority. This initiative had measurable results in improving our patients’ perception of their safety during the endoscopic procedure.

# Achievement Awards

## **Carolinas Medical Center – Union**

*Monroe, NC*

***Outpatient Department: Endoscopy and Day Surgery Center – Managing perceptions of the patient and family***

**Platinum**

**Outpatient Surgery**

The outpatient departments consisting of Endoscopy and the Day Surgery center brainstormed to determine what initiative would increase overall scores. We focused on Total Time Spent and came up with several strategies to improve this measure. We focused on the family as well as the patient and because of this, were able to satisfy both. The staff had direct input as to what would work and were encouraged when these ideas were implemented. Customer Service was an important topic at every staff meeting and the employees took it to heart. They were given reading materials and were able to visit an area hospital that had top scores. Our successes were shared at our staff meetings and were shared by the organization as a whole. The departments are proud of what they have accomplished and are encouraged to maintain this excellence.

***The Women’s Center – Care and Comfort Rounding***

**Gold**

**Inpatient OB/GYN**

Our unit implemented Care and Comfort Rounds in an effort to improve Overall Quality of Care. Our scores overall improved immediately in the first quarter of 2006 and continued to increase during the second quarter. Our staff took ownership of this initiative and ran with it. Staff buy-in was important and PRC allowed us to do that by showing our staff that their actions in rounding had a positive impact on the patient experience. The implementation of this initiative has been a positive for both our patients and our staff.

## **Carolinas Rehabilitation**

*Charlotte, NC*

***Carolinas Rehabilitation Stroke Unit – In Touch Program***

**Silver**

**Inpatient Rehabilitation**

The stroke unit at Carolinas Rehabilitation was disappointed with our low scores related to “Would you rate the overall teamwork between the doctors, nurses and staff as...” The average score for this question in 2005 was 29% excellent and this was not acceptable. The nursing and therapy management met and developed the “In Touch Program”. This program allows different disciplines to shadow each other and gain insight into the challenges the disciplines face each day. The experience allowed employees to increase their knowledge and understanding of the role and therefore increase teamwork within the interdisciplinary team. The PRC score quickly increased to 97% excellent in the 1<sup>st</sup> quarter, 97% excellent in the 2<sup>nd</sup> quarter. We are currently averaging 85% excellent in 2006.

# Achievement Awards

## Central DuPage Hospital

Winfield, IL

### *Staff of the Mother Baby Unit – Care Class for New Parents*

**Platinum**

**Inpatient OB/GYN**

Our unit has struggled with poor ratings for discharge instructions for several years. Staff talked about all the time and effort they put into individual instructions prior to discharge and were very frustrated and disappointed with the PRC scores. Instead of wallowing in negativity, they decided to create a formal discharge teaching class for our new parents. Feedback from patients, physicians, and staff was used to create the curriculum for this class. Staff led the entire process by designing the presentation and teaching it on a daily basis. As a result, our PRC scores for discharge instructions have increased from a 17% OB/GYN excellent percentile ranking to 92.6%.

## Fort Sanders Regional Medical Center

Winfield, IL

### *3N Cardiology – Key Words at Key Times*

**Silver**

**Inpatient Cardiology/Telemetry**

In summary, we formed a “Key Words at Key Times” team that combined staff from 3N, environmental care, and dietary. The team took the key drivers for 3N and pulled out key words from them. They then constructed ways that the 3N staff could use these key words at specific times with their patients and their families. The premise was by saying the word it would assist the patients and the families to be aware of the variety of things the 3N and ancillary staff did on a daily basis for the things that were important to them. Things like respecting their privacy, keeping their environment clean, being part of a team between staff and MDs, and providing excellent care.

The team devised 30 minute skits to demonstrate to the staff an interaction between a patient and/or family member. One instance demonstrated poor customer service, while other skit demonstrated excellent customer service using key words at key times. In addition to the skit, the team explained what Key Words were and there was an interactive discussion on other ways besides the ones demonstrated in the skits the staff could use these words. At the completion of the training week, 3N held four weekly contests to encourage and reward the staff for using the key words.

# Achievement Awards

## **Levine Children's Hospital – Carolinas Medical Center Campus**

*Charlotte, NC*

### ***Levine Children's Hospital Neonatal Progressive Care Nursery – Discharge Process Improvement Initiative*** **Gold**

#### **Inpatient Pediatrics**

The Neonatal Progressive Care Nursery Staff at Levine Children's Hospital is proud to offer excellent care and customer service in all they do. When an opportunity to improve was discovered this unit was excited to explore ideas. Through meaningful discussions and research the NPCN garnered support for an initiative which has made an immediate impact, not only on improving the discharge process for families, but also on the morale and pride of the unit. The increased efficiencies from utilizing a dedicated ADT nurse are realized by the parents as well as the staff. The ability to provide a more efficient means to educate families about the discharge adds an additional level of satisfaction for the staff and parents.

A commitment to patient care and the overall healthcare experience is evident in the Neonatal Progressive Care Nursery. The unit is very proud to be an example for other hospital units in delivering Excellent Overall Quality of Care.

### ***Levine Children's Hospital 7-Tower Pediatrics – Hardwiring Service Excellence in Pediatrics***

#### **Silver**

#### **Inpatient Pediatrics**

On 7-Tower, under a philosophy of self-governance, our staff works on various projects to improve the overall quality of care of our patients. Each team unites with our unit council to meet the standards of excellence and to support the mission and goals of Levine Children's Hospital on the campus of Carolinas Medical Center. Each committee works to improve our caring, integrity, service recovery, teamwork, safety, communication and commitment. Through first line staff, we are able to hardwire new ideas and strategies to all employees on 7-Tower. Our standards of excellence are expectations of customer service on 7-Tower.

By educating staff on PRC scores and how our care impacts the patient's satisfaction; we are able to stress the importance of setting excellence as our goal. Our staff knows that patient satisfaction is vital to patients choosing us for care again and recommending us to others. Reward and recognition through WOW cards, inspires staff to continue to exceed the expectations of their patients and families, and provide excellent care. Celebrations of wins leave staff with a proud sense of ownership and accomplishment. Recognizing the need to rejuvenate the team when the down times ultimately happen is also important. Regular rounding on patients has proven to be a successful method of patient satisfaction and is ultimately responsible for the consistency shown by 7-Tower with overall quality of care.

# Achievement Awards

## **Mary Immaculate Hospital**

*Newport News, VA*

### ***Outpatient Surgery – Surgical Pavilion Staff – Striving for Excellence***

**Silver**

#### **Outpatient Surgery**

A year and a half ago things were very grim. Patient satisfaction was way down, employee satisfaction very close to the dumps and implant costs out of control. Competition from other hospitals in the area was intense. Our surgeons were voting with their feet and volume was way down. Money was tight and rumor in the community was we were doomed to close. To survive we had to identify what made us special, what would make patients and their families want to have their surgery here at Mary Immaculate. What would bring the surgeons back. We had to find our niche.

We realized that niche is excellent customer service, without it we will be swallowed up by the competition and be but a memory. Our initiatives are based on that realization. We challenged and engaged staff to develop a customer service program that would be the hallmark of Mary Immaculate. They came up with, and implemented, the “Striving for Excellence” Campaign. Here are our bottom line results. In DEC-FEB and MAR-MAY our “Percent Excellent’s” Ranking is in the mid to high 90’s. Our retention exceeds 90% and we have a waiting list wanting to work here. We have recruited new surgeons and enticed back several key “splitter” surgeons and exceeded budgeted surgical volume by 8% in FY2006. The hospital is in the black.

## **Maryview Medical Center**

*Portsmouth, VA*

### ***5 South Orthopedics – Stop and Knock***

**Silver**

#### **Inpatient Orthopedics**

Maryview Medical Center’s orthopedic unit, located on 5 South, improved their key driver #2 “Respect for Privacy” in the fiscal year 2006. The staff became more aware of the need to increase their scores during monthly staff meetings. An allotted amount of time was dedicated to reviewing the initiatives at the beginning of the staff meeting and opportunity was present to openly discuss how the staff felt regarding the new policy “Stop and Knock”. After two months the nursing staff viewed the increase in the patient satisfaction scores and became more engaged in raising next months scores. The staff developed a sense of ownership and accountability for the increase, taking pride in their work.

Physical therapy and Occupational therapy are a very intricate part of 5 South’s orthopedic unit. The staff felt that PT and OT should be involved with any initiatives structured for 5 South. Subsequently, PT and OT were held accountable for following the “Stop and Knock” policy. Involving PT and OT in that initiative was an integral part in the increase for a patient’s respect for privacy score.

# Achievement Awards

## McLeod Medical Center Dillon

Dillon, SC

### *Administration – Administrative Rounds*

#### **Platinum**

#### **Inpatient Medical**

Each weekday morning, hospital administrators at McLeod Medical Center Dillon meet briefly in the Administrative Conference Room to receive the hospital census, surgery schedule and Nursing Supervisor's report for review. Each administrator is assigned on a rotational basis an area of the hospital with two to three patients to visit. For example, patients are asked if they have observed teamwork between their doctor, the nurses and other staff members. During rounds, the patients and their family members are asked questions specific to the key drivers. Administrators aim to visit each inpatient at least once during the course of their stay.

During rounds, all patient care needs or issues are immediately identified and addressed or, if more involved, are assigned for follow up. Upon returning to the Conference Room, Administrators report on their visit, as well as any compliments, concerns or suggestions for improvement that they received. Action is taken on any outstanding issues that need to be addressed. Employees and physicians that receive compliments are sent a written note with the compliment thanking them for their excellent service.

## McLeod Regional Medical Center

Florence, SC

### *McLeod Regional Medical Center – Orthopedics – Harnessing the Power of the “Huddle”*

#### **Gold**

#### **Inpatient Orthopedics**

The new nursing director of the Orthopedic unit at McLeod Health recognized that the key to creating Teamwork Between Doctors, Nurses, and Staff, is the creation of a consistent, effective, and accessible forum for communication. He made a daring move, by doing away with staff meetings, and introducing the "Daily Huddle" as the new vehicle for building a cohesive team that the patients could see and experience. Unlike other huddle concepts, this daily ritual became the preferred method of communicating unique patient issues, family relations needs, clinical issues, flow and bed utilization problems, physician expectations, staffing needs, etc. Originating out of these huddles, was an array of tools that were created to help the team address the issues they faced, as well as new and creative ways of dealing with day-to-day issues that, previously, nurses thought were unique problems.

Physicians became an integral part of these huddles, and many adjusted their personal schedules to attend, so as to be in the center of communication about their patients' needs. Nurses felt fully-informed about aspects of their patients' care, and issues related to the nursing unit overall. Ancillary staff joined the daily huddle ritual, to be "in the loop" regarding aspects of care related to their areas. As a result, the "Power of the Huddle" created a forum for a cohesive team that translated into markedly improved patient satisfaction and employee relations.

# Achievement Awards

## ***McLeod Labor/Delivery/Antepartum Unit – Helping Hands with Warm Hearts***

**Silver**

**Inpatient OB/GYN**

The OB/Gyn unit at McLeod Health averages 4 - 13 patients per day, who are in the hospital prior to delivering their babies, and who are bedridden for fetal monitoring. Long length-of-stays and frustrations from immobility made these patients prime candidates for dissatisfaction. The nurses in this area created a unique program using their existing Doula staff to build personal relationships with these patients, and help them endure this stressful time in their pregnancies. Doulas were sent in to spend time daily with patients, and provide diversional activities, such as knitting, games and puzzles, and hand and foot massages. Other staff got involved, and provided creative outlets, such as a weekly treat, including movie day, ice cream day, etc. The resulting outcome was significant. Staff members gained significant satisfaction in their daily work. Patient satisfaction increased markedly from before the program was initiated, to the time during implementation and after it became a standard of care for these special patients. Most importantly, the patients built a relationship with the staff that made the delivery itself a more pleasant and comfortable experience for all.

## **Methodist Medical Center of Oak Ridge**

*Oak Ridge, TN*

### ***3-West-Cardiology – Key Words at Key Times***

**Gold**

**Inpatient Cardiology/Telemetry**

3-West initiated Key Words at Key Times in the second quarter of 2006. A customer service team developed the Key Words and the Key Times based on the unit's Key Drivers with the goal of improving the overall quality of care. Emphasis was placed on safety, teamwork between the physicians, support staff and nurses, and cleanliness. As a result, the key drivers improved dramatically as well as the overall quality of care.

The other strategies implemented including the daily Hospitalist's meetings with the Outcome Managers, the daily bed assignment meetings and the improvement in communication between the nurses and the physicians, all supported the emphasis on the Key Drivers.

### ***Same Day Services –Key Words at Key Times***

**Gold**

**Outpatient Surgery**

The Same Day Services Department of Methodist Medical Center implemented a customer service initiative driven by use of key words at key times, for example before leaving the patient's room not only asking if they need anything else, but letting them know you have time to deliver upon their requests. Using the patient feedback comments from PRC, staff identified key times in the care process and key words too. The initiative also involved managing up or talking up other staffs and departments. This not only left the patient feeling confident with the care being provided but, improved relationships within and between staffs and departments.

This improvement effort moved the Same Day Services Department from a 2.3 percentile ranking in the third quarter of 2005 to a 61 percentile ranking in the third quarter of 2006.

# Achievement Awards

## ***2 West – Key Words at Key Times, Pain Management Protocol***

### **Silver**

#### **Inpatient Medical/Surgical**

Determined to provide quality patient care to our patients, 2-West Medical/Surgical Unit of Methodist Medical Center decided to focus on the importance of pain management to the post surgical patient. We realized that pain control was the patient's first priority. In order to be successful in any area or phase of a customer service we would need to involve the staff directly involved in the delivery of patient care. We began our efforts by first re-energizing the customer service STARS program and introducing new concepts learned from Quint Studor involving the use of "Key Words at Key times", AIDET, Managing-Up, and being able to deliver an apology at those times when patient expectations were not met. In addition to the Stars Program and with the realization that no one clinical area works in isolation when it comes to caring for the post surgical patient 2-West was able to partner with Post Anesthesia Care Unit (PACU) in order to provide pain management to the post surgical patient in a more expedient manner. Instead of waiting for the surgical patient to arrive on the general floor area to initiate the Patient Controlled Analgesia Pump (PCA), PACU began initiation of the PCA pump prior to the patient leaving the Post Operative Area. This has proved to deliver continuous pain control to the post operative patient in a timelier manner.

In addition to working with the staff from PACU, we had the opportunity to work with our Surgery Chief of Staff in initiating an orthopedic pain protocol for our total knee and hip patients. This protocol also decreases patient nausea and orthostatic hypotension. Due in part to our focus on pain management, the orthopedic pain protocol was easily introduced and put in place on our unit which has also assisted significantly with our customer service efforts.

The journey to excellence included:

- Key Words at Key Times which include AIDET and Managing Up
- Emphasizing the importance of providing an Apology for not meeting patient's expectation
- Immediate PCA Management
- Implementation of a Pain Management Protocol
- Partnering with other departments and physicians in order to achieve success

We discovered that by focusing on the pain management aspect of the patients care we had also influenced the patients' perception of how they viewed the staff's professional appearance. The lesson learned was that if you do not manage a patient's pain, little else matters.

## **Parkwest Medical Center**

*Knoxville, TN*

### ***Parkwest Emergency Care Center – Going from good to excellent***

#### **Platinum**

#### **Emergency Care**

Parkwest Emergency Care Center staff has received PRC's 4 Star Award for the past three years in a row. In 2006, the ECC team decided to take it to the next level. Three initiatives were selected utilizing bedside reporting by doctors and nurses, patient rounding, and calling patients back within 24 hours of care. Pain management was assessed and discharge instructions were redesigned as well as the discharge process.

All of these key drivers were known to play an important role in the patient's perception of care.

The results of these initiatives have been outstanding. Parkwest has moved from good to excellent in 2006. The initiatives have achieved PRC excellent percentile ranking scores of 95% or greater in select key drivers as well as snapshot questions. Overall quality of care excellent percentile ranking increased from 87% in 2005 to 98.9% YTD 2006. The physicians, nurses and ancillary staff take great pride in the care we provide to our patients and are committed to continuous quality improvement on a daily basis.

# Achievement Awards

## **St. Francis Women's and Family Hospital**

*Greenville, SC*

### ***3<sup>rd</sup> Floor Medical/Surgical Department – I Feel IT!***

**Gold**

**Inpatient Medical/Surgical**

Our Discharge Phone Calls have validated the effectiveness of our Discharge Instructions. 100% of our discharged patients have indicated that they have no questions regarding their discharge instructions and can verbalize this understanding. Hourly Nursing Rounds have enabled staff to anticipate patient care needs as evidenced by a decrease in the number of patient requests via the patient call light systems. Staff is now proactive in meeting patient needs rather than reactive to patient requests. Communication Boards have improved communication as evidenced by comments received during CN Rounds and comments received regarding the Communication Boards during Discharge Phone Calls. Charge Nurse Rounds have been valuable in identifying, assessing, and evaluating the care that is given and addressing any concerns that may occur.

OQC is not about working harder but is about working smarter and insuring that the care that we give is the quality care that our patients expect and deserve. PRC Scores are a reflection of our care. These initiatives have resulted in improved Overall Quality of Care as perceived by our patients and as evidenced by the improvement of our PRC OQC Score to 100%. The staff not only see that the scores have improved but feel that their care has improved by the volumes of positive feedback that they are receiving as a result of these initiatives. They feel that they are living proof of OQC.

## **St. Mary's Medical Center**

*Duluth, MN*

### ***St. Mary's Medical Center 5E Birthplace Unit – Administration Process***

**Gold**

**Inpatient OB/GYN**

We have worked very hard to improve the admission process here on the Birthplace/inpatient OB unit. In June of this past year, our OB doctors went to an "in-house" call system. Previously each attending OB doctor covered their own patients in labor, as well as seeing patients over in the clinic setting for their OB visits. At times, this proved to be an inefficient system, creating waits for patients both in the clinic and here at the hospital. This new system allows patients to be seen in a more timely manner in the OB office as well as when they are outpatients or observations patients here at the hospital. We have worked diligently to be sure patients are seen within 30 minutes by a provider and have an answer as to whether they will be discharged or remaining as observation, within 2 hours. Patients have expressed satisfaction with this new system. We are also developing a triage area for our large volume of outpatients that we see each month. This area is in close proximity to our inpatient OB unit and has 4 private rooms along with its own nursing station. Patients can be seen here initially and then their plan of care can be determined, whether it be to be admitted to the inpatient unit, observed further in the triage area, or discharged home with a follow up plan of care. We have a core team made up of staff RN's and doctors who are developing this new concept. We have also done benchmarking with other hospitals that have triage areas, to learn from them.

# Achievement Awards

## ***Neonatal Intensive Care Unit– Multidisciplinary Teams: Caring for the Newborn and Family***

**Silver**

### **Inpatient Pediatrics**

With the rapid advancement of medical science and technology, smaller and younger infants are successfully cared for in today's Neonatal Intensive Care Units. Unfortunately, less attention has been given to meeting the psychosocial needs of the infant and family in not only the structural design of the NICU, but also left out of the daily care routines. The PRC process highlighted the fact that even though the NICU environment is designed for efficient technological care, it is not optimal for nurturing the growth and development of sick neonates or their families. It has long been documented in the literature that the collaborative process enhances identification of potentially better practices and results in both qualitative and quantitative improvements in neonatal care. In February 2006, St Mary's NICU nursing and medical leaders along with a group of experienced NICU staff nurses took on the challenges of changing the culture and enhancing the communication between the families and the multidisciplinary care teams.

The team succeeded in creating an environment promoting open communication between the patient's family and their care team through daily multidisciplinary collaborative care rounds, family care conferences, and the creation of care pathways. During this yearlong process, the hospital executive staff recognized the important role of the social worker and hired an experienced social worker dedicated to the NICU team. The NICU staff also recognized the need to promote and expand upon family-centered care principles, thus building a stronger partnership with our community.

## **Vanderbilt Emergency Services**

*Nashville, TN*

### ***Team Triage – Teamwork and Overall Quality***

**Gold**

#### ***Emergency Care***

Vanderbilt Medical Center implemented Team Triage in July 2005. This pairs a physician, nurse, and tech to see patients immediately upon presentation. Many patients do not require an ED treatment room to receive medical care and an appropriate disposition. Patients have orders written, radiology and lab studies, and minor interventions at Team Triage and many are discharged without ever occupying a treatment space in this high volume ED.

Patients come to the ED to see a doctor and this process allows that to happen very quickly. At times when the department is packed, even the waiting room patients have been evaluated by a physician and had treatment initiated.

Implementation requires a paradigm shift from the traditional view of triage. However, triage is from a French word meaning to sort. If the MD is in the next room immediately available to see the patient, sorting is not required. Lengthy nurse triages become a barrier from the patient achieving their objective - seeing a doctor.

# Achievement Awards

## **Wheaton Franciscan Healthcare – Elmbrook Memorial**

*Brookfield, WI*

### ***Inpatient Surgical Unit – Implementing a Medicine Reconciliation Process***

#### **Platinum**

#### **Inpatient Surgical**

Within a hospital environment, recording and documenting a patient's medical prescriptions and dosages as stated by the JCAHO directive on Medicine Reconciliation can be tedious and time consuming. Nurses must become detectives in tracking down and verifying correct names, dosages and utilization. Like many hospitals across the country, Elmbrook Memorial Hospital is developing new methods of streamlining a process. Because the question around Explanation of Medications and Side Effects was a key driver on the hospital's surgical inpatient unit, it became a key focus during 2006. A Medicine Reconciliation Team was formed to develop a plan and implementation process. Nurses were allowed to openly share their thoughts, concerns, road-blocks and suggestions. They became owners of the process, plan and implementation. Over time as the process unfolded, their hard work began to show as patient satisfaction scores regarding explanation about medications and side effects began to rise drastically.

### ***Outpatient Surgery Department – Complete Communication with Patient and Family***

#### **Gold**

#### **Outpatient Surgery**

Since 2004, the 3<sup>rd</sup> quarter scores always took a dip in Overall Quality of Care. With initiatives underway to improve in all areas of the Key Driver Questions, the Outpatient Surgery Department at Elmbrook Memorial Hospital was determined to maintain or improve high 3<sup>rd</sup> quarter scores in 2006.

Staff of the Outpatient Surgery Department embraced the importance of several steps toward success. They became keenly aware of the Key Drivers for their department; they understood the importance of discussing needs, expectations and perceptions with patients and their families, and they realized the challenge of moving "very good" responses to "excellent" responses. Because of their due diligence and commitment, they have been able to raise the level of excellence in a very busy, very competitive marketplace and reach their goals for the 3<sup>rd</sup> quarter and the year.

### ***Environmental Services Department – Clean According to What You Hear and What You See***

#### **Silver**

#### **Outpatient Diagnostics**

Cleanliness of the Hospital appears as a key driver in a number of areas at Elmbrook Memorial Hospital. This reinforces that patients place a great deal of emphasis on the appearance and orderliness of a facility. Cleanliness often affects a patient's first impression and can alter the way they perceive the care they receive. For this reason, the Environmental Services Department at Elmbrook Memorial Hospital has worked very hard in developing and implementing initiatives around keeping the hospital and its campus projecting an image of excellent cleanliness, professionalism and attention to detail.

One initiative that has proven very successful in several departments but most notably the Outpatient Radiology area is "Clean According To What You Hear and What You See". Through this initiative, housekeeping leadership developed a method of gathering insight from leaders, staff and patients as to what they felt was excellence in cleanliness in various departments, developing a process of thorough, focused cleaning and seeing first hand what patients see and experience.

# Achievement Awards

## ***Center for Digestive Health – GI LAB – Streamlining the Discharge Process***

**Silver**

### **Outpatient Diagnostics**

Staff members of Elmbrook Memorial Hospital's GI Lab (Center for Digestive Health) made a conscious effort during 2006 to discuss each of the department's key driver questions with patients, families and primary care physicians to better understand exactly what they would define as "excellence" in each of those areas. Based on the feedback they received, several new initiatives were implemented. The area of greatest improvement was in response to process changes around the Key Driver Question: Discharge Instructions.

In discussions with patients and families, it became very apparent that while thorough discharge instructions were being provided by both physicians and nurses, in a large majority of the cases the patients did not have recall of the information being provided nor of the conversations ever taking place (due to the amnesiac properties of the anesthesia medication). This results in lower scores of excellent regarding the discharge process. To remedy this situation, the staff of Elmbrook Memorial's GI Lab reexamined their discharge process and made several improvements based on patient feedback.

## ***Sterile Processing Department – Teaming Together for Surgical Safety***

**Silver**

### **Outpatient Surgery**

Regarding the PRC Key Driver Question: Overall Safety in the Hospital, surgical patients consider one element of their safety is being assured that proper equipment and instrumentation is being used and everything their surgeon requires is readily available. The Sterile Processing Department plays a key role in this process.

The initiative Teaming Together for Surgical Excellence teamed a member of the Sterile Processing Department with a member of an OR Specialty Team (neurology, orthopedics, plastics, etc.). The goal was to improve communication regarding proper set up of surgical instrument sets for maximum efficiency; fully understand what needed to be in each set, in what order, and why; and to develop a better process of identifying what action needs to be taken if and when instruments are missing and discussing if they will need to be replaced. By encouraging monthly meetings between multidisciplinary teams, there were many positive results. Efficiency and timeliness of procedures improved – resulting from eliminating wait time for required instruments; increased production and faster turnaround - having complete and accurate menu cards; budgeting of new instrument orders was streamlined, there was a drop in duplication or unnecessary equipment being processed and threat of surgical risk was decreased. Along with these improvements came respect for colleagues, higher physician, staff and patient satisfaction.

# PRC Leading Light Award

Bill Nole,  
Saint Francis Health System

This is the first year for the PRC Leading Light award. The award was created to recognize the hospital staff person who oversees the PRC education process and ongoing monitoring of the patient results. The award is given to the person who is making a positive impact on their organization. Nominees were judged on developing strategies to educate staff on PRC philosophy, how to improve scores, and effectiveness in actual improvements.

This year's award goes to Bill Nole, Director of Quality, for Saint Francis Health System of Tulsa, Oklahoma. Bill Nole has not only developed key strategies for the Saint Francis facilities but he has also shared those strategies at three PRC conferences and two recent cyber seminars. He has actively involved key employees in developing their overall plan, setting and tracking goals and process improvement to move their scores.

He and his staff developed monthly posters for each unit to focus on key drivers. They created a newsletter to teach and educate staff on the overall process. He has further educated staff by bringing them to conferences, sharing conference presentations and brown bag lunches to discuss tactics that have worked, as well as generate new ideas for improving. While nearly all units of care have significantly improved, ER and outpatient scores moved above the 95<sup>th</sup> percentile in the recent year.

# PRC Special Recognition Award

Memorial Hospital - Miramar &  
Novant Health Presbyterian Hospital Matthews

Over the past 28 years, PRC has had the great privilege of working with some of the best hospitals in the country. These are hospitals who have a keen understanding of their customers' needs, have mastered the art of meeting those needs, and have taken the extra steps needed to gain their loyalty. In having measured the perceptions of the Medical Staffs of almost 600 hospitals, this year was the first time that PRC encountered not one, but *two* hospitals who successfully scored in the 90th percentile for every operational area measured. In addition, these hospitals both scored in the 90th percentile for their physicians' perceptions of the hospital's Overall Quality of Care and the hospital As a Place to Practice Medicine. For achieving these unprecedented results, PRC would like to specially recognize Memorial Hospital - Miramar in Miramar, FL and Novant Health Presbyterian Hospital Matthews in Matthews, North Carolina. These hospitals have recognized that physicians influence patients' hospital choice, and have succeed in achieving Excellence in the eyes of this incredibly important customer group.

# PRC President's Award

Memorial Healthcare System  
Hollywood, FL

Annually, PRC's President & CEO, Dr. Joe Inguanzo recognizes an individual or organization who is making a significant impact in the lives of patients, physicians, healthcare employees and their surrounding communities. Recent recipients include El Camino Hospital in Mountain View, California, The Studer Group, and Novant Health in Winston-Salem, North Carolina.

This year we are pleased to present our top award to an organization with whom PRC has had a long-standing relationship. Since the early 1980s Memorial Healthcare System in Hollywood, Florida, has sought to make a difference. Dr. Inguanzo noticed this from his first meeting with them when they asked him to help them achieve excellence. At that time, rarely did a hospital even think about needing to achieve excellence, much less seek it. Those were the days of managed care when contract negotiation departments were more important than marketing and public relations departments.

Then, in 1994, John Benz approached Dr. Inguanzo and asked PRC to help them determine how to improve the health and quality of life for their communities. That was new territory for PRC, but it made sense. PRC was helping hospitals make a difference inside their walls, now we could help them make a difference outside their walls. Memorial has taken improving the health of their communities to a whole new level. In addition to implementing multiple wellness programs targeted at specific needs, they even send people into the community to inform and assist qualifying people with government aid and benefits.

Of course Memorial has worked to improve lives inside their hospitals, too. This past year, and for the first time in PRC's 28-year history, Memorial Hospital - Miramar scored in the 90<sup>th</sup> percentile in all 13 modules of their Medical Staff Perception Study. This means that they are achieving excellence for their physicians in Administration, Anesthesia Services, Emergency Services, Hospitalist Services, Laboratory Services, Medical Records & Information, Nursing, Pathology Services, Patient Safety, Radiology Services, Surgical Services, As a Place to Practice Medicine and Overall Quality of Care.

In addition, when looking at all five hospitals in the system, they reached the 90<sup>th</sup> percentile for Medical Staff Perceptions in 34 out of 60 modules, and for the other 26 modules they were above the 50<sup>th</sup> percentile in all of them.

In recognition of their achievements, Memorial Healthcare System recently received the American Hospital Association's Foster G. McGaw Award, the International Association for Healthcare Security & Safety's Lindberg Bell Award, the Florida Alcohol & Drug Abuse Association's Focus on Families #1 Best Practices Model Award, and the American Hospital Association's Living the Vision Award.

Memorial Healthcare System lives their mission, which is:  
"Memorial Healthcare System provides safe, quality, cost-effective, customer-focused healthcare services to its patients regardless of their ability to pay, with the goal of improving the health status of the community it serves."

Congratulations to Memorial Healthcare System for winning this prestigious award.