Improving Patient Experience: Identifying the Things That Matter

As the nation continues to modify its approach to healthcare delivery, payments and value, hospitals remain on a quest of significant proportions: delivery of high-quality safe care that keeps the patient and their experience at the forefront. The stakes are high. New hospital reimbursement models include the element of patient experience and consumers are becoming more and more invested in their care. This makes elements that have traditionally been the staple of service-oriented businesses—such as noise control and customer service—a new key strategy for healthcare executives.

However, while healthcare leaders report an increased focus on a patient experience, are the steps they are taking having a positive effect? To answer this question, our report focuses on the relationship between specific actions and behaviors taking place within the hospital and the likelihood of patients to recommend a hospital, as measured by a commonly used survey instrument, the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

Healthgrades overall patient experience methodology evaluates HCAHPS patient survey data released from the Centers for Medicare and Medicaid Services (CMS) in December 2012, covering patients discharged between April 2011 and March 2012.

We have identified **455 hospitals** who have figured out an approach that stands out among the rest for patient experience. These hospitals are the recipients of the 2013 Healthgrades Outstanding Patient Experience Award™. They represent a select group—less than 15% of the hospitals in the nation—identified as providing outstanding performance in the delivery of a positive experience for patients during their hospital stay.

Patient Experience: A Top Priority But Mixed Results

According to a study published by the Beryl Institute, *The State of Patient Experience in American Hospitals*, patient experience is a top priority for hospitals and hospital systems across the nation. The study solicited input from nearly 800 hospital leaders from a variety of disciplines, including senior leadership, clinical leadership, quality improvement, marketing, patient experience, and human resources. Specifically, 21% said that patient experience is one of their organization's top priorities, second only to quality/patient safety (31%).[1]

Patient experience has become an important topic for U.S. hospitals for a variety of reasons, including a recently introduced system of incentive payments and penalties from CMS called Hospital Value-Based Purchasing. CMS will be using patient experience information from HCAHPS surveys to inform a significant portion of their reimbursement plan. This will affect acute care hospitals under the Hospital Value-Based Purchasing Program. Therefore, it is paramount for hospitals to focus efforts on improving patient experience as well as the other clinical factors associated with the program, to maximize their incentive payments and to avoid payment penalties.

Although healthcare leaders have defined patient experience as a top priority, there is confusion about which areas to focus on to influence patients' perceptions. HealthLeaders Media's most recent 2012 report on HCAHPS showed that 84% of healthcare leaders rank patient experience as a crucial concern, but these same leaders reported they aren't getting the improvement results they'd like to see.[2]

PATIENT EXPERIENCE: A TOP PRIORITY

Recent research shows that patient experience is indeed a top priority for hospitals, but how to measure it address it and improve it is still under debate:

- **84%** of health leaders rank patient experience among their **top three priorities**.

- Yet more than **58%** **have not made** specific patient-experience investments.

- **28%** of health leaders invest in patient experience to **maximize their revenue** via better HCAHPS scores.

- Yet **54%** say HCAHPS is not an effective measure of patient experience.

- **Only 1 in 5** of those hospitals who link physician compensation with patient experience provides an incentive greater than 5%.

PATIENT EXPERIENCE: THE FINANCIAL INCENTIVES

Patient experience has become an important topic for U.S. hospitals for a variety of reasons, including incentive payments. CMS will be using patient feedback about their care as part of their reimbursement plan for acute care hospitals as part of the Hospital Value-Based Purchasing Program.

WHY PATIENT EXPERIENCE MATTERS

During a typical hospital stay, a surgical patient receives care from

over 30 hospital departments

However, from the patient's perspective, they have

only one experience

Sources:

Zeis, M. HealthLeaders Media. Patient Experience and HCAHPS: Little Consensus on a Top Priority. August 2012.

The Beryl Institute. State of Patient Experience in American Hospitals, March 2011.

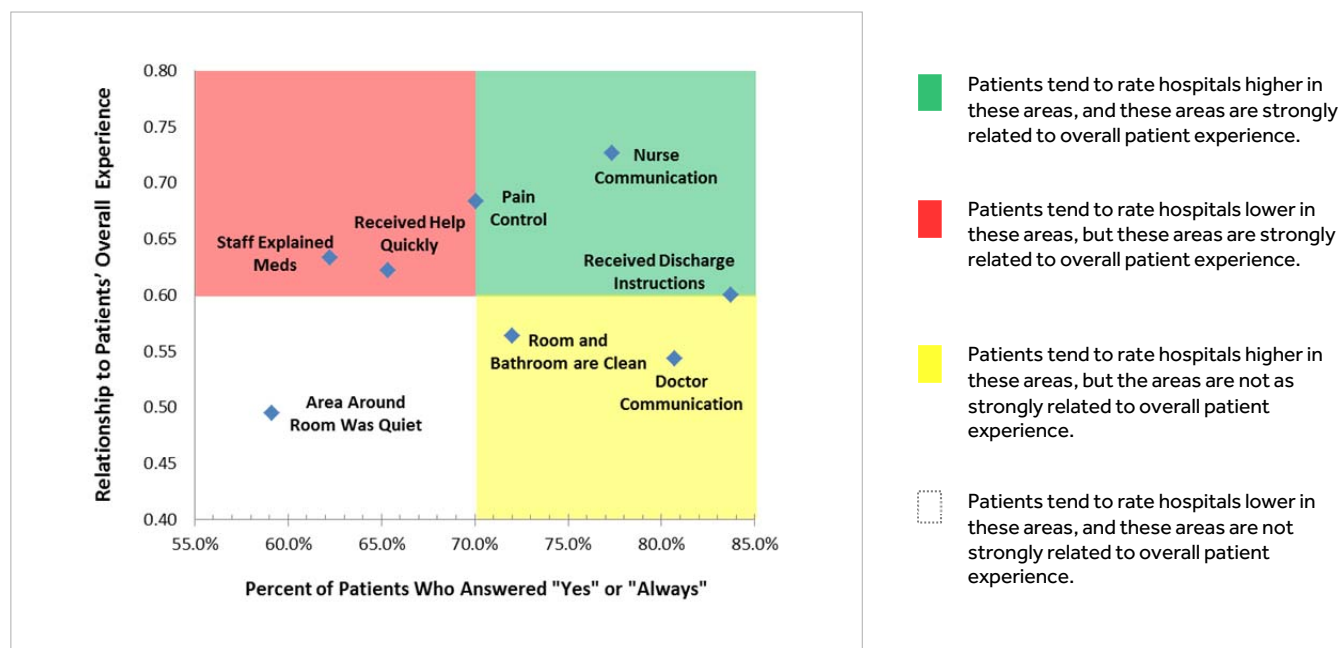## Choosing the Right Focus to Improve Patient Experience

According to the Beryl Institute, the areas where hospitals are currently focusing are reducing noise, increasing patient rounding (doctors checking in on patients more often), and improving discharge process and instructions. However, the most recent HCAHPS data findings reveal that focusing on these specific areas at the expense of others can have a limited effect on patients' recommendation to friends and family. Healthgrades analysis identifies specific areas linked to patients recommending the hospital to family and friends, as well as their overall positive experience rating.

Figure 1 shows several areas soliciting the highest percentage of positive responses on the HCAHPS survey as it correlates to patients' overall experience. Our analysis reveals that improving patient experience means performing well in the areas plotted above the midline of the chart below (i.e., those in green and pink areas). If patient experience is the sum of all elements that contribute to a patient's stay, this data begs the question: Do some areas have higher influence than others on overall patient experience scores?

According to Healthgrades analysis, behaviors in the hospital that are associated most closely with the likelihood of the patient to give a positive response to their overall experience and their recommendation of the hospital are:

- Nurse communication
- Receiving discharge instructions
- Pain control
- Receiving help quickly
- Staff explaining medications

Figure 1: Relationship Matrix of Percent of Positive HCAHPS Responses to Patients' Overall Experience (HCAHPS data from patient discharges between April 2011 and March 2012)

The areas that had the highest relationship to receiving a positive recommendation score have a common thread – the personal touch. Communication with the nurse, explanation of medications, discharge instructions, and receiving help quickly, all require a willingness to take time to ensure the patient understands and that staff hear how the patient is doing. One could argue that doing this well contributes to pain control as well.

The question for hospitals is how to take action to make these elements the focus and to do them well. While the other areas have importance, when compared to their overall effect on the outcome of the patient's experience, the personal touch seems to rank most important in the eyes of the patient. In this way, patients have made themselves clear—hospitals just have to listen.

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How Healthgrades Determines Outstanding Patient Experience Award Recipients

To be eligible for the Healthgrades Outstanding Patient Experience Award™, a hospital must meet the clinical quality threshold for this award and have data for a minimum number of HCAHPS surveys:

- **Clinical Quality Threshold** – A hospital must be in the top 80% of hospitals for clinical quality as ranked by average z-score across the conditions and procedures that Healthgrades evaluates using Medicare data. Hospitals that have patient experience data but no Healthgrades ratings, such as cancer centers, are included in the "0 conditions and procedures evaluated" category. (See step 1 below, *Categorize eligible hospitals into groups*).

- **Minimum Number of HCAHPS Surveys** - A hospital must have data for at least 100 HCAHPS surveys to reliably assess performance.

Healthgrades groups eligible hospitals into five categories and creates standardized patient experience scores for each hospital using data from the HCAHPS patient survey reported by CMS. Healthgrades then identifies hospitals in the top 15% with the highest overall patient experience scores from each of the five hospital categories. Specifically, the process involves the following four steps:

1. Categorize eligible hospitals into groups.

   Healthgrades groups hospitals into five categories based on the number of conditions and procedures that Healthgrades evaluated: 0, 1 to 5, 6 to 10, 10 to 15, and more than 16 conditions and procedures evaluated.

2. Create standard scores for each HCAHPS measure.

   Healthgrades creates a standard score for each HCAHPS measure for each hospital. The standard score estimates how the hospital scored compared to the average for all eligible hospitals within each group.

3. Create an overall patient experience score.

   To create an overall patient experience score for each hospital, Healthgrades calculates a weighted average of the 19 HCAHPS standardized scores. In the weighting process, two measures receive more weight than the others did. The "Overall" HCAHPS measure and the "Recommendation to Family/Friends" HCAHPS measure each carried a weight of 25%. All other scores are weighted equally accounting for the remaining 50%.

4. Designate recipients of the Outstanding Patient Experience Award.

   Healthgrades lists hospitals from each category according to their overall patient experience score, from highest to lowest. Hospitals in the top 15% with the highest overall patient experience scores in their respective categories receive the Outstanding Patient Experience Award™.

For more detailed information, please see Healthgrades *Outstanding Experience Award™ Methodology* at **www.healthgrades.com/quality**.

HOW DO OUTSTANDING PATIENT EXPERIENCE AWARD RECIPIENTS MEASURE UP?

When compared to hospitals performing in the bottom 15% for patient experience, Healthgrades Outstanding Patient Experience Award™ recipients, on average, are attributed with the following:

40%
more patients gave the hospital an **overall rating of 9 or 10** (10 being the highest possible)

42%
more patients reported that they would **definitely recommend the hospital to their family or friends**

TOP WAYS TO IMPROVE PATIENT EXPERIENCE

- Strong, visible support from leadership
- Having clinical managers who are engaged and supportive of patient experience efforts
- Formalized process review & improvement focused on patient experience
- Clear methods to track and measure accountability at all levels of the organization
- Ongoing communications about patient experience to include expectations for behavior and recognition of achievements
- Recognize that patient experience is not an initiative, but rather an operating standard you can never stop addressing.

Source: The Beryl Institute. State of Patient Experience in American Hospitals, March 2011.

About Healthgrades

Since 1998, Healthgrades has collected, reported and explained the importance of health quality outcomes to consumers. We provide consumers with critical information at the time they need it most: when selecting a physician or hospital to care for themselves or family members. In addition, by reporting quality information to the public, Healthgrades is on the forefront of driving high-quality performance by doctors and hospitals.

Over 225 million annual visitors have made the Healthgrades family of web properties the premiere destination for objective, comprehensive, consistent and credible consumer healthcare information.

Healthgrades consumer information includes:

- Risk-adjusted hospital quality outcomes based upon analysis of the Centers for Medicare and Medicaid Services (CMS) MedPAR data.
- Risk-adjusted hospital quality outcomes based upon analysis of All Payer data from hospitals representing 19 states.
- Hospital patient experience metrics based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) data.
- Hospital patient safety performance outcomes for 14 indicators of patient safety developed by the Agency for Healthcare Research and Quality.
- Information on more than 900,000 physicians in all 50 states and the District of Columbia.

Healthgrades awards hospital quality achievements for cohort-specific performance, specialty area performance, and overall best performance in these categories. Detailed performance information, such as cohort-specific outcomes data and quality achievements for individual hospitals may be found at *www.healthgrades.com/find-a-hospital*.

Healthgrades, headquartered in Denver, Colorado, is the leading online resource for comprehensive information about physicians and hospitals. More than 225 million visitors use the Healthgrades websites to search, evaluate, compare, and connect with physicians and hospitals that best meet their treatment needs. Consumers are empowered through use of the Healthgrades proprietary information about clinical outcomes, satisfaction, safety, and health conditions to make informed healthcare decisions and take action. For more information, please visit *www.healthgrades.com* and *www.bettermedicine.com*.

BIBLIOGRAPHY

1   The Beryl Institute. The State of Patient Experience in American Hospitals, March 2011.

2   Zies, M. HealthLeaders Media. Patient Experience and HCAHPS: Little Consensus on a Top Priority. August 2012.

3   Hayes, B. Improve the Patient Experience to Increase Patient Loyalty. June 2012. http://businessoverbroadway.com/improve-the-patient-experience-to-increase-patient-loyalty. Accessed March 13, 2013.

Healthgrades Outstanding Patient Experience Award™ Recipients 2013

The following hospitals are recipients of the Healthgrades Outstanding Patient Experience Award in 2013. To be evaluated for patient experience and to be eligible for the award, hospitals had to meet certain criteria, such as the number of beds, number of survey responses, and clinical-quality thresholds. Information on the award recipients and the rating methodology is available at Healthgrades.com.

Table 1. Healthgrades Outstanding Patient Experience Award Recipients 2013

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Alabama	East Alabama Medical Center and Skilled Nursing Facility	Opelika
	Jack Hughston Memorial Hospital	Phenix City
	Russell Medical Center	Alexander City
	Saint Vincent's Birmingham	Birmingham
	Thomas Hospital	Fairhope
	University of Alabama Hospital	Birmingham
Arizona	Kingman Regional Medical Center	Kingman
	Mayo Clinic Hospital	Phoenix
	Mercy Gilbert Medical Center	Gilbert
Arkansas	Arkansas Heart Hospital	Little Rock
	Arkansas Surgical Hospital	North Little Rock
	NEABaptist Memorial Hospital	Jonesboro
	Ouachita County Medical Center	Camden
	Physicians' Specialty Hospital	Fayetteville
California	Community Hospital of the Monterey Peninsula	Monterey
	Eisenhower Medical Center	Rancho Mirage
	Fresno Heart and Surgical Hospital	Fresno
	Fresno Surgical Hospital	Fresno
	Hoag Memorial Hospital Presbyterian	Newport Beach
	Kaiser Permanente Downey Medical Center	Downey
	Kaiser Permanente Santa Clara Medical Center	Santa Clara
	Kaiser Permanente Santa Rosa Medical Center	Santa Rosa
	Kaiser Permanente Woodland Hills Medical Center	Woodland Hills
	Mercy Medical Center Mount Shasta	Mount Shasta
	Novato Community Hospital	Novato
	Patients' Hospital of Redding	Redding
	Presbyterian Intercommunity Hospital	Whittier
	Saint Helena Hospital	Saint Helena
	Scripps Green Hospital	La Jolla
	Sharp Coronado Hospital and Healthcare Center	Coronado
	Sharp Memorial Hospital	San Diego
	Sutter Davis Hospital	Davis
	Sutter Tracy Community Hospital	Tracy
	Tahoe Forest Hospital	Truckee

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Colorado	Animas Surgical Hospital	Durango
	Centura Health – Avista Adventist Hospital	Louisville
	Exempla Good Samaritan Medical Center	Lafayette
	Exempla Lutheran Medical Center	Wheat Ridge
	Longmont United Hospital	Longmont
	McKee Medical Center	Loveland
	Medical Center of the Rockies	Loveland
	Mercy Regional Medical Center	Durango
	Montrose Memorial Hospital	Montrose
	North Colorado Medical Center	Greeley
	Poudre Valley Hospital	Fort Collins
	Valley View Hospital	Glenwood Springs
Connecticut	Middlesex Hospital	Middletown
	Midstate Medical Center	Meriden
Florida	Baptist Medical Center Nassau	Fernandina Beach
	Doctors' Hospital	Coral Gables
	Florida Hospital Memorial Medical Center	Daytona Beach
	Gulf Breeze Hospital	Gulf Breeze
	Homestead Hospital	Homestead
	Mariners Hospital	Tavernier
	Mayo Clinic	Jacksonville
	Memorial Hospital Miramar	Miramar
	Sacred Heart Hospital On the Emerald Coast	Miramar Beach
	Sacred Heart Hospital On the Gulf	Port Saint Joe
	Shands Hospital at the University of Florida	Gainesville
Georgia	Emory University Hospital	Atlanta
	Gordon Hospital	Calhoun
	Hughston Hospital	Columbus
	Meadows Regional Medical Center	Vidalia
	Northeast Georgia Medical Center	Gainesville
	Northside Hospital	Atlanta
	Redmond Regional Medical Center	Rome
	Saint Mary's Health Care System	Athens
	Tanner Medical Center – Carrollton	Carrollton
	Tanner Medical Center Villa Rica	Villa Rica
	Union General Hospital	Blairsville
Hawaii	Castle Medical Center	Kailua
	Pali Momi Medical Center	Aiea
	Straub Clinic & Hospital	Honolulu
	Wilcox Memorial Hospital	Lihue

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Idaho	Gritman Medical Center	Moscow
	Northwest Specialty Hospital	Post Falls
	Treasure Valley Hospital	Boise
Illinois	Abraham Lincoln Memorial Hospital	Lincoln
	Carle Foundation Hospital	Urbana
	Central DuPage Hospital	Winfield
	CGHMedical Center	Sterling
	Gibson Area Hospital & Health Services	Gibson City
	Good Samaritan Regional Health Center	Mount Vernon
	Illinois Valley Community Hospital	Peru
	Katherine Shaw Bethea Hospital	Dixon
	Memorial Hospital of Carbondale	Carbondale
	Methodist Medical Center of Illinois	Peoria
	Morris Hospital and Healthcare Centers	Morris
	OSF Saint Joseph Medical Center	Bloomington
	Rochelle Community Hospital	Rochelle
	Saint Joseph Memorial Hospital	Murphysboro
	Saint Joseph's Hospital	Breese
	St. Mary's Hospital	Centralia
Indiana	Bluffton Regional Medical Center	Bluffton
	Dupont Hospital	Fort Wayne
	Floyd Memorial Hospital and Health Services	New Albany
	Franciscan St. Francis Health- Indianapolis	Indianapolis
	Good Samaritan Hospital	Vincennes
	Hendricks Regional Health	Danville
	Indiana Orthopaedic Hospital	Indianapolis
	Indiana University Health Goshen Hospital	Goshen
	Indiana University Health North Hospital	Carmel
	Indiana University Health West Hospital	Avon
	Kentuckiana Medical Center	Clarksville
	Margaret Mary Community Hospital	Batesville
	Memorial Hospital and Health Care Center	Jasper
	Parkview Whitley Hospital	Columbia City
	Physicians' Medical Center	New Albany
	Saint Joseph Hospital and Health Center	Kokomo
	Saint Joseph Regional Medical Center	Mishawaka
	Saint Joseph Regional Medical Center - Plymouth	Plymouth
	Schneck Medical Center	Seymour
	St. Vincent Carmel Hospital	Carmel
	St. Vincent Heart Center of Indiana	Indianapolis
	The Heart Hospital at Deaconess Gateway	Newburgh
	The Indiana Heart Hospital	Indianapolis

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Iowa	Belmond Medical Center	Belmond
	Floyd Valley Hospital	Le Mars
	Grinnell Regional Medical Center	Grinnell
	Mary Greeley Medical Center	Ames
	Mercy Iowa City	Iowa City
	Mercy Medical Center – Cedar Rapids	Cedar Rapids
	Mercy Medical Center – Dubuque	Dubuque
	Pella Regional Health Center	Pella
	Stewart Memorial Community Hospital	Lake City
	The Finley Hospital	Dubuque
	Trinity Bettendorf	Bettendorf
	Trinity Regional Medical Center	Fort Dodge
Kansas	Heartland Spine and Specialty Hospital	Overland Park
	Kansas Heart Hospital	Wichita
	Kansas Medical Center	Andover
	Lawrence Memorial Hospital	Lawrence
	Manhattan Surgical Hospital	Manhattan
	Mercy Regional Health Center	Manhattan
	Newton Medical Center	Newton
	Saint Luke's South Hospital	Overland Park
	Salina Regional Health Center	Salina
	Salina Surgical Hospital	Salina
	Shawnee Mission Medical Center	Shawnee Mission
	University of Kansas Hospital	Kansas City
Kentucky	Baptist Hospital East	Louisville
	Bon Secours Our Lady of Bellefonte Hospital	Ashland
	Central Baptist Hospital	Lexington
	King's Daughters Medical Center	Ashland
	Pikeville Medical Center	Pikeville
	Saint Joseph – London	London
	Westlake Regional Hospital	Columbia

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Louisiana	Central Louisiana Surgical Hospital	Alexandria
	Cypress Pointe Surgical Hospital	Hammond
	Delhi Hospital	Delhi
	Desoto Regional Health System	Mansfield
	Doctors Hospital at Deer Creek	Leesville
	Fairway Medical Center	Covington
	Green Clinic Surgical Hospital	Ruston
	Heart Hospital of Lafayette	Lafayette
	Lafayette General Medical Center	Lafayette
	Louisiana Medical Center and Heart Hospital	Lacombe
	Our Lady of the Lake Regional Medical Center	Baton Rouge
	P & S Surgical Hospital	Monroe
	Physicians Medical Center	Houma
	Saint Elizabeth Hospital	Gonzales
	Saint Tammany Parish Hospital	Covington
	Southern Surgical Hospital	Slidell
	Specialists Hospital Shreveport	Shreveport
	The Neuromedical Center Hospital	Baton Rouge
	Thibodaux Regional Medical Center	Thibodaux
	Willis Knighton Bossier Health Center	Bossier City
	Willis Knighton Medical Center	Shreveport
Maine	Inland Hospital	Waterville
	Maine Coast Memorial Hospital	Ellsworth
	Mercy Hospital	Portland
	Mid Coast Hospital	Brunswick
	Miles Memorial Hospital	Damariscotta
	Mount Desert Island Hospital	Bar Harbor
	Redington - Fairview General Hospital	Skowhegan
	Saint Joseph Hospital	Bangor
	Southern Maine Medical Center	Biddeford
	York Hospital	York
Maryland	Anne Arundel Medical Center	Annapolis
Massachusetts	Brigham and Women's Hospital	Boston
	Clinton Hospital Association	Clinton
	Fairview Hospital	Great Barrington
	Faulkner Hospital	Boston
	Massachusetts General Hospital	Boston
	Mount Auburn Hospital	Cambridge
	New England Baptist Hospital	Boston
	Newton - Wellesley Hospital	Newton
	Winchester Hospital	Winchester

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Michigan	Allegan General Hospital	Allegan
	Bronson Methodist Hospital	Kalamazoo
	Carson City Hospital	Carson City
	Chelsea Community Hospital	Chelsea
	Henry Ford West Bloomfield Hospital	West Bloomfield
	Holland Hospital	Holland
	Lakeland Community Hospital - Watervliet	Watervliet
	Mercy Hospital - Grayling	Grayling
	Metro Health Hospital	Wyoming
	Munson Medical Center	Traverse City
	North Ottawa Community Hospital	Grand Haven
	Northern Michigan Regional Hospital	Petoskey
	Oaklawn Hospital	Marshall
	Portage Health	Hancock
	Saint Joseph Mercy Hospital	Ypsilanti
	Saint Mary's Health Care	Grand Rapids
	Sparrow Clinton Hospital	Saint Johns
	Spectrum Health Zeeland Community Hospital	Zeeland
Minnesota	Bigfork Valley Hospital	Bigfork
	Cuyuna Regional Medical Center	Crosby
	Douglas County Hospital	Alexandria
	Lakeview Hospital	Stillwater
	Mayo Clinic Health System - New Prague	New Prague
	Mayo Clinic Methodist Hospital	Rochester
	Mayo Clinic Saint Marys Hospital	Rochester
	New Ulm Medical Center	New Ulm
	Northfield Hospital	Northfield
	Redwood Area Hospital	Redwood Falls
	Rice Memorial Hospital	Willmar
	Ridgeview Medical Center	Waconia
	Saint Cloud Hospital	Saint Cloud
	Saint Francis Regional Medical Center	Shakopee
	Saint Joseph's Area Health Services	Park Rapids
	Saint Joseph's Medical Center	Brainerd
	Woodwinds Health	Woodbury
Mississippi	King's Daughters Medical Center - Brookhaven	Brookhaven
	North Mississippi Medical Center	Tupelo

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Missouri	Boone Hospital Center	Columbia
	Capital Region Medical Center	Jefferson City
	Hannibal Regional Hospital	Hannibal
	Mercy Hospital St. Louis	Saint Louis
	Saint Francis Medical Center	Cape Girardeau
	Saint Luke's East - Lee's Summit	Lee's Summit
	Saint Luke's Hospital of Kansas City	Kansas City
	Saint Luke's Northland Hospital - Barry Road	Kansas City
	Southeast Hospital	Cape Girardeau
	SSM Saint Joseph Hospital West	Lake Saint Louis
	SSM St. Clare Health Center	Fenton
	St. Luke's Hospital	Chesterfield
Montana	Bozeman Deaconess Hospital	Bozeman
Nebraska	Alegent Health - Immanuel Medical Center	Omaha
	Alegent Health - Midlands Hospital	Papillion
	Alegent Health Lakeside Hospital	Omaha
	Avera Saint Anthony's Hospital	O'Neill
	Bergan Mercy Medical Center	Omaha
	BryanLGH Medical Center East	Lincoln
	Faith Regional Health Services	Norfolk
	Good Samaritan Hospital	Kearney
	Midwest Surgical Hospital	Omaha
	Nebraska Heart Institute & Heart Hospital	Lincoln
	Nebraska Orthopaedic Hospital	Omaha
	Saint Francis Medical Center	Grand Island
	The Nebraska Methodist Hospital	Omaha
New Hampshire	Catholic Medical Center	Manchester
	Concord Hospital	Concord
	Frisbie Memorial Hospital	Rochester
	Monadnock Community Hospital	Peterborough
New Jersey	Deborah Heart & Lung Center	Browns Mills
New York	Hudson Valley Hospital Center	Cortlandt Manor
	Northern Westchester Hospital	Mount Kisco
	Putnam Hospital Center	Carmel
	Saint Francis Hospital Roslyn	Roslyn

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
North Carolina	Brunswick Community Hospital	Supply
	Carolinas Medical Center – Mercy	Charlotte
	Carolinas Medical Center – Northeast	Concord
	Carolinas Medical Center – University	Charlotte
	Catawba Valley Medical Center	Hickory
	Chowan Hospital	Edenton
	Cleveland Regional Medical Center	Shelby
	Columbus Regional Healthcare System	Whiteville
	FirstHealth Moore Regional Hospital	Pinehurst
	Hugh Chatham Memorial Hospital	Elkin
	Mission Hospitals	Asheville
	New Hanover Regional Medical Center	Wilmington
	Park Ridge Health	Hendersonville
	Presbyterian Hospital – Huntersville	Huntersville
	Transylvania Regional Hospital	Brevard
	University of North Carolina Hospital	Chapel Hill
	Vidant Medical Center	Greenville
Ohio	Blanchard Valley Hospital	Findlay
	Christ Hospital	Cincinnati
	Cleveland Clinic	Cleveland
	Dublin Methodist Hospital	Dublin
	Institute for Orthopaedic Surgery	Lima
	Magruder Hospital	Port Clinton
	Mary Rutan Hospital	Bellefontaine
	MedCentral Health – Shelby Hospital	Shelby
	Mercy Health – Clermont Hospital	Batavia
	Mercy Health – Fairfield Hospital	Fairfield
	Mercy Hospital of Defiance	Defiance
	Mercy Saint Anne Hospital	Toledo
	ProMedica Bay Park Community Hospital	Oregon
	ProMedica Defiance Regional Medical Center	Defiance
	Saint Elizabeth Boardman Health Center	Boardman
	Southern Ohio Medical Center	Portsmouth
	University Hospitals Conneaut Medical Center	Conneaut
	University Hospitals Geneva Medical Center	Geneva
	West Chester Hospital	West Chester
	Wooster Community Hospital	Wooster
Oklahoma	Bailey Medical Center	Owasso
	Oklahoma Heart Hospital	Oklahoma City
	Oklahoma Heart Hospital South	Oklahoma City
	Saint Mary's Regional Medical Center	Enid
	Tulsa Spine and Specialty Hospital	Tulsa

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Oregon	Providence Newberg Medical Center	Newberg
	Providence Portland Medical Center	Portland
	Rogue Valley Medical Center	Medford
	Salem Hospital	Salem
	Silverton Hospital	Silverton
Pennsylvania	Advanced Surgical Hospital	Washington
	Cancer Treatment Centers of America at Eastern Regional Medical Center	Philadelphia
	Chester County Hospital	West Chester
	Coordinated Health Orthopedic Hospital	Bethlehem
	Doylestown Hospital	Doylestown
	Dubois Regional Medical Center	Du Bois
	Evangelical Community Hospital	Lewisburg
	Geisinger Medical Center	Danville
	Monongahela Valley Hospital	Monongahela
	OSS Orthopaedic Hospital	York
	Paoli Hospital	Paoli
	Surgical Institute of Reading	Wyomissing
	Surgical Specialty Center at Coordinated Health	Allentown
Rhode Island	Miriam Hospital	Providence
	South County Hospital	Wakefield
South Carolina	Bon Secours Saint Francis Hospital	Charleston
	Bon Secours St. Francis Health System	Greenville
	Greer Memorial Hospital	Greer
	McLeod Regional Medical Center	Florence
	Musc Medical Center	Charleston
	Patewood Memorial Hospital	Greenville
	Roper Hospital	Charleston
	Self Regional Healthcare	Greenwood
	Sisters of Charity Providence Hospitals	Columbia
	Spartanburg Regional Medical Center	Spartanburg
	Waccamaw Community Hospital	Murrells Inlet
South Dakota	Avera Heart Hospital of South Dakota	Sioux Falls
	Avera Sacred Heart Hospital	Yankton
	Black Hills Surgical Hospital	Rapid City
	Dakota Plains Surgical Center	Aberdeen
	Lewis & Clark Specialty Hospital	Yankton
	Same Day Surgery Center	Rapid City
	Sioux Falls Surgical Hospital	Sioux Falls
	Siouxland Surgery Center	Dakota Dunes

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Tennessee	Fort Sanders Regional Medical Center	Knoxville
	Franklin Woods Community Hospital	Johnson City
	Maury Regional Hospital	Columbia
	Memorial Healthcare System	Chattanooga
	Methodist Medical Center of Oak Ridge	Oak Ridge
	Parkwest Medical Center	Knoxville
	Saint Thomas Hospital	Nashville
	The Center for Spinal Surgery	Nashville
	TriStar Centennial Medical Center	Nashville
	University of Tennessee Medical Center	Knoxville
	Vanderbilt University Hospital	Nashville
Texas	Baptist Saint Anthony's Health System	Amarillo
	Baylor Jack and Jane Hamilton Heart and Vascular Hospital	Dallas
	Baylor Orthopedic and Spine Hospital at Arlington	Arlington
	Baylor Regional Medical Center at Grapevine	Grapevine
	Baylor Regional Medical Center at Plano	Plano
	Brownsville Doctors Hospital	Brownsville
	CHRISTUS Saint Michael Health System	Texarkana
	Citizens Medical Center	Victoria
	Columbus Community Hospital	Columbus
	East Texas Medical Center - Gilmer	Gilmer
	Good Shepherd Medical Center	Longview
	Hendrick Medical Center	Abilene
	Heritage Park Surgical Hospital	Sherman
	Hill Country Memorial Hospital	Fredericksburg
	Houston Physicians' Hospital	Webster
	Lubbock Heart Hospital	Lubbock
	Memorial Hermann Memorial City Medical Center	Houston
	Methodist Mansfield Medical Center	Mansfield
	Nacogdoches Medical Center	Nacogdoches
	North Central Surgical Center	Dallas
	North Cypress Medical Center	Cypress
	Providence Healthcare Network	Waco
	Quail Creek Surgical Hospital	Amarillo
	Rolling Plains Memorial Hospital	Sweetwater
	Scott and White Hospital - Round Rock	Round Rock
	Shannon Medical Center	San Angelo
	South Texas Spine & Surgical Hospital	San Antonio
	South Texas Surgical Hospital	Corpus Christi
	St. David's North Austin Medical Center	Austin
	Texas Health Center for Diagnostics and Surgery Plano	Plano

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Texas-continued	Texas Health Harris Methodist Hospital Southlake	Southlake
	Texas Health Harris Methodist Hospital Stephenville	Stephenville
	Texas Health Presbyterian Hospital Plano	Plano
	Texoma Medical Center	Denison
	The Heart Hospital Baylor Plano	Plano
	The Methodist Hospital	Houston
	The Physicians Centre Hospital	Bryan
	University Medical Center	Lubbock
	University of Texas Health Center at Tyler	Tyler
	USMD Hospital at Fort Worth	Fort Worth
	W.J. Mangold Memorial Hospital	Lockney
	Woodland Heights Medical Center	Lufkin
Utah	Bear River Valley Hospital	Tremonton
	Central Valley Medical Center	Nephi
	Dixie Regional Medical Center	Saint George
	Intermountain Medical Center	Murray
	LDS Hospital	Salt Lake City
	Logan Regional Hospital	Logan
	Ogden McKay-Dee Hospital Center	Ogden
	University of Utah Health Care	Salt Lake City
	Utah Valley Regional Medical Center	Provo
	Valley View Medical Center	Cedar City
Virginia	Carilion Giles Community Hospital	Pearisburg
	Henrico Doctors' Hospital	Richmond
	Lynchburg General Hospital	Lynchburg
	Martha Jefferson Hospital	Charlottesville
	Sentara Williamsburg Regional Medical Center	Williamsburg
	Virginia Hospital Center - Arlington	Arlington
Washington	Central Washington Hospital	Wenatchee
	Island Hospital	Anacortes
	Legacy Salmon Creek Hospital	Vancouver
	Providence Saint Mary Medical Center	Walla Walla
	Pullman Regional Hospital	Pullman
	Saint Anthony Hospital	Gig Harbor
	St. Elizabeth Hospital	Enumclaw
	Virginia Mason Medical Center	Seattle
	Whitman Hospital and Medical Center	Colfax

State	Healthgrades Outstanding Patient Experience Award Recipients 2013	City
Wisconsin	Appleton Medical Center	Appleton
	Aspirus Wausau Hospital	Wausau
	Aurora BayCare Medical Center	Green Bay
	Aurora Medical Center	Summit
	Aurora Medical Center - Oshkosh	Oshkosh
	Aurora Medical Center Manitowoc County	Two Rivers
	Bellin Memorial Hospital	Green Bay
	Black River Memorial Hospital	Black River Falls
	Froedtert & The Medical College of Wisconsin	Milwaukee
	Gundersen Lutheran Medical Center	La Crosse
	Lakeview Medical Center	Rice Lake
	Luther Hospital Mayo Health System	Eau Claire
	Memorial Hospital of Lafayette County	Darlington
	Mercy Medical Center	Oshkosh
	Meriter Hospital	Madison
	Midwest Orthopedic Specialty Hospital	Franklin
	Ministry Door County Medical Center	Sturgeon Bay
	Monroe Clinic	Monroe
	OakLeaf Surgical Hospital	Eau Claire
	Oconomowoc Memorial Hospital	Oconomowoc
	Orthopaedic Hospital of Wisconsin	Glendale
	Our Lady of Victory Hospital	Stanley
	Red Cedar Medical Center	Menomonie
	Richland Hospital	Richland Center
	River Falls Area Hospital	River Falls
	Riverview Hospital	Wisconsin Rapids
	Sacred Heart Hospital	Eau Claire
	Saint Clare's Hospital of Weston	Weston
	Saint Croix Regional Medical Center	Saint Croix Falls
	Saint Elizabeth Hospital	Appleton
	Saint Mary's Hospital	Madison
	Sauk Prairie Memorial Hospital	Prairie Du Sac
	Stoughton Hospital	Stoughton
	Vernon Memorial Healthcare	Viroqua
	Waukesha Memorial Hospital	Waukesha
	Wheaton Franciscan Healthcare - Franklin	Franklin