

# HealthGrades 2011 Patient Experience in American Hospitals

HealthGrades analyzed patient satisfaction data for 3,797 hospitals in the country using HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) hospital survey data obtained from the Centers for Medicare and Medicaid Services (CMS). HealthGrades Outstanding Patient Experience Award™ recognizes hospitals for patient satisfaction based on patients' experiences in their hospital. In all, 339 hospitals (just under 10%) were recognized as Outstanding Patient Experience Award recipients based on the positive survey feedback from patients treated in their facilities. These results are based on data from April 2009 to March 2010.

## Overall Patient Satisfaction Improved

Both the best-performing and the poorest-performing hospitals showed improvement since the HealthGrades 2010 analysis (based on data from June 2008 to July 2009). However, the poorest-performing hospitals improved more than the best-performing hospitals. The best-performing hospitals experienced, on average, less than 1% improvement in positive responses overall, while the poorest-performing hospitals experienced, on average, a 3% increase in positive responses.

Overall, 80% of patients treated at the best-performing hospitals would definitely recommend the hospital compared to only 55% of patients who received care from the poorest-performing hospitals.

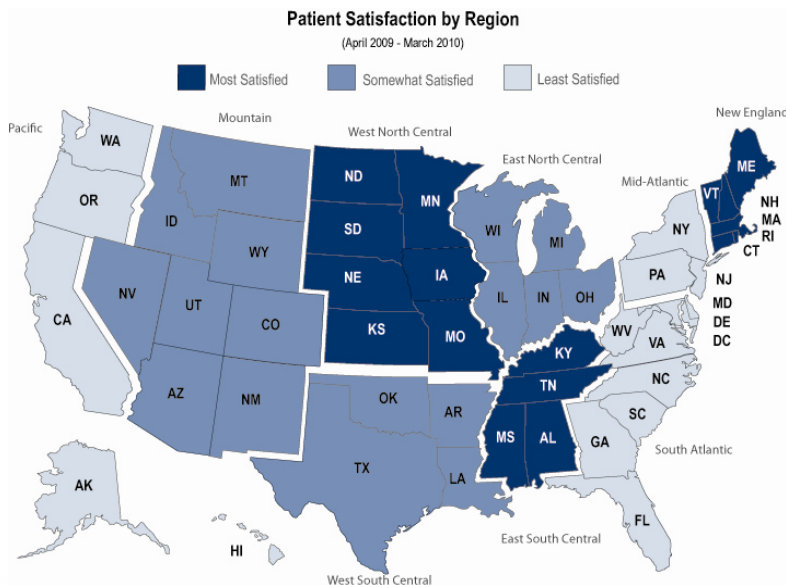
## Nationally, Patients are more Satisfied with Their Hospital Experience

Overall, patients were more satisfied with their hospital experience than in the previous analysis. The number of positive responses increased, on average, 1.6%.

- **Patients were the most satisfied with their discharge instructions.** In fact, 81% of respondents answered that they received this critical information.
- **Patients were the least satisfied with the quietness of their room and the explanations of the medications they were being given.** Just over half of the respondents indicated they were satisfied with the quietness of their rooms and the explanations of the medications they were being given (55% and 58% respectively).

## Patient Satisfaction Varies by Region

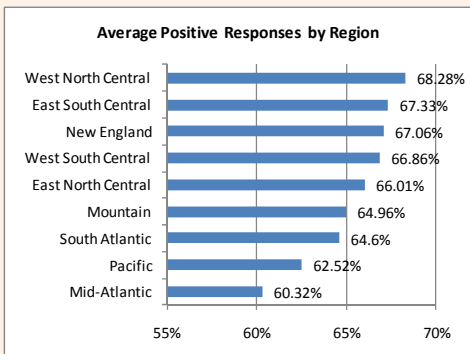
Patients in the West North Central states expressed the most positive experience with their hospital stay. Patients in the Mid-Atlantic region were least satisfied with their hospital stays.



## Comparing Outstanding Patient Experience Award Recipients to Hospitals in the Bottom 10%

When compared to hospitals performing in the bottom 10% for patient satisfaction, HealthGrades Outstanding Patient Experience Award recipients are attributed with the following:

- 45%** more patients gave the hospital an **overall rating of 9 or 10** (10 being the highest possible)
- 34%** more patients responded that they **always received help from staff quickly**
- 29%** more patients rested better because their **room was always kept quiet at night**
- 24%** more patients reported that the **staff always explained their medications** to them prior to administering them
- 22%** more patients felt that their **room and bathroom were always kept clean**
- 22%** more patients reported that their **nurses always communicated well**
- 19%** more patients felt that their **pain was always well controlled**
- 13%** more patients indicated that their **doctors always communicated well**
- 12%** more patients reported **receiving instructions about what to do when they left the hospital**
- 45%** more patients reported that they would **definitely recommend the hospital to their family or friends**



## HealthGrades Outstanding Patient Experience Award Recipients 2011 by Designated Market Area

The following hospitals are recipients of the HealthGrades Outstanding Patient Experience Award\* in 2011. Some of the award recipients have multiple locations. In these cases, results for all locations were used in the analysis and each of the facilities is designated as a recipient of the award. Hospitals had to meet bed size, survey-response size, and clinical-quality thresholds in order to be eligible for the award. Information on the award recipients and the [rating methodology](#) is available at [www.HealthGrades.com](http://www.HealthGrades.com).

**Table 1. HealthGrades Outstanding Patient Experience Award Recipients 2011**

Designated Market Area	Outstanding Patient Experience Award Recipients 2011*	City	State
Birmingham, AL	Brookwood Medical Center	Birmingham	AL
	Princeton Baptist Medical Center	Birmingham	AL
	Saint Vincent's Birmingham	Birmingham	AL
	University of Alabama Hospital	Birmingham	AL
Dothan, AL	Flowers Hospital	Dothan	AL
Huntsville, AL	Hartselle Medical Center	Hartselle	AL
	Huntsville Hospital	Huntsville	AL
	Marshall Medical Center North	Guntersville	AL
Montgomery-Selma, AL	Russell Medical Center	Alexander City	AL
Mobile, AL-FL Alabama Hospitals	Thomas Hospital	Fairhope	AL
Mobile, AL-FL Florida Hospitals	Gulf Breeze Hospital	Gulf Breeze	FL
	Twin Cities Hospital	Niceville	FL
Ft. Smith, AR Oklahoma Hospitals	Choctaw Nation Health Ser Authority	Talihina	OK
Jonesboro, AR	NEA Baptist Memorial Hospital	Jonesboro	AR
Little Rock, AR	Arkansas Heart Hospital	Little Rock	AR
	Arkansas Surgical Hospital	North Little Rock	AR
	Ouachita County Medical Center	Camden	AR
Phoenix, AZ	Banner Estrella Medical Center	Phoenix	AZ
	Mayo Clinic Hospital	Phoenix	AZ
	Mercy Gilbert Medical Center	Gilbert	AZ
	Yavapai Regional Medical Center - East	Prescott Valley	AZ
Tucson (Sierra Vista), AZ	Tucson Heart Hospital	Tucson	AZ
Fresno-Visalia, CA	Fresno Heart and Surgical Hospital	Fresno	CA
Los Angeles, CA	Hoag Memorial Hospital Presbyterian	Newport Beach	CA
	Motion Picture and Television Hospital	Woodland Hills	CA
	Pomona Valley Hospital Medical Center	Pomona	CA
	Presbyterian Intercommunity Hospital	Whittier	CA
	Ronald Reagan UCLA Medical Center	Los Angeles	CA
	Saint Joseph Hospital	Orange	CA
Monterey-Salinas, CA	Community Hospital of the Monterey Peninsula	Monterey	CA

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<b>Designated Market Area</b>	<b>Outstanding Patient Experience Award Recipients 2011*</b>	<b>City</b>	<b>State</b>
<b>Sacramento, CA</b>	Memorial Medical Center	Modesto	CA
	Sutter Roseville Medical Center	Roseville	CA
<b>San Diego, CA</b>	Scripps Green Hospital	La Jolla	CA
	Sharp Coronado Hospital and Healthcare Center	Coronado	CA
	Sharp Memorial Hospital	San Diego	CA
<b>Denver, CO</b>	Centura Health - Avista Adventist Hospital	Louisville	CO
	Exempla Good Samaritan Medical Center	Lafayette	CO
	Longmont United Hospital	Longmont	CO
	McKee Medical Center	Loveland	CO
	Medical Center of the Rockies	Loveland	CO
	Parker Adventist Hospital	Parker	CO
	Poudre Valley Hospital	Fort Collins	CO
	Vail Valley Medical Center	Vail	CO
	Valley View Hospital	Glenwood Springs	CO
<b>Grand Junction, CO</b>	Montrose Memorial Hospital	Montrose	CO
<b>Hartford &amp; New Haven, CT</b>	Sharon Hospital	Sharon	CT
<b>Washington, DC-MD Virginia Hospitals</b>	Winchester Medical Center	Winchester	VA
<b>Jacksonville, FL</b>	Baptist Medical Center Beaches	Jacksonville Beach	FL
	Mayo Clinic	Jacksonville	FL
<b>Miami-Ft. Lauderdale, FL</b>	Doctors' Hospital	Coral Gables	FL
	Homestead Hospital	Homestead	FL
	Memorial Hospital Miramar	Miramar	FL
<b>Orlando, FL</b>	Cape Canaveral Hospital	Cocoa Beach	FL
<b>Panama City, FL</b>	Sacred Heart Hospital On the Emerald Coast	Miramar Beach	FL
<b>Tampa, FL</b>	Lakewood Ranch Medical Center	Bradenton	FL
<b>Atlanta, GA</b>	Fannin Regional Hospital	Blue Ridge	GA
	Northside Hospital	Atlanta	GA
	Piedmont Fayette Hospital	Fayetteville	GA
	Piedmont Hospital	Atlanta	GA
	Redmond Regional Medical Center	Rome	GA
	Saint Mary's Health Care System	Athens	GA
	Tanner Medical Center - Carrollton	Carrollton	GA
Tanner Medical Center Villa Rica	Villa Rica	GA	
<b>Columbus, GA Alabama Hospitals</b>	Jack Hughston Memorial Hospital	Phenix City	AL
<b>Columbus, GA Georgia Hospitals</b>	Hughston Hospital	Columbus	GA
<b>Savannah, GA</b>	Meadows Regional Medical Center	Vidalia	GA

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Honolulu, HI	Kapiolani Medical Center at Pali Momi	Aiea	HI
	Straub Clinic & Hospital	Honolulu	HI
Cedar Rapids, IA	Mercy Hospital - Iowa City	Iowa City	IA
	Mercy Medical Center - Cedar Rapids	Cedar Rapids	IA
	Mercy Medical Center - Dubuque	Dubuque	IA
	Saint Lukes Hospital	Cedar Rapids	IA
	The Finley Hospital	Dubuque	IA
Des Moines-Ames, IA	Saint Anthony Regional Hospital	Carroll	IA
Champaign, IL	Carle Foundation Hospital	Urbana	IL
Chicago, IL Illinois Hospitals	Cancer Treatment Centers of America at Midwestern Regional Medical Center	Zion	IL
	Central DuPage Hospital	Winfield	IL
	Edward Hospital	Naperville	IL
	Illinois Valley Community Hospital	Peru	IL
	Morris Hospital and Healthcare Centers	Morris	IL
Chicago, IL Indiana Hospitals	Community Hospital	Munster	IN
	Saint Mary Medical Center	Hobart	IN
Peoria-Bloomington, IL	Methodist Medical Center of Illinois	Peoria	IL
	OSF Saint Joseph Medical Center	Bloomington	IL
Rockford, IL	Katherine Shaw Bethea Hospital	Dixon	IL
Quincy, IL-MO-IA Missouri Hospitals	Hannibal Regional Hospital	Hannibal	MO
Evansville, IN	Memorial Hospital and Health Care Center	Jasper	IN
	Saint Mary's Medical Center - Evansville	Evansville	IN
Ft. Wayne, IN	Bluffton Regional Medical Center	Bluffton	IN
	Dupont Hospital	Fort Wayne	IN
	Parkview Hospital	Fort Wayne	IN
	<i>including: Parkview North Hospital</i>	Fort Wayne	IN
Indianapolis, IN	Community Hospital of Anderson and Madison County	Anderson	IN
	Fayette Regional Health System	Connersville	IN
	Franciscan St. Francis Health - Mooresville	Mooresville	IN
	Franciscan St. Francis Health- Indianapolis	Indianapolis	IN
	Hendricks Regional Health	Danville	IN
	Indiana University Health North Hospital	Carmel	IN
	Major Hospital	Shelbyville	IN
	St. Vincent Carmel Hospital	Carmel	IN
	St. Vincent Heart Center of Indiana	Indianapolis	IN
	St. Vincent Indianapolis Hospital	Indianapolis	IN
	The Indiana Heart Hospital	Indianapolis	IN
Witham Health Services	Lebanon	IN	

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<b>Wichita, KS</b>	Galichia Heart Hospital	Wichita	KS
	Kansas Medical Center	Andover	KS
	Newton Medical Center	Newton	KS
<b>Bowling Green, KY</b>	Greenview Regional Hospital	Bowling Green	KY
<b>Louisville, KY Indiana Hospitals</b>	Clark Memorial Hospital	Jeffersonville	IN
	Floyd Memorial Hospital and Health Services	New Albany	IN
	Schneck Medical Center	Seymour	IN
<b>Paducah, KY-MO-IL Illinois Hospitals</b>	Memorial Hospital of Carbondale	Carbondale	IL
<b>Paducah, KY-MO-IL Missouri Hospitals</b>	Southeast Hospital	Cape Girardeau	MO
<b>Baton Rouge, LA</b>	Saint Elizabeth Hospital	Gonzales	LA
<b>Lafayette, LA</b>	Our Lady of Lourdes Regional Medical Center	Lafayette	LA
	University Medical Center	Lafayette	LA
	Ville Platte Medical Center	Ville Platte	LA
<b>Lake Charles, LA</b>	Women & Children's Hospital	Lake Charles	LA
<b>New Orleans, LA</b>	Louisiana Medical Center and Heart Hospital	Lacombe	LA
	Saint Tammany Parish Hospital	Covington	LA
	Thibodaux Regional Medical Center	Thibodaux	LA
<b>Shreveport, LA Louisiana Hospitals</b>	Minden Medical Center	Minden	LA
	Willis Knighton Bossier Health Center	Bossier City	LA
<b>Shreveport, LA Texas Hospitals</b>	CHRISTUS Saint Michael Health System	Texarkana	TX
<b>Boston, MA-NH Massachusetts Hospitals</b>	Brigham and Women's Hospital	Boston	MA
	Cape Cod Hospital	Hyannis	MA
	Emerson Hospital	Concord	MA
	Faulkner Hospital	Boston	MA
	Massachusetts General Hospital	Boston	MA
	Milford Regional Medical Center	Milford	MA
	Mount Auburn Hospital	Cambridge	MA
	New England Baptist Hospital	Boston	MA
	Newton - Wellesley Hospital	Newton	MA
Winchester Hospital	Winchester	MA	
<b>Boston, MA-NH New Hampshire Hospitals</b>	Catholic Medical Center	Manchester	NH
	Concord Hospital	Concord	NH
	Exeter Hospital	Exeter	NH
	Southern New Hampshire Medical Center	Nashua	NH
	Wentworth - Douglass Hospital	Dover	NH

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Baltimore, MD	Anne Arundel Medical Center	Annapolis	MD
Salisbury, MD	Atlantic General Hospital	Berlin	MD
Bangor, ME	Saint Joseph Hospital	Bangor	ME
Portland-Auburn, ME	Parkview Adventist Medical Center	Brunswick	ME
	York Hospital	York	ME
Detroit, MI	Chelsea Community Hospital	Chelsea	MI
	Karmanos Cancer Center	Detroit	MI
Flint-Saginaw, MI	Central Michigan Community Hospital	Mount Pleasant	MI
	Gratiot Medical Center	Alma	MI
	Huron Medical Center	Bad Axe	MI
Grand Rapids, MI	Bronson Methodist Hospital	Kalamazoo	MI
	Holland Hospital	Holland	MI
	Metro Health Hospital	Wyoming	MI
	Saint Mary's Health Care	Grand Rapids	MI
	Spectrum Health Butterworth Hospital	Grand Rapids	MI
	<i>including:</i> Spectrum Health Blodgett Hospital	Grand Rapids	MI
	Spectrum Health United Hospital	Greenville	MI
	Zeeland Community Hospital	Zeeland	MI
Traverse City, MI	Mercy Hospital - Cadillac	Cadillac	MI
	Munson Medical Center	Traverse City	MI
	Northern Michigan Regional Hospital	Petoskey	MI
Minneapolis-St. Paul, MN Minnesota Hospitals	District One Hospital	Faribault	MN
	Douglas County Hospital	Alexandria	MN
	Fairview Northland Medical Center	Princeton	MN
	Fairview Red Wing Hospital	Red Wing	MN
	Lakeview Hospital	Stillwater	MN
	Rice Memorial Hospital	Willmar	MN
	Ridgeview Medical Center	Waconia	MN
	Saint Cloud Hospital	Saint Cloud	MN
Woodwinds Health	Woodbury	MN	
Minneapolis-St. Paul, MN Wisconsin Hospitals	Lakeview Medical Center	Rice Lake	WI
Rochester, MN-IA	Mayo Clinic Methodist Hospital	Rochester	MN
	Mayo Clinic Saint Marys Hospital	Rochester	MN
	Olmsted Medical Center	Rochester	MN
Columbia, MO	Boone Hospital Center	Columbia	MO
Springfield, MO	Saint John's Hospital - Springfield	Springfield	MO

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St. Louis, MO Illinois Hospitals	Alton Memorial Hospital	Alton	IL
	Saint Josephs Hospital	Breese	IL
	St. Mary's Hospital	Centralia	IL
St. Louis, MO Missouri Hospitals	Barnes - Jewish Saint Peters Hospital	Saint Peters	MO
	Barnes - Jewish West County Hospital	Saint Louis	MO
	Parkland Health Center	Farmington	MO
	<i>including:</i> Bonne Terre Hospitals	Bonne Terre	MO
	Progress West Healthcare Center	O Fallon	MO
	Saint John's Mercy Medical Center	Saint Louis	MO
	SSM St. Clare Health Center	Fenton	MO
	St. Luke's Hospital	Chesterfield	MO
Kansas City, MO-KS Kansas Hospitals	Lawrence Memorial Hospital	Lawrence	KS
	Saint Luke's South	Overland Park	KS
	University of Kansas Hospital	Kansas City	KS
Kansas City, MO-KS Missouri Hospitals	Saint Luke's Cancer Institute	Kansas City	MO
	Saint Luke's East - Lee's Summit	Lees Summit	MO
Biloxi-Gulfport, MS	Singing River Hospital	Pascagoula	MS
Columbus, MS	North Mississippi Medical Center	Tupelo	MS
	North Mississippi Medical Center - West Point	West Point	MS
Jackson, MS	Saint Dominic - Jackson Memorial Hospital	Jackson	MS
	University of Mississippi Medical Center	Jackson	MS
Missoula, MT	Saint Patrick Hospital and Health Sciences Center	Missoula	MT
Charlotte, NC	Carolinas Medical Center - Northeast	Concord	NC
	Cleveland Regional Medical Center	Shelby	NC
	Iredell Memorial Hospital	Statesville	NC
	Presbyterian Hospital	Charlotte	NC
	Valdese General Hospital	Valdese	NC
	Watauga Medical Center	Boone	NC
Greensboro, NC	Forsyth Medical Center	Winston Salem	NC
	Hugh Chatham Memorial Hospital	Elkin	NC
	Thomasville Medical Center	Thomasville	NC
	Wake Forest University Baptist Medical Center	Winston Salem	NC
Raleigh, NC	FirstHealth Moore Regional Hospital	Pinehurst	NC
	Heritage Hospital	Tarboro	NC
Fargo-Valley City, ND Minnesota Hospitals	Lake Region Healthcare Corporation	Fergus Falls	MN

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<b>Lincoln, NE</b>	Nebraska Heart Institute & Heart Hospital	Lincoln	NE
	Saint Francis Medical Center	Grand Island	NE
<b>Omaha, NE Iowa Hospitals</b>	Alegent Health Mercy Hospital	Council Bluffs	IA
	Jennie Edmundson Hospital	Council Bluffs	IA
<b>Omaha, NE Nebraska Hospitals</b>	Fremont Area Medical Center	Fremont	NE
<b>Albuquerque-Santa Fe, NM Colorado Hospitals</b>	Mercy Regional Medical Center	Durango	CO
<b>Albany, NY Vermont Hospitals</b>	Southwestern Vermont Medical Center	Bennington	VT
<b>Elmira, NY Pennsylvania Hospitals</b>	Soldiers and Sailors Memorial Hospital	Wellsboro	PA
<b>New York, NY New Jersey Hospitals</b>	Valley Hospital	Ridgewood	NJ
<b>New York, NY New York Hospitals</b>	Eastern Long Island Hospital	Greenport	NY
	Hospital for Special Surgery	New York	NY
	Northern Westchester Hospital	Mount Kisco	NY
	Saint Francis Hospital Roslyn	Roslyn	NY
<b>Rochester, NY</b>	Clifton Springs Hospital & Clinic	Clifton Springs	NY
<b>Cincinnati, OH Kentucky Hospitals</b>	St. Elizabeth Edgewood	Edgewood	KY
<b>Cincinnati, OH Ohio Hospitals</b>	Christ Hospital	Cincinnati	OH
	McCullough - Hyde Memorial Hospital	Oxford	OH
<b>Cleveland, OH</b>	The Hospital for Orthopaedic and Specialty Service	Amherst	OH
	Wooster Community Hospital	Wooster	OH
<b>Columbus, OH</b>	Dublin Methodist Hospital	Dublin	OH
	Memorial Hospital of Union County	Marysville	OH
<b>Toledo, OH</b>	CHWC Bryan Hospital	Bryan	OH
	Mercy Saint Anne Hospital	Toledo	OH
	The Bellevue Hospital	Bellevue	OH
<b>Oklahoma City, OK</b>	McBride Orthopedic Hospital	Oklahoma City	OK
	Oklahoma Heart Hospital	Oklahoma City	OK
<b>Tulsa, OK</b>	Bailey Medical Center	Owasso	OK
	Oklahoma Surgical Hospital	Tulsa	OK
	Saint Francis Hospital South	Tulsa	OK
<b>Portland, OR Oregon Hospitals</b>	Legacy Good Samaritan Hospital	Portland	OR
	Legacy Meridian Park Hospital	Tualatin	OR
	Providence Milwaukie Hospital	Milwaukie	OR

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<b>Portland, OR Washington Hospitals</b>	Legacy Salmon Creek Hospital	Vancouver	WA
<b>Harrisburg, PA</b>	Waynesboro Hospital	Waynesboro	PA
<b>Johnstown-Altoona, PA</b>	Windber Hospital	Windber	PA
<b>Philadelphia, PA New Jersey Hospitals</b>	Deborah Heart & Lung Center	Browns Mills	NJ
	South Jersey Hospital - Elmer Division	Elmer	NJ
<b>Philadelphia, PA Pennsylvania Hospitals</b>	Doylestown Hospital	Doylestown	PA
	Grand View Hospital	Sellersville	PA
	Paoli Hospital	Paoli	PA
<b>Pittsburgh, PA West Virginia Hospitals</b>	Mon General Hospital	Morgantown	WV
<b>Wilkes Barre, PA</b>	Evangelical Community Hospital	Lewisburg	PA
	Robert Packer Hospital	Sayre	PA
<b>Providence, RI-MA Rhode Island Hospitals</b>	Miriam Hospital	Providence	RI
	South County Hospital	Wakefield	RI
	Westerly Hospital	Westerly	RI
<b>Charleston, SC</b>	Bon Secours Saint Francis Hospital	Charleston	SC
	MUSC Medical Center	Charleston	SC
	Roper Hospital	Charleston	SC
<b>Columbia, SC</b>	Sisters of Charity Providence Hospitals	Columbia	SC
<b>Myrtle Beach, SC</b>	McLeod Regional Medical Center	Florence	SC
	Waccamaw Community Hospital	Murrells Inlet	SC
<b>Greenville, SC-NC North Carolina Hospitals</b>	Mission Hospitals	Asheville	NC
<b>Greenville, SC-NC South Carolina Hospitals</b>	Baptist Easley Hospital	Easley	SC
	Bon Secours St. Francis Health System	Greenville	SC
	Greer Memorial Hospital	Greer	SC
	Mary Black Memorial Hospital	Spartanburg	SC
	Patewood Memorial Hospital	Greenville	SC
<b>Sioux Falls, SD</b>	Avera Heart Hospital of South Dakota	Sioux Falls	SD
	Avera Sacred Heart Hospital	Yankton	SD
	Sanford USD Medical Center	Sioux Falls	SD
<b>Chattanooga, TN</b>	Memorial Healthcare System	Chattanooga	TN
<b>Knoxville, TN</b>	Parkwest Medical Center	Knoxville	TN

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Nashville, TN	Baptist Hospital	Nashville	TN
	Centennial Medical Center	Nashville	TN
	Maury Regional Hospital	Columbia	TN
	Saint Thomas Hospital	Nashville	TN
	Vanderbilt University Hospital	Nashville	TN
Tri-Cities, TN-VA Tennessee Hospitals	Wellmont Hawkins County Memorial Hospital	Rogersville	TN
Abilene-Sweetwater, TX	Hendrick Medical Center	Abilene	TX
Amarillo, TX	Baptist Saint Anthony's Health System	Amarillo	TX
Austin, TX	Heart Hospital of Austin	Austin	TX
	Hill Country Memorial Hospital	Fredericksburg	TX
Beaumont-Port Arthur, TX	Baptist Beaumont Hospital	Beaumont	TX
	Renaissance Hospital - Groves	Groves	TX
Dallas-Ft. Worth, TX	Baylor All Saints Medical Center at Forth Worth	Fort Worth	TX
	Baylor Heart and Vascular Hospital	Dallas	TX
	Baylor Medical Center at Frisco	Frisco	TX
	Baylor Regional Medical Center at Plano	Plano	TX
	Baylor University Medical Center	Dallas	TX
	Medical City Hospital	Dallas	TX
	Texas Health Harris Methodist Hospital Southwest Fort Worth	Fort Worth	TX
	Texas Health Presbyterian Hospital of Plano	Plano	TX
	The Heart Hospital Baylor Plano	Plano	TX
UT Southwestern University Hospital - Zale Lipshy	Dallas	TX	
Harlingen, TX	Brownsville Doctors Hospital	Brownsville	TX
Houston, TX	Foundation Surgical Hospital	Bellaire	TX
Lubbock, TX	Lubbock Heart Hospital	Lubbock	TX
San Antonio, TX	Methodist Texsan Hospital	San Antonio	TX
Tyler-Longview, TX	University of Texas Health Center at Tyler	Tyler	TX
Victoria, TX	Citizens Medical Center	Victoria	TX
Waco-Temple-Bryan, TX	St. Joseph Regional Health Center	Bryan	TX
Sherman-Ada, TX-OK Oklahoma Hospitals	Carl Albert Indian Hospital	Ada	OK
Salt Lake City, UT	American Fork Hospital	American Fork	UT
	Dixie Regional Medical Center	Saint George	UT
	Logan Regional Hospital	Logan	UT
	McKay - Dee Hospital Center	Ogden	UT
	Utah Valley Regional Medical Center	Provo	UT
Charlottesville, VA	Martha Jefferson Hospital	Charlottesville	VA
Richmond-Petersburg, VA	Bon Secours Memorial Regional Medical Center	Mechanicsville	VA
	Rappahannock General Hospital	Kilmarnock	VA

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Roanoke-Lynchburg, VA	Lynchburg General Hospital	Lynchburg	VA
	Montgomery Regional Hospital	Blacksburg	VA
Burlington, VT-NY New Hampshire Hospitals	Dartmouth - Hitchcock Medical Center	Lebanon	NH
Seattle-Tacoma, WA	Evergreen Hospital Medical Center	Kirkland	WA
Yakima, WA	Providence Saint Mary Medical Center	Walla Walla	WA
Green Bay-Appleton, WI	Aurora BayCare Medical Center	Green Bay	WI
	Aurora Medical Center - Oshkosh	Oshkosh	WI
	Aurora Medical Center Manitowoc County	Two Rivers	WI
	Bellin Memorial Hospital	Green Bay	WI
	Mercy Medical Center	Oshkosh	WI
	Saint Elizabeth Hospital	Appleton	WI
	Saint Vincent Hospital	Green Bay	WI
La Crosse-Eau Claire, WI	Gundersen Lutheran Medical Center	La Crosse	WI
	Luther Hospital Mayo Health System	Eau Claire	WI
	Sacred Heart Hospital	Eau Claire	WI
	Saint Josephs Hospital	Chippewa Falls	WI
Madison, WI	Meriter Hospital	Madison	WI
	Monroe Clinic	Monroe	WI
	Saint Mary's Hospital	Madison	WI
	University of Wisconsin Hospitals And Clinics	Madison	WI
Milwaukee, WI	Aurora Sheboygan Memorial Medical Center	Sheboygan	WI
	Beaver Dam Community Hospital	Beaver Dam	WI
	Froedtert & The Medical College of Wisconsin	Milwaukee	WI
	Saint Josephs Community Hospital West Bend	West Bend	WI
	Waukesha Memorial Hospital	Waukesha	WI
Wausau-Rhineland, WI	Aspirus Wausau Hospital	Wausau	WI
	Riverview Hospital	Wisconsin Rapids	WI
Charleston, WV Kentucky Hospitals	Bon Secours Our Lady of Bellefonte Hospital	Ashland	KY
	King's Daughters Medical Center	Ashland	KY
	Pikeville Medical Center	Pikeville	KY
Charleston, WV Ohio Hospitals	Southern Ohio Medical Center	Portsmouth	OH

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## Acknowledgements

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