Patient Safety and Satisfaction: The State of American Hospitals

Every year, HealthGrades evaluates the nation's hospitals based on patient safety and satisfaction—two major measures of hospital quality. The goal of the evaluations is to identify the top-performing hospitals for both patient safety and patient satisfaction. And because communication problems are a common cause of medical errors, HealthGrades wanted to see if there was a relationship between the number of medical errors (patient safety events) and the ratings patients gave to communication-related patient satisfaction questions.

As the Federal Government works toward the Triple Aim in Healthcare—better care, better health, and reduced costs—hospitals are, for the first time, receiving payments based on the quality of care they deliver rather than volume of patients they treat. This is known as the Hospital Value-Based Purchasing program, which is part of the Affordable Care Act. For this program, quality of care is defined by such measures as following evidence-based practices for certain conditions, and keeping patients healthy and safe as well as satisfied with the care they receive.

Patient Satisfaction Relates to Hospital Quality

Most of the medical community agrees that what patients report about their experiences during a hospital stay matter a great deal. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, a widely accepted standardized questionnaire, offers a view of a hospital's commitment to quality patient care through the lens of a patient.

A few days after leaving the hospital, a sample of patients is given a 27-question survey. The survey measures patient experience by asking patients about physician communication, nursing communication, communication about medications, responsiveness of nursing services, adequacy of discharge planning, pain management, and hospital cleanliness. The results are tallied and the hospital receives a score. The Affordable Care Act includes the HCAHPS survey score to calculate payments to hospitals.

Some in the medical community have argued that patient experience is not a good measure of hospital quality because a hospital stay is not comparable to a hotel stay.[1] In addition, studies have shown mixed results as to whether better patient experience leads to better quality care or appropriate utilization of care.[2,3]

However, communication is key to educating and engaging patients as well as providing safe care. In fact, the Joint Commission, responsible for accrediting healthcare organizations, has reported that communication breakdowns are among the top reasons for all types of sentinel events. A sentinel event is defined as an unexpected occurrence involving death or serious physical or psychological injury during a healthcare encounter.[4]

Where Patient Safety and Patient Satisfaction Intersect

Since communication problems are a very common cause of medical errors, HealthGrades evaluated the relationship between hospital HCAHPS survey results and the rates of 13 potentially preventable patient safety events. Not surprisingly, HealthGrades found that hospitals with the highest ratings on nursing and physician communication had better track records with lower rates of the 13 patient safety indicators (PSIs), which were developed by the Agency for Healthcare Research and Quality.

HealthGrades also evaluated the nation's hospitals based on their performance around the 13 PSIs and separately evaluated patient satisfaction using the HCAHPS survey to identify the top-performing hospitals on these two major measures of hospital quality. Top-performing hospitals are recognized with HealthGrades excellence awards.

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:

50%
more patients gave the hospital an
overall rating of 9 or 10
(10 being the highest possible)

38%
more patients responded that they
always received help from staff quickly

32%
more patients rested better because their
room was always kept quiet at night

27%
more patients reported that the
staff always explained their medications
to them prior to administering them

24%
more patients felt that their
room and bathroom were always kept clean

23%
more patients reported that their
nurses always communicated well

21%
more patients felt that their
pain was always well controlled

14%
more patients indicated that their
doctors always communicated well

13%
more patients reported
receiving instructions about what to do when they left the hospital

52%
more patients reported that they would
definitely recommend the hospital to their family or friends

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This year:

- 263 hospitals received the HealthGrades Patient Safety Excellence Award™.
- 332 hospitals received the HealthGrades Outstanding Patient Experience Award™.
- 47 hospitals received both awards.

Patient Safety Excellence Award Recipients

HealthGrades Patient Safety Excellence Award recognizes the 263 hospitals out of 5,000 evaluated that have the lowest occurrences of 13 preventable patient safety events using a method developed by the Agency for Healthcare Research and Quality (AHRQ). HealthGrades evaluated approximately 40 million Medicare hospitalizations from 2008 to 2010. These 263 hospitals represent the top 5% in the nation.

- From 2008 to 2010, there were 254,200 potentially preventable patient safety events among Medicare patients in U.S. hospitals.
- There were 56,367 deaths among Medicare patients experiencing one or more of these events.
- On average, patients hospitalized at Patient Safety Excellence Award hospitals were almost 48% less likely to experience one of the 13 events compared to hospitals in the bottom 5% in the nation.
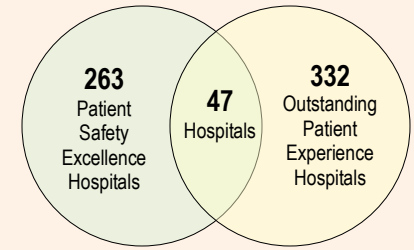
Patient Safety Events and Results

Patient Safety Event	Number of Events	Number of Cases	Rate per 1,000	Deaths
Death in procedures where mortality is usually very low	3,509	2,115,958	1.66	3,509
Pressure sores or bed sores acquired in the hospital	36,190	11,437,812	3.16	3,776
Death following a serious complication after surgery	19,595	182,435	107.41	19,595
Foreign object left in body during a procedure	573	33,672,150	0.02	18
Collapsed lung due to a procedure or surgery in or around the chest	15,628	32,034,151	0.49	2,409
Catheter-related bloodstream infections acquired at the hospital	8,495	23,114,423	0.37	843
Hip fracture following surgery	418	5,314,902	0.08	38
Excessive bruising or bleeding as a consequence of a procedure or surgery	17,394	9,141,537	1.90	1,253
Electrolyte and fluid imbalance following surgery	2,359	4,933,827	0.48	780
Respiratory failure following surgery	58,686	3,656,923	16.05	12,325
Deep blood clots in the lungs or legs following surgery	69,999	9,158,262	7.64	6,773
Bloodstream infection following surgery	17,572	1,242,832	14.14	4,535
Breakdown of abdominal incision site	3,782	1,170,357	3.23	513
Totals	**254,200**			**56,367**

Outstanding Patient Experience Award Recipients

HealthGrades Outstanding Patient Experience Award recognizes hospitals for patient satisfaction based on HCAHPS feedback from patients treated at the hospitals. In all, 332 hospitals were recognized as Outstanding Patient Experience Award recipients—just under 10% of the 3,837 evaluated. These results are based on data from April 2010 to March 2011.

Patient Safety and Satisfaction Relationship

| 263 Patient Safety Excellence Hospitals | 47 Hospitals | 332 Outstanding Patient Experience Hospitals |

Why Patient Safety Matters

From 2008 through 2010, there were:

254,200
potentially preventable patient safety events among Medicare patients in U.S. hospitals

56,367
deaths among Medicare patients who experienced one or more of these events

On average, patients hospitalized at Patient Safety Excellence Award hospitals were almost

48%
less likely to experience a medical error (one of the 13 patient safety events) compared to hospitals ranked in the bottom 5% in the nation.

Four Safety Indicators, Over 68% of All Events

Four patient safety indicators accounted for 68% of all patient safety events during the three years analyzed.

- Death among surgical inpatients with serious treatable complications
- Pressure ulcer
- Post-operative respiratory failure
- Post-operative sepsis

Through the Lens of a Patient

80%
of patients treated at
Outstanding Patient Experience Award hospitals would definitely recommend the hospital

While only

53%
of patients treated at
poorest-performing hospitals would definitely recommend the hospital

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How Communication Is Related to Patient Safety

HealthGrades wanted to see if there was a relationship between a track record of patient safety events and the ratings patients gave to questions from the patient satisfaction surveys pertaining to communication.

To examine this relationship between communication and patient safety, HealthGrades grouped hospitals into three groups according to their HCAHPS survey results, and then compared average patient safety scores for these groups. Three hospital groups were: the 10% that received the highest ratings in patient satisfaction, the 10% that received the lowest ratings, and the middle 80%.

"How often did nurses communicate well with patients?"

When patients were ask how well the nursing staff communicated, the hospitals whose patients rated them the lowest (in the bottom 10%) for nursing communication had on average **27% more** overall patient safety events compared to the highest rated (in the top 10%).

The following patient safety events were most related to nursing communication:

- Post-operative bloodstream infections were 77% higher in the lowest-rated hospitals.
- Bed sores were 76% higher in the lowest-rated hospitals.
- Catheter-related infections were 58% higher in the lowest-rated hospitals.
- Deep blood clots in the legs or lungs following surgery were 53% higher in the lowest-rated hospitals.

"How often did doctors communicate well with patients?"

When patients were ask how well doctors communicated, the hospitals whose patients rated them the lowest (in the bottom 10%) for doctor communication had on average **15% more** overall patient safety events compared to the highest rated (in the top 10%).

The following patient safety events were most related to physician communication:

- Catheter-related infections were 54% higher in the lowest-rated hospitals.
- Post-operative bloodstream infections were 42% higher in the lowest-rated hospitals.
- Bed sores were 46% higher in the lowest-rated hospitals.
- Deep blood clots in the legs or lungs were 36% higher in the lowest-rated hospitals.

What Communication Means for Patients

Given the importance of patient-provider communication, it is imperative that patients feel confident in communicating with healthcare professionals.

To determine how empowered patients feel to speak up on their or a loved-one's behalf, HealthGrades conducted a survey and received approximately 2,000 responses from individuals coming to HealthGrades.com between April 9 – 16, 2012.

Patients were asked eight questions to assess how they felt in questioning a healthcare provider or asserting themselves in healthcare situations. The good news is that overwhelmingly patients reported feeling empowered to speak up (see results listed to the right).

Given this level of patient confidence, national efforts on improving the value in healthcare, the efforts of the nation's hospitals to improve patient care, and examples of hospitals that are setting the benchmark for all others, it is not hard to imagine that collectively we can achieve the Triple Aim.

How Confident Are Patients in Communicating With Healthcare Professionals?

Based on a survey of visitors to HealthGrades.com:

99%
indicated they felt comfortable **asking a doctor or nurse to clarify something they didn't understand**

98%
reported that they would **speak up if they thought there was a potential error in their care**

97%
would communicate that the behavior of a loved one is unusual

92%
would report an ignored request and would be persistent when a request for help was delayed

90%
would definitely ask a doctor or nurse to double check their medication

78%
would ask a doctor or nurse to wash their hands

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How Hospitals Are Working to Improve Patient Safety

Hospitals are working harder than ever to improve communication and decrease preventable patient safety events through strategies that have been shown to work:

Measuring and Tracking Patient Safety Events

The first step in preventing patient safety events is to understand the extent of the problem. Hospitals around the country are now measuring and tracking their rates of preventable patient safety events.

Creating a Culture of Safety

Hospitals that implement a culture of safety encourage staff to report patient safety events. If staff is fearful of reprisals, then events are not reported and hospitals cannot make necessary adjustments to their process. A culture of safety encourages and supports staff in reporting adverse patient safety events.

Using Leadership WalkRounds™

During Leadership WalkRounds, senior leaders of the hospital talk with front-line staff about safety issues in the organization and show their support for reporting errors.

Improving Communication Between Professionals

Situation, Background, Assessment, and Recommendation (SBAR) is a communication technique that was developed to improve communication between healthcare providers, especially in critical situations.

Using Communication Techniques to Improve Patient Understanding

Hospitalized patients receive a lot of information about their condition, their medications, and follow-ups after the hospitalization. To help ensure that patients understand this information, hospitals use a method called *teach back* where patients are asked to explain back to the healthcare professional the information they were just told.

Implementing Strategies to Improve Medication Safety

There are many opportunities for medication errors during a healthcare encounter. Hospitals are implementing numerous strategies to reduce errors, such as involving patients in their medication administration and reconciling medications when a patient is discharged—comparing the medications the patient was on prior to admission to the changes made to the medications in the hospital to ensure there are no interactions or duplicate medications or other unintended medication errors.

Getting Aggressive About Infections

Hospital-acquired infections are a serious patient safety event and hospitals are more aggressive than ever about preventing these. Hospitals are implementing a variety of practices to prevent infections, from hand washing campaigns to clinical protocols for indwelling catheters and central lines.

Implementing Protocols to Prevent Patient Falls

Patient falls in hospitals can be very serious, especially for patients older than 65. To prevent patient falls, many hospitals have implemented fall prevention programs that include interventions: identifying patients at risk for falls, using treaded socks, placing the patient bed so that the patient may get out on his or her stronger side, and reviewing and adjusting medications that could contribute to the patient's risk of falling.

Implementing Protocols to Make Surgery Safer

Many hospitals are now using a surgical safety checklist to ensure proper patient identification, correct site of surgery, and preventive measures, such as the patient receiving antibiotics before surgery.

Creating Rapid Response Teams

Failure to recognize when a patient's condition is deteriorating is a key contributor to patient death in the hospital. The Rapid Response Team includes expertise in critical care medicine and brings that expertise to the patient bedside.

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HealthGrades Patient Safety Excellence Award Recipients 2012 by Designated Market Area

The following hospitals are recipients of the HealthGrades Patient Safety Excellence Award* in 2012. 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. Information on the award recipients and the rating methodology is available at HealthGrades.com.

Table 1. HealthGrades Patient Safety Excellence Award Recipients 2012

Designated Market Area	Patient Safety Excellence Award Recipients 2012*	City	State
Dothan, AL	Flowers Hospital	Dothan	AL
Montgomery - Selma, AL	Baptist Medical Center East	Montgomery	AL
Fayetteville, AR	Mercy Medical Center	Rogers	AR
Jonesboro, AR	NEA Baptist Memorial Hospital	Jonesboro	AR
	Including: The Surgical Hospital of Jonesboro	Jonesboro	AR
Little Rock - Pine Bluff, AR	Arkansas Heart Hospital	Little Rock	AR
Phoenix - Prescott, AZ	Arrowhead Hospital	Glendale	AZ
	Banner Boswell Medical Center	Sun City	AZ
	Banner Del E. Webb Medical Center	Sun City West	AZ
	Banner Good Samaritan Medical Center	Phoenix	AZ
	Chandler Regional Medical Center	Chandler	AZ
	Flagstaff Medical Center	Flagstaff	AZ
	John C. Lincoln Deer Valley Hospital	Phoenix	AZ
	Scottsdale Healthcare - Shea Medical Center	Scottsdale	AZ
	Verde Valley Medical Center	Cottonwood	AZ
Bakersfield, CA	Bakersfield Memorial Hospital	Bakersfield	CA
Los Angeles, CA	Desert Valley Hospital	Victorville	CA
	Glendale Memorial Hospital and Health Center	Glendale	CA
	Good Samaritan Hospital	Los Angeles	CA
	Kaiser Permanente Los Angeles Medical Center	Los Angeles	CA
	Kaiser Permanente Panorama City Medical Center	Panorama City	CA
	Kaiser Permanente Riverside Medical Center	Riverside	CA
	Kaiser Permanente Woodland Hills Medical Center	Woodland Hills	CA
	Long Beach Memorial Medical Center	Long Beach	CA
	Saint John's Health Center	Santa Monica	CA
	Saint Mary Medical Center	Apple Valley	CA
	Saint Mary Medical Center	Long Beach	CA
	Saint Vincent Medical Center	Los Angeles	CA
	St. Jude Medical Center	Fullerton	CA
Monterey - Salinas, CA	Community Hospital of the Monterey Peninsula	Monterey	CA
	Dominican Hospital	Santa Cruz	CA
Palm Springs, CA	Eisenhower Medical Center	Rancho Mirage	CA

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Designated Market Area	Patient Safety Excellence Award Recipients 2012*	City	State
Sacramento, CA	Sonora Regional Medical Center	Sonora	CA
San Diego, CA	Sharp Chula Vista Medical Center	Chula Vista	CA
San Francisco-Oakland, CA	Kaiser Permanente San Francisco Medical Center	San Francisco	CA
	O'Connor Hospital	San Jose	CA
	UCSF Medical Center	San Francisco	CA
	Including: UCSF Medical Center at Mount Zion	San Francisco	CA
Santa Barbara, CA	Santa Barbara Cottage Hospital	Santa Barbara	CA
	Sierra Vista Regional Medical Center	San Luis Obispo	CA
Albuquerque - Santa Fe, NM: CO Hospitals	Mercy Regional Medical Center	Durango	CO
Colorado Springs - Pueblo, CO	Parkview Medical Center	Pueblo	CO
Denver, CO	Exempla Saint Joseph Hospital	Denver	CO
	North Colorado Medical Center	Greeley	CO
	Poudre Valley Hospital	Fort Collins	CO
Grand Junction, CO	St. Mary's Hospital and Regional Medical Center	Grand Junction	CO
Hartford-New Haven, CT	Saint Francis Care	Hartford	CT
Washington, DC	Sibley Memorial Hospital	Washington	DC
Ft. Meyers, FL	Charlotte Regional Medical Center	Punta Gorda	FL
Jacksonville, FL	Flagler Hospital	Saint Augustine	FL
	Saint Vincent's Medical Center	Jacksonville	FL
Miami-Ft. Lauderdale, FL	Imperial Point Medical Center	Fort Lauderdale	FL
	Kendall Regional Medical Center	Miami	FL
	South Miami Hospital	South Miami	FL
Orlando, FL	Florida Hospital Orlando	Orlando	FL
	Including: Florida Hospital - Altamonte	Altamonte Springs	FL
	Florida Hospital - Apopka	Apopka	FL
	Celebration Health	Celebration	FL
	Holmes Regional Medical Center	Melbourne	FL
	Including: Palm Bay Community Hospital	Palm Bay	FL
	Munroe Regional Medical Center	Ocala	FL
	Ocala Regional Medical Center	Ocala	FL
	Including: West Marion Community Hospital	Ocala	FL
Tampa-St. Petersburg, FL	Doctors Hospital of Sarasota	Sarasota	FL
	Sarasota Memorial Hospital	Sarasota	FL
West Palm Beach, FL	Good Samaritan Medical Center	West Palm Beach	FL
	Including: Good Samaritan Hospital	West Palm Beach	FL
	Indian River Medical Center	Vero Beach	FL
Atlanta, GA	Athens Regional Medical Center	Athens	GA
	Northeast Georgia Medical Center	Gainesville	GA
	Saint Mary's Health Care System	Athens	GA

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Designated Market Area	Patient Safety Excellence Award Recipients 2012*	City	State
Cedar Rapids, IA	Mercy Hospital - Iowa City	Iowa City	IA
	Mercy Medical Center - Dubuque	Dubuque	IA
	Saint Luke's Hospital	Cedar Rapids	IA
	The Finley Hospital	Dubuque	IA
Davenport, IA	Genesis Medical Center - Davenport	Davenport	IA
Des Moines, IA	Iowa Lutheran Hospital	Des Moines	IA
	Iowa Methodist Medical Center	Des Moines	IA
	Including: Methodist West Hospital	West Des Moines	IA
	Mary Greeley Medical Center	Ames	IA
	Mercy Medical Center - Des Moines	Des Moines	IA
	Including: Mercy Medical Center - West Lakes	West Des Moines	IA
Rochester, MN: IA Hospitals	Mercy Medical Center - North Iowa	Mason City	IA
Sioux City, IA	Saint Luke's Regional Medical Center	Sioux City	IA
Boise, ID	Saint Alphonsus Medical Center - Nampa	Nampa	ID
Spokane, WA: ID Hospitals	Saint Joseph Regional Medical Center	Lewiston	ID
Chicago, IL	Advocate Good Samaritan Hospital	Downers Grove	IL
	Advocate Good Shepherd Hospital	Barrington	IL
	Centegra Hospital - McHenry	McHenry	IL
	Central DuPage Hospital	Winfield	IL
	Elmhurst Memorial Hospital	Elmhurst	IL
	Holy Cross Hospital	Chicago	IL
	MetroSouth Medical Center	Blue Island	IL
	Palos Community Hospital	Palos Heights	IL
Davenport, IA: IL Hospitals	Trinity Medical Center - West	Rock Island	IL
	Including: Trinity Medical Center - East	Moline	IL
Rockford, IL	Rockford Memorial Hospital	Rockford	IL
Dayton, OH: IN Hospitals	Reid Hospital and Health Care Services	Richmond	IN
Evansville, IN	Memorial Hospital and Health Care Center	Jasper	IN
Ft. Wayne, IN	Parkview Hospital	Fort Wayne	IN
	Including: Parkview North Hospital	Fort Wayne	IN
Indianapolis, IN	Columbus Regional Hospital	Columbus	IN
	Franciscan St. Francis Health- Indianapolis	Indianapolis	IN
	Howard Regional Health System	Kokomo	IN
	Indiana University Health Ball Memorial Hospital	Muncie	IN
	Riverview Hospital	Noblesville	IN
South Bend, IN	Elkhart General Hospital	Elkhart	IN
	Memorial Hospital of South Bend	South Bend	IN
Kansas City, MO: KS Hospitals	Saint Luke's South	Overland Park	KS
Wichita, KS	Galichia Heart Hospital	Wichita	KS
	Via Christi Hospital	Wichita	KS

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Evansville, IN: KY Hospitals	Regional Medical Center	Madisonville	KY
Lafayette, LA	The Regional Medical Center of Acadiana	Lafayette	LA
	Including: Women's and Children's Hospital	Lafayette	LA
Monroe, LA	Saint Francis Medical Center	Monroe	LA
New Orleans, LA	Ochsner Clinic Foundation	New Orleans	LA
	Including: Ochsner Medical Center - West Bank Campus	Terrytown	LA
Shreveport, LA	Willis Knighton Medical Center	Shreveport	LA
	Including: Willis Knighton South Hospital	Shreveport	LA
Boston, MA	Brigham and Women's Hospital	Boston	MA
	Cape Cod Hospital	Hyannis	MA
	Emerson Hospital	Concord	MA
	Lowell General Hospital	Lowell	MA
	Massachusetts General Hospital	Boston	MA
	Newton - Wellesley Hospital	Newton	MA
	North Shore Medical Center - Salem Hospital	Salem	MA
	Including: North Shore Medical Center - Union Hospital	Lynn	MA
	Saint Elizabeth's Medical Center	Boston	MA
	Saints Medical Center	Lowell	MA
Providence, RI: MA Hospitals	Southcoast Hospitals Group - Charlton Memorial	Fall River	MA
	Including: Southcoast Hospitals Group - St. Luke's Hospital	New Bedford	MA
	Southcoast Hospitals Group - Tobey Hospital	Wareham	MA
Springfield, MA	Baystate Medical Center	Springfield	MA
	Cooley Dickinson Hospital	Northampton	MA
Baltimore, MD	Carroll Hospital Center	Westminster	MD
	Greater Baltimore Medical Center	Baltimore	MD
	Saint Joseph Medical Center	Towson	MD
	Union Hospital	Elkton	MD
Washington, DC: MD Hospitals	MedStar St. Mary's Hospital	Leonardtown	MD
Detroit, MI	Saint Joseph Mercy Hospital	Ypsilanti	MI
Grand Rapids-Kalamazoo, MI	Spectrum Health Butterworth Hospital	Grand Rapids	MI
	Including: Spectrum Health Blodgett Hospital	Grand Rapids	MI
Lansing, MI	Allegiance Health	Jackson	MI
Toledo, OH: MI Hospitals	Bixby Medical Center	Adrian	MI
Traverse City, MI	Munson Medical Center	Traverse City	MI
Duluth, MN	St. Mary's Medical Center	Duluth	MN

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Designated Market Area	Patient Safety Excellence Award Recipients 2012*	City	State
Minneapolis-St. Paul, MN	Abbott Northwestern Hospital	Minneapolis	MN
	Fairview Ridges Hospital	Burnsville	MN
	Fairview Southdale Hospital	Edina	MN
	Healtheast Saint John's Hospital	Maplewood	MN
	Mercy Hospital	Coon Rapids	MN
	North Country Regional Hospital	Bemidji	MN
	North Memorial	Robbinsdale	MN
	Park Nicollet Methodist Hospital	Saint Louis Park	MN
	Saint Joseph's Hospital	Saint Paul	MN
	Saint Joseph's Medical Center	Brainerd	MN
	Unity Hospital	Fridley	MN
Kansas City, MO	North Kansas City Hospital	North Kansas City	MO
	Saint Luke's Hospital of Kansas City	Kansas City	MO
Paducah, KY: MO Hospitals	Southeast Hospital	Cape Girardeau	MO
Billings, MT	Billings Clinic	Billings	MT
	Saint Vincent Healthcare	Billings	MT
Missoula, MT	Community Medical Center	Missoula	MT
	Kalispell Regional Medical Center	Kalispell	MT
Charlotte, NC	Carolinas Medical Center	Charlotte	NC
	Carolinas Medical Center - Northeast	Concord	NC
	Iredell Memorial Hospital	Statesville	NC
	Presbyterian Hospital - Huntersville	Huntersville	NC
	Rowan Regional Medical Center	Salisbury	NC
	Stanly Regional Medical Center	Albemarle	NC
Greenville, SC: NC Hospitals	Margaret R. Pardee Memorial Hospital	Hendersonville	NC
	Mission Hospitals	Asheville	NC
Raleigh-Durham, NC	FirstHealth Moore Regional Hospital	Pinehurst	NC
	Including: FirstHealth Richmond Memorial Hospital	Rockingham	NC
	Rex Hospital	Raleigh	NC
Wilmington, NC	New Hanover Regional Medical Center	Wilmington	NC
	Including: Cape Fear Hospital	Wilmington	NC
Bismarck, ND	Saint Alexius Medical Center	Bismarck	ND
	Trinity Hospital	Minot	ND
New York, NY: NJ Hospitals	Clara Maass Medical Center	Belleville	NJ
	Jersey Shore University Medical Center	Neptune	NJ
	Morristown Medical Center	Morristown	NJ
	Newton Medical Center	Newton	NJ
Philadelphia, PA: NJ Hospitals	Our Lady of Lourdes Medical Center	Camden	NJ
Albuquerque - Santa Fe, NM	Heart Hospital of New Mexico	Albuquerque	NM

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Albany, NY	Glens Falls Hospital	Glens Falls	NY
	Saint Peter's Hospital	Albany	NY
Buffalo, NY	Kenmore Mercy Hospital	Kenmore	NY
Elmira, NY	Arnot Ogden Medical Center	Elmira	NY
New York, NY	Glen Cove Hospital	Glen Cove	NY
	St. Luke's Cornwall Hospital	Newburgh	NY
Rochester, NY	Rochester General Hospital	Rochester	NY
Cincinnati, OH	Mercy Health - Western Hills Hospital	Cincinnati	OH
Cleveland, OH	Akron General Medical Center	Akron	OH
	Mercy Regional Medical Center	Lorain	OH
	Parma Community General Hospital	Parma	OH
	Southwest General Health Center	Middleburg Heights	OH
	St. John Medical Center	Westlake	OH
	Union Hospital	Dover	OH
	University Hospitals Case Medical Center	Cleveland	OH
Columbus, OH	Riverside Methodist Hospital	Columbus	OH
Dayton, OH	Grandview Medical Center	Dayton	OH
	Kettering Medical Center	Kettering	OH
	Springfield Regional Medical Center	Springfield	OH
Toledo, OH	Blanchard Valley Hospital	Findlay	OH
	ProMedica Toledo Hospital	Toledo	OH
Zanesville, OH	Genesis Healthcare System	Zanesville	OH
Oklahoma City, OK	Midwest Regional Medical Center	Midwest City	OK
	Saint Anthony Hospital	Oklahoma City	OK
	Including: Bone & Joint Hospital	Oklahoma City	OK
	Saint Michael Hospital	Oklahoma City	OK
Tulsa, OK	Tahlequah City Hospital	Tahlequah	OK
Bend, OR	Saint Charles Medical Center - Bend	Bend	OR
Medford, OR	Rogue Valley Medical Center	Medford	OR
Portland, OR	Adventist Medical Center	Portland	OR
	Kaiser Sunnyside Medical Center	Clackamas	OR
	Providence Saint Vincent Medical Center	Portland	OR
Erie, PA	Hamot Medical Center	Erie	PA
	Saint Vincent Health Center	Erie	PA
Johnstown-Altoona, PA	Clearfield Hospital	Clearfield	PA
	Dubois Regional Medical Center	Du Bois	PA
Lancaster, PA	Carlisle Regional Medical Center	Carlisle	PA
	Lancaster General Hospital	Lancaster	PA
	Milton S. Hershey Medical Center	Hershey	PA

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Philadelphia, PA	Bryn Mawr Hospital	Bryn Mawr	PA
	Doylestown Hospital	Doylestown	PA
	Holy Redeemer Hospital & Medical Center	Meadowbrook	PA
	Pennsylvania Hospital	Philadelphia	PA
Pittsburgh, PA	Alle Kiski Medical Center	Natrona Heights	PA
	Excela Health Latrobe Hospital	Latrobe	PA
	Indiana Regional Medical Center	Indiana	PA
	Saint Clair Hospital	Pittsburgh	PA
	The Washington Hospital	Washington	PA
	The Western Pennsylvania Hospital - Forbes Regional Campus	Monroeville	PA
Wilkes Barre - Scranton, PA	Hazleton General Hospital	Hazleton	PA
	Regional Hospital of Scranton	Scranton	PA
	Wayne Memorial Hospital	Honesdale	PA
Providence, RI	Kent Hospital	Warwick	RI
Charlotte, NC: SC Hospitals	Piedmont Medical Center	Rock Hill	SC
Myrtle Beach, SC	McLeod Regional Medical Center	Florence	SC
Sioux Falls, SD	Sanford USD Medical Center	Sioux Falls	SD
Chattanooga, TN	Memorial Healthcare System	Chattanooga	TN
Nashville, TN	Cookeville Regional Medical Center	Cookeville	TN
	Saint Thomas Hospital	Nashville	TN
	Skyline Medical Center	Nashville	TN
	Including: Skyline Madison	Madison	TN
Tri-Cities, TN-VA: TN Hospitals	Holston Valley Medical Center	Kingsport	TN
Abilene - Sweetwater, TX	Hendrick Medical Center	Abilene	TX
Austin, TX	St. David's Medical Center	Austin	TX
	Including: St. David's Georgetown Hospital	Georgetown	TX
Beaumont - Port Arthur, TX	Baptist Beaumont Hospital	Beaumont	TX
	CHRISTUS Saint Elizabeth Hospital	Beaumont	TX
	Including: CHRISTUS Saint Mary Hospital	Port Arthur	TX
Brownsville, TX	Harlingen Medical Center	Harlingen	TX
Corpus Christi, TX	CHRISTUS Spohn Hospital Corpus Christi - Memorial	Corpus Christi	TX
	Including: CHRISTUS Spohn Hospital Corpus Christi - Shoreline	Corpus Christi	TX
	CHRISTUS Spohn Hospital Corpus Christi - South	Corpus Christi	TX
Dallas - Ft. Worth, TX	Baylor All Saints Medical Center at Fort Worth	Fort Worth	TX
	Baylor Medical Center at Irving	Irving	TX
	East Texas Medical Center Athens	Athens	TX
	Texas Health Harris Methodist Hospital Southwest Fort Worth	Fort Worth	TX
Houston, TX	Mainland Medical Center	Texas City	TX
	Memorial Hermann Memorial City Medical Center	Houston	TX
Shreveport, LA: TX Hospitals	CHRISTUS Saint Michael Health System	Texarkana	TX

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HEALTHGRADES

Designated Market Area	Patient Safety Excellence Award Recipients 2012*	City	State
Tyler, TX	East Texas Medical Center	Tyler	TX
	Mother Frances Hospital - Tyler	Tyler	TX
Waco, TX	Scott and White Memorial Hospital	Temple	TX
Salt Lake City, UT	McKay - Dee Hospital Center	Ogden	UT
	Utah Valley Regional Medical Center	Provo	UT
Harrisonburg, VA	Augusta Health	Fishersville	VA
Norfolk, VA	Bon Secours - Maryview Medical Center	Portsmouth	VA
	Bon Secours Mary Immaculate Hospital	Newport News	VA
	Sentara Williamsburg Regional Medical Center	Williamsburg	VA
Richmond, VA	Bon Secours St. Mary's Hospital	Richmond	VA
Roanoke, VA	Lynchburg General Hospital	Lynchburg	VA
Washington, DC: VA Hospitals	Mary Washington Hospital	Fredericksburg	VA
	Winchester Medical Center	Winchester	VA
Seattle - Tacoma, WA	Northwest Hospital & Medical Center	Seattle	WA
	Olympic Medical Center	Port Angeles	WA
	Overlake Hospital Medical Center	Bellevue	WA
	Virginia Mason Medical Center	Seattle	WA
Spokane, WA	Providence Holy Family Hospital	Spokane	WA
	Sacred Heart Medical Center	Spokane	WA
Green Bay - Appleton, WI	Aurora BayCare Medical Center	Green Bay	WI
	Mercy Medical Center	Oshkosh	WI
La Crosse - Eau Claire, WI	Luther Hospital Mayo Health System	Eau Claire	WI
Madison, WI	Saint Mary's Hospital	Madison	WI
Milwaukee, WI	Aurora Saint Luke's Medical Center	Milwaukee	WI
	Including: Saint Luke's Medical Center	Cudahy	WI
	Aurora Sinai Medical Center	Milwaukee	WI
	Aurora Sheboygan Memorial Medical Center	Sheboygan	WI
	United Hospital System	Kenosha	WI
Wausau, WI	Saint Clare's Hospital of Weston	Weston	WI

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HEALTHGRADES®

HealthGrades Outstanding Patient Experience Award Recipients 2012 by Designated Market Area

The following hospitals are recipients of the HealthGrades Outstanding Patient Experience Award* in 2012. 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 certain criteria to be evaluated for patient experience, such as the number of beds, number of survey responses, and clinical-quality thresholds in order to be eligible for the award. Information on the award recipients and the rating methodology is available at HealthGrades.com.

Table 2. HealthGrades Outstanding Patient Experience Award Recipients 2012

Designated Market Area	Outstanding Patient Experience Award Recipients 2012*	City	State
Juneau, AK	Bartlett Regional Hospital	Juneau	AK
Birmingham, AL	Saint Vincent's Saint Clair	Pell City	AL
Columbus, GA: AL Hospitals	East Alabama Medical Center and Skilled Nursing Facility	Opelika	AL
	Jack Hughston Memorial Hospital	Phenix City	AL
Huntsville, AL	Hartselle Medical Center	Hartselle	AL
	Marshall Medical Center North	Guntersville	AL
Mobile, AL-Pensacola, FL: AL Hospitals	North Baldwin Infirmary	Bay Minette	AL
Montgomery - Selma, AL	Elmore Community Hospital	Wetumpka	AL
	Prattville Baptist Hospital	Prattville	AL
Jonesboro, AR	NEA Baptist Memorial Hospital	Jonesboro	AR
	Including: The Surgical Hospital of Jonesboro	Jonesboro	AR
Little Rock - Pine Bluff, AR	Arkansas Heart Hospital	Little Rock	AR
	Arkansas Surgical Hospital	North Little Rock	AR
	Ouachita County Medical Center	Camden	AR
Phoenix - Prescott, AZ	Banner Heart Hospital	Mesa	AZ
	Kingman Regional Medical Center	Kingman	AZ
	Mayo Clinic Hospital	Phoenix	AZ
	Tuba City Regional Health Care	Tuba City	AZ
Tucson, AZ	Carondelet Heart and Vascular Institute	Tucson	AZ
Fresno, CA	Fresno Heart and Surgical Hospital	Fresno	CA
Los Angeles, CA	Kaiser Permanente Downey Medical Center	Downey	CA
	Pomona Valley Hospital Medical Center	Pomona	CA
	Ronald Reagan UCLA Medical Center	Los Angeles	CA
Sacramento, CA	Sutter Roseville Medical Center	Roseville	CA
San Diego, CA	Scripps Green Hospital	La Jolla	CA
	Sharp Coronado Hospital and Healthcare Center	Coronado	CA
	Sharp Memorial Hospital	San Diego	CA
	Including: Sharp Mary Birch Hospital for Women and Newborns	San Diego	CA
San Francisco-Oakland, CA	UCSF Medical Center	San Francisco	CA
	Including: UCSF Medical Center at Mount Zion	San Francisco	CA
Santa Barbara, CA	Goleta Valley Cottage Hospital	Santa Barbara	CA

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HEALTHGRADES

Designated Market Area	Outstanding Patient Experience Award Recipients 2012*	City	State
Albuquerque - Santa Fe, NM: CO Hospitals	Mercy Regional Medical Center	Durango	CO
Colorado Springs - Pueblo, CO	Parkview Medical Center	Pueblo	CO
Denver, CO	Centura Health - Avista Adventist Hospital	Louisville	CO
	Exempla Good Samaritan Medical Center	Lafayette	CO
	McKee Medical Center	Loveland	CO
	Medical Center of the Rockies	Loveland	CO
	North Colorado Medical Center	Greeley	CO
	Poudre Valley Hospital	Fort Collins	CO
	Vail Valley Medical Center	Vail	CO
	Valley View Hospital	Glenwood Springs	CO
Grand Junction, CO	Montrose Memorial Hospital	Montrose	CO
Hartford-New Haven, CT	Middlesex Hospital	Middletown	CT
	Milford Hospital	Milford	CT
Jacksonville, FL	Baptist Medical Center Nassau	Fernandina Beach	FL
	Mayo Clinic	Jacksonville	FL
Miami-Ft. Lauderdale, FL	Doctors' Hospital	Coral Gables	FL
	Homestead Hospital	Homestead	FL
	Memorial Hospital Miramar	Miramar	FL
Mobile, AL-Pensacola, FL	Gulf Breeze Hospital	Gulf Breeze	FL
	Twin Cities Hospital	Niceville	FL
Orlando, FL	Florida Hospital Memorial Medical Center	Daytona Beach	FL
	Including: Florida Hospital Oceanside	Ormond Beach	FL
Panama City, FL	Sacred Heart Hospital On the Emerald Coast	Miramar Beach	FL
West Palm Beach, FL	Lakeside Medical Center	Belle Glade	FL
Atlanta, GA	Emory University Hospital	Atlanta	GA
	Fannin Regional Hospital	Blue Ridge	GA
	Northeast Georgia Medical Center	Gainesville	GA
	Northside Hospital	Atlanta	GA
	Northside Hospital - Forsyth	Cumming	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
Columbus, GA	Hughston Hospital	Columbus	GA
Savannah, GA	Meadows Regional Medical Center	Vidalia	GA
Honolulu, HI	Pali Momi Medical Center	Aiea	HI
	Straub Clinic & Hospital	Honolulu	HI

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Designated Market Area	Outstanding Patient Experience Award Recipients 2012*	City	State
Cedar Rapids, IA	Mercy Hospital - Iowa City	Iowa City	IA
	Mercy Medical Center - Cedar Rapids	Cedar Rapids	IA
	Mercy Medical Center - Dubuque	Dubuque	IA
	The Finley Hospital	Dubuque	IA
Omaha, NE: IA Hospitals	Jennie Edmundson Hospital	Council Bluffs	IA
Quincy, IL: IA Hospitals	Fort Madison Community Hospital	Fort Madison	IA
Jackson, WY: ID Hospitals	Madison Memorial Hospital	Rexburg	ID
Chicago, IL	Cancer Treatment Centers of America at Midwestern Regional Medical Center	Zion	IL
	Central DuPage Hospital	Winfield	IL
	Delnor Community Hospital	Geneva	IL
	Illinois Valley Community Hospital	Peru	IL
	Morris Hospital and Healthcare Centers	Morris	IL
Davenport, IA: IL Hospitals	CGH Medical Center	Sterling	IL
Paducah, KY: IL Hospitals	Good Samaritan Regional Health Center	Mount Vernon	IL
	Memorial Hospital of Carbondale	Carbondale	IL
Peoria, IL	Methodist Medical Center of Illinois	Peoria	IL
Rockford, IL	Katherine Shaw Bethea Hospital	Dixon	IL
St. Louis, MO: IL Hospitals	Alton Memorial Hospital	Alton	IL
	Saint Joseph's Hospital	Breese	IL
	St. Mary's Hospital	Centralia	IL
Chicago, IL: IN Hospitals	Community Hospital	Munster	IN
	Saint Mary Medical Center	Hobart	IN
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
	Including: Parkview North Hospital	Fort Wayne	IN
Indianapolis, IN	Fayette Regional Health System	Connersville	IN
	Franciscan St. Francis Health - Mooresville	Mooresville	IN
	Hendricks Regional Health	Danville	IN
	Indiana University Health North Hospital	Carmel	IN
	Major Hospital	Shelbyville	IN
	Saint Joseph Hospital and Health Center	Kokomo	IN
	St. Vincent Carmel Hospital	Carmel	IN
	St. Vincent Heart Center of Indiana	Indianapolis	IN
	The Indiana Heart Hospital	Indianapolis	IN
Lafayette, IN	Franciscan St. Elizabeth Health - East	Lafayette	IN
Louisville, KY: IN Hospitals	Floyd Memorial Hospital and Health Services	New Albany	IN
	Schneck Medical Center	Seymour	IN

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Designated Market Area	Outstanding Patient Experience Award Recipients 2012*	City	State
South Bend, IN	Saint Joseph Regional Medical Center	Mishawaka	IN
Terre Haute, IN	Good Samaritan Hospital	Vincennes	IN
Kansas City, MO: KS Hospitals	Saint Luke's South	Overland Park	KS
	University of Kansas Hospital	Kansas City	KS
Topeka, KS	Stormont - Vail Healthcare	Topeka	KS
Wichita, KS	Hays Medical Center	Hays	KS
	Kansas Medical Center	Andover	KS
	Newton Medical Center	Newton	KS
	Susan B. Allen Memorial Hospital	El Dorado	KS
Bowling Green, KY	Greenview Regional Hospital	Bowling Green	KY
Charleston, WV: KY Hospitals	Bon Secours Our Lady of Bellefonte Hospital	Ashland	KY
	Pikeville Medical Center	Pikeville	KY
Lexington, KY	Fleming County Hospital	Flemingsburg	KY
	Saint Joseph - London	London	KY
Paducah, KY	Jackson Purchase Medical Center	Mayfield	KY
	Western Baptist Hospital	Paducah	KY
Baton Rouge, LA	Our Lady of the Lake Regional Medical Center	Baton Rouge	LA
	Saint Elizabeth Hospital	Gonzales	LA
Lake Charles, LA	Women & Children's Hospital	Lake Charles	LA
New Orleans, LA	Louisiana Medical Center and Heart Hospital	Lacombe	LA
	Saint Tammany Parish Hospital	Covington	LA
	Thibodaux Regional Medical Center	Thibodaux	LA
Shreveport, LA	Willis Knighton Bossier Health Center	Bossier City	LA
	Willis Knighton Medical Center	Shreveport	LA
	Including: Willis Knighton South Hospital	Shreveport	LA
Boston, MA	Beth Israel Deaconess Hospital - Needham	Needham	MA
	Brigham and Women's Hospital	Boston	MA
	Cape Cod Hospital	Hyannis	MA
	Faulkner Hospital	Boston	MA
	Massachusetts General Hospital	Boston	MA
	Milford Regional Medical Center	Milford	MA
	New England Baptist Hospital	Roxbury Crossing	MA
	Newton - Wellesley Hospital	Newton	MA
	Winchester Hospital	Winchester	MA
Bangor, ME	Saint Joseph Hospital	Bangor	ME
Portland, ME	Mid Coast Hospital	Brunswick	ME
	Parkview Adventist Medical Center	Brunswick	ME
	York Hospital	York	ME

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Designated Market Area	Outstanding Patient Experience Award Recipients 2012*	City	State
Detroit, MI	Chelsea Community Hospital	Chelsea	MI
	Henry Ford West Bloomfield Hospital	West Bloomfield	MI
	Karmanos Cancer Center	Detroit	MI
	Saint Joseph Mercy Hospital	Ypsilanti	MI
	University of Michigan Health System	Ann Arbor	MI
Flint, MI	West Branch Regional Medical Center	West Branch	MI
Grand Rapids-Kalamazoo, MI	Bronson Methodist Hospital	Kalamazoo	MI
	Holland Hospital	Holland	MI
	Metro Health Hospital	Wyoming	MI
	North Ottawa Community Hospital	Grand Haven	MI
	Spectrum Health United Hospital	Greenville	MI
	Zeeland Community Hospital	Zeeland	MI
Traverse City, MI	Mercy Hospital - Cadillac	Cadillac	MI
	Mercy Hospital - Grayling	Grayling	MI
	Munson Medical Center	Traverse City	MI
	Northern Michigan Regional Hospital	Petoskey	MI
Minneapolis-St. Paul, MN	Fairview Northland Medical Center	Princeton	MN
	Lakeview Hospital	Stillwater	MN
	Ridgeview Medical Center	Waconia	MN
	Saint Cloud Hospital	Saint Cloud	MN
	Woodwinds Health	Woodbury	MN
Rochester, MN	Mayo Clinic Methodist Hospital	Rochester	MN
	Mayo Clinic Saint Mary's Hospital	Rochester	MN
	Olmsted Medical Center	Rochester	MN
Columbia - Jefferson City, MO	Boone Hospital Center	Columbia	MO
Kansas City, MO	Saint Luke's East - Lee's Summit	Lees Summit	MO
	Saint Luke's Hospital of Kansas City	Kansas City	MO
Paducah, KY: MO Hospitals	Saint Francis Medical Center	Cape Girardeau	MO
	Southeast Hospital	Cape Girardeau	MO
Springfield, MO	Saint John's Hospital - Springfield	Springfield	MO
St. Louis, MO	Barnes - Jewish Saint Peters Hospital	Saint Peters	MO
	Barnes - Jewish West County Hospital	Saint Louis	MO
	Parkland Health Center	Farmington	MO
	Including: Bonne Terre Hospital	Bonne Terre	MO
	Progress West Healthcare Center	O Fallon	MO
	SSM St. Clare Health Center	Fenton	MO
	St. Luke's Hospital	Chesterfield	MO
Biloxi - Gulfport, MS	Singing River Hospital	Pascagoula	MS
Jackson, MS	King's Daughters Medical Center - Brookhaven	Brookhaven	MS

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Designated Market Area	Outstanding Patient Experience Award Recipients 2012*	City	State
Tupelo, MS	Baptist Memorial Hospital - Booneville	Booneville	MS
	North Mississippi Medical Center	Tupelo	MS
	North Mississippi Medical Center - West Point	West Point	MS
Missoula, MT	Kalispell Regional Medical Center	Kalispell	MT
Charlotte, NC	Carolinas Medical Center - Mercy	Charlotte	NC
	Carolinas Medical Center - Union	Monroe	NC
	Carolinas Medical Center - University	Charlotte	NC
	Catawba Valley Medical Center	Hickory	NC
	Cleveland Regional Medical Center	Shelby	NC
	Iredell Memorial Hospital	Statesville	NC
	Presbyterian Hospital - Huntersville	Huntersville	NC
	Valdese Hospital	Valdese	NC
Greensboro, NC	Hugh Chatham Memorial Hospital	Elkin	NC
Norfolk, VA: NC Hospitals	Roanoke-Chowan Hospital	Ahoskie	NC
Raleigh-Durham, NC	FirstHealth Moore Regional Hospital	Pinehurst	NC
	Including: FirstHealth Richmond Memorial Hospital	Rockingham	NC
Wilmington, NC	New Hanover Regional Medical Center	Wilmington	NC
	Including: Cape Fear Hospital	Wilmington	NC
Bismarck, ND	Saint Alexius Medical Center	Bismarck	ND
Lincoln, NE	BryanLGH Medical Center East	Lincoln	NE
	Including: BryanLGH Medical Center West	Lincoln	NE
	Mary Lanning Memorial Hospital	Hastings	NE
	Nebraska Heart Institute & Heart Hospital	Lincoln	NE
	Saint Elizabeth Regional Medical Center	Lincoln	NE
	Saint Francis Medical Center	Grand Island	NE
Omaha, NE	Alegent Health - Midlands Hospital	Papillion	NE
	Fremont Area Medical Center	Fremont	NE
Boston, MA: NH Hospitals	Concord Hospital	Concord	NH
	Exeter Hospital	Exeter	NH
	Parkland Medical Center	Derry	NH
	Wentworth - Douglass Hospital	Dover	NH
Burlington, VT: NH Hospitals	Dartmouth - Hitchcock Medical Center	Lebanon	NH
Philadelphia, PA: NJ Hospitals	Deborah Heart & Lung Center	Browns Mills	NJ
Elmira, NY	Arnot Ogden Medical Center	Elmira	NY
New York, NY	Eastern Long Island Hospital	Greenport	NY
	Hospital for Special Surgery	New York	NY
	John T. Mather Memorial Hospital	Port Jefferson	NY
	Northern Westchester Hospital	Mount Kisco	NY
	Saint Francis Hospital Roslyn	Roslyn	NY

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HEALTHGRADES

Designated Market Area	Outstanding Patient Experience Award Recipients 2012*	City	State
Rochester, NY	Clifton Springs Hospital & Clinic	Clifton Springs	NY
Cincinnati, OH	Christ Hospital	Cincinnati	OH
	West Chester Hospital	West Chester	OH
Cleveland, OH	Amherst Hospital	Amherst	OH
	The Bellevue Hospital	Bellevue	OH
	Wooster Community Hospital	Wooster	OH
Columbus, OH	Dublin Methodist Hospital	Dublin	OH
	Memorial Hospital of Union County	Marysville	OH
Toledo, OH	Mercy Saint Anne Hospital	Toledo	OH
	Mercy Tiffin Hospital	Tiffin	OH
	Wood County Hospital	Bowling Green	OH
Youngstown, OH	Saint Elizabeth Boardman Health Center	Boardman	OH
Ada, OK	Chickasaw Nation Medical Center	Ada	OK
Oklahoma City, OK	McBride Orthopedic Hospital	Oklahoma City	OK
	Oklahoma Heart Hospital	Oklahoma City	OK
Tulsa, OK	Bailey Medical Center	Owasso	OK
	Choctaw Nation Health Care Center	Talihina	OK
	Oklahoma Surgical Hospital	Tulsa	OK
Portland, OR	Legacy Meridian Park Hospital	Tualatin	OR
Johnstown-Altoona, PA	Mount Nittany Medical Center	State College	PA
Lancaster, PA	Waynesboro Hospital	Waynesboro	PA
Philadelphia, PA	Doylestown Hospital	Doylestown	PA
	Grand View Hospital	Sellersville	PA
	Paoli Hospital	Paoli	PA
	Saint Mary Medical Center	Langhorne	PA
Wilkes Barre - Scranton, PA	Evangelical Community Hospital	Lewisburg	PA
	Geisinger Medical Center	Danville	PA
Providence, RI	South County Hospital	Wakefield	RI
Charleston, SC	Bon Secours Saint Francis Hospital	Charleston	SC
	East Cooper Medical Center	Mount Pleasant	SC
	Musc Medical Center	Charleston	SC
	Roper Hospital	Charleston	SC
Columbia, SC	Sisters of Charity Providence Hospitals	Columbia	SC
Greenville, SC	Anmed Health	Anderson	SC
	Baptist Easley Hospital	Easley	SC
	Bon Secours St. Francis Health System	Greenville	SC
	Greer Memorial Hospital	Greer	SC
	Patewood Memorial Hospital	Greenville	SC
	Self Regional Healthcare	Greenwood	SC

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HEALTHGRADES

Designated Market Area	Outstanding Patient Experience Award Recipients 2012*	City	State
Myrtle Beach, SC	Marlboro Park Hospital	Bennettsville	SC
	McLeod Regional Medical Center	Florence	SC
	Waccamaw Community Hospital	Murrells Inlet	SC
Sioux Falls, SD	Avera Heart Hospital of South Dakota	Sioux Falls	SD
	Avera Sacred Heart Hospital	Yankton	SD
Chattanooga, TN	Memorial Healthcare System	Chattanooga	TN
	Woods Memorial Hospital	Etowah	TN
Knoxville, TN	LeConte Medical Center	Sevierville	TN
	Methodist Medical Center of Oak Ridge	Oak Ridge	TN
	Parkwest Medical Center	Knoxville	TN
	University of Tennessee Medical Center	Knoxville	TN
Nashville, TN	Centennial Medical Center	Nashville	TN
	Dekalb Community Hospital	Smithville	TN
	Maury Regional Hospital	Columbia	TN
	Saint Thomas Hospital	Nashville	TN
	Vanderbilt University Hospital	Nashville	TN
Tri-Cities, TN-VA: TN Hospitals	Franklin Woods Community Hospital	Johnson City	TN
	Sycamore Shoals Hospital	Elizabethton	TN
	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	Hill Country Memorial Hospital	Fredericksburg	TX
	Scott and White Hospital - Round Rock	Round Rock	TX
Beaumont - Port Arthur, TX	Renaissance Hospital - Groves	Groves	TX
Brownsville, TX	Brownsville Doctors Hospital	Brownsville	TX
Dallas - Ft. Worth, TX	Baylor All Saints Medical Center at Fort Worth	Fort Worth	TX
	Baylor Jack and Jane Hamilton Heart and Vascular Hospital	Dallas	TX
	Baylor Medical Center at Frisco	Frisco	TX
	Baylor Medical Center at Waxahachie	Waxahachie	TX
	Including: Baylor Medical Center at Ennis	Ennis	TX
	Baylor Regional Medical Center at Plano	Plano	TX
	Texas Health Presbyterian Hospital Plano	Plano	TX
	The Heart Hospital Baylor Plano	Plano	TX
	UT Southwestern University Hospital	Dallas	TX
	UT Southwestern University Hospital - Zale Lipshy	Dallas	TX
Lubbock, TX	Grace Medical Center	Lubbock	TX
	Lubbock Heart Hospital	Lubbock	TX
	University Medical Center	Lubbock	TX
San Angelo, TX	San Angelo Community Medical Center	San Angelo	TX
San Antonio, TX	Nix Health Care System	San Antonio	TX

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HEALTHGRADES

Designated Market Area	Outstanding Patient Experience Award Recipients 2012*	City	State
Shreveport, LA: TX Hospitals	CHRISTUS Saint Michael Health System	Texarkana	TX
Tyler, TX	Good Shepherd Medical Center	Longview	TX
	University of Texas Health Center at Tyler	Tyler	TX
Victoria, TX	Citizens Medical Center	Victoria	TX
Waco, TX	St. Joseph Regional Health Center	Bryan	TX
Wichita Falls, TX	United Regional	Wichita Falls	TX
Salt Lake City, UT	Dixie Regional Medical Center	Saint George	UT
	Logan Regional Hospital	Logan	UT
	McKay - Dee Hospital Center	Ogden	UT
	University of Utah Health Care	Salt Lake City	UT
	Including: University Orthopaedic Center	Salt Lake City	UT
Roanoke, VA	Lynchburg General Hospital	Lynchburg	VA
Washington, DC: VA Hospitals	Virginia Hospital Center - Arlington	Arlington	VA
Albany, NY: VT Hospitals	Southwestern Vermont Medical Center	Bennington	VT
Portland, OR: WA Hospitals	Legacy Salmon Creek Hospital	Vancouver	WA
	PeaceHealth Southwest Medical Center	Vancouver	WA
Seattle - Tacoma, WA	Evergreen Hospital Medical Center	Kirkland	WA
	Saint Anthony Hospital	Gig Harbor	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
La Crosse - Eau Claire, WI	Franciscan Skemp La Crosse Hospital	La Crosse	WI
	Gundersen Lutheran Medical Center	La Crosse	WI
	Luther Hospital Mayo Health System	Eau Claire	WI
	Sacred Heart Hospital	Eau Claire	WI
	Saint Joseph's Hospital	Chippewa Falls	WI
Madison, WI	Meriter Hospital	Madison	WI
	Saint Mary's Hospital	Madison	WI
	University of Wisconsin Hospitals And Clinics	Madison	WI
Milwaukee, WI	Aurora Sheboygan Memorial Medical Center	Sheboygan	WI
	Oconomowoc Memorial Hospital	Oconomowoc	WI
	Waukesha Memorial Hospital	Waukesha	WI
Minneapolis-St. Paul, MN: WI Hospitals	Lakeview Medical Center	Rice Lake	WI
Wausau, WI	Aspirus Wausau Hospital	Wausau	WI
	Riverview Hospital	Wisconsin Rapids	WI
	Saint Clare's Hospital of Weston	Weston	WI
Pittsburgh, PA: WV Hospitals	Mon General Hospital	Morgantown	WV
Denver, CO: WY Hospitals	Ivinson Memorial Hospital	Laramie	WY

HEALTHGRADES

Recipients of Both HealthGrades Patient Safety and Outstanding Patient Experience Awards in 2012 by Designated Market Area

The following hospitals have shown superior performance for both patient safety and patient satisfaction ratings for 2012. These hospitals are recipients of both the HealthGrades Patient Safety Excellence Award and HealthGrades Outstanding Patient Experience Award in 2012.

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. Information on the award recipients and the rating methodology is available at HealthGrades.com.

Table 3. HealthGrades Patient Safety and Outstanding Patient Experience Award Recipients 2012

Designated Market Area	Patient Safety and Outstanding Patient Experience Award Recipients 2012*	City	State
Jonesboro, AR	NEA Baptist Memorial Hospital	Jonesboro	AR
	Including: The Surgical Hospital of Jonesboro	Jonesboro	AR
Little Rock - Pine Bluff, AR	Arkansas Heart Hospital	Little Rock	AR
San Francisco-Oakland, CA	UCSF Medical Center	San Francisco	CA
	Including: UCSF Medical Center at Mount Zion	San Francisco	CA
Albuquerque - Santa Fe, NM: CO Hospitals	Mercy Regional Medical Center	Durango	CO
Colorado Springs - Pueblo, CO	Parkview Medical Center	Pueblo	CO
Denver, CO	North Colorado Medical Center	Greeley	CO
	Poudre Valley Hospital	Fort Collins	CO
Atlanta, GA	Northeast Georgia Medical Center	Gainesville	GA
	Saint Mary's Health Care System	Athens	GA
Cedar Rapids, IA	Mercy Hospital - Iowa City	Iowa City	IA
	Mercy Medical Center - Dubuque	Dubuque	IA
	The Finley Hospital	Dubuque	IA
Chicago, IL	Central DuPage Hospital	Winfield	IL
Evansville, IN	Memorial Hospital and Health Care Center	Jasper	IN
Ft. Wayne, IN	Parkview Hospital	Fort Wayne	IN
	Including: Parkview North Hospital	Fort Wayne	IN
Kansas City, MO: KS Hospitals	Saint Luke's South	Overland Park	KS
Shreveport, LA	Willis Knighton Medical Center	Shreveport	LA
	Including: Willis Knighton South Hospital	Shreveport	LA
Boston, MA	Brigham and Women's Hospital	Boston	MA
	Cape Cod Hospital	Hyannis	MA
	Massachusetts General Hospital	Boston	MA
	Newton - Wellesley Hospital	Newton	MA
Detroit, MI	Saint Joseph Mercy Hospital	Ypsilanti	MI
Traverse City, MI	Munson Medical Center	Traverse City	MI
Kansas City, MO	Saint Luke's Hospital of Kansas City	Kansas City	MO
Paducah, KY: MO Hospitals	Southeast Hospital	Cape Girardeau	MO
Missoula, MT	Kalispell Regional Medical Center	Kalispell	MT

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Designated Market Area	Patient Safety and Outstanding Patient Experience Award Recipients 2012*	City	State
Charlotte, NC	Iredell Memorial Hospital	Statesville	NC
	Presbyterian Hospital - Huntersville	Huntersville	NC
Raleigh-Durham, NC	FirstHealth Moore Regional Hospital	Pinehurst	NC
	Including: FirstHealth Richmond Memorial Hospital	Rockingham	NC
Wilmington, NC	New Hanover Regional Medical Center	Wilmington	NC
	Including: Cape Fear Hospital	Wilmington	NC
Bismarck, ND	Saint Alexius Medical Center	Bismarck	ND
Elmira, NY	Arnot Ogden Medical Center	Elmira	NY
Philadelphia, PA	Doylestown Hospital	Doylestown	PA
Myrtle Beach, SC	McLeod Regional Medical Center	Florence	SC
Chattanooga, TN	Memorial Healthcare System	Chattanooga	TN
Nashville, TN	Saint Thomas Hospital	Nashville	TN
Abilene - Sweetwater, TX	Hendrick Medical Center	Abilene	TX
Dallas - Ft. Worth, TX	Baylor All Saints Medical Center at Fort Worth	Fort Worth	TX
Shreveport, LA: TX Hospitals	CHRISTUS Saint Michael Health System	Texarkana	TX
Salt Lake City, UT	McKay - Dee Hospital Center	Ogden	UT
Roanoke, VA	Lynchburg General Hospital	Lynchburg	VA
Green Bay - Appleton, WI	Aurora BayCare Medical Center	Green Bay	WI
	Mercy Medical Center	Oshkosh	WI
La Crosse - Eau Claire, WI	Luther Hospital Mayo Health System	Eau Claire	WI
Madison, WI	Saint Mary's Hospital	Madison	WI
Milwaukee, WI	Aurora Sheboygan Memorial Medical Center	Sheboygan	WI
Wausau, WI	Saint Clare's Hospital of Weston	Weston	WI

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