



# Asking the Right Questions to Improve Patient Experience and Safety

Learning from the 2015 Healthgrades  
Patient Safety Excellence Award™ and  
Outstanding Patient Experience Award™ Recipients

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# Asking the Right Questions to Improve Patient Experience and Safety

Five years have passed since the Patient Protection and Affordable Care Act (ACA) set forth provisions to integrate quality-based incentives into the Medicare program. What was once just an idea of tying reimbursement to measurable components, such as readmissions rates, outcomes, patient experience and patient safety, is now implemented into payments based on performance in quality metrics.

Today, not only must hospitals strive to find the best answer to questions on how to improve value while securing new patients for their systems, they also need to consider if the data and metrics they use to evaluate their efforts accurately reflect the intent of the measurement.

Using appropriate, timely and valid metrics and data to become proactive in preventing issues that negatively affect the patient and perhaps the hospital's reimbursement is a critical step for an organization's improvement efforts.

In this white paper, Healthgrades narrows the focus into two aspects of quality care—patient experience and patient safety. These two attributes are part of the Centers for Medicare and Medicaid Services (CMS) quality-based reimbursement model and are high on a consumer's list of priorities when seeking medical care.

We asked the following questions:

1. Have measurable elements of patient experience changed over time?
2. Do we see changes in the relative importance of these experience measures with respect to a patient's overall satisfaction or likelihood to recommend a facility?
3. If the adage "healthcare is local" holds true, do we see differences in what matters to a patient's experience in terms of geography or hospital type?
4. All hospitals strive to avoid patient safety incidents, however, are there areas where this effort could be more effective? If so, can we identify areas where the incidents are more likely to occur so focused efforts can be made to prevent them?

The answers we found prompt a provocative discussion. They indicate the need to re-evaluate the process for assessing patient experience and augmenting existing tools to provide additional methods to accurately assess what matters most to patients. They also shed light on areas where hospitals can focus to understand the events leading to patient safety incidents and work to prevent them.

## Patient Experience

Healthgrades analyzed the most recent six years of Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) data reported by CMS to identify any trends or shifts in what consumers find most important as it relates to their overall experience.

### Understanding What Truly Delights Patients

Well-known consumer brands, such as Apple, Amazon, Starbucks, and Marriott have been successfully building consumer loyalty for years. These organizations have perfected the feedback loop necessary to understand and adjust to consumer desires to continually influence and provide a positive experience.

While the concept of building customer loyalty isn't new in healthcare, the industry faces dynamic challenges, including if what we are measuring really matters to the patient as it relates to their

overall assessment. Hospitals must at minimum use the tool selected by CMS—is that sufficient or is augmentation necessary?

## Ten Patient Experience Measures

The 27 questions from the HCAHPS survey are rolled up to provide 10 patient experience measures:



## Trends in Patient Experience

Historically, data has shown a correlation between specific experience measures and the patient's likelihood to answer positively to the "recommend" question as well as the patient's overall rating to be a 9 or 10 out of 10.

For this study, Healthgrades evaluated HCAHPS data from the 2009 to 2014 Outstanding Patient Experience Award years. First, we found a change in experience measures having a relationship to these two questions. Next, we found the strength of those correlations is declining overall.

Our findings suggest there may be other areas that patients find to be important when evaluating their overall experience. It also suggests these additional areas are not being captured by the current HCAHPS survey questions.

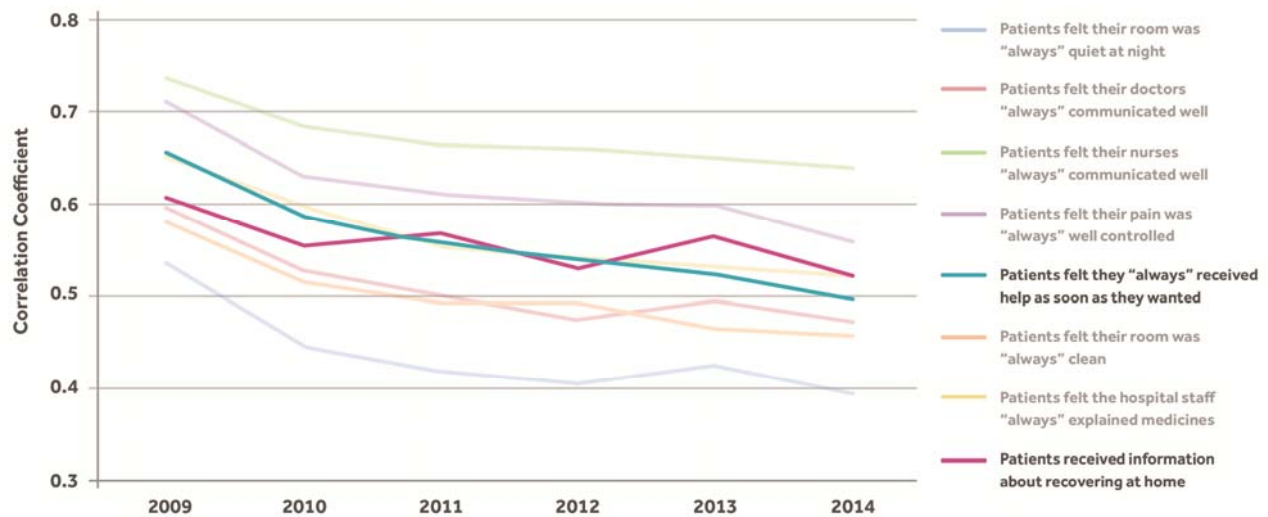
## Changes in Measures That Most Correlated to Patients Saying Yes, I Would Recommend

In 2009 and 2010, there was a correlation between patients who responded "always" to the "received help as soon as they wanted" question and "Yes I would recommend" the hospital.

However, in 2013 and 2014, the question that most correlated with a patient's likelihood to recommend the hospital was "received information about care after discharge."

The transition from one question to another as it correlates to a patient's likelihood to recommend is just one example, as illustrated in the graph below, of the evolution in the relationship of the patient experience measures to one another.

### Correlation of PE question with "Yes, would recommend" across time



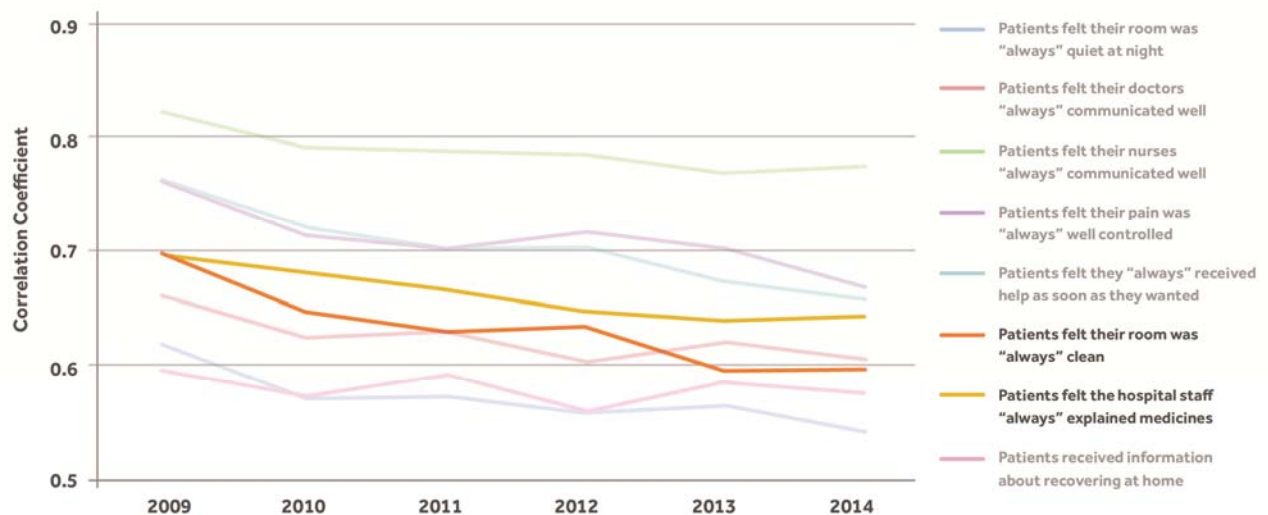
### Change in Measures That Most Correlated to Patients Giving an Overall Rating of 9 or 10

In 2009 and 2010, there was a correlation between patients who responded "always" to the "room was clean" question were more likely to indicate an overall rating of 9 or 10.

However, in 2013 and 2014, the question that most correlated with a patient's overall higher rating was "doctors always communicated well."

The transition from one question to another as it correlates to a patient's overall rating of 9 or 10 is an example, as illustrated in the graph below, of the evolution in the relationship of the patient experience measures to one another.

### Correlation of PE question with "Rating 9 or 10" across time



## What Influences Patient Experience – A Closer Look

We speculated that a hospital’s geography or teaching status might influence patient experience. We took a closer look to see if these trends in patient experience varied in any way based on the hospital’s location and teaching status—and we found that it did.

### Geography

By location, the difference is consistent across all measures. The correlation between all survey questions and the two most important inquiries: (1) A patient’s overall rating of 9 or 10 out of 10 for the hospital, and (2) “Yes, I would recommend” are **LOWER in RURAL areas**.

This suggests that for patients in rural areas, the aspects of experience captured by the survey are less related to a patient’s overall experience and likelihood to recommend a hospital.

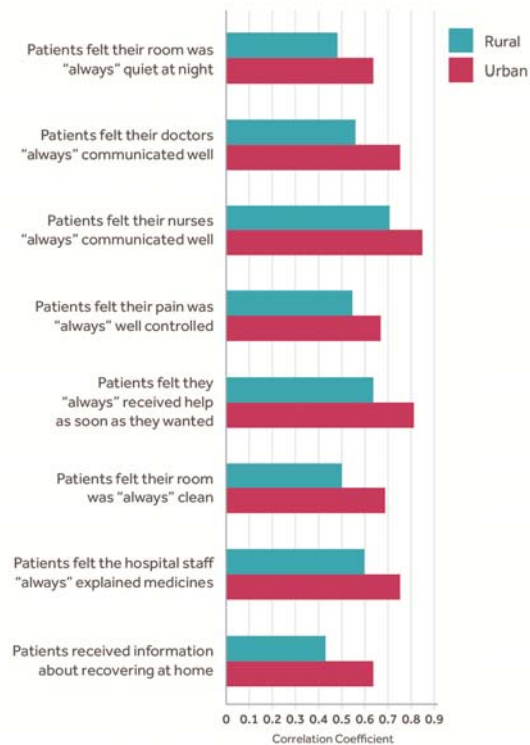
### Teaching Status

When it comes to teaching status, an interesting interaction emerges, telling us more about patient experience and which questions most correlated to a patient indicating “Yes, I would recommend” the hospital.

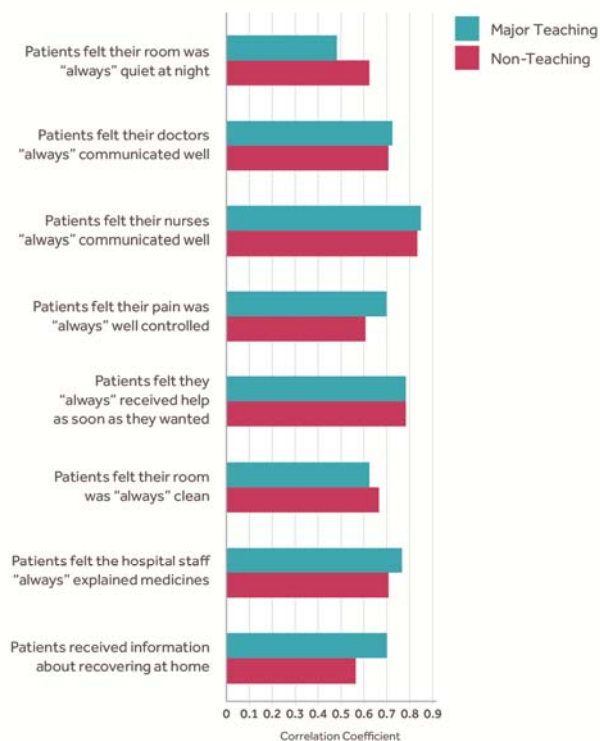
These variances in the correlation of each measure to a positive recommendation indicate patients’ perceptions differ based on the attribute of teaching or non-teaching facility type. For example:

- Patients who perceive that their hospital rooms are “always” quiet at night and “always” clean at non-teaching hospitals are more likely to recommend the hospital than those at teaching hospitals.
- There is no significant difference between the likelihood of recommending a hospital when considering patients’ perceptions of communication skills of doctors and nurses at teaching hospitals versus non-teaching hospitals.
- Likewise, there is no difference between the likelihood of recommending a hospital between teaching and non-teaching hospitals based on the perception of receiving help as soon as they asked.
- Patients at teaching hospitals who perceive that their pain was well controlled, staff explained medications well, and staff gave them information about care after discharge are more likely to recommend the hospital, compared to patients at non-teaching hospitals.

Individual question correlations with “Would Recommend” by geography



Individual question correlations with “Would Recommend” by teaching status



These findings suggest that patients at teaching hospitals relate the staff's capacity to explain medications, provide discharge information, and control pain to an overall better experience. At non-teaching hospitals, on the other hand, patients experience a quiet and clean room as a stronger measure of an overall better experience.

## Are We Asking Patients the Right Questions?

Our study into patient experience trends suggests that hospital consumer preferences, in general, are in flux and vary based on the hospital's location and teaching status. The attributes that are most important to a patient as it relates to their overall experience (that is, giving an overall rating of 9 or 10 out of 10) and their likelihood to recommend the hospital to family and friends, seems to be evolving.

Our analysis suggests that, with respect to a patient's overall experience and likelihood to recommend a hospital, the current measures for patient experience are less correlated today than they were six years ago, and this correlation varies by hospital location and whether or not it is a teaching hospital. Perhaps it's time to re-evaluate the questions we are asking patients.

## How can a hospital perfect the feedback loop as other successful consumer brands have done?

Rather than focus solely on the HCAHPS survey questions, a smart strategy for positive patient experiences is to ask patients questions about what matters to them. Developing tools to better understand patient expectations and how to best meet them is a crucial strategy in adapting to changing preferences while complying with CMS. Understanding what consumers value is key to balancing the scale between value-based purchasing models and sustaining growth for desired areas.

# Patient Safety: Searching for the Greatest Impact

Every hospital is concerned with preventing avoidable safety-related events. However, our data analysis identifies that variation in patient safety performance exists across the nation's hospitals.

Because patient safety is such an important facet of healthcare quality and reimbursement models, Healthgrades wanted to understand if there are areas where hospitals can focus that are most beneficial.

For the 2015 Patient Safety Excellence Award™ analysis, Healthgrades looked to determine if there is a relationship between award recipients and improved clinical performance in any of our 32 Medicare-based cohorts.

## Patient Safety Award Recipients Deliver Higher Clinical Performance

Hospitals face the daunting task of prioritizing efforts. Identifying where to spend resources that maximize the greatest potential for improvements is a crucial tactic in hospital management. This analysis indicates a hospital can greatly improve its clinical performance by focusing on reducing the four most prevalent patient safety events, which are concentrated in seven specific areas.

We found a relationship between Healthgrades Patient Safety Excellence Award (PSEA) recipients and improved performance in Medicare-based cohorts. On average, PSEA recipients, as a group, have a 9.8% lower negative outcome rate than non-recipients. In fact, PSEA recipients, as a group, perform as well as or better than non-recipients as a group in all 32 Medicare-based cohorts. This higher clinical performance for recipients crosses both mortality and complication cohorts.

By reducing patient safety events, hospitals can have positive effects on the clinical performance across the entire cohort set.

Patient Safety Excellence Award Recipients Clinical Performance

Cohorts	Times More Likely to Receive 5 Star Rating	Lower Outcome Rate
Heart Failure	<b>1.9x</b>	<b>11.6%</b> Mortality
Pacemaker procedures	<b>2.4x</b>	<b>14.0%</b> Complication
Defibrillator procedures	<b>2.0x</b>	<b>13.9%</b> Complication
COPD	<b>2.2x</b>	<b>15.3%</b> Mortality
Pneumonia	<b>2.0x</b>	<b>15.3%</b> Mortality
Bowel Obstruction	<b>1.8x</b>	<b>11.9%</b> Mortality
GI Bleed	<b>1.9x</b>	<b>13.8%</b> Mortality
Gallbladder surgery	<b>2.2x</b>	<b>9.7%</b> Complication
Esophageal/Stomach procedures	<b>1.8x</b>	<b>14.9%</b> Mortality

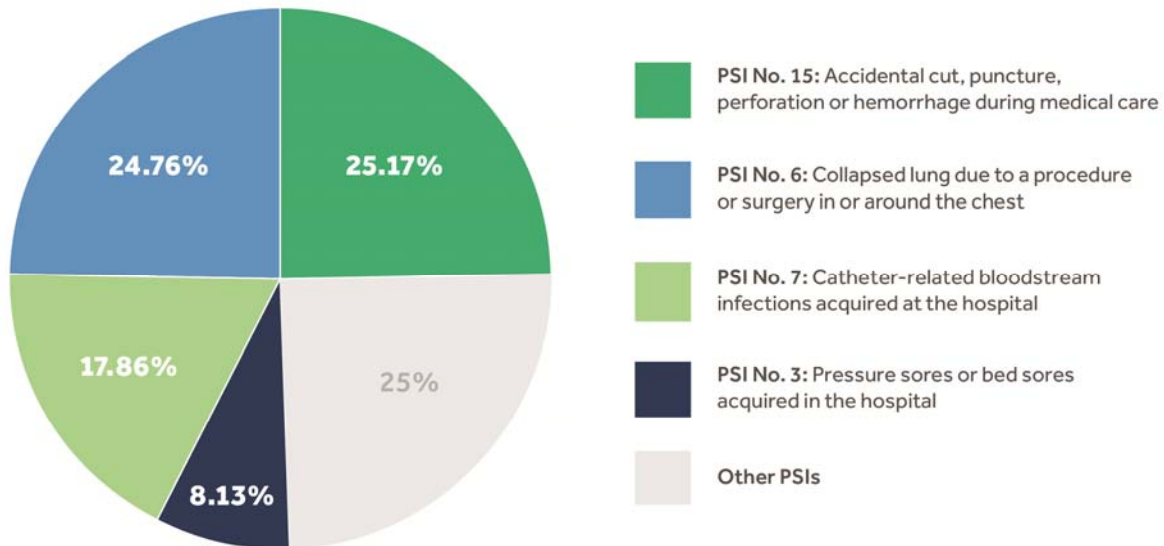
## Cultivating a More Focused Approach to Safety

Uncovering the strong and hospital-wide relationship between lower patient safety events and higher clinical quality was enlightening. But how would this help others in their efforts to improve?

We sought to find out if there were any service lines where high volumes of patient safety indicators took place, as related to specific clinical cohorts. We first looked at the prevalence of patient safety events to see which were occurring most often.

Four of the 14 patient safety indicators, making up 75% of all patient safety events, stood out as the most dominant.

Four Most Prevalent Patient Safety Events



## Service Lines Most Affected by Patient Safety Events

Next, we sought to determine which service lines were most affected by the prevalence of these events.

### PSI 3 – Pressure sores or bed sores acquired in the hospital

- 48% of all pressure sores occur in Gastrointestinal (GI) and Critical Care service lines. (We adjusted for the large patient volume in those service lines.)
- Even though GI and Critical Care cohorts represent 33% of the Medicare volume, they have nearly twice as many occurrences of bed sores than we would expect given patient volume alone.
- 19% of all bed sores occur in the Orthopedic service line. 32% of all bedsores occur in Hip Fracture and Sepsis patients alone.



## PSI 6–Collapsed lung due to a procedure or surgery in or around the chest

- 58% of all collapsed lung events occur in the Cardiac service line.
- Collapsed lung events occur 2.4 times more frequently than we would expect given the Cardiac service line patient volume.
- 49% of all collapsed lung events occur during Pacemaker Implant procedures.

## PSI 15–Accidental cut, puncture, perforation or hemorrhage during medical care

- 72% of all accidental cut, puncture, perforation, or hemorrhage events occur in the GI service line.
- These PSI 15 events occur 3.6 times more frequently than we would expect given the GI service line patient volume.
- 54% of all PSI 15 events occur during Bowel Obstruction, Small Intestine, and Colorectal Surgeries.

## PSI 7–Catheter-related blood stream infection

- 59% of all catheter-related blood stream infection events occur in the Cardiac service line.
- Catheter-related blood stream infections occur nearly 4 times more frequently than we would expect given cohort volume.
- 32% of all catheter-related blood stream infection events are in Coronary Artery Bypass Graft (CABG) surgery.

## Procedures Where Patient Safety Events Occur Most Often

Overall, the seven conditions and procedures where these four predominant patient safety events occur most often are:

- Bowel Obstruction Surgery
- Coronary Artery Bypass Graft (CABG) Surgery
- Colorectal Surgery
- Hip Fracture Repair
- Sepsis
- Small Intestine Surgery
- Pacemaker Implantation

## Developing an Action Plan That Maximizes Impact

The data shows that award recipient hospitals have fewer patient safety incidents and have better clinical outcomes across all conditions and procedures than Healthgrades measures. In addition, 75% of incidents reported by all hospitals were concentrated within seven conditions and procedures. This allows hospitals to focus evaluation and preventive measures within these cohorts, streamlining efforts for maximum benefit.

# Healthgrades Ratings & Awards Methodologies

To help consumers understand, compare and evaluate hospital performance, Healthgrades provides objective, comprehensive information about healthcare quality in America's hospitals.

## Outstanding Patient Experience Methodology

The Healthgrades Outstanding Patient Experience Award™ recognizes hospitals that provide an overall outstanding patient experience. Healthgrades overall patient experience scoring methodology uses Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient survey data from the Centers for Medicare and Medicaid Services (CMS). For the detailed methodology, see [Healthgrades Outstanding Patient Experience Award™ 2015 Methodology](#).

## How Patients Respond and What We Display

The following describes how patients respond to the questions, as well as how we display the measures on a Healthgrades hospital quality profile.

For the **Overall Ratings**, patients use a scale of 1 to 10 from worst to best, respectively. The percentage of patients who rated the hospital high (9 or 10) is compared to the national average of patients who rated their hospitals high.

For the **Recommendation to Family/Friends** question, patients indicate if they would recommend the hospital by choosing one of four options: definitely yes, probably yes, probably no, or definitely no. The percentage of patients who answered "Yes I would definitely recommend the hospital" is compared to the national average of patients who also responded definitely yes.

For **all other questions**, patients answer with "never," "sometimes," "usually," or "always." The percentage of patients who answered "always" is compared to the national average of patients who responded always.

## Patient Safety Methodology

Patient safety ratings evaluate the safety and quality of care at a hospital by measuring the rate at which serious, potentially preventable complications and adverse events occurred in the hospital.

To evaluate hospital patient safety, Healthgrades uses inpatient data from the Medicare Provider Analysis and Review (MedPAR) database and the QI Windows® (Version 4.6A) software from the Agency for Healthcare Research and Quality (AHRQ). We analyze 14 AHRQ-defined patient safety indicators (PSIs), each of which represent a serious, potentially preventable complication.

## Identifying Patient Safety Excellence Award™ Recipients

To be eligible for the Healthgrades Patient Safety Excellence Award, a hospital must meet clinical quality thresholds, have zero occurrences of PSI 5: Foreign Object Left During Surgery or Procedure, and have greater than 15 patients evaluated, five in the most recent year, on at least seven out of eight core PSIs.

To recognize hospitals that provide excellent patient safety, Healthgrades identifies those hospitals in the top 10% based on volume-weighted z-score, calculated using the observed and expected occurrence rates for each PSI as provided by the AHRQ software. Those hospitals are designated as Patient Safety Excellence Award™ recipients. For the detailed methodology see [Healthgrades Patient Safety Ratings and Patient Safety Excellence Award™ 2015 Methodology](#).

## About Healthgrades

Healthgrades, headquartered in Denver, Colorado, is the leading online resource for comprehensive information about physicians and hospitals. Today, more than one million people a day use the Healthgrades websites to search, compare and connect with hospitals and physicians based on the most important measures when selecting a healthcare provider: experience, hospital quality, and patient satisfaction. For more information about Healthgrades, visit <http://www.healthgrades.com> or download the [Healthgrades iPhone app](#).

# Healthgrades 2015 Outstanding Patient Experience Award™ Recipients

Healthgrades announces the 2015 Outstanding Patient Experience Award™ recipients. These facilities are among the top 15% in the nation with the highest overall patient experiences scores.

State	2015 Outstanding Patient Experience Award™ Recipient	City
Alabama	Baptist Medical Center East	Montgomery
	East Alabama Medical Center	Opelika
	Russell Medical Center	Alexander City
	Saint Vincent's Saint Clair	Pell City
	South Baldwin Regional Medical Center	Foley
	University of Alabama Hospital	Birmingham
Arizona	Banner Heart Hospital	Mesa
	Mayo Clinic Hospital	Phoenix
Arkansas	Arkansas Heart Hospital	Little Rock
	Arkansas Surgical Hospital	North Little Rock
	NEA Baptist Memorial Hospital	Jonesboro
	Physicians' Specialty Hospital	Fayetteville
	Saint Bernard's Medical Center	Jonesboro
California	Community Hospital of the Monterey Peninsula	Monterey
	Fresno Heart and Surgical Hospital	Fresno
	Fresno Surgical Hospital	Fresno
	Hoag Memorial Hospital Presbyterian	Newport Beach
	Hoag Orthopedic Institute	Irvine
	Huntington Memorial Hospital	Pasadena
	John Muir Medical Center - Concord	Concord
	Kaiser Permanente Orange County - Anaheim Medical	Anaheim
	Kaiser Permanente Santa Clara Medical Center	Santa Clara
	Kaiser Permanente Santa Rosa Medical Center	Santa Rosa
	Kaiser Permanente Woodland Hills Medical Center	Woodland Hills
	Menlo Park Surgical Hospital	Menlo Park
	Mills-Peninsula Medical Center	Burlingame
	Novato Community Hospital	Novato
	Patients' Hospital of Redding	Redding
	PIH Health Hospital - Whittier	Whittier
	Saint Joseph Hospital	Orange
	Santa Barbara Cottage Hospital	Santa Barbara
	Scripps Green Hospital	La Jolla
	Sharp Coronado Hospital	Coronado
Sharp Memorial Hospital	San Diego	
St. Helena Hospital	Saint Helena	

## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
<b>California continued</b>	Stanford Hospital and Clinics	Stanford
	Sutter Davis Hospital	Davis
	Sutter Surgical Hospital - North Valley	Yuba City
<b>Colorado</b>	Animas Surgical Hospital	Durango
	Centura Health - Avista Adventist Hospital	Louisville
	McKee Medical Center	Loveland
	Medical Center of the Rockies	Loveland
	Mercy Regional Medical Center	Durango
	Platte Valley Medical Center	Brighton
	Rose Medical Center	Denver
<b>Connecticut</b>	Greenwich Hospital	Greenwich
<b>Florida</b>	Baptist Medical Center Beaches	Jacksonville Beach
	Cleveland Clinic Florida	Weston
	Doctors Hospital	Coral Gables
	Florida Hospital Oceanside	Ormond Beach
	Mariners Hospital	Tavernier
	Mayo Clinic Hospital	Jacksonville
	Memorial Hospital Miramar	Miramar
	Sacred Heart Hospital On the Gulf	Port Saint Joe
	Sarasota Memorial Hospital	Sarasota
	South Miami Hospital	South Miami
	Viera Hospital	Viera
	West Kendall Baptist Hospital	Miami
<b>Georgia</b>	Cancer Treatment Center of America	Newnan
	Coffee Regional Medical Center	Douglas
	Emory University Hospital	Atlanta
	Gordon Hospital	Calhoun
	Northside Hospital	Atlanta
	Northside Medical Center	Columbus
	Redmond Regional Medical Center	Rome
	St. Mary's Health Care System	Athens
	Tanner Medical Center - Carrollton	Carrollton
	Tift Regional Medical Center	Tifton
University Healthcare System	Augusta	
<b>Hawaii</b>	Castle Medical Center	Kailua
	Kaiser Hospital	Honolulu
	Pali Momi Medical Center	Aiea
	Straub Clinic & Hospital	Honolulu

## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
Idaho	Gritman Medical Center	Moscow
	Northwest Specialty Hospital	Post Falls
	St. Luke's Magic Valley Medical Center	Twin Falls
	St. Luke's Regional Medical Center	Boise
	Treasure Valley Hospital	Boise
Illinois	Adventist Hinsdale Hospital	Hinsdale
	Adventist La Grange Memorial Hospital	La Grange
	Advocate BroMenn Medical Center	Normal
	Advocate Lutheran General Hospital	Park Ridge
	Anderson Hospital	Maryville
	Central DuPage Hospital	Winfield
	CGH Medical Center	Sterling
	Good Samaritan Regional Health Center	Mount Vernon
	Memorial Hospital	Belleville
	Morris Hospital and Healthcare Centers	Morris
	OSF Holy Family Medical Center	Monmouth
	OSF Saint Joseph Medical Center	Bloomington
	Presence St. Mary's Hospital	Kankakee
	Presence United Samaritans Medical Center	Danville
	Rush University Medical Center	Chicago
	Saint Joseph's Hospital	Breese
	St. Mary's Hospital	Centralia
Indiana	Columbus Regional Hospital	Columbus
	Community Heart and Vascular Hospital - North	Indianapolis
	Community Hospital	Munster
	Floyd Memorial Hospital and Health Services	New Albany
	Franciscan Saint Elizabeth Health - Lafayette East	Lafayette
	Franciscan St. Francis Health - Mooresville	Mooresville
	Good Samaritan Hospital	Vincennes
	Hendricks Regional Health	Danville
	Henry County Memorial Hospital	New Castle
	Indiana Orthopaedic Hospital	Indianapolis
	Indiana University Health North Hospital	Carmel
	Indiana University Health West Hospital	Avon
	Johnson Memorial Hospital	Franklin
	Memorial Hospital and Health Care Center	Jasper
	Parkview Noble Hospital	Kendallville
	Saint Mary Medical Center	Hobart
	Schneck Medical Center	Seymour
	St. Vincent Heart Center of Indiana	Indianapolis
	Unity Medical and Surgical Hospital	Mishawaka

## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
Iowa	Mary Greeley Medical Center	Ames
	Mercy Iowa City	Iowa City
	Mercy Medical Center - Dubuque	Dubuque
	Orange City Area Health System	Orange City
	Saint Anthony Regional Hospital and Nursing Home	Carroll
	Saint Luke's Hospital	Cedar Rapids
	Winneshiek Medical Center	Decorah
Kansas	Kansas City Orthopaedic Institute	Leawood
	Kansas Heart Hospital	Wichita
	Manhattan Surgical Hospital	Manhattan
	Salina Surgical Hospital	Salina
	Shawnee Mission Medical Center	Shawnee Mission
	Stormont - Vail Healthcare	Topeka
	Summit Surgical	Hutchinson
	The University of Kansas Hospital	Kansas City
	Via Christi Hospital Wichita Saint Teresa	Wichita
Kentucky	Baptist Health Lexington	Lexington
	Baptist Health Louisville	Louisville
	Our Lady of Bellefonte Hospital	Ashland
	Pikeville Medical Center	Pikeville
	Saint Joseph London	London
Louisiana	Central Louisiana Surgical Hospital	Alexandria
	Citizens Medical Center	Columbia
	Cypress Pointe Surgical Hospital	Hammond
	Fairway Medical Surgical Hospital	Covington
	Green Clinic Surgical Hospital	Ruston
	Heart Hospital of Lafayette	Lafayette
	Lady of the Sea General Hospital	Cut Off
	Lafayette General Medical Center	Lafayette
	Lafayette Surgical Specialty Hospital	Lafayette
	Lake Area Medical Center	Lake Charles
	Louisiana Heart Hospital	Lacombe
	Ouachita Community Hospital	West Monroe
	Our Lady of Lourdes Regional Medical Center	Lafayette
	P. and S. Surgical Hospital	Monroe
	Physicians Medical Center	Houma
	Saint Elizabeth Hospital	Gonzales
	Savoy Medical Center	Mamou
	Southern Surgical Hospital	Slidell
	Specialists Hospital Shreveport	Shreveport

## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
<b>Louisiana continued</b>	St. Tammany Parish Hospital	Covington
	Surgical Specialty Center of Baton Rouge	Baton Rouge
	The NeuroMedical Center-Surgical Hospital	Baton Rouge
	Thibodaux Regional Medical Center	Thibodaux
	West Calcasieu Cameron Hospital	Sulphur
	Willis Knighton Bossier Health Center	Bossier City
<b>Maine</b>	Blue Hill Memorial Hospital	Blue Hill
	Cary Medical Center	Caribou
	Central Maine Medical Center	Lewiston
	Mercy Hospital	Portland
	Millinocket Regional Hospital	Millinocket
	Mount Desert Island Hospital	Bar Harbor
	Saint Joseph Hospital	Bangor
	Saint Mary's Regional Medical Center	Lewiston
	York Hospital	York
<b>Maryland</b>	Anne Arundel Medical Center	Annapolis
	Mercy Medical Center	Baltimore
	The Johns Hopkins Hospital	Baltimore
<b>Massachusetts</b>	Brigham and Women's Faulkner Hospital	Boston
	Fairview Hospital	Great Barrington
	Harrington Memorial Hospital	Southbridge
	Massachusetts General Hospital	Boston
	Milford Regional Medical Center	Milford
	Mount Auburn Hospital	Cambridge
	New England Baptist Hospital	Boston
	Newton - Wellesley Hospital	Newton
Winchester Hospital	Winchester	
<b>Michigan</b>	St. Joseph Mercy Chelsea	Chelsea
	Bronson Methodist Hospital	Kalamazoo
	Carson Health	Carson City
	Holland Hospital	Holland
	Mercy Hospital Cadillac	Cadillac
	Metro Health Hospital	Wyoming
	MidMichigan Medical Center - Midland	Midland
	Munson Medical Center	Traverse City
	North Ottawa Community Hospital	Grand Haven
	Oaklawn Hospital	Marshall
	Spectrum Health Medical Center - Butterworth Hospital	Grand Rapids
	Spectrum Health Zeeland Community Hospital	Zeeland
	UP Health System - Portage Health - Hancock Campus	Hancock



## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
Minnesota	Bigfork Valley Hospital	Bigfork
	Cuyuna Regional Medical Center	Crosby
	Essentia Health - St. Joseph's Medical Center	Brainerd
	HealthEast Care System - Woodwinds Health Campus	Woodbury
	Hutchinson Health	Hutchinson
	Lakeview Hospital	Stillwater
	Mayo Clinic Hospital - Saint Mary's Campus	Rochester
	Rice Memorial Hospital	Willmar
	Ridgeview Medical Center	Waconia
	Riverwood Healthcare Center	Aitkin
	Saint Cloud Hospital	Saint Cloud
Mississippi	Saint Francis Regional Medical Center	Shakopee
	Anderson Regional Medical Center	Meridian
	Baptist Memorial Hospital - Union County	New Albany
	King's Daughters Medical Center - Brookhaven	Brookhaven
	Mississippi Baptist Medical Center	Jackson
Missouri	North Mississippi Medical Center	Tupelo
	Barnes - Jewish Saint Peters Hospital	Saint Peters
	Black River Medical Center	Poplar Bluff
	Boone Hospital Center	Columbia
	Capital Region Medical Center	Jefferson City
	Mercy Hospital Joplin	Joplin
	Parkland Health Center- Farmington	Farmington
	Progress West Hospital	O Fallon
	Saint Francis Medical Center	Cape Girardeau
	Saint Luke's East Hospital	Lees Summit
	Saint Luke's Hospital of Kansas City	Kansas City
	Southeast Health	Cape Girardeau
	SSM Health Saint Mary's	Jefferson City
	SSM Saint Clare Health Center	Fenton
	SSM Saint Joseph Hospital West	Lake Saint Louis
	SSM Saint Mary's Health Center	Richmond Heights
	St. Luke's Hospital	Chesterfield
Montana	Billings Clinic	Billings
	Saint Patrick Hospital	Missoula
Nebraska	Avera Saint Anthony's Hospital	Oneill
	Boone County Health Center	Albion
	Brodstone Memorial Hospital	Superior
	Bryan Health Medical Center - East	Lincoln
	CHI Health Immanuel	Omaha

## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
<b>Nebraska continued</b>	CHI Health Nebraska Heart	Lincoln
	CHI Health St. Elizabeth	Lincoln
	Community Medical Center	Falls City
	Lincoln Surgical Hospital	Lincoln
	Midwest Surgical Hospital	Omaha
	Nebraska Orthopaedic Hospital	Omaha
	The Nebraska Methodist Hospital	Omaha
<b>New Hampshire</b>	Wentworth - Douglass Hospital	Dover
<b>New Jersey</b>	Deborah Heart & Lung Center	Browns Mills
	Inspira Medical Center Elmer	Elmer
	Valley Hospital	Ridgewood
<b>New York</b>	Adirondack Medical Center	Saranac Lake
	Hospital for Special Surgery	New York
	John T. Mather Memorial Hospital	Port Jefferson
	Northern Westchester Hospital	Mount Kisco
	Phelps Memorial Hospital Association	Sleepy Hollow
	Putnam Hospital Center	Carmel
	Saint Francis Hospital Roslyn	Roslyn
<b>North Carolina</b>	Carolinas Medical Center - Lincoln	Lincolnton
	Carolinas Medical Center - Mercy	Charlotte
	Carolinas Medical Center - Northeast	Concord
	Carolinas Medical Center - University	Charlotte
	Cleveland Regional Medical Center	Shelby
	FirstHealth Moore Regional Hospital	Pinehurst
	Hugh Chatham Memorial Hospital	Elkin
	Mission Health	Asheville
	New Hanover Regional Medical Center	Wilmington
	North Carolina Specialty Hospital	Durham
	Rex Hospital	Raleigh
	University of North Carolina Hospital	Chapel Hill
	Vidant Chowan Hospital	Edenton
	Vidant Edgecombe Hospital	Tarboro
	Vidant Medical Center	Greenville
	Wakemed Health -Raleigh	Raleigh
<b>Ohio</b>	Alliance Community Hospital	Alliance
	Blanchard Valley Hospital	Findlay
	Bluffton Hospital	Bluffton
	Christ Hospital	Cincinnati
	CHWC Bryan Hospital	Bryan
	Cleveland Clinic	Cleveland

## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
Ohio continued	Community Memorial Hospital	Hicksville
	Dublin Methodist Hospital	Dublin
	Institute for Orthopaedic Surgery	Lima
	Kettering Medical Center	Kettering
	Mary Rutan Hospital	Bellefontaine
	Mercy Health - Fairfield Hospital	Fairfield
	Mercy Saint Anne Hospital	Toledo
	Mercy Willard Hospital	Willard
	Mount Carmel New Albany Surgical Hospital	New Albany
	Saint Elizabeth Boardman Health Center	Boardman
	University Hospitals Conneaut Medical Center	Conneaut
	West Chester Hospital	West Chester
	Wood County Hospital	Bowling Green
	Wooster Community Hospital	Wooster
Oklahoma	Integrus Baptist Medical Center	Oklahoma City
	Integrus Health Edmond	Edmond
	Northwest Surgical Hospital	Oklahoma City
	Oklahoma Center for Orthopaedic & Multi - Specialty Surgeries	Oklahoma City
	Oklahoma Heart Hospital	Oklahoma City
	Oklahoma Heart Hospital South	Oklahoma City
	Oklahoma Spine Hospital	Oklahoma City
	Saint Anthony Hospital	Oklahoma City
	Stillwater Medical Center	Stillwater
Tulsa Spine and Specialty Hospital	Tulsa	
Oregon	Legacy Meridian Park Medical Center	Tualatin
	Providence Hood River Memorial Hospital	Hood River
Pennsylvania	Advanced Surgical Hospital	Washington
	Chester County Hospital	West Chester
	Doylestown Hospital	Doylestown
	DuBois Regional Medical Center	Du Bois
	Geisinger Medical Center	Danville
	Lansdale Hospital	Lansdale
	Monongahela Valley Hospital	Monongahela
	Mount Nittany Medical Center	State College
	Oss Orthopaedic Hospital	York
	Paoli Hospital	Paoli
	Physician's Care Surgical Hospital	Royersford
	Saint Clair Hospital	Pittsburgh
	Surgical Institute of Reading	Wyomissing
Surgical Specialty Center at Coordinated Health	Allentown	

## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
<b>Rhode Island</b>	South County Hospital	Wakefield
<b>South Carolina</b>	Abbeville Area Medical Center	Abbeville
	Baptist Easley Hospital	Easley
	Bon Secours Saint Francis Hospital	Charleston
	Bon Secours St. Francis Health System	Greenville
	East Cooper Medical Center	Mount Pleasant
	Greer Memorial Hospital	Greer
	Mary Black Memorial Hospital	Spartanburg
	McLeod Regional Medical Center	Florence
	Mount Pleasant Hospital	Mount Pleasant
	Musc Medical Center	Charleston
	Patewood Memorial Hospital	Greenville
	Pelham Medical Center	Greer
	Roper Hospital	Charleston
	Self Regional Healthcare	Greenwood
	Sisters of Charity Providence Hospitals	Columbia
	Waccamaw Community Hospital	Murrells Inlet
<b>South Dakota</b>	Avera Heart Hospital of South Dakota	Sioux Falls
	Avera Queen of Peace	Mitchell
	Black Hills Surgical Hospital	Rapid City
	Dakota Plains Surgical Center	Aberdeen
	Sioux Falls Specialty Hospital	Sioux Falls
	Siouxland Surgery Center	Dakota Dunes
	Sturgis Regional Hospital	Sturgis
<b>Tennessee</b>	Baptist Memorial Hospital Union City	Union City
	Cookeville Regional Medical Center	Cookeville
	Fort Sanders Regional Medical Center	Knoxville
	Laughlin Memorial Hospital	Greeneville
	Memorial Hospital	Chattanooga
	Parkwest Medical Center	Knoxville
	Saint Thomas Hospital for Spinal Surgery	Nashville
	Saint Thomas West Hospital	Nashville
	Sycamore Shoals Hospital	Elizabethton
	University of Tennessee Medical Center	Knoxville
	Vanderbilt University Medical Center	Nashville
<b>Texas</b>	Baylor Jack and Jane Hamilton Heart and Vascular Hospital	Dallas
	Baylor Medical Center at Frisco	Frisco
	Baylor Medical Center at McKinney	Mckinney
	Baylor Medical Center at Uptown	Dallas
	Baylor Orthopedic and Spine Hospital at Arlington	Arlington

## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
Texas continued	Baylor Regional Medical Center at Plano	Plano
	Baylor Surgical Hospital at Las Colinas	Irving
	East Texas Medical Center Pittsburg	Pittsburg
	Foundation Surgical Hospital of San Antonio	San Antonio
	Hendrick Medical Center	Abilene
	Heritage Park Surgical Hospital	Sherman
	Hill Country Memorial Hospital	Fredericksburg
	Houston Orthopedic and Spine Hospital	Bellaire
	Memorial Hermann Baptist Orange Hospital	Orange
	Memorial Hermann Memorial City Medical Center	Houston
	Memorial Hermann Surgical Hospital- First Colony	Sugar Land
	Methodist Mansfield Medical Center	Mansfield
	North Central Surgical Center	Dallas
	Northwest Hills Surgical Hospital	Austin
	Providence Healthcare Network	Waco
	Quail Creek Surgical Hospital	Amarillo
	Rollins Brook Community Hospital	Lampasas
	San Angelo Community Medical Center	San Angelo
	Shannon Medical Center	San Angelo
	South Texas Spine & Surgical Hospital	San Antonio
	St. David's Medical Center	Austin
	St. Luke's Lakeside Hospital	The Woodlands
	Texas Health Center for Diagnostics and Surgery	Plano
	Texas Health Harris Methodist Hospital Hurst - Euless - Bedford	Bedford
	Texas Health Harris Methodist Hospital Southlake	Southlake
	Texas Health Harris Methodist Hospital Southwest Fort Worth	Fort Worth
	Texas Health Harris Methodist Hospital Stephenville	Stephenville
	Texas Health Presbyterian Hospital Flower Mound	Flower Mound
	Texas Health Presbyterian Hospital Plano	Plano
	Texas Institute for Surgery at Texas Health Presbyterian Dallas	Dallas
	The Heart Hospital Baylor Plano	Plano
	The Physicians Centre Hospital	Bryan
	United Regional Health Care System	Wichita Falls
	University Medical Center	Lubbock
	University of Texas Health Center at Tyler	Tyler
	USMD Hospital at Fort Worth	Fort Worth
	UT Southwestern University Hospital	Dallas
	UT Southwestern University Hospital - Zale Lipshy	Dallas
	Woodland Heights Medical Center	Lufkin

## Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
Utah	American Fork Hospital	American Fork
	Dixie Regional Medical Center	Saint George
	Intermountain McKay-Dee Hospital	Ogden
	Intermountain Medical Center	Murray
	LDS Hospital	Salt Lake City
	Logan Regional Hospital	Logan
	Riverton Hospital	Riverton
	Valley View Medical Center	Cedar City
Vermont	Rutland Regional Medical Center	Rutland
Virginia	Carilion New River Valley Medical Center	Christiansburg
	Martha Jefferson Hospital	Charlottesville
	Sentara Norfolk General Hospital	Norfolk
	Sentara Obici Hospital	Suffolk
	Sentara Princess Anne Hospital	Virginia Beach
	Sentara Virginia Beach General Hospital	Virginia Beach
	Sentara Williamsburg Regional Medical Center	Williamsburg
	Virginia Hospital Center	Arlington
Washington	Central Washington Hospital	Wenatchee
	Legacy Salmon Creek Medical Center	Vancouver
	Pullman Regional Hospital	Pullman
	University of Washington Medical Center	Seattle
	Virginia Mason Medical Center	Seattle
	Whitman Hospital and Medical Center	Colfax
West Virginia	Mon General Hospital	Morgantown
	Saint Mary's Medical Center	Huntington
Wisconsin	Aspirus Wausau Hospital	Wausau
	Aurora BayCare Medical Center	Green Bay
	Aurora Medical Center	Summit
	Aurora Medical Center in Gafton	Grafton
	Aurora Medical Center Manitowoc County	Two Rivers
	Bellin Memorial Hospital	Green Bay
	Froedtert Health - Froedtert Hospital	Milwaukee
	Gundersen Lutheran Medical Center	La Crosse
	Howard Young Medical Center	Woodruff
	Mayo Clinic Health System - Franciscan Medical Center	La Crosse
	Mayo Clinic Health System Eau Claire Hospital	Eau Claire
	Mercy Medical Center	Oshkosh
	Midwest Orthopedic Specialty Hospital	Franklin
	Ministry Door County Medical Center	Sturgeon Bay
	Ministry Saint Michael's Hospital	Stevens Point

Healthgrades 2015 Outstanding Patient Experience Award™ Recipients (continued)

State	2015 Outstanding Patient Experience Award™ Recipient	City
Wisconsin continued	Monroe Clinic	Monroe
	Oakleaf Surgical Hospital	Altoon
	Orthopaedic Hospital of Wisconsin	Glendale
	River Falls Area Hospital	River Falls
	Sacred Heart Hospital	Eau Claire
	Saint Clare Hospital Health Services	Baraboo
	Saint Clare's Hospital of Weston	Weston
	Saint Elizabeth Hospital	Appleton
	Saint Joseph's Hospital	Chippewa Falls
	Saint Mary's Hospital	Madison
	Saint Mary's Janesville Hospital	Janesville
	Sauk Prairie Memorial Hospital	Prairie Du Sac
	Stoughton Hospital	Stoughton
	University of Wisconsin Hospitals And Clinics	Madison
	Upland Hills Health	Dodgeville
	Vernon Memorial Healthcare	Viroqua
	Waukesha Memorial Hospital	Waukesha
	Wheaton Franciscan Healthcare - Franklin	Franklin
Wyoming	Washakie Medical Center	Worland

Continued...

# Healthgrades 2015 Patient Safety Excellence Award™ Recipients

Healthgrades announces the 2015 [Patient Safety Excellence Award™](#) recipients. These facilities are among the top 10% in the nation for providing excellent patient safety.

State	2015 Patient Safety Excellence Award™ Recipient	City
Alabama	Baptist Medical Center South	Montgomery
	East Alabama Medical Center	Opelika
	Jack Hughston Memorial Hospital	Phenix City
	Parkway Medical Center	Decatur
Arizona	Banner Boswell Medical Center	Sun City
	Banner Del E. Webb Medical Center	Sun City West
	Banner Thunderbird Medical Center	Glendale
	Havasu Regional Medical Center	Lake Havasu City
	Payson Regional Medical Center	Payson
	Scottsdale Healthcare - Osborn Medical Center	Scottsdale
	Scottsdale Healthcare - Shea Medical Center	Scottsdale
Arkansas	Arkansas Heart Hospital	Little Rock
	Arkansas Surgical Hospital	North Little Rock
	Baptist Health Medical Center - Heber Springs	Heber Springs
	Saline Memorial Hospital	Benton
	Washington Regional Medical Center	Fayetteville
California	Alhambra Hospital Medical Center	Alhambra
	Alvarado Hospital	San Diego
	Arroyo Grande Community Hospital	Arroyo Grande
	Bakersfield Heart Hospital	Bakersfield
	Bakersfield Memorial Hospital	Bakersfield
	California Hospital Medical Center	Los Angeles
	Centinela Hospital Medical Center	Inglewood
	Chapman Medical Center	Orange
	Chino Valley Medical Center	Chino
	Coast Plaza Hospital	Norwalk
	Coastal Communities Hospital	Santa Ana
	Desert Valley Hospital	Victorville
	Dominican Hospital	Santa Cruz
	East Los Angeles Doctors Hospital	Los Angeles
	Eden Medical Center	Castro Valley
	Foothill Presbyterian Hospital	Glendora
	Fountain Valley Regional Hospital and Medical Center	Fountain Valley
French Hospital Medical Center	San Luis Obispo	



## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
California continued	Garden Grove Hospital and Medical Center	Garden Grove
	Garfield Medical Center	Monterey Park
	Glendale Memorial Hospital and Health Center	Glendale
	Good Samaritan Hospital	Los Angeles
	Hollywood Presbyterian Medical Center	Los Angeles
	Huntington Beach Hospital	Huntington Beach
	John Muir Medical Center - Concord	Concord
	John Muir Medical Center - Walnut Creek	Walnut Creek
	Kaiser Permanente Baldwin Park Medical Center	Baldwin Park
	Kaiser Permanente Downey Medical Center	Downey
	Kaiser Permanente Redwood City Medical Center	Redwood City
	Kaiser Permanente Riverside Medical Center	Riverside
	Kaiser Permanente South Sacramento Medical Center	Sacramento
	Kaiser Permanente West Los Angeles Medical Center	Los Angeles
	La Palma Intercommunity Hospital	La Palma
	Los Angeles Community Hospital at Los Angeles	Los Angeles
	Including: Norwalk Community Hospital	Norwalk
	Marian Regional Medical Center	Santa Maria
	Memorial Hospital of Gardena	Gardena
	Mission Community Hospital	Panorama City
	Montclair Hospital Medical Center	Montclair
	Oroville Hospital	Oroville
	Pacific Alliance Medical Center	Los Angeles
	Paradise Valley Hospital	National City
	Providence Little Company of Mary Medical Center Torrance	Torrance
	Providence Saint Joseph Medical Center	Burbank
	Providence Tarzana Medical Center	Tarzana
	Saint Vincent Medical Center	Los Angeles
	San Leandro Hospital	San Leandro
	Santa Rosa Memorial Hospital	Santa Rosa
	Scripps Memorial Hospital La Jolla	La Jolla
	Scripps Mercy Hospital	San Diego
	Including: Scripps Mercy Hospital Chula Vista	Chula Vista
	Sequoia Hospital	Redwood City
	Shasta Regional Medical Center	Redding
Sherman Oaks Hospital	Sherman Oaks	
Simi Valley Hospital	Simi Valley	
Southern California Hospital at Hollywood	Hollywood	
St. Joseph's Medical Center of Stockton	Stockton	

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
<b>California continued</b>	St. Mary Medical Center	Long Beach
	Sutter Surgical Hospital - North Valley	Yuba City
	Temple Community Hospital	Los Angeles
	Tri - City Regional Medical Center	Hawaiian Gardens
	UCSF Medical Center at Parnassus	San Francisco
	Including: UCSF Medical Center at Mount Zion	San Francisco
	Washington Hospital	Fremont
	West Anaheim Medical Center	Anaheim
<b>Colorado</b>	Animas Surgical Hospital	Durango
	Poudre Valley Hospital	Fort Collins
	Yampa Valley Medical Center	Steamboat Springs
<b>Connecticut</b>	New Milford Hospital	New Milford
<b>Delaware</b>	Bayhealth - Milford Memorial Hospital	Milford
<b>Florida</b>	Baptist Hospital of Miami	Miami
	Bethesa Hospital East	Boynton Beach
	Central Florida Regional Hospital	Sanford
	Coral Gables Hospital	Coral Gables
	Englewood Community Hospital	Englewood
	Fishermen's Community Hospital	Marathon
	Holy Cross Hospital	Fort Lauderdale
	Leesburg Regional Medical Center	Leesburg
	Mayo Clinic Hospital	Jacksonville
	Memorial Regional Hospital	Hollywood
	Including: Memorial Regional Hospital South	Hollywood
	North Shore Medical Center	Miami
	Including: Florida Medical Center	Lauderdale Lakes
	Palm Springs General Hospital	Hialeah
	Palmetto General Hospital	Hialeah
	Parrish Medical Center	Titusville
	Regional Medical Center Bayonet Point	Hudson
Saint Vincent's Medical Center	Jacksonville	
West Boca Medical Center	Boca Raton	
<b>Georgia</b>	Barrow Regional Medical Center	Winder
	Emory Johns Creek Hospital	Johns Creek
	Emory-Adventist Hospital at Smyrna	Smyrna
	Floyd Medical Center	Rome
	Gordon Hospital	Calhoun
	John D. Archbold Memorial Hospital	Thomasville
	Meadows Regional Medical Center	Vidalia
	Midtown Medical Center	Columbus
Northside Medical Center	Columbus	

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
Georgia continued	Redmond Regional Medical Center	Rome
	St. Francis Hospital	Columbus
	St. Mary's Health Care System	Athens
	Ty Cobb Regional Medical Center	Lavonia
	Wayne Memorial Hospital	Jesup
	West Georgia Medical Center	Lagrange
Hawaii	Hilo Medical Center	Hilo
	Pali Momi Medical Center	Aiea
	Straub Clinic & Hospital	Honolulu
	Wahiawa General Hospital	Wahiawa
Idaho	Mountain View Hospital	Idaho Falls
	Northwest Specialty Hospital	Post Falls
Illinois	Advocate Christ Hospital and Medical Center	Oak Lawn
	Advocate Condell Medical Center	Libertyville
	Advocate Good Samaritan Hospital	Downers Grove
	Advocate Lutheran General Hospital	Park Ridge
	Advocate South Suburban Hospital	Hazel Crest
	Advocate Trinity Hospital	Chicago
	Alexian Brothers Medical Center	Elk Grove Village
	Centegra Hospital - McHenry	Mchenry
	Elmhurst Memorial Hospital	Elmhurst
	Good Samaritan Regional Health Center	Mount Vernon
	Memorial Hospital	Belleville
	Mendota Community Hospital	Mendota
	Metrosouth Medical Center	Blue Island
	Morris Hospital and Healthcare Centers	Morris
	Northwest Community Hospital	Arlington Heights
	Norwegian - American Hospital	Chicago
	Presence Resurrection Medical Center	Chicago
	Presence Saint Joseph Medical Center	Joliet
	Presence St. Mary's Hospital	Kankakee
	Proctor Hospital	Peoria
	Riverside Medical Center	Kankakee
	Saint Joseph's Hospital	Breese
	Saint Mary's Hospital	Streator
	Thorek Memorial Hospital	Chicago
	Unity Point Health Methodist	Peoria
	Vista Medical Center East	Waukegan
Westlake Hospital	Melrose Park	

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
Indiana	Adams Health Network	Decatur
	Cameron Memorial Community Hospital	Angola
	Franciscan St. Francis Health - Mooresville	Mooresville
	Harrison County Hospital	Corydon
	Indiana Orthopaedic Hospital	Indianapolis
	Indiana University Health Ball Memorial Hospital	Muncie
	Major Hospital	Shelbyville
	Orthopedic Hospital of the Lutheran Health Network	Fort Wayne
	Parkview Huntington Hospital	Huntington
	Parkview Regional Medical Center	Fort Wayne
	Including: Parkview North Hospital	Fort Wayne
	Saint Joseph Regional Medical Center	Mishawaka
	Saint Vincent Anderson Regional Hospital	Anderson
	St. Vincent Carmel Hospital	Carmel
	St. Vincent Heart Center of Indiana	Indianapolis
Iowa	Fort Madison Community Hospital	Fort Madison
	Genesis Medical Center - Davenport	Davenport
	Mercy Medical Center - Cedar Rapids	Cedar Rapids
	Mercy Medical Center - Dubuque	Dubuque
	Mercy Medical Center - Sioux City	Sioux City
	Spencer Municipal Hospital	Spencer
Kansas	Kansas Heart Hospital	Wichita
	Kansas Spine Hospital	Wichita
	Salina Surgical Hospital	Salina
Kentucky	Baptist Health Lexington	Lexington
	Hazard ARH Regional Medical Center	Hazard
	Marshall County Hospital	Benton
	Pineville Community Hospital	Pineville
	University of Kentucky Hospital	Lexington
	Including: UK Good Samaritan Hospital	Lexington
	Williamson ARH Hospital	South Williamson
Louisiana	Central Louisiana Surgical Hospital	Alexandria
	Cypress Pointe Surgical Hospital	Hammond
	Heart Hospital of Lafayette	Lafayette
	Ochsner Medical Center - Baton Rouge	Baton Rouge
	P. and S. Surgical Hospital	Monroe
	Thibodaux Regional Medical Center	Thibodaux
	Willis Knighton Bossier Health Center	Bossier City
Maine	Franklin Memorial Hospital	Farmington
	Mercy Hospital	Portland

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City	
Maryland	Anne Arundel Medical Center	Annapolis	
	Baltimore Washington Medical Center	Glen Burnie	
	Bon Secours Hospital	Baltimore	
	Calvert Memorial Hospital	Prince Frederick	
	Chester River Hospital Center	Chestertown	
	Holy Cross Hospital	Silver Spring	
	Medstar Harbor Hospital	Baltimore	
	MedStar St. Mary's Hospital	Leonardtown	
	Saint Agnes Hospital	Baltimore	
	University Of Maryland St Joseph Medical Center	Towson	
	University of Maryland St. Joseph Medical Center	Towson	
	Washington Adventist Hospital	Takoma Park	
	Western Maryland Regional Medical Center	Cumberland	
	Massachusetts	Baystate Medical Center	Springfield
Cooley Dickinson Hospital		Northampton	
Fairview Hospital		Great Barrington	
Good Samaritan Medical Center		Brockton	
Harrington Memorial Hospital		Southbridge	
Holy Family Hospital at Merrimack Valley		Haverhill	
Marlborough Hospital		Marlborough	
MetroWest Medical Center - Framingham Union Hospital		Framingham	
Including: Leonard Morse Hospital		Natick	
New England Baptist Hospital		Boston	
Newton - Wellesley Hospital		Newton	
Norwood Hospital		Norwood	
Southcoast Health - Charlton Memorial Hospital		Fall River	
Including: Southcoast Health - St. Luke's Hospital		New Bedford	
Southcoast Health - Tobey Hospital		Wareham	
Wing Memorial Hospital and Medical Center		Palmer	
Michigan		St. Joseph Mercy Chelsea	Chelsea
		Allegiance Health	Jackson
	Beaumont Health System - Beaumont - Grosse Pointe Campus	Grosse Pointe	
	Botsford Hospital	Farmington Hills	
	Covenant Medical Center - Harrison	Saginaw	
	Dickinson County Memorial Hospital	Iron Mountain	
	Hayes Green Beach Memorial Hospital	Charlotte	
	McLaren Bay Region	Bay City	
	MidMichigan Medical Center - Gratiot	Alma	
	ProMedica Herrick Hospital	Tecumseh	

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
<b>Michigan continued</b>	Spectrum Health Medical Center - Butterworth Hospital	Grand Rapids
	Including: Spectrum Health - Blodgett Hospital	Grand Rapids
	Spectrum Health Zeeland Community Hospital	Zeeland
	St. John Providence Health System - Providence Hospital - Southfield Campus	Southfield
	St. Mary Mercy Hospital	Livonia
	University of Michigan Health System	Ann Arbor
	West Shore Medical Center	Manistee
<b>Minnesota</b>	Abbott Northwestern Hospital	Minneapolis
	Allina Health Regina Hospital	Hastings
	AllinaHealth - Mercy Hospital	Coon Rapids
	AllinaHealth - Unity Hospital	Fridley
	Avera Marshall Regional Medical Center	Marshall
	Buffalo Hospital	Buffalo
	New Ulm Medical Center	New Ulm
	Rice Memorial Hospital	Willmar
	Saint Francis Regional Medical Center	Shakopee
	Saint Gabriels Hospital	Little Falls
<b>Mississippi</b>	Baptist Memorial Hospital - North Mississippi	Oxford
	Forrest General Hospital	Hattiesburg
	George Regional Hospital	Lucedale
	Greenwood Leflore Hospital	Greenwood
	King's Daughters Medical Center - Brookhaven	Brookhaven
	Mississippi Baptist Medical Center	Jackson
<b>Missouri</b>	Citizens Memorial Hospital	Bolivar
	Mercy Hospital Carthage	Carthage
	SSM Saint Joseph Hospital West	Lake Saint Louis
<b>Montana</b>	Central Montana Medical Center	Lewistown
	Health Center Northwest	Kalispell
<b>Nebraska</b>	CHI Health Nebraska Heart	Lincoln
	Regional West Medical Center	Scottsbluff
	The Nebraska Medical Center	Omaha
	York General Hospital	York
<b>Nevada</b>	Banner Churchill Community Hospital	Fallon
	Renown South Meadows Medical Center	Reno
	Sierra Surgery Hospital	Carson City
<b>New Hampshire</b>	Exeter Hospital	Exeter
	Huggins Hospital	Wolfeboro
	New London Hospital	New London

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
New Jersey	AtlantiCare Regional Medical Center - Atlantic City	Atlantic City
	Including: AtlantiCare Regional Medical Center - Mainland	Pomona
	Bayshore Community Hospital	Holmdel
	Clara Maass Medical Center	Belleville
	East Orange General Hospital	East Orange
	Englewood Hospital & Medical Center	Englewood
	Shore Medical Center	Somers Point
	Valley Hospital	Ridgewood
New Mexico	Rehoboth McKinley Christian Health Care Services	Gallup
New York	Albany Medical Center Hospital	Albany
	Bon Secours Community Hospital	Port Jervis
	Brookhaven Memorial Hospital Medical Center	Patchogue
	Claxton - Hepburn Medical Center	Ogdensburg
	Franklin Hospital	Valley Stream
	Glen Cove Hospital	Glen Cove
	Good Samaritan Regional Medical Center	Suffern
	Huntington Hospital	Huntington
	John T. Mather Memorial Hospital	Port Jefferson
	Kingsbrook Jewish Medical Center	Brooklyn
	North Central Bronx Hospital	Bronx
	Nyack Hospital	Nyack
	Saint Catherine of Siena Medical Center	Smithtown
	St. Luke's Cornwall Hospital	Newburgh
	UHS - Wilson Medical Center	Johnson City
	Including: UHS - Binghamton General Hospital	Binghamton
	Woodhull Medical and Mental Health Center	Brooklyn
	North Carolina	CarolinaEast Medical Center
Carolinas Medical Center - Northeast		Concord
Carolinos Heath care system Blueridge - Morganton		Morganton
Davis Regional Medical Center		Statesville
Dosher Memorial Hospital		Southport
Duke Health Raleigh Hospital		Raleigh
Duke University Hospital		Durham
Frye Regional Medical Center		Hickory
Kings Mountain Hospital		Kings Mountain
North Carolina Specialty Hospital		Durham
Northern Hospital of Surry County		Mount Airy
Novant Health Charlotte Orthopedic Hospital		Charlotte
Novant Health Huntersville Medical Center		Huntersville
Pardee UNC Healthcare		Hendersonville

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
<b>North Carolina</b> continued	Randolph Hospital	Asheboro
	Saint Luke's Hospital	Columbus
	Scotland Memorial Hospital	Laurinburg
	Stanly Regional Medical Center	Albemarle
	Vidant Duplin Hospital	Kenansville
<b>North Dakota</b>	Sanford Medical Center Bismarck	Bismarck
<b>Ohio</b>	Affinity Medical Center	Massillon
	Ashtabula County Medical Center	Ashtabula
	Atrium Medical Center	Middletown
	Crystal Clinic Orthopaedic Center	Akron
	Fort Hamilton Hughes Memorial Hospital	Hamilton
	Galion Community Hospital	Galion
	Good Samaritan Hospital	Cincinnati
	Hillcrest Hospital	Mayfield Heights
	Kettering Medical Center	Kettering
	Marietta Memorial Hospital	Marietta
	Marion General Hospital	Marion
	Memorial Hospital	Marysville
	Mercer County Joint Township Community Hospital	Coldwater
	Mercy Health - Anderson Hospital	Cincinnati
	Mercy Health - Fairfield Hospital	Fairfield
	Mercy Medical Center	Canton
	Mercy Regional Medical Center	Lorain
	Mercy Saint Anne Hospital	Toledo
	Mount Carmel New Albany Surgical Hospital	New Albany
	Ohio Valley Surgical Hospital	Springfield
	Southwest General Health Center	Middleburg Heights
	St. John Medical Center	Westlake
	The Jewish Hospital	Cincinnati
TriPoint Medical Center	Painesville	
University Hospitals Geauga Medical Center	Chardon	
University Hospitals Geneva Medical Center	Geneva	
<b>Oklahoma</b>	Hillcrest Medical Center	Tulsa
	Integrus Southwest Medical Center	Oklahoma City
	Jane Phillips Medical Center	Bartlesville
	McBride Orthopedic Hospital	Oklahoma City
	Medical Center of Southeastern Oklahoma	Durant
	Northeastern Health System	Tahlequah
	Oklahoma Heart Hospital	Oklahoma City



## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
<b>Oklahoma continued</b>	Oklahoma Spine Hospital	Oklahoma City
	Oklahoma Surgical Hospital	Tulsa
	Tulsa Spine and Specialty Hospital	Tulsa
<b>Oregon</b>	Pioneer Memorial Hospital	Prineville
<b>Pennsylvania</b>	Brookville Hospital	Brookville
	Coordinated Health Orthopedic Hospital	Bethlehem
	Doylestown Hospital	Doylestown
	Dubois Regional Medical Center	Du Bois
	Evangelical Community Hospital	Lewisburg
	Highlands Hospital	Connellsville
	Jeanes Hospital	Philadelphia
	Lansdale Hospital	Lansdale
	Lehigh Valley Hospital - Muhlenberg	Bethlehem
	Including: Lehigh Valley Hospital - 17th Street	Allentown
	Mercy Fitzgerald Hospital	Darby
	Including: Mercy Philadelphia Hospital	Philadelphia
	Mount Nittany Medical Center	State College
	Nazareth Hospital	Philadelphia
	Roxborough Memorial Hospital	Philadelphia
	Saint Luke's Hospital - Anderson	Easton
	Saint Vincent Health Center	Erie
	Soldiers and Sailors Memorial Hospital	Wellsboro
	St. Mary Medical Center	Langhorne
	Surgical Institute of Reading	Wyomissing
Western Pennsylvania Hospital	Pittsburgh	
<b>South Carolina</b>	AnMed Health Medical Center	Anderson
	Bon Secours Saint Francis Hospital	Charleston
	Colleton Medical Center	Walterboro
	McLeod Medical Center - Dillon	Dillon
	Oconee Memorial Hospital	Seneca
	Spartanburg Regional Medical Center	Spartanburg
	TRMC of Orangeburg and Calhoun	Orangeburg
<b>South Dakota</b>	Avera Heart Hospital of South Dakota	Sioux Falls
	Avera McKennan Hospital and University Health Center	Sioux Falls
	Avera Sacred Heart Hospital	Yankton
	Avera St. Luke's Hospital	Aberdeen
	Black Hills Surgical Hospital	Rapid City
	Siouxland Surgery Center	Dakota Dunes

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
Tennessee	Baptist Memorial Hospital Union City	Union City
	Indian Path Medical Center	Kingsport
	Jackson - Madison County General Hospital	Jackson
	Johnson City Medical Center	Johnson City
	Maury Regional Hospital	Columbia
	Newport Medical Center	Newport
	Regional Hospital of Jackson	Jackson
	River Park Hospital	Mcminnville
	Saint Thomas Rutherford Hospital	Murfreesboro
	Saint Thomas West Hospital	Nashville
	St Thomas Midtown Hospital	Nashville
	Sycamore Shoals Hospital	Elizabethton
	TriStar Centennial Medical Center	Nashville
	TriStar Skyline Medical Center	Nashville
	Including: TriStar Skyline Madison Campus	Madison
Texas	Baylor Jack and Jane Hamilton Heart and Vascular Hospital	Dallas
	Baylor Medical Center at Uptown	Dallas
	Baylor Orthopedic and Spine Hospital at Arlington	Arlington
	Baylor Surgical Hospital at Fort Worth	Fort Worth
	CHRISTUS Hospital	Beaumont
	Including: CHRISTUS Saint Mary Hospital	Port Arthur
	CHRISTUS Spohn Hospital Alice	Alice
	CHRISTUS Spohn Hospital Kleberg	Kingsville
	Clear Lake Regional Medical Center	Webster
	Conroe Regional Medical Center	Conroe
	Dallas Medical Center	Dallas
	Doctors Hospital Tidwell	Houston
	Foundation Surgical Hospital of San Antonio	San Antonio
	Good Shepherd Medical Center	Longview
	Harlingen Medical Center	Harlingen
	Hill Country Memorial Hospital	Fredericksburg
	Houston Methodist Hospital	Houston
	Houston Methodist San Jacinto Hospital	Baytown
	Houston Methodist Sugar Land Hospital	Sugar Land
	Houston Methodist West Hospital	Houston
	Houston Methodist Willowbrook Hospital	Houston
	Kell West Regional Hospital	Wichita Falls
	Knapp Medical Center	Weslaco
	Laredo Medical Center	Laredo

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
Texas continued	Memorial Hermann Healthcare System - Southwest	Houston
	Including: Memorial Hermann Northwest Hospital	Houston
	Memorial Hermann Southeast Hospital	Houston
	Memorial Hermann The Woodlands Hospital	Shenandoah
	Memorial Hermann Katy Hospital	Katy
	Memorial Hermann Memorial City Medical Center	Houston
	Memorial Hermann Northeast Hospital	Humble
	Methodist Dallas Medical Center	Dallas
	Mother Frances Hospital - Tyler	Tyler
	Scott and White Hospital - Llano	Llano
	Scott and White Memorial Hospital	Temple
	Including: McLane Children's Hospital- Scott & White	Temple
	Shannon Medical Center	San Angelo
	Including: Shannon Medical Center - St. John's	San Angelo
	St. David's Medical Center	Austin
	Including: Heart Hospital of Austin	Austin
	St. David's Georgetown Hospital	Georgetown
	St. David's Round Rock Medical Center	Round Rock
	Texas Health Harris Methodist Azle	Azle
	Texas Health Harris Methodist Hospital Hurst - Euless - Bedford	Bedford
	Texas Health Harris Methodist Hospital Southlake	Southlake
	Texas Orthopedic Hospital	Houston
	The Hospital at Westlake Medical Center	Austin
	The Medical Center of Southeast Texas	Port Arthur
	United Regional Health Care System	Wichita Falls
	University General Hospital	Houston
	University Medical Center	Lubbock
	USMD Hospital at Arlington	Arlington
	UT Southwestern University Hospital - Zale Lipshy	Dallas
	Uvalde Memorial Hospital	Uvalde
	Val Verde Regional Medical Center	Del Rio
	Valley Baptist Medical Center - Brownsville	Brownsville
Utah	Brigham City Community Hospital	Brigham City
	Lakeview Hospital	Bountiful
	Timpanogos Regional Hospital	Orem
Vermont	Porter Medical Center	Middlebury
	Rutland Regional Medical Center	Rutland
	University of Vermont Medical Center	Burlington

## Healthgrades 2015 Patient Safety Excellence Award™ Recipients (continued)

State	2015 Patient Safety Excellence Award™ Recipient	City
Virginia	Bon Secours - Maryview Medical Center	Portsmouth
	Carilion New River Valley Medical Center	Christiansburg
	Inova Loudoun Hospital	Leesburg
	LewisGale Hospital - Alleghany	Low Moor
	Martha Jefferson Hospital	Charlottesville
	Mary Washington Hospital	Fredericksburg
	Mountain States Health Alliance - Johnston Memorial Hospital	Abingdon
	Reston Hospital Center	Reston
	Riverside Regional Medical Center	Newport News
	Riverside Shore Memorial Hospital	Nassawadox
	Sentara Princess Anne Hospital	Virginia Beach
	Sentara Williamsburg Regional Medical Center	Williamsburg
	Valley Health - Winchester Medical Center	Winchester
	VCU Community Memorial Hospital	South Hill
Washington	Legacy Salmon Creek Medical Center	Vancouver
	Lourdes Medical Center	Pasco
	Providence Saint Mary Medical Center	Walla Walla
West Virginia	Berkeley Medical Center	Martinsburg
	Fairmont General Hospital	Fairmont
	Mon General Hospital	Morgantown
Wisconsin	Aurora Memorial Hospital Burlington	Burlington
	Mayo Clinic Health System - Northland	Barron
	Mayo Clinic Health System - Red Cedar	Menomonie
	Sauk Prairie Memorial Hospital	Prairie Du Sac
Wyoming	Washakie Medical Center	Worland
	West Park Hospital	Cody