



## **2006 Excellence Through Insight Awards**

Congratulations to the following HealthStream Research clients recognized with an *Excellence through Insight* award. These awards recognize the hospitals that excel in their ability to gain insight into their patients, employees, physician and community through research and to use that information to build excellence within their organization.

### **Overall Physician Satisfaction**

(minimum 50 physicians)

#### **Small/Medium Hospitals – Less Than 250 Beds**

Lander Valley Medical Center (LifePoint), Lander, WY  
Dupont Hospital (Triad Hospitals, Inc.), Fort Wayne, IN  
Jewish Hospital Medical Center East (Jewish Hospital & St. Mary's Healthcare),  
Louisville, KY

#### **Large Hospital – 250 or More Beds**

Waukesha Memorial Hospital (ProHealth Care), Waukesha, WI  
South Miami Hospital (Baptist Health South Florida), Miami, FL  
Stamford Hospital, Stamford, CT

#### **Most Improved**

Bartow Regional Medical Center (Health Management Associates), Bartow, FL  
Acadian Medical Center (LifePoint), East Eunice, LA  
St. Catherine Hospital (Catholic Health Initiatives), Garden City, KS

### **Overall Employee Satisfaction & Engagement**

PRN's not included

#### **Small - Less Than 250 Employees**

Carondelet Home Care/Care Resources (Ascension Health), Kansas City, MO  
Baylor Medical Center at Frisco, Frisco, TX  
Jewish Hospital Medical Center South (Jewish Hospital & St. Mary's Healthcare),  
Shepherdsville, KY  
Seton Medical Center Coastside (Daughters of Charity Health System),  
Moss Beach, CA

#### **Medium – 250 to 999 Employees**

Minden Medical Center (LifePoint), Minden, LA  
Georgetown Community Hospital (LifePoint), Georgetown, KY  
Hocking Valley Community Hospital, Logan, OH  
St. Joseph's Area Health Services (Catholic Health Initiatives), Park Rapids, MN  
Marymount Medical Center (Catholic Health Initiatives), London, KY

**Large - More Than 1,000 Employees**

Columbus Regional Hospital, Columbus, IN  
St. Mary's Hospital of Amsterdam (Ascension Health), Amsterdam, NY  
Saint Elizabeth Regional Medical Center (Catholic Health Initiatives), Lincoln, NE  
Lehigh Valley Hospital and Health Network, Allentown, PA

**Most Improved**

Coastal Carolina Medical Center (LifePoint), Hardeeville, SC  
The William W. Backus Hospital, Norwich, CT

**Highest Nurse Satisfaction**

Jewish Hospital Medical Center South (Jewish Hospital & St. Mary's Healthcare),  
Shepherdsville, KY

**Community  
Highest Perception of Quality**

Overall Quality Score In the Primary Service Area

**Suburban/Urban**

Northwest Medical Center Oro Valley (Triad Hospitals, Inc.), Oro Valley, AZ  
McKenzie-Williamette Medical Center (Triad Hospitals, Inc.), Springfield, OR  
University of Virginia Health System, Charlottesville, VA  
St. Peter's Healthcare Services, Albany, NY

**Rural**

Sharon Hospital (Essent Healthcare), Sharon, CT  
National Park Medical Center (Triad Hospitals, Inc.), Hot Springs, AR  
Spring View Hospital (LifePoint), Lebanon, KY  
Bassett Healthcare, Cooperstown, NY  
Mercy Regional Medical Center (Catholic Health Initiatives), Durango, CO

**Specialty**

Alfred I. duPont Hospital for Children, Wilmington, DE  
Driscoll Children's Hospital, Corpus Christi, TX

**Most Improved**

Robinson Memorial Hospital, Ravenna, OH

**Overall Patient Satisfaction – Pediatrics****Best Pediatrics**

Children's Hospital of the King's Daughters, Norfolk, VA

## **Overall Emergency Department Satisfaction**

### **Most Improved**

Acadian Medical Center (LifePoint), East Eunice, LA  
Boulder Community Hospital – Broadway Campus, Boulder, CO

### **Small - Less Than 100 Beds**

Cushing Regional Hospital (Arden Health Services), Cushing, OK  
Sharon Hospital (Essent Healthcare), Sharon, CT  
O'Connor Hospital, Delhi, NY  
Lisbon Area Health Services (Catholic Health Initiatives), Lisbon, ND

### **Medium - 100 to 249 beds**

Metro Health Hospital, Grand Rapids, MI  
Doctors' Hospital (LifePoint), Opelousas, LA  
Littleton Adventist Hospital (Catholic Health Initiatives), Littleton, CO  
Boulder Community Hospital – Broadway Campus, Boulder, CO

### **Large – 250 or more beds**

Mount Clemens Regional Medical Center (McLaren Health), Mount Clemens, MI  
Saint Joseph Healthcare (Catholic Health Initiatives), Lexington, KY

## **Overall Outpatient Satisfaction**

### **Most Improved**

Ochsner Medical Center – Baton Rouge (Arden Health Services), Baton Rouge, LA  
St. Joseph Memorial Hospital (Catholic Health Initiatives), Larned, KS

### **Small - Less Than 100 Beds**

Sharon Hospital (Essent Healthcare), Sharon, CT  
Austin Surgical Hospital (Hospital Partners of America, Inc.), Austin, TX  
Memorial North Park Hospital (Catholic Health Initiatives), Hixson, TN  
The Institute for Foot and Ankle Reconstruction at Mercy, Baltimore, MD  
Saint Clare's Hospital – Dover (Saint Clare's Health System), Dover, NJ

### **Medium - 100 to 249 Beds**

Merrimack Valley Hospital (Essent Healthcare), Haverhill, MA  
Southwestern Medical Center (Capella Healthcare), Lawton, OK  
Littleton Adventist Hospital (Catholic Health Initiatives), Littleton, CO  
St. Clare Hospital (Catholic Health Initiatives), Lakewood, WA

## Overall Outpatient Satisfaction – cont'd

### Large – 250 or more beds

Holy Name Hospital, Teaneck, NJ

St. Joseph Medical Center (Catholic Health Initiatives), Towson, MD

## Overall Inpatient Satisfaction

### Most Improved

Acadian Medical Center (LifePoint), East Eunice, LA

Frazier Rehab Institute (Jewish Hospital & St. Mary's Healthcare), Louisville, KY

### Small - Less Than 100 Beds

Austin Surgical Hospital (Hospital Partners of America, Inc.), Austin, TX

Sharon Hospital (Essent Healthcare), Sharon, CT

Bertie Memorial Hospital (University Health Systems of Eastern Carolina), Windsor, NC

St. Joseph's Area Health Services (Catholic Health Initiatives), Park Rapids, MN

### Medium - 100 to 249 beds

Saint Francis Hospital, Charleston, WV

Capital Medical Center (Capella Healthcare), Olympia, WA

St. Gabriel's Hospital (Catholic Health Initiatives), Little Falls, MN

Frazier Rehab Institute (Jewish Hospital & St. Mary's Healthcare), Louisville, KY

Boulder Community Hospital – Foothills Campus, Boulder, CO

### Large – 250 or more beds

St. John's Regional Medical Center (Catholic Health Initiatives), Joplin, MO

Memorial Hospital (Catholic Health Initiatives), Chattanooga, TN

## **Unit Specific Awards**

Unit specific awards are given to units that have a minimum sample size of 100 during 2006.

### **Inpatient – Maternity**

Hackettstown Regional Medical Center, Hackettstown, NJ  
*4 North*

### **Inpatient – Rehabilitation**

Frazier Rehab Institute (Jewish Hospital & St. Mary's Healthcare), Louisville, KY  
*8<sup>th</sup> Floor IP Rehab DB*  
Lovelace – Rehabilitation Hospital (Arden Health Services), Albuquerque, NM

### **Inpatient – OB/GYN**

Taylor Regional Hospital (Jewish Hospital & St. Mary's Healthcare),  
Campbellsville, KY, *Women's Center*  
Metro Health Hospital, Grand Rapids, MI

### **Inpatient – Pediatric Units**

Good Samaritan Health Systems (Catholic Health Initiatives), Kearney, NE  
*Pediatrics*

### **Inpatient – Cardiology**

Saint Joseph Healthcare (Catholic Health Initiatives), Lexington, KY  
*4IC Interventional*  
Lovelace Medical Center (Arden Health Services), Albuquerque, NM

### **Inpatient – Orthopedics**

Saint Elizabeth Regional Medical Center (Catholic Health Initiatives),  
Lincoln, NE, *Ortho/Spine/Neuro*  
Austin Surgical Hospital (Hospital Partners of America, Inc.), Austin, TX

### **Inpatient – Med-Surg**

Jewish Hospital Medical Center (Jewish Hospital & St. Mary's Healthcare),  
Louisville, KY, *14 Trager, Med/Surg*  
Austin Surgical Hospital (Hospital Partners of America, Inc.), Austin, TX

### **Inpatient – Medical**

St. John's Regional Medical Center (Catholic Health Initiatives), Joplin, MO  
*4 West*

### **Inpatient – Surgical**

Kent General Hospital (Bayhealth), Dover, DE  
*Cardiovascular*

### **Inpatient – Intensive Care**

Taylor Regional Hospital (Jewish Hospital & St. Mary's Healthcare),  
Campbellsville, KY, *ICU/Telemetry*  
Anne Arundel Medical Center, Annapolis, MD  
*NICU*  
Sharon Hospital (Essent Healthcare), Sharon, CT

### **Inpatient – Telemetry**

Memorial Hospital (Catholic Health Initiatives), Chattanooga, TN  
*200 Central*

### **Inpatient – Oncology**

Saint Joseph Healthcare (Catholic Health Initiatives), Lexington, KY  
*6<sup>th</sup> Floor*

### **Inpatient – Step-down**

AtlantiCare Regional Medical Center – Mainland Division, Pomona, NJ  
*IICU*

### **Outpatient – Same Day Surgery**

Hackettstown Regional Medical Center (Adventist Healthcare),  
Hackettstown, NJ, *Same Day Surgery Services*  
Sharon Hospital (Essent Healthcare), Sharon, CT

### **Outpatient – Rehabilitation**

Saint Joseph Berea (Catholic Health Initiatives), Berea, KY  
*Physical Therapy*  
Metro Health Hospital, Grand Rapids, MI

### **Outpatient – Lab**

Lancaster General Women & Babies Hospital, Lancaster, PA  
*Laboratory Testing*  
Colorado River Medical Center (LifePoint), Needles, CA

### **Outpatient – Radiology/Imaging**

Memorial North Park Hospital (Catholic Health Initiatives), Hixson, TN  
*X-ray*  
Sharon Hospital (Essent Healthcare), Sharon, CT

### **Outpatient – Cardiology**

Jewish Hospital Medical Center East (Jewish Hospital & St. Mary's Healthcare),  
Louisville, KY, *Cardiopulmonary*  
Williamson ARH Hospital (Appalachian Regional Healthcare),  
South Williamson, KY

**Outpatient – Endoscopy**

The Outer Banks Hospital (University Health Systems of Eastern Carolina),  
Nags Head, NC, *Outpatient Surgery/Endoscopy*  
Metro Health Hospital, Grand Rapids, MI

**Outpatient – Oncology**

Good Samaritan Health Systems (Catholic Health Initiatives), Kearney, NE  
*Radiation Therapy*  
St. John's Regional Medical Center (Catholic Health Initiatives), Joplin, MO  
*Radiation Therapy*