



2007 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

Baptist Children's Hospital (Baptist Health South Florida), Miami, FL
Homestead Hospital (Baptist Health South Florida), Miami, FL
Jewish Hospital Medical Center East (Jewish Hospital & St. Mary's Healthcare),
Louisville, KY

Large Hospital – 250 or More Beds

Doctors Hospital (Baptist Health South Florida), Miami, FL
South Miami Hospital (Baptist Health South Florida), Miami, FL
St. Mary's Hospital Medical Center, Green Bay, WI

Most Improved

Los Alamos Medical Center (LifePoint), Los Alamos, NM
Franklin Regional Medical Center (Health Management Associates), Louisburg, NC
St. Mary's Medical Center, Evansville, IN

Overall Employee Satisfaction & Engagement

PRN's not included

Small - Less than 250 Employees

Bluegrass Community Hospital (LifePoint), Versailles, KY
Acadian Medical Center (LifePoint), Eunice, LA
Jewish Hospital Medical Center South (Jewish Hospital & St. Mary's Healthcare),
Shepherdsville, KY
Gettysburg Medical Center (Catholic Health Initiatives), Gettysburg, SD

Medium – 250 to 999 Employees

Twin Rivers Regional Medical Center (Health Management Associates), Kennett, MO
Minden Medical Center (LifePoint), Minden, LA
St. Anthony Hospital (Catholic Health Initiatives), Pendleton, OR
Mercy Medical Center (Catholic Health Initiatives), Nampa, ID

Large - More Than 1,000 Employees

Columbus Regional Hospital, Columbus, IN
Laredo Medical Center (Community Health Systems), Laredo, TX
St. Francis Medical Center (Catholic Health Initiatives), Grand Island, NE
Seton Medical Center, Daly City, CA

Most Improved

Northeastern Nevada Regional Hospital (LifePoint), Elko, NV
Oakes Community Hospital (Catholic Health Initiatives), Oakes, ND

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

Lutheran Hospital of Indiana (Community Health Systems), Fort Wayne, IN
Dupont Hospital (Community Health Systems), Fort Wayne, IN
Anne Arundel Medical Center, Annapolis, MD
Delnor Hospital, Geneva, IL

Rural

Mat-Su Regional Medical Center (Community Health Systems), Palmer, AK
Southern TN Medical Center/Emerald-Hodgson Hospital (LifePoint), Winchester, TN
Cayuga Medical Center, Ithaca, NY
Southwestern Vermont Medical Center, Bennington, VT

Most Improved

Mesa View Regional Hospital (Community Health Systems), Mesquite, NV
Hackettstown Regional Medical Center, Hackettstown, NJ

Overall Patient Satisfaction – Pediatrics

Best Pediatrics

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

Overall Emergency Department Satisfaction

Most Improved

Memorial Hospital of Adel (SunLink Health Systems, Inc.), Adel, GA
Logan Memorial Hospital (LifePoint), Russellville, KY
Laurel Regional Hospital (Dimensions Healthcare System), Laurel, MD

Small - Less than 100 Beds

Bailey Medical Center (Arden Health Services), Owasso, OK
Sharon Hospital (Essent Healthcare), Sharon, CT
Albany Area Hospital and Medical Center, (Catholic Health Initiatives), Albany, MN
Summit Medical Center (Catholic Health Initiatives), Frisco, CO

Medium - 100 to 249 beds

Red Bud Regional Hospital (Community Health Systems), Red Bud, IL
Ponca Medical Center (Community Health Systems), Ponca City, OK
Regional Hospital of Jackson (Community Health Systems), Jackson, TN
St. Mary's Healthcare Center (Catholic Health Initiatives), Pierre, SD
Littleton Adventist Hospital (Catholic Health Initiatives), Littleton, CO
St. Gabriel's Hospital (Catholic Health Initiatives), Little Falls, MN

Large – 250 or more beds

St. Joseph's Hospital, Parkersburg, WV
Berwick Hospital Center (Community Health Systems), Berwick, PA
St. Joseph's Hospital (Candler Health System), Savannah, GA
St. Joseph Medical Center (Catholic Health Initiatives), Towson, MD

Overall Outpatient Satisfaction

Most Improved

Northeastern Nevada Regional Hospital (LifePoint), Elko, NV
Spring View Hospital (LifePoint), Lebanon, KY
St. Vincent Medical Center North (Catholic Health Initiatives), Sherwood, AR

Small - Less than 100 Beds

Henryetta Medical Center (Arden Health Services), Henryetta, OK
Sharon Hospital (Essent Healthcare), Sharon, CT
St. Joseph's Area Health Services (Catholic Health Initiatives), Park Rapids, MN
LakeWood Health Center (Catholic Health Initiatives), Baudette, MN

Medium - 100 to 249 Beds

Merrimack Valley Hospital (Essent Healthcare), Haverhill, MA
Jackson Purchase Medical Center (LifePoint), Mayfield, KY
Shasta Regional Medical Center (Hospital Partners of America, Inc.) Redding, CA
Littleton Adventist Hospital (Catholic Health Initiatives), Littleton, CO
St. Francis Medical Center (Catholic Health Initiatives), Grand Island, NE
St. Francis Medical Center & Home (Catholic Health Initiatives), Breckenridge, MN

Overall Outpatient Satisfaction – cont'd

Large – 250 or more beds

Herbert Thomas Memorial Hospital, South Charleston, WV
OSU Medical Center (Arden Health Services), Tulsa, OK
St. Joseph's Hospital, Parkersburg, WV
St. Clare's Hospital – Sussex (Catholic Health Initiatives), Sussex, NJ
Mercy Medical Center, Baltimore, MD

Overall Inpatient Satisfaction

Most Improved

Bolivar Medical Center (LifePoint), Cleveland, MS
Island Hospital, Anacortes, WA
St. Anthony Hospital (Catholic Health Initiatives), Pendleton, OR

Small - Less than 100 Beds

Northwest Texas Surgery Center/Surgery Center on Soncy, Amarillo, TX
Bailey Medical Center (Arden Health Services), Owasso, OK
Miami County Medical Center, Paola, KS
St. Joseph's Area Health Services (Catholic Health Initiatives), Park Rapids, MN

Medium - 100 to 249 beds

Metro Health Hospital, Wyoming, MI
Saint Francis Hospital, Charleston, WV
Shasta Regional Medical Center (Hospital Partners of America, Inc.), Redding, CA
St. Gabriel's Hospital (Catholic Health Initiatives), Little Falls, MN
Frazier Rehab Institute (Jewish Hospital & St. Mary's Healthcare), Louisville, KY
Carondelet Health – St. Mary's Medical Center, Kansas City, MO

Large – 250 or more beds

St. Joseph's Hospital, Parkersburg, WV
Lake Cumberland Regional Hospital (LifePoint), Somerset, KY
Memorial Hospital (Catholic Health Initiatives), Chattanooga, TN

Overall HCAHPS Ratings

Small - Less than 100 Beds

Miami County Medical Center, Paola, KS
Westfield Memorial Hospital, Westfield, NY
Kansas Medical Center, Andover, KS

Medium - 100 to 249 beds

Heritage Hospital (University Health Systems of Eastern Carolina), Tarboro, NC
Minden Medical Center (LifePoint), Minden, LA
Deborah Heart and Lung Center, Browns Mills, NJ

Large – 250 or more beds

Memorial Hospital (Catholic Health Initiatives), Chattanooga, TN
Memorial North Park Hospital (Catholic Health Initiatives), Hixson, TN
St. Joseph Medical Center (Catholic Health Initiatives), Reading, PA
St. Francis Hospital, Roslyn, NY

Unit Specific Awards

Unit specific awards are given to units that had a minimum sample size of 100 during 2007.

Inpatient – Maternity

Evergreen Healthcare, Kirkland, WA
Maternity

Inpatient – Rehabilitation

Lovelace – Rehabilitation Hospital (Arden Health Services), Albuquerque, NM
Southern Indiana Rehabilitation Hospital (Jewish Hospital & St. Mary's Healthcare), New Albany, IN, *Inpatient Rehabilitation*

Inpatient – OB/GYN

O'Bleness Memorial Hospital, Athens, OH
Spring View Hospital (LifePoint), Lebanon, KY
Ashley Regional Medical Center (LifePoint), Vernal, UT
Capital Medical Center (Capella Healthcare), Olympia, WA
Mary Lanning Memorial Hospital, Hastings, NE
3rd Floor (OB/GYN)

Inpatient – Pediatric Units

Holy Name Hospital, Teaneck, NJ
Pediatrics

Inpatient – Cardiology

St. Joseph's Hospital, Parkersburg, WV
OSU Medical Center (Arden Health Services), Tulsa, OK
Deborah Heart and Lung Center, Browns Mills, NJ
2 Lesser Interventional

Inpatient – Orthopedics

Austin Surgical Hospital (Hospital Partners of America, Inc.), Austin, TX
River Oaks Hospital (Hospital Partners of America, Inc.), Houston, TX
Anne Arundel Medical Center, Annapolis, MD
JRC

Inpatient – Med-Surg

Bailey Medical Center (Arden Health Services), Owasso, OK
Acadian Medical Center (LifePoint), Eunice, LA
Miami County Medical Center, Paola, KS
Inpatient (Med/Surg)

Inpatient – Medical

Titusville Area Hospital, Titusville, PA
Medical

Inpatient – Surgical

Titusville Area Hospital, Titusville, PA
Surgical Unit

Inpatient – Intensive Care

Lake Cumberland (LifePoint), Somerset, KY
Raleigh General Hospital (LifePoint), Beckley, WV
Northeast Georgia Medical Center, Gainesville, GA
RGHC/CCU

Inpatient – Telemetry

Memorial Hospital (Catholic Health Initiatives), Chattanooga, TN
100 North

Inpatient – Oncology

Memorial Hospital (Catholic Health Initiatives), Chattanooga, TN
400 East

Inpatient – Step-down

Raritan Bay Medical Center, Perth Amboy Division, Perth Amboy, NJ
Special Care Unit (Gold 5)

Outpatient – Same Day Surgery

Sharon Hospital (Essent Healthcare), Sharon, CT
Saint Francis Hospital, Charleston, WV
Bailey Medical Center (Arden Health Services), Owasso, OK
Mercy Medical Center, Baltimore, MD
The Surgery Center at Weinberg

Outpatient – Rehabilitation

Mercy Medical Center, Baltimore, MD
Outpatient Physical, Occupational or Speech Therapy

Outpatient – Lab

Merrimack Valley Hospital (Essent Healthcare), Haverhill, MA
Herbert Thomas Memorial Hospital, South Charleston, WV
Mercy Medical Center (Catholic Health Initiatives), Williston, ND
Laboratory

Outpatient – Radiology/Imaging

Lovelace Westside (Arden Health Services), Albuquerque, NM
Bailey Medical Center (Arden Health Services), Owasso, OK
Hocking Valley Community Hospital, Logan, OH
Minden Medical Center (LifePoint), Minden, LA
Nor-Lea General Hospital, Lovington, NM
St. Joseph's Area Health Services (Catholic Health Initiative), Park Rapids, MN

Outpatient – Cardiology

Saint Joseph Hospital East (Catholic Health Initiatives), Lexington, KY
East Cath Lab

Outpatient – Endoscopy

Memorial North Park Hospital (Catholic Health Initiatives), Hixson, TN
GI Lab

Outpatient – Oncology

Anne Arundel Medical Center, Annapolis, MD
Outpatient Radiation Oncology Services

ED – Fast Track

Littleton Adventist Hospital (Catholic Health Initiatives), Littleton, CO
Children's After Hours