



2009 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, physicians 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

Dupont Hospital - (Community Health Systems) Fort Wayne, IN
Baylor Medical Center at Frisco (United Surgical Partners International), Frisco, TX
Porter Adventist Hospital (Centura Health), Denver, CO
Parker Adventist Hospital (Centura Health), Parker, CO

Large Hospital – 250 or More Beds

Doctors Hospital (Baptist Health South Florida), Miami, FL
Weiss Memorial Hospital (Vanguard Health Systems), Chicago, IL
Advocate Good Samaritan Hospital (Advocate Health Care), Downers Grove, IL
St. Luke's Hospital (Iowa Health System), Cedar Rapids, IA
Saint Elizabeth Regional Medical Center (Catholic Health Initiatives), Lincoln, NE

Most Improved

Phoenix Baptist Hospital (Vanguard Health Systems), Phoenix, AZ
Paradise Valley Hospital (Vanguard Health Systems), Phoenix, AZ
Penrose-St. Francis Health Services (Catholic Health Initiatives) Colorado Springs, CO
Upper Chesapeake Medical Center (Upper Chesapeake Health System) Bel Air, MD

Overall Employee Satisfaction & Engagement

PRNs not included

Small - Less than 250 Employees

Bluegrass Community Hospital (LifePoint), Versailles, KY
Nor-Lea General Hospital (Covenant Health System), Lovington, NM
Southern Indiana Rehab Hospital (Jewish Hospital & St. Mary's HealthCare),
New Albany, IN

Medium – 250 to 999 Employees

Minden Medical Center (LifePoint), Minden, LA
Scott Memorial Hospital (Jewish Hospital & St. Mary's HealthCare), Scottsburg, IN
Saint Joseph - London (Catholic Health Initiatives), London, KY

Large - More Than 1,000 Employees

Wesley Medical Center (Community Health Systems), Hattiesburg, MS
St. Vincent Medical Center (Daughters of Charity Health System), Los Angeles, CA
Clark Memorial Hospital (Jewish Hospital & St. Mary's HealthCare), Jeffersonville, IN

Most Improved

Marlboro Park Hospital (Community Health Systems), Bennettsville, SC
The Queen's Medical Center (The Queen's Health Systems), Honolulu, HI
Jewish Hospital-Shelbyville (Jewish Hospital & St. Mary's HealthCare), Shelbyville, KY

Highest Nurse Satisfaction

Saint Joseph - London (Catholic Health Initiatives), London, KY

**Community
Highest Perception of Quality**

Overall Quality Score in the Primary Service Area

Suburban/Urban

Hoag Memorial Hospital Presbyterian, Newport Beach, CA
Baptist Medical Center South (Baptist Health), Jacksonville, FL

Rural

Southwestern Vermont Health Care, Bennington, VT

Most Improved

Mercy Hospital Clermont (Mercy Health Partners), Batavia, OH
Waynesboro Hospital (Summit Health), Waynesboro, PA
Valley View Medical Center (LifePoint), Fort Mohave, AZ

Overall Emergency Department Satisfaction

Most Improved

Lakeland Community Hospital (LifePoint), Haleyville, AL
Holy Name Hospital, Teaneck, NJ
Henryetta Medical Center (Ardent Health Services), Henryetta, OK

Small - Less than 100 Beds

St. Anthony Hospital (Catholic Health Initiatives), Gig Harbor, WA
Bertie Memorial Hospital (University Health Systems), Windsor, NC
Sharon Hospital (Essent Healthcare), Sharon, CT
Henryetta Medical Center (Ardent Health Services), Henryetta, OK

Medium - 100 to 249 beds

Metro Health Hospital, Wyoming, MI
Porter Adventist Hospital (Centura Health), Denver, CO
Dupont Hospital (Community Health Systems), Fort Wayne, IN

Large – 250 or more beds

OSU Medical Center, Tulsa, OK
St. Francis Hospital, Roslyn, NY
DeTar Hospital (Community Health Systems), Victoria, TX
Lutheran Hospital (Community Health Systems), Fort Wayne, IN

Overall Outpatient Satisfaction

Most Improved

Crockett Hospital (LifePoint), Lawrenceburg, TN
Metro Health Hospital, Wyoming, MI
Cancer Treatment Centers of America, Zion, IL

Small - Less than 100 Beds

SurgiCenter (University Health Systems), Greenville, NC
SJH Elmer Hospital (South Jersey Healthcare), Elmer, NJ
Henryetta Medical Center (Ardent Health Services), Henryetta, OK

Medium - 100 to 249 Beds

Upper Chesapeake Medical Center (Upper Chesapeake Health), Bel Air, MD
Metro Health Hospital, Wyoming, MI
North Cypress Medical Center, Cypress, TX

Large – 250 or more beds

St. Francis Hospital, Roslyn, NY
St. Joseph Medical Center (Carondelet Health), Kansas City, MO
Deaconess Hospital (Community Health Systems), Oklahoma City, OK

Overall Inpatient (HCAHPS) Satisfaction

Most Improved

Southside Regional Medical Center (Community Health Systems), Petersburg, VA
Vaughan Regional Medical Center (LifePoint), Selma, AL
Woodward Regional Hospital (Community Health Systems), Woodward, OK
St. Mary's Community Hospital (Catholic Health Initiatives), Nebraska City, NE

Small - Less than 100 Beds

Cancer Treatment Centers of America, Zion, IL
Women's & Children's Hospital (Community Health Systems), Lake Charles, LA
Miami County Medical Center (Olathe Health System), Paola, KS

Medium - 100 to 249 beds

Deborah Heart and Lung Center, Browns Mills, NJ
Metro Health Hospital, Wyoming, MI
Heritage Hospital (University Health Systems) Tarboro, NC

Large – 250 or more beds

Memorial Hospital (Catholic Health Initiatives) Chattanooga, TN
DeTar Hospital (Community Health Systems), Victoria, TX
Anne Arundel Medical Center, Annapolis, MD

Unit Specific Awards

Unit specific awards are given to units that had a minimum sample size of 100 during 2009.

Inpatient – Maternity

Avista Adventist Hospital (Centura Health) Louisville, CO
OB Unit

Inpatient – Rehabilitation

Watsonville Community Hospital (Community Health Systems), Watsonville, CA
Rehabilitation Hospital (Community Health Systems), Fort Wayne, IN
Pikeville Medical Center, Pikeville, KY
Rehab

Inpatient – OB/GYN

San Angelo Community Medical Center (Community Health Systems), San Angelo, TX
NorthCrest Medical Center, Springfield, TN
Women's Services

Inpatient – Pediatric Units

Children's Hospital and Medical Center of Omaha, Omaha, NE
NICU (Neonatal Intensive Care)

Inpatient – Cardiology

Deborah Heart and Lung Center, Browns Mills, NJ
Interventional

Inpatient – Orthopedics

Valley Medical Center, Renton, WA
3A, Joint Center

Inpatient – Med-Surg

Metro Health Hospital, Wyoming, MI
Memorial Hospital (Catholic Health Initiatives) Chattanooga, TN
500 South

Inpatient – Medical

Heritage Hospital (University Health Systems) Tarboro, NC
Medical Unit

Inpatient – Surgical

Anne Arundel Medical Center, Annapolis, MD
Center for Spine Surgery

Inpatient – Intensive Care

Georgetown Community Hospital (LifePoint), Georgetown, KY
Lutheran Hospital (Community Health Systems), Fort Wayne, IN
Avista Adventist Hospital (Centura Health), Louisville, CO
Avista ICU

Inpatient – Telemetry

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

Inpatient – Oncology

Pikeville Medical Center, Pikeville, KY
Oncology

Inpatient – Step-down

Olathe Medical Center (Olathe Health System) Olathe, KS
3 East (PCU-Stepdown Unit)

Outpatient – Same Day Surgery

SurgiCenter (University Health Systems), Greenville, NC
Ophthalmology
Bertie Memorial Hospital (University Health Systems), Windsor, NC
Outpatient Surgery

Outpatient – Rehabilitation

Hendricks Regional Health System, Danville, IN
Physical Therapy, Danville

Outpatient – Lab

Metro Health Hospital, Wyoming, MI
McDowell ARH Hospital (Appalachian Regional Healthcare), McDowell, KY
Columbus Community Hospital, Columbus, NE
Laboratory

Outpatient – Radiology/Imaging

Littleton Adventist Hospital (Centura Health), Littleton, CO
Mammography
Metro Health Hospital, Wyoming, MI

Outpatient – Cardiology

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

Outpatient – Endoscopy

SJH Elmer Hospital (South Jersey Healthcare), Elmer, NJ
Endoscopy

Outpatient – Oncology

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

ED – Fast Track

Littleton Adventist Hospital (Centura Health), Littleton, CO
Children's After Hours
Penrose-St. Francis Health Services (Catholic Health Initiatives), Colorado Springs, CO
Langstaff-Brown ER