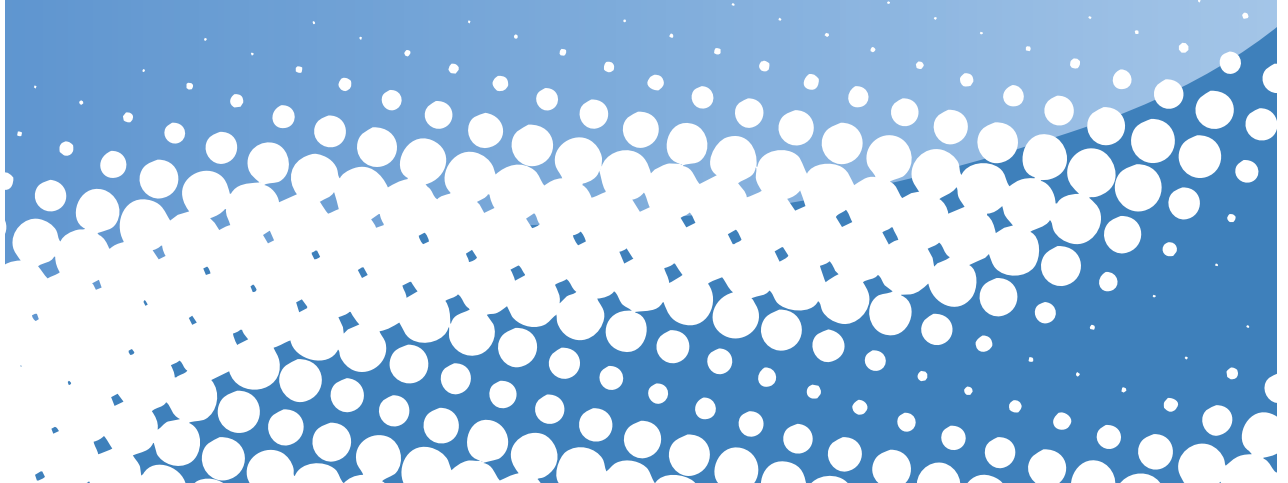


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# 2014 PRC National Excellence in Healthcare Awards



## 2014 PRC National Excellence in Healthcare Awards

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## 2014 Award Introduction



PRC is proud of our client's accomplishments, and we are very pleased to recognize those that have achieved excellence in their field!

For the 14<sup>th</sup> straight year, PRC is recognizing healthcare organizations and individuals that have achieved excellence throughout the prior year. Excellence is our focus, and we know that it is excellence that drives your scores and makes your hospital a better place to work, a better place to practice medicine, and a better place for your patients to be treated.

Please refer to the following pages for more information on all of PRC's National Excellence in Healthcare Awards.

Please email [Awards@PRCOnline.com](mailto:Awards@PRCOnline.com) if you have questions regarding your awards or the awards process.

# Patient Experience Award Eligibility

All PRC Patient Experience clients qualify for the 2014 Patient Experience Awards if they meet the following criteria:

- Patient scores for your facility or unit must be based on data derived from Calendar Year 2013 patients.
- A minimum of three months of discharges/visits totaling at least 50 interviews must be completed to qualify for a 5-Star or 4-Star award (40 completions for providers).
- A minimum of three months of discharges/visits totaling at least 100 interviews must be completed to qualify for a Top Performer award (50 interviews for providers).

## Patient Experience Award Categories

- |                         |                                  |
|-------------------------|----------------------------------|
| • Emergency Department* | • Inpatient Unit Specialty Areas |
| • EMS                   | • Outpatient*                    |
| • Healthcare Providers  | • Outpatient Clinic              |
| • Home Health           | • Outpatient Services Area       |
| • Hospice               | • Urgent Care                    |
| • Inpatient*            |                                  |

### **Children's Hospital Award Categories\***

- |                        |              |
|------------------------|--------------|
| • Emergency Department | • Outpatient |
| • Inpatient            |              |

### **Inpatient Unit Areas**

- |                       |                     |
|-----------------------|---------------------|
| • Behavioral Health   | • NICU/PICU         |
| • Cardiac/Telemetry   | • OB/GYN            |
| • Hematology/Oncology | • Orthopedics       |
| • ICU                 | • Pediatrics        |
| • Medical             | • Rehabilitation    |
| • Medical/ Surgical   | • Surgical          |
| • Neuro Sciences      | • Transitional Care |

*\*Top Performers in these categories will be recognized at the PRC Excellence in Healthcare Awards Dinner.*

# Patient Experience Award Eligibility

## **Outpatient Services Areas**

- Behavioral Health
- Breast Health
- Cardiology
- Cath Lab
- CT Scan
- Endoscopy
- GI
- GI/Endoscopy
- Laboratory
- MRI
- OB/GYN
- Oncology
- Pain
- Pediatrics
- Radiation Oncology
- Radiology
- Surgery
- Therapy
- Wound Care

## **Outpatient Clinics\***

- Medical Specialties
- Pediatric Medical Specialties
- Pediatric Primary Care
- Primary
- Specialty
- Surgical Specialties

*\*Top Performers in these categories will be recognized at the PRC Excellence in Healthcare Awards Dinner.*

# HCAHPS Awards

## Eligibility & Criteria

All PRC HCAHPS clients qualify for the 2014 HCAHPS Awards if they meet the following criteria:

- Facilities will be evaluated by CMS Certification Number (CCN) using the data collected from January-December 2013 patient discharges as of February 12, 2014.
- Awards will be presented for performance on each of the 8 HCAHPS Dimensions that are used as part of VBP. Dimension scores will be evaluated against the FFY2015 VBP Benchmark Value and will therefore include the CMS mode adjustments and the PRC patient-mix adjustment estimates. Only interviews intended for submission to CMS will be included.
- A minimum of three months of discharges must be completed to qualify for a 5-Star award.
- The full 12 months of discharges must be completed to qualify for a Top Performer award.

## HCAHPS Dimensions:

- Overall Hospital Rating
- Communication with Nurses
- Communication with Doctors
- Responsiveness of Staff
- Pain Management
- Communication about Medicine
- Hospital Environment
- Discharge Information

# Patient Experience Awards



## Overall Top Performer Award

PRC's highest honor, the crystal Overall Top Performer Award, is given annually to each healthcare facility, healthcare provider, outpatient service line, and inpatient unit that scores at or above the 100<sup>th</sup> percentile for the Overall Quality of Care percent "Excellent" score in our national client database for the prior calendar year. (The Overall Quality of Doctor Care question is evaluated for the Healthcare Provider-Level Awards.)

For the HCAHPS dimensions, one Top Performer Award will be presented for each dimension to the facility/CCN that has earned the highest Top Box score.

The Total HCAHPS Top Performer Award will be presented to the hospital(s) that earn a 5-Star Award for all 8 HCAHPS Dimensions.

## 5-Star Award ★★★★★

This designation is given annually to healthcare facilities, providers, outpatient service lines, and inpatient units that score in the top ten percent (i.e., at or above the 90<sup>th</sup> percentile) of our national client database for the prior calendar year. These awards are based on the percentage of patients who rate the facility, healthcare provider, outpatient service line, or inpatient unit "Excellent" for the Overall Quality of Care question (Overall Quality of Doctor Care question for Healthcare Provider-Level Awards).

For the HCAHPS dimensions, 5-Star Awards will be presented to each facility/CCN that has achieved a Top Box score greater than or equal to the VBP Benchmark value published by CMS.

## 4-Star Award ★★★★★

This designation is given annually to healthcare facilities that score in the top twenty-five percent of our national client database for the prior calendar year. More specifically, it is further defined as those facilities in the top twenty-five percent that score between the 75<sup>th</sup> and 89<sup>th</sup> percentiles (Those in the 90<sup>th</sup> percentile and above receive 5-Star Awards). It is based on the percentage of patients who rate the facility "Excellent" for the Overall Quality of Care question.

*Inpatient Unit Areas, HCAHPS, Healthcare Provider, Home Health, Outpatient Clinic, Urgent Care and Outpatient Service Areas do not qualify for 4-Star Awards.*

# Achievement Awards

## Eligibility & Criteria

Unlike the other PRC National Excellence in Healthcare Patient Awards, the PRC Achievement Awards are based on entries submitted by clients. This award recognizes organizations at the hospital, facility, department, or unit level that have enhanced their patients' experience by focusing on their Key Drivers of Excellence®. All qualifying Achievement Award entries are based on initiatives implemented during Calendar Year 2013 and submitted by current PRC clients.

Each entry is judged by three judges who consider innovation and originality, impact on patient experiences, and impact on staff or work environment, among other criteria. PRC will present Platinum, Gold, and Silver awards based on the compiled score of all three judges. If no entry reaches the set threshold then no award will be given in that particular category.

Achievement Award winners are further recognized in the Ideas at Work section on **PRCEasyView.com®**

## Award Categories

- Emergency Care
- EMS
- HCAHPS
- Home Health
- Hospice
- Inpatient Behavioral Health
- Inpatient Cancer/Oncology
- Inpatient Cardiology/Telemetry
- Inpatient Medical
- Inpatient Medical/Surgical
- Inpatient Neurology
- Inpatient OB/GYN
- Inpatient Orthopedics
- Inpatient Pediatrics
- Inpatient Rehabilitation
- Inpatient Surgical
- Inpatient Transitional Care
- Long Term Care
- Outpatient Behavioral Health
- Outpatient Clinic/Provider Practice
- Outpatient Diagnostics
- Outpatient Recurring Visits
- Outpatient Surgery
- Urgent Care



# Physician Engagement Awards

## Overall Top Performer Award

This award is given annually to the eligible hospital that scores at or above the 100<sup>th</sup> percentile for any of the select standard categories listed on this page. Rankings are based on the percentage of “Excellent” responses compared to PRC’s national physician engagement database for the prior year. If no hospital scores at the 100<sup>th</sup> percentile, the highest scoring eligible hospital receives the award. Only non-specialty hospitals with 50 or more physicians surveyed are eligible for this award. PRC’s Overall Top Performer winners receive a beautifully etched crystal award that can be displayed in their hospital.

## 5-Star Award ★★★★★

This designation is given annually to hospitals that score in the top ten percent (i.e., at or above the 90<sup>th</sup> percentile) of our national physician engagement database for the prior year. This award is based on the percentage of physicians who rate the facility “Excellent” for any of the select standard categories listed on this page.

## 4-Star Award ★★★★

This designation is given annually to hospitals that score between the 75<sup>th</sup> and 89.9<sup>th</sup> percentile of our national physician engagement database for the prior year. This award is based on the percentage of physicians who rate the hospital “Excellent” for any of the select standard categories listed on this page.

## PRC’s Select Standard Physician Engagement Categories

- Administration
- Anesthesia Services
- As a Place to Practice Medicine\*
- Emergency Medicine
- Engagement Index\*\*
- Hospitalists Services
- Medical Records
- Nursing Care
- Overall Quality of Care\*
- Pathology Services
- Patient Safety
- Radiology Services

*\*Top Performers in these categories will be recognized at the PRC Excellence in Healthcare Awards Dinner.*

*\*\*Based on the percentage of physicians that are highly engaged at their hospital.*

# Employee Engagement Awards

## Overall Top Performer Award

This award is given annually to the eligible facilities that score at or above the 100<sup>th</sup> percentile for any of the select standard PRC categories listed on this page. Scores are based on the percentage of “Excellent” responses compared to PRC’s national employee engagement database for the prior year. If no facility scores at the 100<sup>th</sup> percentile, the highest scoring eligible facility receives the award. Top Performers must have at least 50 completed employee interviews. PRC’s Overall Top Performer winners receive a beautifully etched crystal award that can be displayed in their facility.

## 5-Star Award ★★★★★

This designation is given annually to facilities that score in the top ten percent (i.e., at or above the 90<sup>th</sup> percentile) of our national employee engagement database for the prior year. Facilities must have 25 or more completed interviews. This award is based on the percentage of employees who rate the facility “Excellent” for any of the select standard PRC categories.

## 4-Star Award ★★★★

This designation is given annually to facilities that score between the 75<sup>th</sup> and 89.9<sup>th</sup> percentile of our national employee engagement database for the prior year. Facilities must have 25 or more completed interviews. This award is based on the percentage of employees who rate the facility “Excellent” for any of the select standard PRC categories.

## PRC’s Select Standard Employee Engagement Categories

- As a Place to Work\*
- Communication
- Engagement Index\*\*
- Fairness
- Immediate Supervisor
- Overall Empowerment
- Patient Care
- Patient Safety
- Senior Leadership
- Teamwork Between Departments
- Teamwork Within Departments
- Total Compensation Package
- Training & Professional Development

*\*Top Performers in this category will be recognized at the PRC Excellence in Healthcare Awards Dinner.*

*\*\*Based on the percentage of employees that are highly engaged at their facility.*

# Award Presentations & Celebrations

It is important to recognize everyone that helps your organization achieve excellence. To ensure everyone receives their deserved recognition, we are holding two award celebrations which will take place during the 2014 PRC Excellence in Healthcare Conference, June 8-10 in St. Louis, Missouri. More information about this conference can be found at **[www.PRCconference.com](http://www.PRCconference.com)**

To simplify the award presentations, we will be presenting the majority of the 2014 awards at the National Excellence in Healthcare Awards Luncheon, Tuesday, June 10. PRC has reserved the National Excellence in Healthcare Awards Dinner the evening of Tuesday, June 10 for the highest honors, which are listed below.

## Dinner Awards Presentation

The following awards will be presented at the dinner on June 10, all other awards will be presented at the luncheon.

- PRC's Top Performing Hospital based on Patient Experiences of:
  - Emergency Department
  - Inpatient Services
  - Outpatient Services
- PRC Total HCAHPS Top Performer Award
- PRC's Top Performing Children's Hospital based on Patient Experiences of:
  - Emergency Department
  - Inpatient Services
  - Outpatient Services
- PRC's Top Performing Clinic based on Patient Experiences of:
  - Outpatient Medical Specialties
  - Outpatient Pediatric Primary Care
  - Outpatient Primary Care
  - Outpatient Specialty Care
  - Outpatient Surgical Specialties
- PRC's Top Performing Hospital based on Physician Engagement for:
  - As a Place to Practice Medicine
  - Engagement Index
  - Overall Quality of Care
- PRC's Top Performing Hospital based on Employee Engagement for:
  - As a Place to Work
  - Engagement Index
- PRC Leading Light Award
- PRC President's Award