



Methodist Earns 21 PRC Awards for Excellence in Healthcare

Health care leaders from across the United States gathered together for the 18th annual PRC Excellence in Healthcare Awards Conference, held recently in Austin.

Three Methodist Health System hospitals garnered a total of 21 awards for achievement of excellence in patient satisfaction at the facility and unit levels, as well as a Gold achievement award for enhancing patients' perception of care.

Professional Research Consultants (PRC) is a nationally-known health care marketing research company headquartered in Omaha. PRC patient perception research is conducted to obtain the opinions of the patients at MHS hospitals via a confidential survey that assesses their perceptions of patient care. These and other research findings are used to continuously improve and enhance patient satisfaction throughout Methodist Health System.



“It is an honor to recognize Methodist Health System with these Excellence in Healthcare Awards for their deserving work,” said Joe M. Inguanzo, Ph.D., President and CEO of PRC. “It takes true dedication and determination to achieve this level of excellence in healthcare and Methodist has shown their commitment to making their hospitals a better place to work, a better place to practice medicine and a better place for patients to be treated.”

Methodist Health System award winners were as follows:

Award of Distinction: Overall Quality of Care

- **Methodist Women's Hospital Inpatient Services**

The PRC Patient Experience Award of Distinction for Excellent Performance recognizes health care facilities that score at or above the 100th percentile for the Overall Quality of

Care percent "Excellent" score in PRC's national client database for the prior calendar year.

Top Performers

- Home Health Services: Methodist Home Health
- Inpatient Medical/Surgical Services: Methodist Women's Hospital 4th Floor

PRC Top Performer Patient Experience Awards are given annually to outpatient service lines, inpatient units and outpatient clinics that score at or above the 100th percentile for the Overall Quality of Care percent "Excellent" score in PRC's national client database for the prior calendar year.

5-Star Award Winners

Methodist Hospital

- Outpatient Surgery Services: Methodist HealthWest
- Inpatient Services: HCAHPS - Care Transition
- Outpatient Cardiology Services: Cardiac Rehab
- Outpatient Oncology Services: Infusion Center
- Outpatient Radiology Services: Breast Health/Mammography
- Inpatient Stepdown Services: Progressive Care
- Inpatient Hematology/Oncology Services
- Inpatient Medical/Surgical Services: Short Stay
- Outpatient Breast Health/Mammography Services

Methodist Women's Hospital

- Emergency Department Services
- Inpatient OB/GYN Services: 5th Floor
- Inpatient Services: NICU
- Outpatient Surgery Services
- Outpatient Radiology Services

Methodist Jennie Edmundson Hospital

- Inpatient Services: HCAHPS - Discharge Information

The 5-Star Award is given annually to health care facilities, providers, outpatient service lines and inpatient units that score in the top 10 percent (at or above the 90th percentile) in PRC's national client database for the prior calendar year. These awards are based on the percentage of patients who answer "Excellent" for the Overall Quality of Care question.

4-Star Award Winners

- Methodist Hospital Inpatient Services
- Methodist Hospital Emergency Department Services

The PRC 4-Star Patient Experience Award is given annually to inpatient facilities, outpatient facilities and emergency departments scoring in the top 25 percent nationally — and in the top 75th through 89th percentiles — in PRC's national client database for the prior calendar year. These awards are based on the percentage of patients who answer "Excellent" for the Overall Quality of Care question.

Gold Achievement Award Winner

- **Methodist Hospital Pain Management**

The PRC Achievement Award recognize organizations who demonstrate, by specific submission criteria, enhancement of patients' perception of care through a focus on PRC's Key Drivers of Excellence. Awards are made on Platinum, Gold and Silver levels of recognition based on the combined scores of the judges. A minimum threshold of excellence must be attained for PRC to make one or more awards in these submission-based categories.

