

Southcoast Health Earns NRC Health Excellence Award for Top Patient-Satisfaction Ratings

Southcoast Health was honored by NRC Health as a recipient of its 2021 NRC Health Excellence Awards, recognizing top-performing hospitals and health systems in overall patient satisfaction ratings.

“As a community health system, providing an exceptional patient experience has always been one of our top priorities. I am incredibly proud of our dedicated providers, nurses and staff who put our patients first day in and day out, making this achievement possible,” says Keith Hovan, President and CEO of Southcoast Health. “We are humbled to receive this positive recognition from our patients, and it is even more meaningful this year as our organization still faces many challenges brought on by the pandemic.”

Out of 42 eligible hospital systems nationwide, Southcoast Health was selected for the first place ranking of the NRC Health Excellence Award – Small Health Systems based on its real-time net promoter score (NPS) for the “Would Recommend Facility” question throughout April 1, 2020 – March 31, 2021.

The NRC Health Excellence Awards are given each year to an elite group of winners that have demonstrated an exceptional commitment to improving the care experience, earning top satisfaction ratings from patients and their families. Their desire to better understand patient needs and aspiration to design experiences that inspire loyalty to embody the NRC Health mission to bring human understanding to healthcare.

“Earning this award is a tremendous accomplishment and

demonstrates Southcoast Health's commitment to providing exceptional service and compassionate care close to home," says Olayinka Oluwole, Director of Service Excellence and Patient Experience at Southcoast Health. "Thank you to all our care providers and staff who continue to step up throughout the COVID-19 pandemic, ensuring our patients can safely receive the care they need. This award recognizes all you do to provide our community with an outstanding patient experience."

For nearly four decades, NRC Health has helped healthcare organizations illuminate and improve the moments that matter most to patients, residents, physicians, nurses, and staff. The 2021 NRC Health Excellence Award winners were publicly announced on Wednesday, August 4, during the 27th Annual NRC Health Symposium. A complete list of winners can be found [here](#).

"We are very proud to recognize the amazing organizations that have continued to put their patients first even in the face of an unimaginable crisis," said Helen Hardy, Chief Growth Officer at NRC Health. "We commend these honorees for their service and passion in providing outstanding care for patients and their families and for truly embracing our mission of Human Understanding. Congratulations, Southcoast Health for this well-deserved award."

To learn more about Southcoast Health's Patient Experience Department, please visit **Patient Experience at Southcoast Health – Southcoast Health**.