

Upper Connecticut Valley Hospital Wins Coveted Studer Group Excellence in Patient Care Award

Award Recognizes Outstanding Performance in Patient Care

Colebrook, NH—Upper Connecticut Valley Hospital (UCVH) has been awarded the Studer Excellence in Patient Care Award for exemplary results related to communication with nurses as measured by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. Organizations receiving this award achieved a ranking at or above the 90th percentile for patients discharged in 2016 as measured by the HCAHPS patient experience survey required by the Centers for Medicare & Medicaid Services.

Excellence in Patient Care Awards are presented annually to a select group of organizations from Studer Group's partner base of hospitals, health systems, and physician organizations. To be eligible for an award, an organization must demonstrate outstanding performance and achievement in patient care, employee engagement, or physician engagement.

"Hospitals today are tasked with constantly providing higher quality care at a lower cost," says Scott Colby, president of UCVH. "Every aspect of the patient experience must be approached with a passion for excellence and an eye toward efficiency and effectiveness. It's not easy. That's why receiving an Excellence in Patient Care Award is considered an such an honor. I'm proud of the excellent work our team of medical professionals at UCVH performs and congratulate the team on winning this award."

The award will be presented to UCVH at the 15th annual What's Right in Health Care best practices conference in Chicago, Illinois, in August. What's Right in Health Care aims to improve healthcare for patients, physicians, and staff through peer-to-peer sharing of leading practices. Presenters will share the strategies and tactics contributing to their top results in areas such as patient safety, emergency department wait times, and employee satisfaction.

"We are so proud of UCVH and all the healthcare organizations receiving awards for their outstanding results on this survey," says Debbie Ritchie, president of Studer Group. "Excellent HCAHPS performance is a true reflection of their commitment to engage with patients and provide them the absolute best possible care. We are grateful to work with such passionate, purpose-driven organizations."

CONTACTS

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ABOUT UCVH Upper Connecticut Valley Hospital is a 16-bed critical access hospital located in Colebrook, NH. UCVH is a not-for-profit hospital with a mission to improve the health status of the community it serves through the provision of high quality services. UCVH is an affiliate of North Country Healthcare. For more information, visit UCVH.org

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