



NEWS

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**Newberry County Memorial Hospital Achieves Healthgrades Outstanding Patient Experience Award™
for Fifth Year in a Row**

Newberry County Memorial Hospital among the top 5 percent of U.S. hospitals for patient experience in 2020

Newberry, South Carolina (June 16, 2020) – Newberry County Memorial Hospital announced today that it achieved the Healthgrades 2020 Outstanding Patient Experience Award™. This distinction recognizes Newberry County Memorial Hospital as being among the top 5 percent of hospitals nationwide for patient experience, according to [Healthgrades](#), the leading resource that connects consumers, physicians and health systems.

Healthgrades evaluated 3,346 hospitals that submitted at least 100 patient experience surveys to the Centers for Medicare and Medicaid Services (CMS), covering admissions from April 2018 through March 2019, to identify hospital performance. Of those hospitals evaluated, 424 hospitals outperformed their peers—based on their patients’ responses—to achieve this distinction.

“I am extremely proud of our extraordinary team,” said Bruce Baldwin, Chief Executive Officer. “Their main focus is providing the best care possible. Newberry Hospital has received many awards over the last several years, and receiving this award for 5 years in a row is especially meaningful as it reflects our mission and dedication of providing exceptional care to our patients.”

Healthgrades evaluated hospital performance by applying a scoring methodology to 10 patient experience measures, using data collected from a 29-question experience survey from the hospital’s own patients. The survey questions focus on patients’ perspectives of their care in the hospital. The topics of these questions ranged from cleanliness and noise levels in patient rooms to physician and nurse communication. The measures also include whether a patient would recommend the hospital to friends or family.

“The 2020 Outstanding Patient Experience Award recognizes the hospitals that are committed to improving the patient experience throughout the entire organization. Patient experience plays a huge role in the perception of the care a patient receives, and it is important that hospitals continue to learn from and evolve their patient experiences. It is also equally important that consumers access this information and do their research when determining where to receive care,” said Brad Bowman, MD, Chief Medical Officer, Healthgrades.

Newberry Hospital has a team made of staff from across the hospital that meets monthly to discuss HCAHPS scores and discuss opportunities to improve on patient care. The team is always looking for

processes and services that will provide the best possible care for our patients. Newberry Hospital also has a patient advisory council made up staff and community members that meet quarterly to discuss feedback from the community and to share information about the hospital with the community.

View Healthgrades [hospital quality methodologies](#).

About Newberry County Memorial Hospital

Located in Newberry, S.C., Newberry County Memorial Hospital provides exceptional healthcare and wellness services to the citizens of Newberry County and across the Midlands. The hospital's services include advanced diagnostics, emergency room, general surgery, labor and delivery, orthopedic surgery, rehabilitation services (adults and children), urology, wellness, wound care and hyperbaric medicine. Recognized by Healthgrades with Five-Stars for Total Knee Replacement for 9 years in a row, Hip Fracture Treatment for 6 years in a row and Total Hip Replacement for 2 years in a row. Named among the top 5% of US hospitals for patient experience by Healthgrades. The hospital earned six "Certified Zero Harm Awards," from the South Carolina Hospital Association (SCHA), in preventing hospital-acquired infections: C.diff (36 months); Surgical Site Infections Hip (24 months); Surgical Site Infections Colon (12 Months); Central Line Associated Bloodstream Infections-ICU (60 months); MRSA (66 months); and Surgical Site Abdominal Hysterectomy (72 months). Named in Becker's Hospital Review's 100 Great Community Hospitals for 2019. Learn more at NewberryHospital.org. Follow us on Facebook at www.facebook.com/newberryhospitalSC/.

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