



Contact:
Kayla Lounsbery
Marketing Director
National Research Corporation
800-388-4264
klounsbery@nationalresearch.com

Drew Memorial Hospital Earns 2016 National Research Corporation Excellence Award for its Commitment to Improving the Patient Experience

August 29, 2016 (Monticello, AR) - National Research Corporation (NRC), has selected client Drew Memorial Hospital of Monticello, AR, as a recipient of its 2016 Excellence award. Drew Memorial Hospital was recognized at the 22nd Annual NRC Picker Patient-Centered Symposium in San Diego on Sunday, August 28.

NRC selected Excellence award recipients based on their achievement within categories that patients have identified as being most important to the quality of their care. The award is only bestowed upon those organizations that are ranked by patients as being a top performer in one of the following categories: Overall Hospital Rating, Overall Provider Rating, Improvement Planner Champion, Value-Based Purchasing Champion, and Patient-Centered Care Champion

The winners were selected from the extensive database of NRC hospital clients for their performance over the last four quarters. DMH was awarded Excellence in the Most Improved category of small hospitals. From the time period of April 2015-March 2016, DMH and one other hospital showed the highest increase in the percentage of patients rating them a 9 or 10 out of 10.

"Implementing improvement processes are difficult and require large amounts of time and resources, so when organizations make the commitment to look past those constraints, it really defines who the winners are," said Helen Hrdy, Senior Vice President of Client Service at NRC. "We congratulate Drew Memorial Hospital for truly defining patient-centered care."

As a 2016 award recipient, DMH is among a select group of healthcare innovators leading the way on the path to patient-centered care.

"Our employees earned this recognition for the hospital through their unwavering commitment to quality. We're thrilled to accept this national award, because it conveys that dedication; we're all working to improve the patient experience." said Scott Barrilleaux, CEO.

About National Research Corporation

For more than 30 years, National Research Corporation (NASDAQ: NRCIA and NRCIB) has been at the forefront of patient-centered care. Today, the company's focus on empowering customer-centric healthcare across the continuum extends patient-centered care to incorporate families, communities, employees, senior housing residents, and other stakeholders.

NRC is headquartered in Lincoln, Nebraska. For more information, call 800-388-4264, write to info@nationalresearch.com, or visit www.nationalresearch.com.

About DREW MEMORIAL HOSPITAL

Drew Memorial Hospital is a non-profit, 49 bed community-owned acute care facility serving a population of 200,000 in Southeast Arkansas. Since 1975, DMH has operated in its current location in Monticello, Drew County, Arkansas. In September 2016, the hospital will begin a multi-million dollar expansion project including a surgery center, outpatient clinic, and labor, delivery & recovery areas. Drew Memorial Hospital is the Premier center for community health and wellness.

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