

National Rural Health Association Top 20 CAH Award Winners and Best Practice Hospitals 2021

The National Rural Health Association names the Top 20 Critical Access Hospitals from a larger set of Top 100 CAHs, which is evaluated and produced by The Chartis Center for Rural Health. Both the Top 20 and Top 100 performing Critical Access Hospitals are identified through the Hospital Strength INDEX[®], the most comprehensive and objective assessment of U.S. rural and Critical Access Hospital performance based upon market, value-based and financial measures.

**NRHA's Top 20 Winners are the highest ranked of
the Top 100 CAHs, named by The Chartis Center for Rural Health.**

The Hospital Strength INDEX utilizes publicly available data sets to quantify overall hospital performance in eight pillars: 1 - Inpatient Market Share, 2 - Outpatient Market Share, 3 – Quality, 4 — Outcomes, 5 – Patient Perspective, 6 - Cost, 7 - Charge, and 8 - Financial Efficiency.

**Additionally, NRHA recognizes the 20 highest ranking
CAHs in the Quality and Patient Perspective (Patient Satisfaction) Pillars,
naming them a “Best Practice” hospital recipient in the designated category.**

- **“Quality INDEX” -- Hospital Compare Process of Care Measures** – All hospitals in the INDEX study are evaluated across rural-relevant Process of Care measures. Each hospital’s performance across these indicators is aggregated and ranked against rural peers nationally. The Top 20 CAHs are recognized for the outstanding quality they deliver to their patients.
- **“Patient Perspective INDEX” -- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Measures** – All hospitals in the study are evaluated across all 10 HCAHPS domains. Each hospital’s performance across these 10 metrics is aggregated and ranked against rural peers nationally. The Top 20 CAHs are recognized for the outstanding patient satisfaction they provide.

About NRHA

The National Rural Health Association (NRHA) is a national nonprofit membership organization with more than 20,000 members. The association’s mission is to provide leadership on rural health issues. NRHA membership consists of a diverse collection of individuals and organizations, all of whom share the common bond of an interest in rural health.

About The Chartis Group

The Chartis Group[®] (Chartis) provides comprehensive advisory services and analytics to the healthcare industry. It brings critical thinking and deep industry experience paired with cutting-edge data, analytics, and technology to deliver #NextIntelligence. With an unparalleled depth of expertise in strategic planning, performance excellence, health analytics, informatics and technology, digital and emerging technologies, clinical quality and operations, and strategic communications, Chartis helps leading academic medical centers, integrated delivery networks, children's hospitals, and healthcare service organizations achieve transformative results and build a healthier world. Chartis has offices in Atlanta, Boston, Chicago, New York, Minneapolis, and San Francisco. For more information, visit www.chartis.com.

About the Hospital Strength INDEX

The Hospital Strength INDEX utilizes publicly available data to provide a comprehensive comparison of all rural and Critical Access Hospitals across a continuum of Market, Value-based and Financial performance indicators. By assessing performance across 50 individual indicators and eight pillars of performance, the INDEX brings a rural-relevant perspective to healthcare leaders making strategic and operational decisions. The INDEX is the foundation for many of rural healthcare’s most prominent awards and is used by organizations such as the National Rural Health Association in support of its advocacy and legislative initiatives. Learn more about the The Chartis Center for Rural Health [at: https://www.chartis.com/services/ccrh](https://www.chartis.com/services/ccrh)

Review of Data Sources

The INDEX leverages the most recent publicly available data from CMS as of December 2020. All available data are included in the INDEX and statistical sampling and data imputation methodologies are employed when necessary.