

NOCHS earns Best in Value™ Award

North Ottawa Community Health System proudly announces that it has received a 2010 Hospital Value Index™ Best In Value™ Award from the Data Advantage, LLC that includes awards in these subcategories:

- **Best in Value™** -- Quality, Affordability, Efficiency & Satisfaction (ranked #130th nationally)
- **Best in Value™** -- Superior Quality Merit Award
- **Hospital Value Index™** -- Best in State (ranked #10 in Michigan)

Tennessee-based Data Advantage is a data aggregating company that is taking an unprecedented look at the value of care that hospitals and health systems provide. Its research included 4,500 acute-care hospitals and health systems across the country. The data* measured included:

- Quality (CMS core measures, safety mortality and readmission rates)
- Efficiency (measure of hospital service costs)
- Affordability (in- and out-patient price comparison to competitors)
- Patient satisfaction (HCAPS)

*for a full list of data sources, visit noch.org/awards

In overall value, NOCHS outperformed all Grand Rapids-based hospitals and was within a few percentage points of all our lakeshore competitors. As far as our quality, NOCHS ranked at or above the 98th percentile for all key quality indicators and had among the lowest mortality and readmission rates of hospitals on the lakeshore and inland.

What this means is that we have a proven, outstanding level of care at NOCHS and we provide care - on par or better than our competitors - at a more affordable price. In this economy and in the midst of a heated health care reform, that is a well-earned honor and distinction.



North Ottawa Community
Health System

where you need us most.