

# Over the years, McLeod Health has earned various awards related to quality and safety

- **2020 - Excellence in Healthcare Awards.** McLeod Health hospitals have been recognized for providing excellence in healthcare by national healthcare research leader, Professional Research Consultants, Inc. (PRC). **McLeod Regional Medical Center and McLeod Health Carolina Forest** were honored with three 5-Star Awards for scoring in the top ten percent within PRC's national database. Additionally, **McLeod Health Seacoast** received two 4-Star Awards for scoring in the top 25 percent within PRC's national database. McLeod Regional Medical Center: Inpatient Pediatric Services – NICU, Overall Quality of Care; McLeod Regional Medical Center: Inpatient Surgical Services – Overall Hospital Rating; McLeod Health Carolina Forest: Emergency Department Services – Overall Quality of Care; McLeod Health Seacoast: Emergency Department Services – Overall Quality of Care; McLeod Health Seacoast: Inpatient Services – Overall Hospital Rating.
- **McLeod Health Receives Get With The Guidelines-Stroke Quality Achievement Awards.** The American Heart Association recently recognized the commitment of McLeod Health hospitals with quality stroke care. Honors received include: **McLeod Regional Medical Center** – Get With The Guidelines-Stroke Gold Plus Award; Target: Type 2 Honor Roll Award; Target: StrokeSM Elite Award; McLeod Health Loris Seacoast – Get With The Guidelines-Stroke Silver Plus Award; Get With The Guidelines-Stroke Bronze Award; Target: Type 2 Honor Roll Award; **McLeod Health Dillon** – Get With The Guidelines-Stroke Bronze Award.
- Additionally, since 2000, the physician-led quality initiatives at McLeod have garnered coverage in the *Wall Street Journal*, twice in the hospital industry's publication *Modern Healthcare*, in *USA Today* and on the cover of *US News and World Report's* "America's Best Hospitals" annual edition.
- **2020 - McLeod Hospice earns the 2019 SHPBest™ "Superior Performer" Caregiver Satisfaction Award.** The program has been recognized by Strategic Healthcare Programs (SHP) as a "Superior Performer" for achieving an overall score that ranked in the top 20 percent in the SHP national CAHPS® Hospice benchmark and scoring above the SHP national average for each CAHPS® Hospice quality measure as measured from the caregiver's point of view.
- **2020 - McLeod Health Clarendon achieves the Healthgrades 2020 Outstanding Patient Experience Award™.** This distinction recognizes the facility as being among the Top 15 percent of hospitals nationwide for patient experience, according to Healthgrades, the leading online resource for comprehensive information about physicians and hospitals. 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. McLeod Health physicians, staff and teams also received additional top honors in 2020 from Healthgrades including the **Stroke Care Excellence Award (2017 – 2020)**, **5 Stars in Pacemaker Procedures (2020)**, **Total Knee Replacement (2016 – 2020)** and **Total Hip Replacement (2020)**.

- **2020 - McLeod Health has been honored with 25 South Carolina “Certified Zero Harm Awards” from the South Carolina Hospital Association (SCHA)** in recognition of the hospital system’s excellent work in preventing hospital-acquired infections. The following McLeod Health hospitals were recognized with Zero Harm Awards: McLeod Health Cheraw, McLeod Health Clarendon, McLeod Health Darlington, McLeod Health Dillon, McLeod Health Loris, McLeod Health Seacoast and McLeod Regional Medical Center. To earn a Certified Zero Harm Award, hospitals must experience no preventable hospital-acquired infections of a specific nature over an extended period of time.
- **2019 - The McLeod Center for Cancer Treatment and Research has been named a Novalis Certified Cancer Center** following a rigorous and voluntary audit conducted by an independent, third-party panel of experts in radiation oncology, patient safety and treatment quality. One of only eight Novalis Certified Centers in the United States, McLeod is the **only** such cancer center in South Carolina. The hospital also represents one of only 46 certified centers worldwide.
- **2019 - McLeod Health – McLeod Regional Medical Center received the Healthgrades Outstanding Patient Experience Award™.** This distinction recognizes McLeod as being among the Top 10% of hospitals nationwide for patient experience for a third year consecutive year (2017-2019), according to Healthgrades, the leading online resource for comprehensive information about physicians and hospitals. **Additional top honors in 2019 from Healthgrades** include Neurosciences Excellence Award (2017-2019), Top 5% in Nation for Treatment of Stroke (2017-2019), Pulmonary Care Excellence Award (2017-2019), 5 Stars in Total Knee Replacement (2016-2019), Cranial Neurosurgery, Treatment of Chronic Obstructive Pulmonary Disease, Treatment of Pneumonia, and Treatment of Sepsis.
- **2019 and 2018 - McLeod Regional Medical Center receives a Safety Score of A from the Leapfrog Group.** Only 855 hospitals in the nation received an A, ranking McLeod among the safest hospitals in the United States. The Leapfrog Group Hospital Safety Score Program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors.
- **2018 McLeod Health honored with 23 South Carolina “Certified Zero Harm Awards”** from the South Carolina Hospital Association (SCHA) in recognition of the hospital system’s excellent work in preventing hospital-acquired infections. **McLeod Health received the most Zero Harm Awards by a hospital system.** The following McLeod Health hospitals were recognized with Zero Harm Awards: **McLeod Health Cheraw, McLeod Health Dillon, McLeod Health Loris, McLeod Health Seacoast and McLeod Regional Medical Center.** To earn a Certified Zero Harm Award, hospitals must experience no preventable hospital-acquired infections of a specific nature over an extended period of time. All hospital data used for the awards is independently verified by the South Carolina Department of Health and Environmental Control and recognizes the exceptional achievement the hospital or hospital unit has made to the safety and quality of care within their facilities. **Since 2014, McLeod Hospitals have been awarded 59 Certified Zero Harm Awards.**

- **2017-2018 NRC Health Consumer Loyalty Award.** McLeod is rated No. 5 in the nation for this inaugural consumer loyalty rating. The metric developed by NRC provides an all-around view of consumer loyalty and recognizes the top performers in the health care industry. McLeod is among the 71 percent of provider organizations citing patient engagement as a top priority. NRC added that consumers have more choice than they've ever had when it comes to their health care and the Consumer Loyalty Award winners like McLeod are at the forefront of this shift towards a consumer-centered approach to care.
- **2018 - Excellence in Healthcare Awards.** McLeod Health hospitals recognized for providing excellence in healthcare by national healthcare research leader Professional Research Consultants, Inc. (PRC). The honors by hospital include:
  - McLeod Health Cheraw**  
Silver Achievement Award: Emergency Care, McLeod Cheraw VSA/SE Re-evaluated
  - McLeod Health Clarendon**  
Top Performer Award for Inpatient Services - Communication About Medications
  - McLeod Health Dillon**  
Top Performer Award for Inpatient Services - Communication with Doctors  
5-Star Award for Inpatient Services - Communication About Medications  
5-Star Award for Inpatient Services - Communication with Nurses  
5-Star Award for Inpatient Services - Responsiveness of Staff  
Platinum Achievement Award for Effective Care Transition - HCAHPS  
Gold Achievement Award for Emergency Care, McLeod Dillon VSA Re-evaluated
  - McLeod Health Loris**  
5-Star Award for Inpatient OB/GYN Services - Overall Quality of Care  
5-Star Award for Inpatient Services - Overall Hospital Rating  
Platinum Achievement Award for The No Pass Zone (HCAHPS)
  - McLeod Health Seacoast**  
5-Star Award for Inpatient Orthopedic Services - Overall Quality of Care  
4-Star Award for Inpatient Services - Overall Quality of Care  
4-Star Award for Emergency Department Services - Overall Quality of Care  
Platinum Achievement Award for The No Pass Zone (HCAHPS)  
Gold Achievement Award for Time to Care (Emergency Care)
  - McLeod Regional Medical Center**  
5-Star Award for Inpatient Medical Services - Overall Hospital Rating  
5-Star Award for Inpatient Surgical Services - Overall Hospital Rating
- **2018 - McLeod Health – McLeod Regional Medical Center receives the Healthgrades 2018 Distinguished Hospital Award for Clinical Excellence™.** This distinction recognizes McLeod as one of the Top 5% of more than 4,500 hospitals nationwide for its clinical performance as measured by Healthgrades.
- **2017 - McLeod Health named the 2017 Best Mobile Website in the Nation** (in all categories) by the Web Marketing Association. The McLeod Health website was also recognized as the 2017 Outstanding Healthcare Website in the Healthcare Category.
- **2017 - McLeod Health wins two Aster Awards for excellence in healthcare advertising** – a gold award for a commercial spot featuring 2D animation and a bronze award for a long-form video produced for the new McLeod Health website.

- **2017** - McLeod Health wins an **international award for Outstanding Website** from the prestigious Web Marketing Association. The award was one of only three in the healthcare website category.
- **2017 Excellence in Healthcare Awards.** McLeod Health hospitals recognized for providing excellence in healthcare by national healthcare research leader Professional Research Consultants, Inc. (PRC). The honors by hospital include:
  - McLeod Health Cheraw**  
5-Star HCAHPS Award for “Communication about Medications”
  - McLeod Darlington**  
Top Performer HCAHPS Award for “Communication with Doctors”  
5-Star HCAHPS Award for “Overall Rating”  
5-Star HCAHPS Award for “Care Transition”  
5-Star HCAHPS Award for “Communication with Nurses”  
5-Star HCAHPS Award for “Communication about Medications”
  - McLeod Lorris**  
Gold Achievement Award for Discharge Deep Dive on Understanding Symptoms to Monitor  
Silver Achievement Award for Emergency Department Service Excellence Standards Deep Dive
  - McLeod Regional Medical Center**  
Platinum Achievement Award for Inpatient Medical/Surgical Services project: “From Reds to Riches: Clean Work Makes the Dream Work”
- **2017** - McLeod Regional Medical Center received top ratings by **CareChex**<sup>®</sup>, an innovative medical quality rating system using the most reliable quality indicators. These **medical excellence and patient safety for 2017** awards included:
  - Top 100 in National for Interventional Coronary Care**
  - Top 100 in Nation for Vascular Surgery**
  - # 1 in the State for Major Cardiac Surgery**
  - Top 100 in Nation for Stroke Care**
  - Top 10% in Nation for General Surgery**
  - Top 10% in Nation for Gastrointestinal Hemorrhage**
  - Top 10% in Nation for Neurological Care**
  - Top 10% in Nation for Pneumonia Care**
  - Top 10% in Nation for Pulmonary Care**
  - Top 10% in Nation for Spinal Surgery**
  - Top 10% in Nation for Trauma Care**
  - Top 10% in State for Major Neuro-Surgery**
- **2017** - McLeod Health – McLeod Regional Medical Center receives the **Healthgrades 2017 Distinguished Hospital Award for Clinical Excellence™**. This distinction recognizes McLeod as one of the Top 5% of more than 4,500 hospitals nationwide for its clinical performance as measured by Healthgrades.
- **2016** - McLeod Home Health named as one of the Top 500 Home Health agencies in the country. The only performance recognition of its kind in the home health industry, the **2016 Top 500 HomeCare Elite™** acknowledgment places McLeod Home Health in the top five percent of home health agencies in the U.S.

- **2016 - McLeod Health receives 24 top honors for 2016 from Healthgrades® including:**  
**America's 100 Best Hospitals for Cardiac Care™**  
**America's 100 Best Hospitals for Coronary Intervention™**  
**America's 50 Best Hospitals for Vascular Surgery™**  
**America's 100 Best Hospitals for General Surgery™**  
**Healthgrades 2016 Cardiac Care Excellence Award™**  
**Healthgrades 2016 Coronary Intervention Excellence Award™**.  
**Top 5% in the Nation in Coronary Interventional Procedures**  
**Top 5% in the Nation in Cardiology Services**  
**Top 10% in the Nation for Overall Cardiac Services**  
**Healthgrades Vascular Surgery Excellence Award™ for 7 years in a row (2010 - 2016)**  
**Top 5% in the Nation in Vascular Surgery for 4 years in a row (2013 - 2014)**  
**Healthgrades General Surgery Excellence Award™ for 4 years in a row (2013 - 2016)**  
**Top 5% in the Nation in General Surgery for 3 years in a row (2014 - 2016)**  
 McLeod performed at a 5-Star level in:  
**Treatment of Heart Attack for 3 years in a row (2014 - 2016)**  
**Treatment of Heart Failure for 3 years in a row (2014 - 2016)**  
**Coronary Interventional Procedures in 2016**  
**Repair of Abdominal Aorta in 2016**  
**Carotid Surgery for 6 years in a row (2011 - 2016)**  
**Treatment of Stroke for 4 years in a row (2013 - 2016)**  
**Total Knee Replacement in 2016**  
**Esophageal/Stomach Surgeries for 3 years in a row (2014 - 2016)** **Treatment of Bowel Obstruction for 3 years in a row (2014 - 2016)** **Treatment of Respiratory Failure in 2016**  
**Treatment of Chronic Obstructive Pulmonary Disease for 8 years in a row (2009 - 2016)**
- **2016 - McLeod Regional Medical Center, McLeod Seacoast, McLeod Loris and McLeod Health Cheraw receive a Safety Score of A from the Leapfrog Group.** Only 798 hospitals in the nation received an A, ranking McLeod among the safest hospitals in the United States. The Leapfrog Group Hospital Safety Score Program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. The Leapfrog Group's goal of saving lives and reducing harm focuses on measuring and publicly reporting hospital performance through the Annual Hospital Safety Score. The grades are derived from expert analysis of publicly available data using 30 evidence based, national measures of hospital safety. The Leapfrog Group is an independent, national, nonprofit organization founded by the nation's leading employers and private healthcare experts. The mission of the Leapfrog Group is to encourage giant "leaps" forward in the safety, quality and affordability of healthcare in the United States by promoting transparency and value based hospital incentives.



- **2016 - Excellence in Healthcare Awards.** McLeod Health hospitals recognized for providing excellence in healthcare by national healthcare research leader Professional Research Consultants, Inc. (PRC). The honors by hospital include:

**McLeod Cheraw**

Gold Achievement Award for project: "Getting to Know Us"  
5-Star HCAHPS Award for "Communication About Medications"

**McLeod Darlington**

Top Performer Award for HCAHPS "Total HCAHPS Score"  
Top Performer HCAHPS Award for "Communication with Doctors"  
Top Performer HCAHPS Award for "Communication with Nurses"  
Top Performer HCAHPS Award for "Hospital Environment"  
5-Star HCAHPS Award for "Communication about Medicines"  
5-Star HCAHPS Award for "Discharge Information"  
5-Star HCAHPS Award for "Pain Management"  
5-Star HCAHPS Award for "Responsiveness of Staff"  
5-Star HCAHPS Award for "Overall Rating"

**McLeod Dillon**

Gold Achievement Award for project: "Care Transitions"  
5-Star HCAHPS Award for "Communication about Medicines"  
5-Star HCAHPS Award for "Communication with Doctors"  
5-Star HCAHPS Award for "Discharge Information"

**McLeod Seacoast**

4-Star Emergency Department Award for Overall Quality of Care

**McLeod Regional Medical Center**

Gold Achievement Award for project: "Improving Heart and Vascular HCAHPS"

- **2015 - Zero Harm Awards.** McLeod Regional Medical Center, McLeod Dillon, McLeod Loris and McLeod Seacoast honored with **2015 Certified Zero Harm Awards** for infection prevention efforts related to Bloodstream Infections and Surgical Site Infections. This recognition is given when a hospital reaches the milestone of zero infections within a consecutive 12-month period. The South Carolina Hospital Association (SCHA) launched the Certified Zero Harm Awards program in 2013 to recognize South Carolina hospitals' excellent progress in making care safer, specifically the elimination of hospital-acquired infections. These awards are part of the SCHA's efforts to guide and support the state's hospitals in creating and sustaining highly reliable health care -- meaning patient care that is dependable, high quality, and safe over a long period of time, similar to results achieved by other high-consequence industries such as aviation and nuclear power.

- **2015 - Excellence in Healthcare Awards.** McLeod Health hospitals and McLeod physicians recognized for providing excellence in healthcare by national healthcare research leader Professional Research Consultants, Inc. (PRC). The hospitals honored were:

**McLeod Darlington**

- 5-Star Award in Inpatient Services for Communication with Doctors
- 5-Star Award in Inpatient Services for Discharge Information
- 5-Star Award in Inpatient Services for Communication about Medications
- 5-Star Award in Inpatient Services for Communication with Nurses
- 5-Star Award in Inpatient Services for Pain Management

**McLeod Dillon**

- 5-Star Award in Inpatient Services for Communication about Medications

**McLeod Seacoast**

- 4-Star Award in Inpatient Services for Overall Quality of Care
- 4-Star Award in Emergency Services for Overall Quality of Care

**These awards recognize organizations and individuals who achieve excellence throughout the year** by improving patient experiences, healthcare employee engagement and/or physician alignment and engagement based on surveys of their patients.

- **2014 - McLeod Dillon receives a Safety Score of A from the Leapfrog Group** for the third year in a row.
- **2014 - McLeod Dillon honored as a 2013 Top Performer on Key Quality Measures®** by The Joint Commission, the leading accreditor of health care organizations in the United States. McLeod Dillon is among the top one-third of hospitals in the United States to achieve the 2013 Top Performer distinction. McLeod Dillon was recognized for attaining and sustaining excellence in accountability measure performance for heart failure and pneumonia as part of The Joint Commission's 2014 annual report "America's Hospitals: Improving Quality and Safety."
- **2014 - McLeod Regional Medical Center receives 23 top honors** for 2013 and 2014 from Healthgrades® including: the **2014 Distinguished Hospital Award for Clinical Excellence™**, this distinction places McLeod among the **Top 5% of more than 4,500 hospitals nationwide** for its clinical performance. **McLeod has also been honored with the Healthgrades Outstanding Patient Experience Award™, for 6 years in a row.** This distinction ranks McLeod among the **Top 10% in the Nation** in providing outstanding performance in the delivery of a positive experience for patients during their hospital stay. In addition, McLeod was honored as a recipient of **Healthgrades Vascular Surgery Excellence Award™**. McLeod has received this honor for 5 years in a row (2010 to 2014) and has been ranked among the **Top 5% in the Nation** in Vascular Surgery for 2 years in a row (2013, 2014). For its 2014 study, **American Hospital Quality Outcomes 2014: Healthgrades Report to the Nation**, Healthgrades also evaluated nearly 4,500 hospitals nationwide for 31 of the most common inpatient procedures and conditions and identified the 100 best hospitals within each procedure. McLeod was further recognized as one of Healthgrades:
  - America's 100 Best Hospitals for Cardiac Care**
  - America's 100 Best Hospitals for General Surgery**
  - America's 100 Best Hospitals for Spine Surgery**

- **2013 - McLeod Home Health named as one of the Top 100 Home Health agencies in the country.** The only performance recognition of its kind in the home health industry, the 2013 Top 100 HomeCare Elite acknowledgement places McLeod Home Health in the **top one percent of home health agencies in the United States.** In addition, McLeod Home Health is the only agency in South Carolina included in the Top 100 ranking.
- **2012 and 2013 - McLeod Regional Medical Center and McLeod Dillon receive a Safety Score of A from the Leapfrog Group.** The Leapfrog Group Hospital Safety Score Program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. The Leapfrog Group's goal of saving lives and reducing harm focuses on measuring and publicly reporting hospital performance through the annual hospital safety score. The grades are derived from expert analysis of publicly available data using 26 evidence-based, national measures of hospital safety. The Leapfrog Group is an independent, national, not-for-profit organization founded by the nation's leading employers and private healthcare experts. The mission of the Leapfrog Group is to encourage giant "leaps" forward in the safety, quality and affordability of healthcare in the United States by promoting transparency and value-based hospital incentives.
- **2012 - McLeod Regional Medical Center and McLeod Loris ranked among the top hospitals around the state in the new Consumer Reports hospital safety ratings,** according to their Hospital Safety Rating Article in the August, 2012 edition. These Ratings are based on six categories of patient safety: hospital-acquired infections, readmissions, communication about medications and discharge, CT scanning, complications, and mortality. The data comes from the federal Centers for Medicare & Medicaid Services, state governments, and the Leapfrog Group, an independent organization that collects information on hospital safety.
- **2012 - McLeod Regional Medical Center is one of the top performing hospitals in the country for 2011,** and has been recognized for its participation in a national project that resulted in saving lives and reducing healthcare spending by more than \$4 billion. Over the past three years, 278 hospitals including McLeod participated in a national collaborative led by Premier Healthcare Alliance called QUEST®. As part of this initiative, these top performing hospitals saved an estimated 24,820 lives and reduced healthcare spending by nearly \$4.5 billion. McLeod is among the hospitals that have optimized acute care and crossed the Top Performance Threshold in all three measured categories: Mortality, Evidence-based care and Cost, according to Premier.
- **2011 - McLeod Home Health named as one of the Top 500 Home Health agencies in the country.** The only performance recognition of its kind in the home health industry, the **2011 Top 500 HomeCare Elite™** acknowledgment places McLeod Home Health in the top five percent of home health agencies in the U.S.
- **2010 - McLeod receives the 2010 American Hospital Association-McKesson Quest for Quality Prize.** Awarded annually to one hospital in the country, McLeod is the first hospital in South Carolina to receive this prestigious honor since the inception of the national Quest for Quality Prize in 2002.
- **2009 - McLeod Health is featured prominently in a series of South Carolina Hospital Association videos promoting Evidence-based Care.**
- **2009 - Donna Isgett receives the Lewis W. Blackman Patient Safety Champion Award.**
- **2007 - Milliken Medal of Quality Award - Donna Isgett**



- **2007 - AHA Quest for Quality Award Citation of Merit.** One of 5 hospitals recognized by the American Hospital Association for its leadership and innovation in quality, safety and commitment to patient care.
- **2007 - Awarded the Distinguished Hospital Award for Patient Safety** by HealthGrades. This distinction reflects McLeod's performance among the **top five percent of hospitals in the nation for patient safety outcomes.**
- **2006 -** McLeod Health ranked #1 in South Carolina for coronary interventional procedures, ranking the hospital in the top ten percent in the nation according to a comprehensive study released by **HealthGrades**, the nation's leading healthcare ratings company. Additionally, McLeod is ranked best in region for overall cardiac care and overall orthopedic care. McLeod also received five-star ratings for clinical excellence in coronary interventional procedures and spinal surgery.
- **2006 - American Society of Hospital Pharmacists (ASHP) Award** - One of three finalists.
- **2005 -** McLeod is one of only 2 hospitals to record top quality/safety in five clinical areas as part of a groundbreaking National Study (called the **Medicare Demonstration Project**) by the Centers for Medicare and Medicaid (CMS) to identify ways to improve care.
- **2003 - Premier Quality Award**, a national award sponsored by Premier, Inc., a national alliance of more than 1,500 not-for-profit hospitals committed to improving health care quality, enhancing safety, and reducing costs.
- **2002 - Premier Award for Quality.** One of three top winners.
- **2002 -** Milliken Medal of Quality Award - Rob Colones
- **2001 -** McLeod Regional Medical Center selected as one of five hospitals to participate in the Robert Wood Johnson "**Pursuing Perfection**" initiative.
- **2000 - SC Governor's Quality Award** - McLeod Regional Medical Center.