



Children's
of Alabama®

INSIDE PEDIATRICS

CHILDREN'S OF ALABAMA RECEIVES NRC HEALTH EXCELLENCE AWARD

Children's of Alabama was recognized by NRC Health with a 2018 Excellence Award at the 24th Annual NRC Health Symposium in San Diego, California.

Children's was named the top performing hospital for Excellence in Quality & Service, a measure of service culture, loyalty and retention for the time period of April 2017 through March 2018.

"Our team of clinical providers and support staff across the Children's of Alabama continuum should be very proud of this accomplishment. Of the many outstanding organizations qualified to receive this award from NRC Health, Children's rose to the top because our patients' feedback scores reflected that they clearly value our customer-focused culture. We provide care in an environment that is safe, supportive, compassionate and engaging, and our entire staff strives to provide the best experience for every family we are privileged to serve," said Lori Moler, Children's of Alabama vice president of customer service.

For nearly four decades, NRC Health has helped healthcare organizations illuminate and improve the moments that matter most to patients, residents, physicians, nurses and staff. NRC Health recognizes top-performing hospitals and health systems that have exhibited an exceptional commitment to understanding each individual's complete care journey. Their desire to better understand the people they care for and their aspiration to design experiences that inspire loyalty are the embodiment of the NRC Health mission of human understanding. The Excellence Awards recognize these elite organizations that have received the highest ratings in overall satisfaction by patients and their families.

"Each year our partners inspire us with their commitment to service," says Helen Hardy, Senior Vice President of Client Service at NRC Health. "The individuals at these organizations show a genuine understanding for their patients, which is revealed in their extraordinary, compassionate care. It is always a special pleasure for us to honor and recognize these efforts with the Excellence Award. We congratulate Children's of Alabama for embodying human understanding and demonstrating a commitment to patient-centered care."

