

# National Rural Health Association

## Top 20 CAH Award Winners and Best Practice Hospitals

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 Chartis Rural Hospital Performance 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 Chartis Rural Hospital Performance 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 - Finance.

**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 Chartis

Chartis is a comprehensive health care advisory firm dedicated to helping clients build a healthier world. We work across the health care continuum with more than 900 clients annually, including providers, payers, health services organizations, technology and retail companies, and investors. Through times of change, challenge, and opportunity, we advise the industry on how to navigate disruption, pursue growth, achieve financial sustainability, unleash technology, improve care models and operations, enhance clinical quality and safety, and advance health equity. The teams we convene bring deep industry expertise and industry leading innovation, enabling clients to achieve transformational results and create positive societal impact. For more information, visit [www.chartis.com](http://www.chartis.com).

### About the Chartis Rural Hospital Performance INDEX

The Chartis Rural Hospital Performance 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 36 individual indicators and eight pillars of performance, the INDEX brings a rural-relevant perspective to health care leaders making strategic and operational decisions. The INDEX is the foundation for many of rural health care'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 Chartis Center for Rural Health <https://www.chartis.com/rural-health>.

### Review of Data Sources

The INDEX leverages the most recent publicly available data from CMS as of January 2025. All available data are included in the INDEX and statistical sampling and data imputation methodologies are employed when necessary.