



NATIONAL
RURAL HEALTH
RESOURCE CENTER

CRITICAL ACCESS HOSPITAL RECOGNITION: FY2013 INNOVATION IN COMMUNITY ENGAGEMENT

Speare Memorial Hospital

Plymouth, New Hampshire

[Speare Memorial Hospital \(SMH\)](#) implemented Lean and Six Sigma training methods which have helped foster a hospital-wide performance improvement infrastructure. SMH established a Transition Care Program to allow care transition nurses to continue to follow their patients post-hospital care at their homes.



Positive Outcomes

- Top Tier performer across all metrics reported to the Hospital Compare database in New Hampshire
- Demonstrated excellence in quality initiatives with documented outcomes
- Full participant in the Partnership for Patients
- Enhanced patient and family engagement ahead of direct contact with the formal national and state level initiatives

Top Accomplishments

President and CEO Michelle McEwen accepted the recognition by saying:

"We greatly appreciate the state recognizing and nominating us for this award. It honors the work our employees do every day to provide excellent healthcare to our community, and their commitment to high quality, personalized patient care through continuous process improvement."

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