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FOR IMMEDIATE RELEASE

Contra Costa Regional Medical Center recognized for exceptional commitment to improving healthcare outcomes

August 2017 Martinez, California —NRC Health has selected Contra Costa Regional Medical Center, of Martinez, California, as a recipient of its 2017 Excellence Award. Contra Costa Regional Medical Center was recognized at the 23rd Annual NRC Health Symposium for Patient-Centered Care in Boston on Sunday, August 6, 2017.

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. Today, NRC Health is honored to recognize 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, is the embodiment of the NRC Health mission of human understanding. The Excellence Awards recognize these elite organizations, which have received the highest ratings in overall satisfaction by patients and their families.

The winners were selected from the extensive database of NRC Health hospital clients for their performance over the last four quarters. Contra Costa Regional Medical Center (CCRMC) was selected as in the category of Most Improved Facility in the ranking of Overall Hospital Rating for a medium size hospitals.

"Each year our partners inspire us with their commitment to service," says Helen Hrdy, 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 Contra Costa Regional Medical Center for embodying human understanding and demonstrating a commitment to patient-centered care."

"We're honored to receive this Excellence Award. We believe our system belongs to the patients. Their voices and perspectives are essential ingredients that can bring about powerful change when we work side by side," Anna Roth, Chief Executive Officer, Contra Costa Regional Medical Center and Health Centers.

"We sincerely appreciate NRC Health for recognizing our accomplishments," said Lynnette Watts, Health Service Administrator, Patient Family Advisory / Patient Experience at CCRMC. "Our goal is to provide an exceptional, welcoming care experience to everyone that enters the doors of our health care system."

CCRMC's Dr. James Rael added, "We recognize the inherent value of including the voices and shared experiences of patients, their family members and loved ones. Integrating the voices of patients and family members can influence organizational culture and improve the overall health care experience."

About NRC Health

NRC Health (NASDAQ: NRCIA and NRCIB) has helped healthcare organizations illuminate and improve the moments that matter to patients, residents, physicians, nurses, and staff for 35 years. Our empathetic heritage, proprietary methods, and holistic approach enable our partners to better understand the people they care for and, in turn, design experiences that inspire loyalty and trust. For more information, call 800-388-4264, write to info@nrchealth.com, or visit www.nrchealth.com.