

For Immediate Release

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Franklin General Hospital named top critical access hospital

Franklin General Hospital in Hampton was recently named one of the Top 20 Critical Access Hospitals (CAHs) for Best Practice in Patient Satisfaction in the country.

The top 20 CAHs, including Franklin General Hospital, scored best among CAHs as determined by the Chartis Center for Rural Health for Best Practice in Patient Satisfaction. The rankings were recently announced by the National Rural Health Association (NRHA). An awards ceremony will be held during [NRHA's Critical Access Hospital Conference](#) in September in Kansas City, Missouri.

The top 20 CAHs have achieved success in overall performance based on a composite rating from eight indices of strength: inpatient market share, outpatient market share, quality, outcomes, patient perspective, cost, charge, and finance. This group was selected from the Chartis Center for Rural Health's 2024 top 100 CAH list, which was released earlier this year.

The top 20 CAH best practice recipients have achieved success in one of two key areas of performance:

Quality index: A rating of hospital performance based on the percentile rank across rural-relevant process of care measures.

Patient perspective index: A rating of hospital performance based on the percentile rank across all 10 HCAHPS domains.

"Franklin General Hospital is proud of the efforts of all our colleagues who have contributed to our hospital achieving this designation," says Kim Price, Franklin General Hospital CEO. Our results as a top performer in Patient Satisfaction speak volumes to the dedication of our colleagues to provide outstanding personalized care for our friends, family and neighbors. All our colleagues put in the extra effort every day, and it shows. Awards like this one are tangible proof that our efforts are making a difference."

About NRHA

NRHA is a nonprofit organization working to improve the health and well-being of rural Americans and provide leadership on rural health issues through advocacy, communications, education, and research. NRHA's membership is made up of diverse individuals and organizations from across the country, all of whom share the common bond of an interest in rural health.

About Chartis

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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.

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