



NEWS RELEASE

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FOR IMMEDIATE RELEASE

ST. LUKE'S HOSPITAL ACHIEVES 2013 OUTSTANDING PATIENT EXPERIENCE AWARD

The Healthgrades honor ranks St. Luke's among the top five percent of hospitals nationwide for providing a superior patient experience.

Chesterfield, Mo., April 9, 2013 – St. Luke's Hospital is a recipient of the 2013 Healthgrades® Outstanding Patient Experience Award™. This distinction ranks St. Luke's among the top five percent of hospitals nationwide based on an analysis of patient satisfaction data. This is the third year in a row (2011-2013) that St. Luke's has achieved this award.

“We are honored to receive this recognition because it is a measure of what our patients say about their experience at St. Luke's,” said Diane Ray, St. Luke's Hospital vice president of patient services. “We strive to provide an exceptional patient experience to enhance the services our healthcare team provides and to improve the overall quality of our patients' lives.”

To determine its 2013 Outstanding Patient Experience Award recipients, Healthgrades analyzed HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey data obtained from the Centers for Medicare and Medicaid Services (CMS) for April 2011 to March 2012. Hospitals had to meet survey response size and clinical quality thresholds in order to be eligible for the award.

In addition, St. Luke's is the only hospital in St. Louis to be named one of America's 50 Best Hospitals by Healthgrades since the inception of the list (2007-2013). This analysis is based on survival and complication rates, and Healthgrades annually rates each of the nation's nearly 4,500 non-government hospitals that treat Medicare patients. Hospitals cannot opt out of this analysis, and no hospital pays to be evaluated.

According to Healthgrades, St. Luke's is also ranked best in the St. Louis region* in 2013 for overall cardiac services and cardiac surgery; named No. 1 in Missouri for neurosurgery, neurosciences (neurosurgery and stroke treatment combined), overall pulmonary services, critical care and gastrointestinal medical treatment; and a recipient of the Healthgrades Pulmonary Care Excellence Award (2005-2013), Emergency Medicine Excellence Award (2011 and 2012) and Women's Health Excellence Award (2009-2012).

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About St. Luke’s Hospital:

St. Luke’s Hospital in Chesterfield, Mo. is a regional healthcare provider committed to improving the quality of life for patients and the community. The 493-bed, not-for-profit hospital offers care in more than 60 specialty areas and serves the region from more than 20 locations across the greater St. Louis area. For more information, visit stlukes-stl.com/newsroom.

About Healthgrades:

Healthgrades, headquartered in Denver, Colorado, is a leading online resource for comprehensive information about physicians and hospitals. More than 225 million consumers use the Healthgrades websites to search, evaluate, compare and connect with physicians and hospitals that best meet their treatment needs. Consumers are empowered through use of the Healthgrades proprietary information about clinical outcomes, satisfaction, safety and health conditions to make more informed healthcare decisions and take action. For more information please visit www.healthgrades.com and www.bettermedicine.com.

*Region is St. Louis, MO-IL defined by the federal government’s Office of Management and Budget

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