



## NEWS RELEASE

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***FOR IMMEDIATE RELEASE***

### **ST. LUKE'S HOSPITAL ACHIEVES OUTSTANDING PATIENT EXPERIENCE AWARD**

*The HealthGrades honor ranks St. Luke's among the top 10 percent of hospitals nationwide for providing a superior patient experience.*

**Chesterfield, Mo., May 22, 2012** – St. Luke's Hospital is a recipient of the 2012 HealthGrades Outstanding Patient Experience Award. This distinction ranks St. Luke's among the top 10 percent of hospitals nationwide based on an analysis of patient satisfaction data, and this is the second year in a row that St. Luke's has received this award.

According to HealthGrades, 80 percent of patients treated at the nation's best-performing hospitals for patient experience would definitely recommend the hospital compared to only 53 percent of patients who received care from the poorest-performing hospitals.

"Providing quality, compassionate care for every patient is our focus," said Diane Ray, St. Luke's Hospital vice president of patient services. "Each day, St. Luke's healthcare team works diligently to deliver the best possible experience for our patients in order to improve their overall quality of life."

HealthGrades is an independent healthcare ratings organization. To determine its 2012 Outstanding Patient Experience Award recipients, it analyzed HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey data obtained from the Centers for Medicare and Medicaid Services (CMS) for 3,837 U.S. hospitals from April 2010 to March 2011. Hospitals had to meet bed size, survey response size and clinical quality thresholds in order to be eligible for the award. HealthGrades hospital ratings are independently created; hospitals cannot opt in or opt out of this analysis.

For the past six years, St. Luke's has been the only Missouri hospital recognized as one of America's 50 Best Hospitals by HealthGrades, ranking among the top one percent of hospitals in the nation for clinical excellence based on survival and complication rates.

In October, another report published by HealthGrades ranked St. Luke's Hospital number one in Missouri for cardiac services and neurosurgery. The study also named St. Luke's

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number one in the state for neurosciences (neurosurgery and stroke treatment combined), critical care and gastrointestinal medical treatment.

Other HealthGrades honors St. Luke's has achieved include the Emergency Medicine Excellence Award (2011 and 2012), the Pulmonary Care Excellence Award (2005-2012) and the Women's Health Excellence Award (2009-2011).

**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](http://stlukes-stl.com/newsroom).

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