



HEART HOSPITAL
of NEW MEXICO

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Heart Hospital of New Mexico Receives Outstanding Patient Experience Award™ From HealthGrades for the 2nd year in a row

Patients Rate Heart Hospital of New Mexico in Top 5% in the Nation for Satisfaction, Including Staff Responsiveness, Quiet Rooms, Well-Controlled Pain

Albuquerque, NM (June 2, 2009) – Heart Hospital of New Mexico today announced that it has received the 2009/2010 Outstanding Patient Experience Award™ for the 2nd year in a row from HealthGrades, the nation’s leading independent healthcare ratings organization.

Hospitals receiving this award are top rated in terms of patient satisfaction, as measured by survey results of patients gathered under an initiative of the U.S. Department of Health and Human Services’ Centers for Medicare and Medicaid Services covering the year ending June 2008. The results were analyzed by HealthGrades.

For hospitals receiving the HealthGrades award, 57% more patients gave that hospital a 9 or 10 on a 10 point scale for overall patient satisfaction, compared with the worst-performing hospitals.

The national, standardized survey, called the *Hospital Consumer Assessment of Healthcare Providers and Systems* or HCAHPS, assesses patients’ perspectives of the hospital care they received, including physician and nurse communication, cleanliness, noise levels, medication information and post-discharge care instructions.

“We are incredibly proud that our patients and HealthGrades have again rated us among the best in the country for patient experience,” said Ron Winger, President and CEO of Heart Hospital of New Mexico. “Our nurses, doctors, staff and administration work hard every day to ensure our patients have outstanding care during their stay, from clear communication to vigilant pain management to a quiet environment in which to rest. It’s a core part of what we do, and we’re grateful for this acknowledgement.”

Comparing the top 15 percent of eligible hospitals to those in the bottom 15 percent, the surveys showed that at the highest performing hospitals:

- 57% more patients gave their hospital a 9 or 10 on a 10 point scale for overall patient satisfaction
- 57% more patients would definitely recommend the hospital to their family and friends.
- 44% more patients reported receiving help as soon as they asked for it.
- 34% more patients reported that it was always quiet at night.
- 32% more patients reported that staff always explained medications prior to giving them.
- 28% more patients reported that their room and bathroom were always clean.
- 26% more patients reported that their pain was always well controlled.

Methodology

To identify the top-performing hospitals, HealthGrades analyzed survey results for the 3,711 hospitals nationwide that participated in the HCAHPS program during the study time period to determine which hospitals scored highest on the surveys. Hospitals had to meet bed size, survey response size, and clinical-quality thresholds in order to be eligible for the award. The methodology is available at www.HealthGrades.com.

About Heart Hospital of New Mexico

The Heart Hospital of New Mexico, located on an 8-acre campus near downtown Albuquerque, New Mexico. To learn more about our hospital, please visit www.hearthospitalnm.com.

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