

Oct. 12, 2009

For Immediate Release

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Saint Luke's care dominates Kansas City area rankings

Patient satisfaction surveys reveal Saint Luke's metro facilities provide best hospital experience

KANSAS CITY, Mo. — Hospitals in Saint Luke's Health System continue to rank high in patients' perspectives in the Centers for Medicare and Medicaid Services (CMS) Hospital – Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey of patients' hospital experiences.

Data released in September from HCAHPS show that five Saint Luke's facilities rank among the 10 highest of all area Kansas City hospitals for "Overall Rating" and "Would Recommend" survey questions.

Saint Luke's East-Lee's Summit, which opened in January 2006, topped all other hospitals in the Kansas City area with highest scores on "Overall Rating" and "Would Recommend" questions. It ranks in the top decile in the nation (90th percentile national average score is 81 and Saint Luke's East – Lee's Summit scored 82) in the "Would Recommend" category.

Saint Luke's Cancer Institute holds the top position in the marketplace for "Nurse Communication" and ranks second following Saint Luke's East-Lee's Summit for "Overall Rating."

Saint Luke's East-Lee's Summit, Saint Luke's Cancer Institute, Saint Luke's South, Saint Luke's Hospital of Kansas City, and Saint Luke's Northland Hospital exceeded U.S., Kansas and Missouri average ratings in the "Would Recommend" category.

The 27-question survey queried patients for information about their care experiences. The report provides a national, standardized look at key aspects of patient care, including communication with staff, pain and medication management, discharge information, cleanliness and quietness of hospital environment, overall rating of hospital and willingness to recommend the hospital.

“It’s gratifying to validate we’re living our vision to be the ‘Best Place to Get Care. Best Place to Give Care,’” said Saint Luke’s Health System CEO G. Richard Hastings. “This kind of powerful, direct patient feedback drives us to continually improve and exceed every day.”

The current data reflects results of patient satisfaction surveys conducted between January 2008 and December 2008.

The complete report is available at www.hospitalcompare.hhs.gov.

<i>HCAHPS – September 2009</i>	<i>Overall Satisfaction</i>	<i>Would Recommend</i>
Saint Luke’s East–Lee’s Summit	80	82
Saint Luke’s Cancer Institute	78	80
Saint Luke’s Northland Hospital	71	74
Saint Luke’s Hospital of KC	70	76
Saint Luke’s South	69	77
U.S. Average	64	68
Missouri Average	65	67
Kansas Average	70	72

Saint Luke's Health System consists of 11 area hospitals and several primary and specialty care practices, and provides a range of inpatient, outpatient and home care services. Founded as a faith-based, not-for-profit organization, our mission includes a commitment to the highest levels of excellence in health care and the advancement of medical research and education. The health system is an aligned organization in which the physicians and hospitals assume responsibility for enhancing the physical, mental and spiritual health of people in the metropolitan Kansas City area and the surrounding region.

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