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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 more than a year after the Centers for Medicare and Medicaid Services (CMS) launched Hospital – Consumer Assessment of Healthcare Providers and Systems (HCAHPS), its survey of patients' hospital experiences.

Recently released data 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.

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. and Missouri average ratings in the "Overall Rating" and "Would Recommend" categories.

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 reflect results of patient satisfaction surveys conducted between October 2007 and September 2008.

<i>HCAHPS 2009</i>	<i>Overall Satisfaction</i>	<i>Would Recommend</i>
Saint Luke's East-Lee's Summit	81	84
Saint Luke's Cancer Institute	77	77
Saint Luke's Northland Hospital	71	75
Saint Luke's Hospital of KC	70	76
Saint Luke's South	67	74
U.S. Average	64	68
Missouri Average	65	66
Kansas Average	69	72

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

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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