



NEWS

July 15, 2008

For Immediate Release

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Saint Luke's Health System named among 2008 Most Wired Hospitals

Patient satisfaction higher at "most wired" hospitals

KANSAS CITY, Mo. – Saint Luke's Health System has been named to the nation's Most Wired Hospitals list, according to the results of the 2008 Most Wired Survey and Benchmarking Study released today in the July issue of *Hospitals & Health Networks* magazine.

This is the eighth time Saint Luke's Health System has been named to a *Hospitals & Health Networks* "most wired" list, more than any other Kansas City area hospital.

"Saint Luke's Health System continues its long-term commitment to be the best place to get care and the best place to give care," said Debe Gash, Saint Luke's Health System chief information officer.

"Our success in being named "Most Wired" could not be achieved without the support of our board and leadership to leverage information technology to improve the delivery of care to our patients, creating a positive work environment, and improving the overall experience for our patients," Gash added.

The 100 Most Wired hospitals show better outcomes in patient satisfaction, risk-adjusted mortality rates, and other key quality measures through the use of information technology (IT), according to a new analysis. Marking its 10th year, the Most Wired Survey and Benchmarking Study continues to lead the field in analyses and benchmarking of health care IT.

"Health IT has shown incredible promise in helping us improve the quality and safety of the care hospitals deliver every day," said Rich Umbdenstock, president and CEO of the American Hospital Association. "The results of the Most Wired survey confirm that today's patient also understands the benefits of IT in improving care and improving the overall hospital experience."

“Today’s results add to the growing evidence that the appropriate use of IT can enhance both quality and patient satisfaction,” said Alden Solovy, executive editor of *Hospitals & Health Networks* magazine. “Most Wired hospitals are proving the fundamental value of information technology.”

The analysis shows that better outcomes occur among high-tech hospitals, but it does not establish a direct causal relationship between technology and outcomes. The satisfaction analysis was conducted jointly with Press Ganey Associates and the quality analysis was conducted jointly with Thomson Healthcare.

The Most Wired Survey is conducted annually by *Hospitals & Health Networks* magazine, the journal of the American Hospital Association, which uses the results to name the 100 Most Wired hospitals and health systems. It focuses on how the nation’s hospitals use information technologies for quality, customer service, public health and safety, business processes, and workforce issues.

Hospitals & Health Networks conducted the 2008 survey in cooperation with Accenture, McKesson Corp., and the College of Healthcare Information Management Executives. The July *H&HN* cover story detailing results is available at www.hhnmag.com.

About the Most Wired Survey and Benchmarking Study

Hospitals & Health Networks, the journal of the American Hospital Association, conducts the voluntary Most Wired Survey and Benchmarking Study annually and names the 100 Most Wired.

Saint Luke's Health System consists of 11 area hospitals and many primary 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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