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HealthONE ERs Rank in Top Nationally For Patient Satisfaction

DENVER (August 8, 2007) – A national survey of patients treated at hospitals and stand-alone ERs across the country in early 2007 ranked emergency departments at HCA-HealthONE LLC hospitals in metro Denver among the top four for best overall experience and care.

The survey, part of the quarterly HCA Patient Satisfaction reviews conducted at more than 170 healthcare facilities, covered 165 emergency departments. Asked how satisfied they were with 25 key areas – from wait times and caring staff, to the quality of care they received – patients placed **Presbyterian/St. Luke’s Medical Center**, **Swedish Southwest ER** and **Sky Ridge Medical Center** as the second, third and fourth best respectively. Additionally, **Rose Medical Center** ranked 21st nationally.

“HealthONE staffs and emergency physicians have always placed patient safety and quality care as the topmost priority. But, this survey reflects an important component of “quality” – that *every* patient also be treated with respect, courtesy and compassion,” says HealthONE President and CEO Jeff Dorsey. “Our eight emergency departments are doing that better than most in all these areas. And patients recognize it.”

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All HealthONE ERs are staffed by Emergency Physicians from the same practice, CarePoint.

“We are able to give the same, consistent, high-caliber care to all our patients because as a team, we can more easily share and implement best practices across the HealthONE system of emergency departments,” says Dr. Steve Hoffenberg, President and Chief Executive of CarePoint. “Whether we are seeing patients at Rose or The Medical Center of Aurora or another HealthONE ER, I know we have the same high standards for how we treat patients. And, national surveys demonstrate that patients appreciate it.”

Patient Satisfaction surveys are conducted by the Gallup Organization through telephone interviews shortly after patients are discharged. Gallup questioned nearly 300,000 ER patients, or their spouse or guardian in the first quarter of 2007.

Among the topics ER patients rate for satisfaction are: wait time upon arrival; delays in seeing a nurse or physician; staff displaying appropriate urgency; cleanliness of the facility; the quality of nurses and physicians; how well X-ray and laboratory services were conducted; speed of treatment; privacy and respect; the outcome of the medical care; if they would trust that hospital “to always provide high-quality care;” and if they would likely return to the same hospital for medical care. (The highest score is 4.0; top HealthONE ERs all ranked above 3.57)

HealthONE is the largest healthcare system in the metro Denver area with 8,500 employees and 3,000 affiliated physicians. Named Colorado's "Best Company for Working Families -- large business category" (2004, 2005, 2006), the health system was created in 1995 as a 50/50 joint venture between non-profit The Colorado Health Foundation (formerly HealthONE Alliance), Colorado's second largest charitable foundation, and various affiliates of HCA.

HealthONE includes: The Medical Center of Aurora and Centennial Medical Plaza; North Suburban Medical Center; Presbyterian/St. Luke's Medical Center; Rocky Mountain Hospital for Children, Rose Medical Center; Sky Ridge Medical Center; Spalding Rehabilitation Hospital; Swedish Medical Center and Swedish Southwest ER; 13 ambulatory surgical centers; more than 30 occupational medicine/rehabilitation, Broncos Sports Medicine, specialty, and outpatient diagnostic imaging clinics; and AIRLIFE, which provides critical care air and ground transportation for an eight-state region.