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Three North Texas Heart Hospitals Recognized for Excellence

DALLAS (December 21, 2015) – Baylor Scott & White Health’s three heart hospitals received major patient satisfaction awards from Press Ganey Associates, Inc., a national consulting firm specializing in health care performance. All three received the Guardian of Excellence Award TM.

This award is a nationally-recognized symbol of achievement in health care. Presented annually, the award honors organizations that have sustained performance in the top 5 percent of all Press Ganey clients over a year’s period in clinical quality, patient experience, employee engagement, or physician engagement.

- Baylor Jack and Jane Hamilton Heart and Vascular Hospital[†] received the Guardian of Excellence award for Patient Experience, based on inpatient satisfaction scores.
- The Heart Hospital Baylor Denton[†] also received the Guardian of Excellence award for Patient Experience based on inpatient satisfaction scores.
- The Heart Hospital Baylor Plano[†] received the Guardian of Excellence award for Patient Experience based on both inpatient and emergency department scores.

Both Baylor Heart and Vascular Hospital and The Heart Hospital Baylor Plano have received previous Press Ganey recognition. This is the first Press Ganey award for The Heart Hospital Baylor Denton, which became part of Baylor Scott & White Health in January 2014.

Recipients are identified using data from the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey, the first national, standardized, publicly

[†] Joint ownership with physicians

reported survey of patients' perspectives of hospital care. Press Ganey administers the survey for Baylor Scott & White Health.

The HCAHPS survey asks discharged patients 27 questions about their recent hospital stay. The standardized survey contains questions about critical aspects of patients' hospital experiences. Topics range from communication with nurses and doctors to the cleanliness and quietness of the hospital environment and their satisfaction with pain management. They are also asked about their overall rating of hospital and if would they recommend the hospital.

The HCAHPS survey is administered to a random sample of adult patients across medical conditions between 48 hours and six weeks after discharge; the survey is not restricted to Medicare beneficiaries. Beginning in 2002, the Centers for Medicare & Medicaid Services partnered with the Agency for Healthcare Research and Quality (AHRQ), another agency in the federal Department of Health and Human Services, to develop and test the HCAHPS survey.

About Baylor Scott & White Health

Baylor Scott & White Health, formed from the 2013 merger between Baylor Health Care System and Scott & White Healthcare, is today the largest not-for-profit health care system in the state of Texas. With total assets of \$9 billion* and serving a population larger than the state of Virginia, Baylor Scott & White Health has the vision and resources to provide its patients continued quality care while creating a model system for a dramatically changing health care environment. The organization now includes 49 hospitals, more than 800 access points, more than 5,800 active physicians, 35,000 employees, the Scott & White Health Plan and the Baylor Scott & White Quality Alliance, a network of clinical providers and facilities focused on improving quality, managing the health of patient populations, and reducing the overall cost of care.. For more information visit:

BaylorScottandWhite.com

* based on unaudited 2014 fiscal year statements