



HEART HOSPITAL  
of NEW MEXICO

# NEWS RELEASE

FOR IMMEDIATE RELEASE

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## **Heart Hospital of New Mexico is Among the Top 5 Percent Nationwide in Patient Experience: HealthGrades**

*– Award from HealthGrades Determined by Patient Experience Surveys –*

**Albuquerque, NM. (Dec. 8, 2008)** – Heart Hospital of New Mexico today announced that it is the only hospital in New Mexico to receive the Outstanding Patient Experience Award™ and is among the nation's top 5 percent in patient experience, according to HealthGrades, the nation's leading independent healthcare ratings organization. Heart Hospital of New Mexico is a recipient of HealthGrades Outstanding Patient Experience Award™, a designation based on patient survey data collected as part of the federal government's *Hospital Consumer Assessment of Healthcare Providers and Systems*, or HCAHPS.

The federal HCAHPS initiative gathers patient responses to 27 survey questions related to physician and nurse communication, speed of responsiveness, hospital cleanliness and noise levels, medication information and post-discharge care instructions.

“This distinction and honor is a tribute to our staff and physicians, whose daily dedication to patient care and satisfaction creates an unparalleled patient experience in New Mexico,” stated Ron Winger, President and CEO, Heart Hospital of New Mexico.

To determine the recipients of the HealthGrades Outstanding Patient Experience Award, HealthGrades analyzed HCAHPS survey results for 2,592 hospitals nationwide. Hospitals had to meet bed size, survey size and clinical-quality thresholds to be considered for the award. The award is the first HealthGrades distinction based on patients' perspective of hospital care.

While there are many initiatives focusing on patient satisfaction at the Heart Hospital of New Mexico, three stand out. First, a daily briefing is held with physicians and staff to

discuss each patient individually and how they are being cared for. Second is 24 hour visitation for family and friends to allow patients the comfort when they need it most. Finally, the hospital actively encourages a family focused care environment that involves the patients' primary care takers in their healing process.

“HealthGrades Outstanding Patient Experience Award™ reflects Heart Hospital of New Mexico's strong commitment to providing its patients' with a superior level of service, something for the entire organization can take pride in,” said HealthGrades Executive Vice President Sarah Loughran.

The Heart Hospital of New Mexico, located on an 8-acre campus near downtown Albuquerque, New Mexico. To learn more about our hospital, please visit [www.hearthospitalnm.com](http://www.hearthospitalnm.com).

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