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ECHN Hospitals Receive High Ratings in Several Areas of Care from Leading Healthcare Independent Ratings Organization

MANCHESTER, CT (October 13, 2009) – A study issued today by HealthGrades, the leading independent healthcare ratings organization, finds that Eastern Connecticut Health Network's (ECHN) Manchester Memorial Hospital (MMH) is among the top 10 percent in the nation for pulmonary and GI surgery care, and Rockville General Hospital (RGH) is among the top 5 percent in the nation for pulmonary care. The nation's nearly 5,000 nonfederal hospitals were all included in the sweeping study, which examined mortality rates and complication rates from government data from 2006, 2007 and 2008.

As a result, MMH and RGH received the 2010 HealthGrades Pulmonary Care Excellence Award™, and in the area of GI services, MMH received the HealthGrades Gastrointestinal Surgery Excellence Award™. (RGH did not have the number of cases necessary to be included in this study).

The 2010 Clinical Achievements for ECHN include:

- **MMH & RGH:** Five-Star Rated for Treatment of Heart Attack
- **MMH:** Five-Star Rated for Treatment of Heart Failure
- **MMH:** Ranked Among the Top 5 in CT for Overall Critical Care
- **RGH:** Five-Star Rated for Treatment of Stroke
- **RGH:** Ranked Among the Top 10 in CT for Treatment of Stroke
- **MMH & RGH:** Five-Star Rated for Treatment of Sepsis
- **MMH & RGH:** Five-Star Rated for Overall Pulmonary Services
- **RGH:** Ranked Among the Top 5 in CT for Overall Pulmonary Services
- **MMH:** Ranked Among the Top 10 in CT for Overall Pulmonary Services
- **MMH & RGH:** Five-Star Rated for Treatment of Pneumonia
- **MMH & RGH:** Five-Star Rated for Treatment of Respiratory Failure
- **RGH:** Five-Star Rated for Treatment of Chronic Obstructive Pulmonary Disease
- **MMH & RGH:** Five-Star Rated for GI Procedures and Surgeries
- **MMH:** Ranked Among the Top 5% in the Nation for GI Surgery
- **MMH:** Five-Star Rated for GI Surgery
- **MMH:** Ranked Among the Top 5 in CT for GI Services
- **MMH:** Ranked Among the Top 10 in CT for GI Surgery
- **RGH:** Five-Star Rated for Treatment of Bowel Obstruction

"At ECHN we are fully committed to clinical excellence and patient safety across our entire health system," says Peter J. Karl, President and CEO of Eastern Connecticut Health Network. "To be recognized with these outstanding HealthGrades quality ratings in so many critical areas at both hospitals validates the strength of our clinical

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leadership and the dedicated efforts of our physicians, nurses, technologists, and staff. We are extremely proud of this accomplishment.”

The HealthGrades twelfth annual *Hospital Quality in America* study, the largest annual report of its kind, analyzed patient outcomes from nearly 40 million Medicare hospitalization records.

Top-performing hospitals had dramatically lower mortality rates than other hospitals, according to the study. For the 17 procedures and diagnoses for which HealthGrades analyzed mortality rates, patients at top hospitals had a 72 percent lower chance of dying when compared with the lowest-performing hospitals, and a 52 percent lower chance of dying when compared to the U.S. national average.

“We are highly focused on patient outcomes and safety and have policies and procedures in place that ensure the highest quality of patient care,” says Leona Crosskey, Vice President for Quality Improvement at ECHN. “Our goal has always been to do better than the national average, and the HealthGrades 5-star ratings confirm our success.”

HealthGrades Ratings

HealthGrades rates hospitals independently based on data that hospitals submit to the Centers for Medicare and Medicaid services, part of the U.S. Department of Health and Human Services. No hospital can opt in or out of being rated, and no hospital pays to be rated.

For 28 procedures and treatments, HealthGrades issues star ratings that reflect the mortality and complication rates for each category of care. Hospitals receiving a 5-star rating have mortality or complication rates that are below the national average, to a statistically significant degree. A 3-star rating means the hospital performs as expected. One-star ratings indicate the hospital's mortality or complication rates in that procedure or treatment are statistically higher than average. Because the risk profiles of patient populations at hospitals are not alike, HealthGrades risk-adjusts the data to allow for apples-to-apples comparisons.

More information on today's HealthGrades study, including the complete methodology, can be found at www.healthgrades.com.

About Eastern Connecticut Health Network

ECHN is a not-for-profit health care system serving 19 towns in eastern Connecticut, through its network of affiliates that include Manchester Memorial Hospital, Rockville General Hospital, Woodlake at Tolland Rehabilitation and Nursing Center (a 130-bed nursing home and short-term rehabilitation facility), the ECHN Medical Buildings at 2400 and 2800 Tamarack Avenue, Evergreen Walk in South Windsor (2800 Tamarack Avenue houses the Women's Center for Wellness and a series of medical practices owned and operated by ECHN; 2400 Tamarack Avenue includes Evergreen Endoscopy, Central Connecticut Gastroenterology, and the Colon Rectal Surgeons of Greater Hartford). It is in partnership with Visiting Nurse & Health Services of Connecticut Inc., Connecticut Occupational Medicine Partners Inc., Ambulance Service of Manchester, Aetna Ambulance, Metro Wheelchair, and Saint Francis Care (which partners with ECHN on the Cardiac Catheterization Laboratory of the Hoffman Heart Institute of Connecticut at Rockville General Hospital), Community CancerCare Inc. (which provides radiation therapy services at The John A. DeQuattro Community Cancer Center in Manchester), Evergreen Imaging in South Windsor and the Tolland Imaging Center. ECHN is also affiliated with Connecticut Children's Medical Center. More detailed information about the health system can be found on our Website at www.echn.org.

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