

EASTERN CONNECTICUT HEALTH NETWORK

Contacts:

Manchester Memorial Hospital
Dennis McConville, SVP, Planning, Marketing & Communications
(860) 533-3429
dmcconville@echn.org

HealthGrades
Scott Shapiro
(720) 963-6584
sshapiro@healthgrades.com

Manchester Memorial Hospital Ranked Top Five Percent in Nation According to Quality Study

Recognized for Outstanding Clinical Performance by HealthGrades, the Leading Independent Healthcare Ratings Organization, for Two Consecutive Years

Manchester, CT (January 26, 2010) – Manchester Memorial Hospital, an affiliate of the Eastern Connecticut Health Network, announced today that a new study ranks its clinical quality among the top five percent in the nation. The study by HealthGrades, the leading independent healthcare ratings organization, analyzed patient outcomes at each of the nation’s 5,000 nonfederal hospitals over the years 2006, 2007 and 2008 and named hospitals in the top five percent as HealthGrades Distinguished Hospitals for Clinical Excellence™.

This is the second consecutive year that Manchester Memorial Hospital has been awarded the Distinguished Hospitals for Clinical Excellence™. Manchester Memorial Hospital is one of only 269 hospitals nationally and one of only eight hospitals in Connecticut to receive this distinction from HealthGrades.

“Today’s consumers research and choose their healthcare based on measurable outcomes,” says Peter J. Karl, President and CEO of Eastern Connecticut Health Network (ECHN). “We can say ‘We provide the highest quality care,’ but if we can’t validate that fact, people will stop listening rather quickly and go elsewhere for their healthcare needs. Receiving this distinction for the second consecutive year speaks to the consistency of the level of care our team provides. At ECHN, every member of our healthcare system works together continuously to improve the quality of services we deliver.”

According to the eighth annual *HealthGrades Hospital Quality and Clinical Excellence* study, Manchester Memorial Hospital and the other hospitals in the top five percent demonstrated patient outcomes that far exceeded those of other hospitals. Patients admitted to these hospitals had risk-adjusted mortality rates that were, on average, 29 percent lower than all other hospitals. Risk-adjusted complication rates were, on average, nine percent lower than all other hospitals.

“Our data show that only a select few hospitals achieve high-quality patient outcomes not just in a few categories of care, but across the board and over time,” said Rick May, MD, a vice president with HealthGrades and an author of the study. “Patients in communities with a Distinguished Hospital for Clinical Excellence

EASTERN CONNECTICUT HEALTH NETWORK

should feel proud of the hospital's accomplishments, and confident that the level of care there is among the very best in the nation."

The study states: "Patients who choose to receive their care at a Distinguished Hospital for Clinical Excellence certainly will have a lower risk for an adverse clinical outcome relative to all other hospitals."

As a group, Manchester Memorial Hospital and those identified as being in the top five percent in the nation improved their mortality rates at a faster pace than all other hospitals. Over the years 2006, 2007 and 2008, the HealthGrades study found that Distinguished Hospitals for Clinical Excellence lowered their risk-adjusted mortality rates over the three years by an average of 14 percent, compared with a 10 percent average improvement of all other hospitals.

In addition to Manchester Memorial Hospital's ranking in the top five percent nationally for overall clinical excellence for two years in a row, the hospital has also received HealthGrades Excellence Awards for its Pulmonary Care and Gastroenterology Services.

"To have an independent party like HealthGrades validate the level of care we offer is a testament to our highly skilled physicians, nurses, technical and support staff," says Joel J. Reich, M.D., Senior Vice President of Medical Affairs at ECHN. "This award recognizes our day-to-day commitment to attain and sustain quality outcomes for patients and their families."

Methodology

This is the eighth year that HealthGrades has independently analyzed the clinical quality performance of all non-federal hospitals across the country in 26 procedures and diagnoses. In the study, the company reviewed approximately 40 million hospitalization records from the Centers for Medicare and Medicaid Services, part of the U.S. Department of Health and Human Services, over the years 2006, 2007 and 2008. All hospitals that participate in the Medicare program were part of the independent study. Hospitals that receive the HealthGrades Distinguished Hospital Award for Clinical Excellence are those hospitals that rank in the top 5% when all 26 individual scores are aggregated into an overall score.

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.

###

Editor's note: A full copy of the study is available at <http://www.healthgrades.com> or by contacting Scott Shapiro at sshapiro@healthgrades.com.