



For Immediate Release

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**WOMEN'S CHOICE AWARD: SAINT FRANCIS NAMED "BEST"
FOR PATIENT EXPERIENCE IN HEART HEALTH**

*Saint Francis named to list of "Best Hospitals for Patient Experience in Heart Care"
based on women's preferences, recommendation rating and clinical excellence*

(Hartford, CT, February 3, 2014) – Saint Francis Hospital and Medical Center has received the *Women's Choice Award* from *WomenCertified®*, distinguishing it as one of the 2014 *Best Hospitals for Patient Experience in Heart Care*.

Saint Francis is one of 245 hospitals nationwide to receive the national recognition and one of seven in Connecticut to earn the distinction.

The *Women's Choice Award* is a seal reserved for hospitals who partner with *WomenCertified* in its mission to support women across America. The distinction is the only award that identifies the country's best healthcare institutions based on robust criteria that consider female patient satisfaction, clinical excellence, and what women say they want from a hospital, including quality physician communications, responsiveness of nurses and support staff, cleanliness and trusted referrals from other women.

Women make or influence more than 90 percent of healthcare decisions for themselves and their families, according to a study published by the American Academy of Family Physicians.

"We are extremely pleased to have been recognized with the *Women's Choice Award* for patient experience in *Heart Care*. This recognition affirms our commitment to providing our patients and their families the highest in quality care. We are proud to have the area's best physicians and staff to help us achieve this goal," said Daniel J. Diver, M.D., Chief of Cardiology at Saint Francis.

"Heart disease is the biggest health threat that women will face," said Anita Kelsey, M.D., Director of the *Women's Heart Program* at the *Hoffman Heart and Vascular Institute* at Saint Francis. "By teaching women the signs and symptoms of heart disease they can help themselves live healthier lives."

The *Women's Heart Program* at Saint Francis is offered free to any woman over 18. It is designed to help women take a proactive approach to heart disease through education and increased awareness. Participants receive an individual risk assessment and a two-hour education

session provided by a cardiologist, a registered nurse, a registered dietitian, and an exercise physiologist. To date, the program has reached more than 8,000 women.

The cardiac care programs at Saint Francis have been recognized by several different national organizations for excellence in care. The Hospital has been rated number one in medical excellence and patient safety for major cardiac surgery, coronary bypass surgery and interventional cardiac care by CareChex. And, the American Heart Association also awarded Saint Francis its *Gold Plus Get with the Guidelines Award* in recognition of the Hospital's quality of patient care and outcomes.

The Hoffman Heart and Vascular Institute at Saint Francis performs more bypass surgeries than any other medical facility in Connecticut and has among the fastest door-to-balloon times in the state. *Hoffman Heart* brings award-winning heart treatment to Hartford and the surrounding region through cardiac services, vascular care, heart failure care, heart attack treatment, cardiac surgery, and much more. The cardiac team includes experts across a range of treatments and procedures: heart failure management, open-heart surgery, cardiac catheterization, interventional cardiology and radiology, electrophysiology, and vascular care.

Hospitals qualify for this highly selective annual list based on an in-depth proprietary scoring process. The scoring incorporates a national, standardized survey of patients' perspectives of hospital care reported by the U.S. Department of Health and Human Services (Hospital Consumer Assessment of Healthcare Providers and Systems) and an analysis that weighs criteria identified as the most important to women for patient satisfaction. Additionally, the scoring incorporates *WomenCertified®*'s in-depth research on customer satisfaction among women, including a joint study on customer satisfaction by gender conducted with the Wharton School of the University of Pennsylvania. Hospitals were also screened based on clinical criteria.

About Saint Francis Care

Saint Francis *Care* is an integrated healthcare delivery system established by Saint Francis Hospital and Medical Center, an anchor institution in north central Connecticut since 1897. Licensed for 617 beds and 65 bassinets, it is a major teaching hospital and the largest Catholic hospital in New England. Other major entities of Saint Francis *Care* include The Mount Sinai Rehabilitation Hospital, the Connecticut Joint Replacement Institute, the Hoffman Heart and Vascular Institute of Connecticut, the Saint Francis/Mount Sinai Regional Cancer Center, the Joyce D. and Andrew J. Mandell Center for Comprehensive Multiple Sclerosis Care and Neuroscience Research, and Saint Francis Health*Care* Partners. Johnson Memorial Medical Center, parent organization of Johnson Memorial Hospital, Evergreen Health Care Center, and Home and Community Health Services is also a Saint Francis *Care* Partner. Saint Francis *Care*'s services are supported by a network of seven major Access Centers and eight additional medical office centers sited throughout the region. For more information, visit www.stfranciscare.com.