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## SOUTHWEST MEDICAL CENTER EARNS EXCELLENCE THROUGH INSIGHT AWARD

Southwest Medical Center was recently recognized with an Excellence through Insight award for “Overall Emergency Department Patient Satisfaction” for medium-sized hospitals by HealthStream, Inc.

Southwest Medical Center was awarded this honor for its commitment to excellence in patient care. To qualify for an award, a hospital must have been a patient satisfaction-tracking client of HealthStream in 2013, scored in the 75th percentile or higher, and surveyed a minimum of 100 patients. Southwest Medical Center was chosen for receiving the highest ratings in emergency department patient satisfaction from among HealthStream’s clients, as well as for exceeding industry standards. With 634 medium-sized emergency departments in the HealthStream database, Southwest Medical Center made the most improvement in scores of those 634 emergency departments during 2013.

HealthStream CEO Robert A. Frist, Jr. said, “We applaud Southwest Medical Center’s high-level commitment to excellence in healthcare, and are pleased to recognize their achievement through our presentation of an Excellence through Insight award.”

Southwest Medical Center CEO Bill Ermann said, “This award is one that is truly deserved by not only our emergency department, but every team member and care provider at Southwest Medical Center. We have made great strides in improving the patient experience throughout our hospital, and our emergency department has been a shining example of the quality of care we aim to provide to each patient walking through our doors.”