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**West Florida Hospital Named One of the Nation's 100 Top Hospitals
for Second Year in a Row by Truven Health Analytics™**

March 14, 2016 (Pensacola, FL) - West Florida Hospital has joined an elite group of hospitals from across the nation by being named one of the nation's 100 Top Hospitals® for the second year in a row by Truven Health Analytics™, a leading provider of data-driven analytics and solutions to improve the cost and quality of healthcare.

“To receive this recognition two years in a row means we are now a hospital that can produce extraordinary results and can replicate those extraordinary results to achieve quality healthcare that is equal to the best hospitals in the nation,” said **Brian Baumgardner**, President and Chief Executive Officer of West Florida Hospital. “This is not a recognition that we tried to achieve, but more of a reflection of the quality and compassionate care that our team is focused on delivering to each and every patient who chooses our hospital for their care.”

In fact, transforming the health care experience has become an important focus at West Florida Hospital. The vision is for highly-competent professionals to work in a collaborative environment to provide patient and family-centered care using evidence-based clinical practice standards. This collaborative team of nurses, physicians, support staff, and volunteers are all committed to the patient and family-centered model of care which has resulted in consistently high patient experience scores. In addition, the West Florida Hospital culture of safety and safe practice is embedded throughout the entire organization.

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“To enhance our culture of safety, we have implemented advanced technologies to help ensure that we are delivering compassionate care in the safest environment possible,” said Karen White-Trevino, Chief Nursing Officer. “We are also dedicated to continuous quality improvement initiatives which challenge our teams as they strive for excellence in developing highly-reliable processes.”

Another important differentiator is the professional development support that West Florida Hospital provides for their nurses. For example, they have created a nursing structure which includes Shared Governance, a model that features unit-based and facility clinical practice councils. Examples of these councils include: the nurse quality council, the nurse executive council, the fall prevention committee, the nursing patient satisfaction committee, and the nursing peer review committee, which all meet on a regular basis to discuss how to improve patient quality and patient satisfaction.

“Empowering our clinical staff to have a voice in the design of our processes in a collaborative way has a direct impact on our operations, clinical practice, patient care outcomes, and patient experience,” said White-Trevino. “Our whole care team is focused on decreasing practice variability which directly improves safety and quality delivered to our patients.”

The countless hours that West Florida Hospital physicians, nurses, clinicians, and volunteers spend improving patient satisfaction and quality, which results in better outcomes for our patients, can be found on the following independent websites:

- Hospitalcompare.com
- Qualitycheck.org
- HospitalSafetyscore.org

By creating multidisciplinary teams, West Florida Healthcare has dedicated itself to serving as the quality leader in Northwest Florida by supporting the use of valid, reliable data to assure the delivery of optimal patient care to reduce medical errors. These multidisciplinary teams of physicians, nurses, clinicians, educators, and support staff who follow evidence-based care practices, process improvement techniques, and systems are able to enhance the patient’s quality of care.

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“The 2016 100 Top Hospitals award winners represent the highest national standards in hospital care and management. They set the benchmarks for peers around the country to follow,” said **Jean Chenoweth**, senior vice president at Truven Health Analytics. “Hospitals in three out of the five report groups actually reduced overall expense year over year, while improving patient outcomes – exactly the results that the entire industry hopes to attain.”

The study shows that if all hospitals in the U.S. performed at the level of this year's winners:

- More than 104,000 additional lives could be saved.
- Nearly 48,400 additional patients could be complication free.
- \$2 billion in inpatient costs could be saved.
- The average patient stay would decrease by half a day.

The Truven Health 100 Top Hospitals® study identifies hospitals and leadership teams that provide the highest level of value to their communities, based on a national balanced scorecard measuring overall organizational performance across 11 key analytic measures, including patient care, operational efficiency, and financial stability. The study has been conducted annually since 1993. This is the third time that West Florida Hospital has been recognized with this honor and the second time in as many years.

“This is special because Truven Health Analytics’ annual 100 Top Hospitals study incorporates independent public data; proprietary, risk-adjusted and peer-reviewed methodology; and key performance metrics to arrive at an objective, independent analysis of the best hospitals in the nation,” continued Baumgardner. “Hospitals do not apply for consideration and winners do not pay to market this honor.”

The first hospital in the area to offer all private rooms, West Florida Healthcare proudly provides market-leading quality outcomes performance. The facility is also the area’s first Accredited Chest Pain Center and Breast Imaging Center of Excellence as well as the first hospital in the state of Florida to have earned Atrial Fibrillation with Electrophysiology Services Accreditation. In addition, the hospital is an Advanced Primary Stroke Center and offers specialized Emergency Department services tailored specifically to the needs of seniors as

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well as a Kids' ER dedicated to serving the emergency medical needs of children. The West Florida Healthcare campus includes the all private room acute care hospital, the area's only comprehensive, CARF-accredited physical rehabilitation hospital, and a mental health facility. Affiliated with HCA, the nation's leading provider of healthcare, West Florida Healthcare meets the community's healthcare needs in major services such as cardiology, cardiovascular surgery, oncology, orthopedics, robotic-assisted surgery, critical care, neurology/neurosurgery, emergency care, urology, behavioral health, gastroenterology, obstetrics, pulmonary, and rehabilitative medicine. For more information, visit www.westfloridahospital.com or call (850) 494-3212.

To conduct the 100 Top Hospitals study, Truven Health researchers evaluated close to 3,000 short-term, acute-care, nonfederal hospitals. 100 Top Hospitals researchers use risk-adjusted methodologies to analyze public information — Medicare cost reports, Medicare Provider Analysis and Review (MEDPAR) data, and core measures and patient satisfaction data from the CMS Hospital Compare reports. Hospitals do not apply, and winners do not pay to market this honor.

The winning hospitals were announced in the February 28, 2016, edition of *Modern Healthcare* magazine.

More information on this study and other 100 Top Hospitals research is available at 100tophospitals.com.

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