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**REDLANDS COMMUNITY HOSPITAL NAMED IN TOP 2% OF HOSPITALS IN NATION TO BE
RECOGNIZED FOR BOTH SUPERIOR PATIENT SAFETY AND PATIENT EXPERIENCE**

REDLANDS, Calif. (May 2, 2016) – Redlands Community Hospital announced today that it has been recognized for two distinctions in quality excellence from Healthgrades: the Healthgrades 2016 Patient Safety Excellence Award™ and the Healthgrades 2016 Outstanding Patient Experience Award™. Healthgrades is the leading online resource for comprehensive information about physicians and hospitals.

Only 99 out of the 3,536 hospitals evaluated for patient safety and patient experience excellence achieved both distinctions. This places Redlands Community Hospital within the 2% of eligible hospitals in the nation to receive both awards. This distinction recognizes Redlands Community Hospital for excellent performance in safeguarding patients from serious, potentially preventable complications, as well as providing a positive experience for patients during their hospital stays.

Patient Safety

On average, 270,457 patient safety events could have been avoided if all hospitals, as a group from 2012 to 2014, performed similarly to hospitals performing better than expected on each of 13 Patient Safety Indicators evaluated by Healthgrades.

In addition, during this study period, patients treated in hospitals receiving Healthgrades Patient Safety Excellence Award were, on average:

- 40.2% less likely to experience an accidental puncture or laceration during a procedure, than patients treated at non-recipient hospitals.
- 44.2% less likely to experience a collapsed lung due to a procedure or surgery in or around the chest, than patients treated at non-recipient hospitals.
- 54.4% less likely to experience catheter-related blood stream infections, than patients treated at non-recipient hospitals.
- 50.4% less likely to experience pressure sores or bed sores acquired in the hospital, than patients treated at non-recipient hospitals.¹

“We received this recognition because of impressive and competent physicians and staff dedicated to delivering the highest clinical care possible,” said Jim Holmes, Redlands Community

¹ Statistics are based on Healthgrades Patient Safety Ratings and Patient Safety Excellence Award methodology which includes application of AHRQ QI software (Version 4.6) to MedPAR data for years 2012 through 2014 and represent 3-year estimates for Medicare patients only.

Hospital President and CEO. “In addition to providing great clinical care, the physicians and our staff also put the needs of the patient first and foremost.”

“We applaud all recipients for their accomplishments and organizational commitment to delivering high-quality care, reducing patient safety events and providing a safe and positive experience for patients during their hospital stay,” said Evan Marks, Chief Strategy Officer, Healthgrades.

During the study period (2012-2014), Healthgrades 2016 Patient Safety Excellence Award recipient hospitals performed with excellence in providing safety for patients in the Medicare population, as measured by objective outcomes (risk-adjusted patient safety indicator rates) for 13 patient safety indicators defined by the Agency for Healthcare Research and Quality (AHRQ).

Patient Experience

In addition to being recognized as one of Healthgrades 2016 Patient Safety Excellence Award recipients, Redlands Community Hospital also out-performed peer hospitals in patient experience.

Healthgrades evaluated performance by applying a scoring methodology to 10 patient experience measures, using data collected from a 32-question survey of the hospital’s own patients. The survey questions focus on patients’ perspectives of their care in the hospital. Question topics range from cleanliness and noise levels in patient rooms to factors such as pain management and responsiveness to patients’ needs. The measures also include whether a patient would recommend the hospital to friends or family.

For more information about Healthgrades or to download a full copy of the report or to receive information about hospital and physician quality, visit: www.healthgrades.com/quality today.

About Redlands Community Hospital

Redlands Community Hospital is an independent not-for-profit, stand-alone hospital.

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