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**Hendricks Regional Health Receives Outstanding Patient Experience Award™ for 17<sup>th</sup> Consecutive Year**

*Hendricks is among top 5% in the nation for patient experience.*

[Danville, Indiana] – March 18, 2024 – Hendricks Regional Health announced today that it has been recognized as a 2024 Outstanding Patient Experience Award™ recipient by [Healthgrades](#), the leading resource consumers use to find a hospital or doctor. This marks Hendricks' 17<sup>th</sup> consecutive year receiving this award! This achievement places Hendricks among the top 5% of hospitals nationwide for patient experience.

“To receive this once is an honor – to continue receiving it for 17 consecutive years is amazing!” says Hendricks Regional Health President & CEO, Dr. Michelle Fenoughty. “I’m incredibly proud of our associates for the compassion with which they treat our patients. This award shows that our patients notice and appreciate their extraordinary efforts.”

Hendricks Regional Health is one of only 13 hospitals nationwide to be recognized in the top ten percent in the nation for Outstanding Patient Experience for 17 consecutive years – **and the only hospital in the state of Indiana**. This achievement reflects Hendricks' commitment to providing an exceptional care experience for patients and their loved ones.

To identify the top hospitals for patient experience, Healthgrades applies a scoring methodology to ten patient experience measures using Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey data submitted by the hospital's patients. Survey questions focus on patients' perceptions of their hospital care, from cleanliness and noise levels to medication explanations and staff responsiveness. The measures also include whether a patient would recommend the hospital to friends or family and their overall rating of the hospital.

For this annual analysis, Healthgrades evaluated more than 2,500 hospitals that submitted at least 100 patient experience surveys to the Centers for Medicare and Medicaid Services (CMS), covering admissions from January 2022 to December 2022. Of those hospitals evaluated, Hendricks outperformed its peers—based on feedback from their patients—to achieve this award.

“We commend Hendricks Regional Health for going above and beyond to provide a best-in-class care experience for patients during their hospital stay,” said Brad Bowman, MD, chief medical officer and head of data sciences at Healthgrades. “Hendricks' dedication to superior patient care is particularly impressive given recent declines in patient satisfaction scores across the country. We look forward to their continued leadership and commitment to ensuring the health and wellness of all patients.”

Consumers can visit [healthgrades.com](https://www.healthgrades.com) to learn more about how Healthgrades measures hospital quality and access the complete [Outstanding Patient Experience Award Methodology](#). A patient-friendly overview of our methodology is also available [here](#).

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### **About Hendricks Regional Health**

Since 1962, Hendricks Regional Health has served west central Indiana as its preferred, trusted healthcare partner. With a deeply rooted legacy of community service, the Hendricks' culture is built on our vision to be the community's indispensable healthcare partner. As a nationally recognized, nonprofit healthcare system, we offer a full spectrum of primary care and specialty services. Hendricks is a proud member of the Mayo Clinic Care Network and was named a 2023 Top Teaching Hospital by The Leapfrog Group. Follow us on Twitter and Instagram @HendricksHealth, Facebook @Hendricks.org, or visit [Hendricks.org](https://www.hendricks.org).

### **About Healthgrades**

[Healthgrades](#) is dedicated to empowering stronger and more meaningful connections between patients and their healthcare providers. As the #1 platform for finding a doctor and a leader in healthcare transparency, we help millions of consumers each month find and schedule appointments with their healthcare professional of choice and prepare for their appointments with best-in-class, treatment-focused content.

Our health system, large group practice, and life sciences marketing solutions have been helping our partners reach and engage consumers who are on their way to the doctor for over 20 years.

Healthgrades is part of RVO Health, a partnership between Red Ventures and Optum, part of UnitedHealth Group. RVO Health has the largest consumer health and wellness audience online across its brand portfolio including Healthgrades, Healthline, Medical News Today, Greatist, Psych Central, Bezy, and Platejoy which touch every part of the health and wellness journey. Each month, RVO Health helps more than 100 million unique visitors live their strongest and healthiest lives.