

Delnor-Community Hospital Press Release

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Delnor-Community Hospital wins prestigious award from American College of Healthcare Executives for HeartMath Intervention

Each year, the American College of Healthcare Executives (ACHE) bestows its Management Innovations Poster Session Award to recognize excellence and innovation in the healthcare field. The poster session, held annually in conjunction with ACHE's Congress on Healthcare Management, is specifically designed to document and share innovative work being done in healthcare.

At the Congress recently held in Chicago, Delnor-Community Hospital was honored as the 2005 recipient of this prestigious award. The poster, "A Case Study in Staff Retention and Achieving Excellence in Employee and Patient Satisfaction," describes the close collaboration between Delnor and HeartMath since 1999, resulting in dramatic improvements in Delnor's key success measures. The Management Innovations posters are judged on the basis of creativity, scope, impact on the organization, and adaptability to other settings.

In accepting the award, Delnor's chief operating officer Tom Wright commented, "We are excited to be honored by ACHE. It has been an incredible journey since senior leadership at Delnor decided that significant turnover, vacancy rates and associated costs could be reduced. In addition, even though patient satisfaction was relatively high, there was also an interest in improvements. Our leadership also wanted to implement changes which would assure that the hospital was the preferred institution of choice." Delnor employed the HeartMath program and additional supportive tactics in leadership excellence to achieve these goals. "Without HeartMath, achievement in turnover, patient satisfaction and employee satisfaction would not have been as dramatic," said Wright.

The data speak for themselves.

- After the first year of the HeartMath intervention:
 - **Employee turnover decreased from 26.9% to 21% for all staff.**
 - Of those trained in the HeartMath program, **employee turnover decreased from 26.9% to 5.9%.**
- After three years of HeartMath training:
 - **Overall employee turnover has now decreased from 26.9% to 14.4%.**
 - Of those trained in the HeartMath program, **turnover has decreased from 26.9% to 4%.**
 - Delnor has achieved **\$800,000 in annualized savings each year** from these turnover improvements
- Delnor has been **ranked #1 nationally in employee satisfaction**, two out of the past three years.
- **Patient satisfaction improved from 73rd percentile to 93rd percentile** in first year.

- After third year, patient satisfaction has now reached **98th percentile**.
- Delnor won the **2002 Corporate Health and Productivity Management Award**, given to only three organizations nationwide.
- Delnor received **Magnet Hospital Designation** in 2004

Bruce Cryer, HeartMath CEO, had these comments: "The close collaboration with Delnor since 1999 has been extremely satisfying for us. The vision of Delnor's leadership team has unquestionably been a critical factor in their remarkable success and growth. But it is also at the level of the individual nurse and employee where you can feel what a caring environment Delnor has created. We are proud that the HeartMath tools and technology have played a central role in their success."

About HeartMath

HeartMath LLC has gained an international reputation for its innovative tools and technologies to enhance organizational productivity, personal performance, and health. Founded by Doc Childre as a nonprofit research firm in 1991, HeartMath's products and programs have been delivered in more than 40 countries on five continents to hundreds of thousands of individuals and hundreds of organizations. Clients include numerous health care organizations, global firms such as BP, Unilever, Hewlett-Packard, and Shell, government agencies such as NASA and the FDA, as well as federally-funded projects sponsored by the US Department of Education.