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## FOR IMMEDIATE RELEASE

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### **WOMEN & CHILDREN'S HOSPITAL EARNS AN EXCELLENCE THROUGH INSIGHT AWARD FOR INPATIENT SATISFACTION**

**(Lake Charles, LA)** - Women & Children's Hospital was recently recognized with an Excellence through Insight award for "Overall Inpatient Satisfaction" in the small hospital (less than 100 beds) category by HealthStream Research, the research business group of HealthStream, Inc. (NASDAQ: HSTM).

Women & Children's Hospital was awarded this honor for its commitment to excellence in patient care. Women & Children's Hospital was chosen for receiving the highest ratings in Inpatient satisfaction from among HealthStream Research's clients, as well as exceeding industry standards. To qualify for an award, a hospital must have been a patient satisfaction-tracking client of HealthStream Research in 2009, scored in the 75th percentile or higher, and surveyed a minimum of 100 patients.

"I am extremely proud that Women & Children's has been recognized for this outstanding award. Everyone that is affiliated with our hospital is to be commended for the incredible work they do everyday. This includes our nurses, directors, support staff and physicians," said Rich Robinson, Chief Executive Officer. "We treat our patients with courtesy and respect, while providing them with the best healthcare possible. Our goal is to exceed our patients' expectations during their stay, and this award signifies that our patients recognize and appreciate the quality care we provide," added Robinson.

Commenting on the awards, J. Edward Pearson, president of HealthStream Research, said "We applaud Women & Children's Hospital's high-level commitment to excellence in healthcare—and we are pleased to recognize their achievement through our presentation of an Excellence through Insight award."

A formal presentation of the award will be made during HealthStream's customer Summit 2010, May 17-20, 2010 in Nashville, Tennessee.

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#### **About Women & Children's Hospital**

Women & Children's Hospital (WCH) is a full-service acute care hospital located at 4200 Nelson Road, Lake Charles, LA 70605. WCH is the area's preferred leader for Women's Services and offers numerous services including inpatient and outpatient medical and surgical care for men, women and children. WCH provides the only Bariatric Surgery Center of Excellence within a five parish area and is equipped with a 24-hour, physician-staffed Emergency Department and a Level 3 Neonatal ICU. For more information about WCH, visit [www.women-childrens.com](http://www.women-childrens.com).

#### **About HealthStream**

HealthStream (NASDAQ: HSTM) is a leading provider of learning and research solutions for the healthcare industry, transforming insight into action to deliver outcomes-based results for healthcare organizations. Through its research products, healthcare executives gain valuable insight about patients' experiences, workforce challenges, physician relations, and community perceptions of their services. For more information about HealthStream, visit [www.healthstream.com](http://www.healthstream.com).