



Baptist Health Care, Pioneer in Patient Centered Care, Selects HealthStream to Advance HCAHPS Performance

NASHVILLE, Tenn.--(BUSINESS WIRE)-- HealthStream, Inc. (NASDAQ: HSTM), a leading provider of learning and research solutions for the healthcare industry, announced today that it has been selected by Pensacola, Florida based Baptist Health Care, a nationally recognized pioneer of performance excellence in healthcare, to advance their patient centered culture by adopting HealthStream's research solutions. In particular, HealthStream's Patient Insights™ (HCAHPS), Physician Insights™ and Employee Insights™ survey solutions will be utilized over the next three years by Baptist Health Care and their 6,000 employees working across four hospitals, five ancillary healthcare provider facilities, and the Baptist Leadership Group — a consulting practice owned by Baptist Health Care.

"The industry has entered a new era for patient centered care; government-required HCAHPS, public reporting, and value-based purchasing have raised the stakes for healthcare providers," said Al Stubblefield, president and chief executive officer, Baptist Health Care. "We chose HealthStream because their innovative solutions will provide us with the focus necessary to excel as these market dynamics rapidly unfold. Service excellence has long been a hallmark of Baptist Health Care and we remain committed to leading the industry as its importance is elevated. HealthStream's unique product suite represents their strong commitment to patient-centered excellence, making them an obvious choice for Baptist Health Care."

Through HealthStream's Patient Insights surveys, Baptist Health Care will gain valuable insight into patients' perceptions of their healthcare experiences, while Employee Insights and Physician Insights surveys will be used to better understand the professionals responsible for providing care, performing support functions, and managing the organization. Both frontline managers and hospital administrators will analyze their respective survey results using HealthStream's innovative analytics and reporting platform, Insights Online™. The action orientation and information-rich dashboards built into Insights Online will support Baptist Health Care in their commitment to performance excellence.

Baptist Health Care has received numerous accolades in the past few years, including the prestigious Malcolm Baldrige National Quality Award. They have also been named one of the "100 Best Places to Work in America" by *Fortune Magazine* for six years in a row and have been listed ten times by *Training Magazine's* "Top 100" in recognition of their commitment to workforce development. Their successful organizational principles are shared with other healthcare organizations through the Baptist Leadership Group where their tools, tactics, and best practices are continually tested and proven in their facilities.

"Baptist Health Care's selection of HealthStream validates our strong commitment to serve the healthcare industry as the 'go to' source for gaining insight about and improving the patient experience, employee engagement, and physician relations," said Robert A. Frist, Jr., chief executive officer, HealthStream. "I am excited to begin working with Baptist Health Care."

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 HealthStream's learning solutions — which have been contracted by approximately 2.4 million hospital-based healthcare professionals — healthcare organizations create safer environments for patients, increase clinical competencies of their workforces, and facilitate the rapid transfer of the latest knowledge and technologies. Through our research products, executives from healthcare organizations gain valuable insight about patients' experiences, workforce challenges, physician relations, and community perceptions of their services. Based in Nashville, Tennessee, HealthStream has two satellite offices. For more information about HealthStream's learning and research solutions, visit www.healthstream.com or call us at 800-933-9293.

About Baptist Health Care

Baptist Health Care is a community-owned, not-for-profit health care organization committed to improving the quality of life for people and communities in Northwest Florida and South Alabama. Nationally recognized for performance excellence and quality achievement, Baptist received the prestigious Malcolm Baldrige National Quality Award in 2003. Baptist Health Care includes four hospitals, two medical parks, Baptist Manor, Baptist Leadership Group, Andrews Institute for Orthopaedic and Sports Medicine, Lakeview Center and Baptist Medical Group. With more than 6,000 employees, Baptist Health Care is the largest non-governmental employer in northwest Florida. For more information, please visit www.eBaptistHealthCare.org.

This press release contains forward-looking statements that involve risks and uncertainties regarding HealthStream. Investors

are cautioned that such results or events predicted in these statements may differ materially from actual future events or results. This information has been, or in the future may be, included in reliance on the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995. Investors are cautioned that such results or events predicted in these statements may differ materially from actual future events or results. The Company's preliminary financial results, while presented with numerical specificity, are forward-looking statements which are based on a variety of assumptions regarding the Company's operating performance that may not be realized, and which are subject to significant uncertainties and potential contingencies associated with the Company's financial and accounting procedures and other matters referenced from time to time in the Company's filings with the Securities and Exchange Commission. Consequently, such forward-looking information should not be regarded as a representation or warranty by the Company that such projections will be realized.

HealthStream, Inc.

Mollie Condra, 615-301-3237

AVP, Communications, Research, & Investor Relations

Mollie.condra@healthstream.com

Source: HealthStream, Inc.

News Provided by Acquire Media