



# Mended Hearts

## National Office

The Mended Hearts, Inc.  
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Inspiring hope and improving the quality of life  
for heart patients and their families  
through ongoing peer-to-peer support.

## Heart Failure Readmission Rates Lower for Hospitals with Visiting Programs

*Statistical Analysis Supports That Mended Hearts Enables Healthier Lives for Heart Patients*

DALLAS, TX — March 15, 2015 — Mended Hearts, Inc. (MHI) is pleased to report statistical findings that Mended Hearts hospitals' readmission rates for heart failure are significantly more likely to be better than the U.S. national rate, compared to other U.S. hospitals. In collaboration with the American College of Cardiology (ACC), data was extracted and analyzed from the Center for Medicare and Medicaid Services (CMS) database for hospitals that host a Mended Hearts visiting program and with hospitals that do not have a visiting program.

"The results were extraordinary," stated Michele Packard-Milam, CAE, Executive Director of Mended Hearts. "Intrinsically, we knew the data would prove that our cardiac peer-to-peer support network enables patients to achieve better outcomes and go on to live healthier, fuller lives. This exciting data supports our work as the largest peer-to-peer heart patient support organization in the world."

Additional research followed to create a holistic view of Mended Hearts' visiting program. The research was done in two phases: Phase I sought to understand the perceptions of cardiovascular patients regarding their experience in meeting with a Mended Hearts volunteer at the hospital or healthcare facility. Phase II was administered approximately six weeks after their discharge from the hospital to follow up on their overall sense of wellness, their attitudes about their own health, readmission rates, and their impressions of Mended Hearts.

Topline results of the studies are:

### Phase I:

- Nine out of ten patients said the Mended Hearts visit had a favorable impact on their experience at the hospital or office
  - More than half said impact was 'much more favorable'
- Nearly nine out of ten patients felt the Mended Hearts visitor was helpful to them
  - More than two out of three patients said 'extremely helpful'
- Mended Hearts visitors were perceived to be helpful in variety of ways:
  - Support from someone with similar experience
  - Helpful information on medical condition and recovery
  - Encouragement

### Phase 2:

- About 3 out of 4 patients felt they were in very good/excellent health
- The top three heart conditions that patients were being treated for are hypertension (44%), high cholesterol (39%), and coronary artery disease (29%).
- More than 1/4 suffered depression, with most having taken action
- Approximately one quarter of patients experienced symptoms post-hospital
  - Atrial Fibrillation (AFib) was the most common symptom
- Less than one out of five were readmitted to hospital after earlier visit

The findings of this landmark research will be formally presented by Mended Hearts' Executive Director, Michele Packard-Milam, on **Sunday, March 15** from 3:45-4:15 Pacific Time at the ACC.15 Conference in the San Diego Convention Center, Exhibit Hall C - Patient Engagement Pavilion.

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**About Mended Hearts**

Mended Hearts is the largest heart patient support network in the world, with 20,000 members and 300 chapters. Recognized for its role in facilitating a positive patient-care experience, Mended Hearts partners with hospitals and cardiac rehab clinics to offer support through visiting programs, group meetings and educational forums. Mended Hearts inspires hope and improves quality of life for heart patients and their families through ongoing peer-to-peer support. For more information or to locate a chapter, visit [www.mendedhearts.org](http://www.mendedhearts.org), call 888-HEART-99 or email at [info@mendedhearts.org](mailto:info@mendedhearts.org).