



The Hospital + Healthsystem  
Association of Pennsylvania  
*Leading for Better Health*

The Tunstall logo consists of the word 'Tunstall' in a white, bold, sans-serif font, centered within a red rounded rectangular background.

## FOR IMMEDIATE RELEASE

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### **HAPevolve Announces Exclusive Endorsement of Tunstall Americas**

*New endorsed partner to provide innovative health care business solutions, best-in-class services to Pennsylvania hospitals*

**HARRISBURG, PA (March 16)**— [The Hospital and Healthsystem Association of Pennsylvania](#), through its for-profit subsidiary [HAPevolve](#), has selected [Tunstall Americas](#) as an endorsed partner to exclusively support Pennsylvania hospitals and health systems in the improvement of patient access solutions to engage patient populations.

"We're excited to introduce Tunstall Americas to our hospital members," said HAP President and CEO Andy Carter. "Our partnership enables Tunstall to rapidly disseminate its success story to Pennsylvania hospitals so that they may take advantage of specialty pricing offered through this endorsement."

Carter said that Tunstall sets itself apart from competitors through its commitment to operational improvement, the skills and health care experience of its contact center teams, and the quality controls in place to achieve maximum return on investment.

Working with Tunstall, many hospital clients have achieved positive results, including:

- Increased patient satisfaction
- Reduced no-show rates
- Reduced number of walk-ins
- Increased fill rates
- Increased reimbursement
- Improved management of outpatient populations
- Excellent time to answer, resulting in reduced call abandonment rates

Tunstall joins six other endorsed companies in the HAPevolve portfolio, including [Alliant Employee Benefits](#), [Commerce Bank](#), [SUNRx](#), [Truven Health Analytics](#), [VisiQuate](#), and [Vizient](#). HAP has provided innovative, specially priced solutions for member hospitals through its

Endorsed Partner program since 2007. Thirty percent of HAP member hospitals currently participate with one or more endorsed partners.

**ABOUT HAP:** HAP is a statewide membership services organization that advocates for nearly 240 Pennsylvania acute and specialty care, primary care, subacute care, long-term care, home health, and hospice providers, as well as the patients and communities they serve. Additional information about HAP is available online at [www.haponline.org](http://www.haponline.org).

**ABOUT HAPevolve:** Established during 2017 by The Hospital and Healthsystem Association of Pennsylvania (HAP), HAPevolve offers consulting and custom education specific to the challenges of understanding and implementing health care legislation and regulation. Leveraging HAP's unparalleled expertise and strategic business partners, the HAPevolve menu of services includes on-demand solutions to alleviate legal, regulatory, fiscal, and operational obstacles within hospitals and health care organizations. For more information, visit [www.hapevolve.com](http://www.hapevolve.com)

**ABOUT TUNSTALL AMERICAS:** Tunstall Americas is a division of Tunstall Healthcare Group, which was founded in 1957 in the UK, and just celebrated its 60th anniversary. Tunstall Americas has provided 24/7/365 support and care to tens of millions of people, through both its Connected Care Division, (by way of Personal Emergency Response Systems devices and Medication Management) and its Connected Health Division, which houses the innovative Patient Access Solutions now available to HAP members. Most recently, Tunstall Americas has partnered with a leading global telecommunications company, to provide remote patient monitoring and telehealth solutions to Canadians using Tunstall's world-leading ICP Integrated Care Platform™. Collectively, Tunstall's products and services deliver a seamless patient experience and help to empower people to take a more active role in their health and wellbeing. For more information, visit [www.americas.tunstall.com](http://www.americas.tunstall.com).

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