



Henry Ford Health System Selects HealthStream's Learning Solutions

As a "Top 10" health system in the nation, Henry Ford selects the HealthStream Learning Center™ for its 16,000 hospital employees in a three-year agreement

NASHVILLE, Tenn. —(BusinessWire)—October 12, 2004—HealthStream, Inc., the leading provider of learning solutions for the healthcare industry, today announced that it has been selected by Henry Ford Health System to provide learning solutions to its 16,000 employees, with a three-year contract signed by both parties. The HealthStream Learning Center™, HealthStream's online learning platform, will begin being implemented immediately and will be phased into their entire system by mid-December of this year.

"The Henry Ford Health System has a dynamic learning culture where we need the "best in class" sources of educational content to support our strong tradition of excellence in research and education. For this reason, we selected HealthStream to advance our training programs to the next level," said John Hayden, Vice President, Organizational Performance and Learning at Henry Ford Health System.

"Henry Ford required a learning management solution that provides a versatile, user-friendly toolset to develop and maintain learning content and a cutting edge hosting solution that allows delivery of innovative, and blended multi-media presentation of learning content. Along with the "best in class" technological capabilities of the HealthStream Learning Center, HealthStream demonstrates their service orientation and commitment to meeting and exceeding customer expectations. We are pleased to move forward with our new partnership," said Naren Balasubramaniam, Director, Employee Services, e-HR, IT Training and Support Services at Henry Ford Health System.

By selecting the HealthStream Learning Center, managers at Henry Ford will be empowered to author online courses, assign courses, create pre-tests and post-tests for courses, and create and print a wide variety of employees' course completion reports. From HealthStream's extensive online course library, Henry Ford is launching this new learning platform with HealthStream's core OSHA/JCAHO regulatory course curriculum, exclusive patient safety series, and the long-term care course curriculum for their 16,000 hospital-based employees.

The Henry Ford Health System is a top-ranked health system in the United States, positioned as #6 out of the top 100 by Modern Healthcare magazine (2004). Henry Ford is positioned in the upper echelon of the industry, with 1,500 ongoing individual research projects and as the recipient of more than \$50 million in annual research funding. In addition, Henry Ford's focus on education, research, and advanced patient care make it a premier academic medical center.

"We are pleased to welcome the prestigious Henry Ford Health System to our growing network of hospital customers. They certainly embody our vision to improve the quality of healthcare by improving the quality and accessibility of healthcare education. We look forward to further supporting their high level of education excellence through our new partnership," said Robert A. Frist, Chief Executive Officer, HealthStream.

About HealthStream

HealthStream (NASDAQ: HSTM) is a leading provider of learning solutions for the healthcare industry. Over 1,000,000 contracted healthcare professionals have selected the Internet-based HealthStream Learning Center™, HealthStream's learning platform. The Company's learning products and services are used by healthcare organizations to meet the full range of their training needs, while, concurrently, supporting business objectives. Once subscribed to the HealthStream Learning Center™, customers benefit from increased compliance, reduced risks, and improved learning effectiveness. In addition, HealthStream has pioneered a new collaboration with pharmaceutical and medical device companies to assist them in product launch and market education initiatives within the Company's nationwide network of hospital customers. Nine of the top ten medical device companies and eight of the top ten pharmaceutical companies are among the organizations in HealthStream's growing customer base. (www.healthstream.com)

This press release includes certain forward-looking statements (statements other than solely with respect to historical fact) that involve risks and uncertainties regarding HealthStream. These statements are based upon management's beliefs, as well as assumptions made by and data currently available to management. 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. Such forward-looking information should not be regarded as a representation or warranty by the Company that such projections will be realized. Many of the factors that will determine the Company's future results are beyond the ability of the Company to control or predict. Readers should not place undue reliance on forward-looking statements, which reflect management's views only as of the date hereof. The Company undertakes no obligation to update or revise any such forward-looking statements.