



Press Release

J.D. Power and Associates Reports: Helen Keller Hospital Recognized for Providing Outstanding Inpatient Experience

WESTLAKE VILLAGE, Calif.: 30 June 2009 — Helen Keller Hospital, located in Sheffield, Ala., has been recognized for service excellence under the J.D. Power and Associates Distinguished Hospital Program.SM This distinction acknowledges a strong commitment by Helen Keller Hospital to provide “An Outstanding Inpatient Experience.”

“Patients place a high value on the service aspects of their hospital stay, so providing them with a consistently positive experience is crucial,” said Kevin Lieb, senior director of provider programs at J.D. Power and Associates. “Helen Keller Hospital has truly demonstrated its commitment to service excellence by earning this recognition.”

The service excellence distinction was determined by surveying recently discharged patients from Helen Keller Hospital about their perceptions of their hospital stay and comparing the results to the national benchmarks established by the annual J.D. Power and Associates National Hospital Service Performance Study.SM

The telephone-based research conducted among Helen Keller Hospital patients focuses on the five key drivers of patient satisfaction with their overall inpatient experience. These drivers, which were identified in the national study, are speed and efficiency; dignity and respect; comfort; information and communication; and emotional support.

Helen Keller Hospital exceeds the national benchmark study score for overall inpatient satisfaction and performs particularly well, compared with the national study, in attending to patients’ comfort. The hospital receives notably high ratings for concern for comfort during procedures and concern for continued recovery and well-being.

The hospital also performs well relative to the national study for the speed and efficiency of discharge personnel and the nurses’ promptness in responding to the call button. Patients of Helen Keller Hospital are particularly pleased with the dignity and respect shown to them—specifically, the courtesy of the doctors and nurses.

More than 70 percent of Helen Keller Hospital patients surveyed say they “definitely would” return if they needed to visit a hospital again for a similar condition, compared with an average of only 64 percent in the national study.

“Providing an exceptional patient experience is the primary goal of our caregivers at Helen Keller Hospital,” said Bill Anderson, president and CEO of Helen Keller Hospital. “Being recognized as a J.D. Power Distinguished Hospital confirms, as have other studies, that our focus on ensuring quality healthcare is being rewarded with extremely satisfied patients and families.”

Nongovernmental, acute-care hospitals throughout the nation are eligible for the J.D. Power and Associates Distinguished Hospital recognition for inpatient, maternity, cardiovascular, emergency and outpatient services. Distinction is valid for one year, after which the hospital may reapply for this recognition.

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