



Press Release

J.D. Power and Associates Reports: Helen Keller Hospital Recognized for Providing an Outstanding Inpatient Experience For a Second Consecutive Year

WESTLAKE VILLAGE, Calif.: 27 July 2010 — Helen Keller Hospital, located in Sheffield, Ala., has been recognized for service excellence for a second consecutive year 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.”

“Only the most highly rated hospitals provide this level of patient satisfaction,” said Rick Millard, senior director of the healthcare practice at J.D. Power and Associates. “The results demonstrate an outstanding performance by Helen Keller Hospital, and patients express very high levels of trust and confidence in the hospital due to the care they received.”

The service excellence distinction was determined by surveying recently discharged patients about their perceptions of their hospital visit and comparing the results to the national benchmarks established in 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 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 inpatient satisfaction and performs particularly well, compared with the national study, in providing patients with dignity and respect, as well as emotional support. The hospital receives particularly high ratings for the personnel’s respect for patient privacy.

“Being recognized under the J.D. Power and Associates Distinguished Hospital Program for a second year is a demonstration that employees at Helen Keller Hospital are focused on doing the things that provide our patients, physicians and visitors with an exceptional experience,” said Bill Anderson, president and CEO of Helen Keller Hospital. “Our goal is to continue delivering the kind of quality patient care that will make us deserving of this recognition for years to come.”

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 time the hospital may reapply for this recognition.

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