

WEST HOLT MEDICAL SERVICES

News Release

Contact: Jacque Steinhauser, steinhauserj@westholtmed.org
WHMS Marketing Director (402) 925-2811

West Holt Medical Services is in the Top 1% in ER and 5% in Inpatient and Outpatient Survey Scores in the Nation

Press Ganey Survey reports released for this quarter show that West Holt Medical Services is rated one of the highest in the nation. The satisfaction surveys, specifically for emergency room patients, inpatients and outpatients rank West Holt Medical Services emergency room in the top 1%, Inpatient stays in the top 5% and the outpatient clinics in the top 5%. Press Ganey is contracted by the hospital to independently and objectively complete the survey process. Press Ganey works with more than 7,000 health care organizations, including nearly 40% of U.S. hospitals, to measure and improve their quality of care, and has more than 20 years in the business.

These surveys are also used to garner information sent to a Medicare program referred to as HCAHPS, Hospital Consumer Assessment of Healthcare Providers and Systems. The Center for Medicare Services reports the HCAHPS information publicly and allows comparisons of hospitals by the public as an incentive for hospitals to provide quality service.

“The results speak for themselves and are very much a reflection of our committed staff and culture that is focused on our mission of providing well-rounded, family healthcare with respect and understanding for the physical and emotional needs of our North Central Nebraska communities.” says Michael Coyle, CEO of West Holt Medical Services.

West Holt Medical Services is very pleased to announce that we have achieved our highest overall survey averages for the 4th Qtr of 2011 with the emergency room and inpatient and outpatient surveys. The Press Ganey rating scale is 0-very poor, 25-poor, 50-fair, 75-good, and 100-very good. The 2011 4th Qtr emergency room overall mean score was 99.2 up 2.1 from a year ago. The 2011 4th Qtr. Inpatient overall mean score was 94.5 up 3.2 from a year ago. The 2011 4th Qtr. Outpatient overall mean score was 93.1 up 3.2 from 3 months ago. Overall rating of care given, West Holt Medical Services is in the 99th percentile compared to overall nation's scores.

[West Holt Medical Services](#) is a non-profit healthcare organization with a 17 bed hospital that offers 24-hour access to inpatient and emergency services with providers on staff 24-7. With approximately 90 employees, it provides comprehensive, community-based healthcare to residents in north central Nebraska with a full-service hospital, two clinics and an on campus retail pharmacy. On-site comprehensive diagnostic services and outpatient care make it possible for patient to receive quality healthcare—close to home.

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