

# WEST HOLT MEDICAL SERVICES

## News Release

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### West Holt Medical Services Receives Highest Scores on Overall Surveys

West Holt Memorial Hospital implemented patient satisfaction surveys in 2010, specifically for emergency room patients and inpatients. 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 glean 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.

After over a year of results, WHMH is very pleased to announce that we have achieved our highest overall survey averages for the 4<sup>th</sup> Qtr of 2010 with both the emergency room and inpatient surveys. The Press Ganey rating scale is 0-very poor, 25-poor, 50-fair, 75-good, and 100-very good. The 2010 4<sup>th</sup> Qtr emergency room overall mean score was 97.1. The 2010 4<sup>th</sup> Qtr. Inpatient overall mean score was 91.3.

Survey results are studied monthly and an action planning committee works on specific areas that show need for improvement. Results are also discussed at the monthly quality care committee. Customer service is emphasized by Michael Coyle, CEO.

With the question "Overall rating of care given," WHMH is in the 99<sup>th</sup> percentile compared to other Sanford peer hospitals.

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