



## Press Release

### **J.D. Power and Associates Reports: Forrest General Hospital Recognized for Providing an Outstanding Cardiovascular Experience For a Third Consecutive Year**

**WESTLAKE VILLAGE, Calif.: 21 November 2011** — Forrest General Hospital has been recognized for service excellence for a third consecutive year under the J.D. Power and Associates Distinguished Hospital Program.<sup>SM</sup> This distinction acknowledges a strong commitment by the hospital to provide “An Outstanding Cardiovascular Experience.”

“Achieving this distinction demonstrates Forrest General’s success in achieving service excellence through patient care,” said John Clark, director of provider programs at J.D. Power and Associates. “Forrest General has created a highly patient-focused culture that stresses the importance of meeting patient needs at every touch point. This speaks volumes about their leadership, nurses, doctors and employees.”

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.<sup>SM</sup>

The telephone-based research conducted among Forrest General 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.

Forrest General Hospital exceeds the national benchmark study score for cardiovascular satisfaction. The hospital performs well, compared with the national study, in providing patients with dignity and respect. Forrest General Hospital receives particularly high ratings for the courtesy of the doctors and discharge process personnel.

The hospital also performs well in providing patients with emotional support, with notably high ratings for the treatment of family and friends and confidence and trust in the doctor’s skill level.

Seventy-seven percent of Forrest General Hospital cardiovascular patients surveyed say they “definitely will” return to the facility if needed, and 77 percent also say they would recommend the facility to family and friends.

“Receiving this recognition from J.D. Power and Associates for a third consecutive year is a great accomplishment for our Heart and Vascular Services staff and physicians, and for all of our employees who have a hand in caring for cardiovascular patients across our organization,” said Evan Dillard, Forrest General president and CEO. “Forrest General is committed to providing a positive patient experience from the time a patient comes to our facility to the time they go home. The fact that this recognition comes from patient feedback about our services is a demonstration of that commitment to C.A.R.E., and I congratulate our staff on this accomplishment.”

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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