



Press Release

J.D. Power and Associates Reports: Shoals Hospital Recognized for Providing an Outstanding Inpatient Experience

WESTLAKE VILLAGE, Calif.: 13 December 2011 — Shoals Hospital has been recognized for service excellence under the J.D. Power and Associates Distinguished Hospital Program.SM This distinction acknowledges a strong commitment by the hospital to provide “An Outstanding Inpatient Experience.”

“Shoals Hospital—a first-time J.D. Power Distinguished Hospital for inpatient services—has demonstrated strong performance in our assessment, which reflects its underlying culture and passion for service excellence,” said John Clark, director of the healthcare practice at J.D. Power and Associates. “Staff at all levels—including physicians, nurses, technicians and support staff—contribute to the hospital’s strong performance.”

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 Shoals 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.

Shoals 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. The hospital receives particularly high ratings for the courtesy of doctors and the respect for privacy.

The hospital also performs well in providing inpatients with information and communication support, particularly with the doctor’s ability to explain conditions/treatments, as well as providing clear explanations of how to manage care after leaving the facility.

More than one-half (53%) of inpatients say they “definitely will” return to the facility if needed, while 54 percent say they would recommend the facility to their family and friends. Compared with the national average, 44 percent of patients indicate they have much more trust and confidence in Shoals Hospital after their more recent stay.

“We are pleased and excited to have this recognition from J.D. Power and Associates,” said C. Ross Berry, chief executive officer at Shoals Hospital. “Outstanding inpatient service is something we provide day-in and day-out at Shoals, and this award demonstrates the high-quality service our employees give our patients.”

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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Media Relations Contacts:

John Tews; J.D. Power and Associates; Troy, Mich.; (248) 312-4119; media.relations@jdpa.com
Michelle Rupe Eubanks; Shoals Hospital; (256) 386-1808; mreubanks@chgroup.org

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