



## Press Release

### **J.D. Power and Associates Reports:**

### **The Valley Hospital Recognized for Providing an Outstanding Inpatient Experience for a Ninth Consecutive Time and an Outstanding Emergency Department Experience for a Second Consecutive Time**

**WESTLAKE VILLAGE, Calif.: 20 January 2012** — The Valley Hospital has been recognized for service excellence 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 Inpatient Experience” and “An Outstanding Emergency Department Experience.” This is the ninth consecutive year the hospital has been recognized for its inpatient services, and the second consecutive year it has been recognized for its emergency department services.

“In achieving certification of both the emergency department and the inpatient unit, The Valley Hospital demonstrates its ability to provide outstanding service from the moment patients arrive at the hospital to the time they are discharged,” said John Clark, director of the healthcare practice at J.D. Power and Associates.

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 The Valley 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.

The Valley Hospital exceeds the national benchmark study score for inpatient and emergency patient satisfaction. The hospital performs particularly well compared with the national study in providing patients with dignity and respect and receives notably high ratings from inpatients for the courtesy of doctors and tests and treatments personnel. Emergency services patients indicate they are particularly pleased with the courtesy of the venipuncture staff and the nurses.

The Valley Hospital also performs particularly well in providing patients with emotional support. The hospital receives high ratings from inpatients for their confidence and trust in the doctor’s skill level and the treatment of family and friends. Among emergency patients, the hospital receives high ratings for the treatment of family and friends and for confidence and trust in the radiology personnel’s skill level.

More than three-fourths (77%) of inpatients say they would recommend the hospital to others, while 79 percent say they would return to the facility if needed.

“We are committed to clinical quality and patient satisfaction,” said Audrey Meyers, president and CEO of The Valley Hospital. “These outstanding recognitions are a demonstration to the priority Valley staff and physicians place on achieving the highest-quality clinical outcomes, while delivering the most compassionate care.”

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.

**About J.D. Power and Associates**

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**Media Relations Contacts:**

John Tews; J.D. Power and Associates; Troy, Mich.; (248) 312-4119; [media.relations@jdpa.com](mailto:media.relations@jdpa.com)  
Maureen Curran Kleinman; The Valley Hospital; (201) 291-6310; [mcurran@valleyhealth.com](mailto:mcurran@valleyhealth.com)

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