



## Press Release

### **J.D. Power and Associates Reports: Memorial Hospital Recognized for Providing Outstanding Inpatient and Cardiovascular Experiences**

**WESTLAKE VILLAGE, Calif.: 9 February 2012** — Memorial 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 Memorial Hospital to provide “An Outstanding Inpatient Experience” and “An Outstanding Cardiovascular Experience.”

“It’s critical for hospitals to provide patients with consistently positive experiences,” said John Clark, director of provider programs at J.D. Power and Associates. “Earning this distinction across the inpatient and cardiovascular service lines speaks volumes about the commitment Memorial Hospital has made to delivering service excellence.”

The service excellence distinction was determined by surveying patients who had recently received services from Memorial Hospital about their perceptions of their visits 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 Memorial 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.

Memorial Hospital exceeds the national benchmark study score for inpatient and cardiovascular satisfaction and performs particularly well, compared with the national study, in providing patients with dignity and respect. The facility receives particularly high ratings among inpatients for the courtesy of the doctors and the courtesy of the discharge process personnel. Among cardiovascular patients, the facility receives notably high ratings for the courtesy of the nurses and the courtesy of the discharge process personnel.

Memorial Hospital also performs well in providing patients with emotional support, and receives high ratings among inpatients for the treatment of family and friends and confidence and trust in the skill level of the doctors. Among cardiovascular patients, Memorial Hospital receives high ratings for patients’ confidence and trust in the skill level of the doctors and the facility personnel’s treatment of family and friends.

Approximately 67 percent of inpatients surveyed say they would likely return to the facility if needed, while 72 percent say they would recommend the facility to friends and family. Among cardiovascular patients, approximately 40 percent say they have more trust and confidence in Memorial Hospital after their most recent stay.

“I am very pleased with this recognition from J.D. Power and Associates,” said Mark J. Turner, Memorial Hospital’s president and CEO. “This recognition is a reflection of the exceptional healthcare and compassionate service our employees and Medical Staff deliver to 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.

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

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