



Press Release

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

WESTLAKE VILLAGE, Calif.: X June 2012 — Helen Keller 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.”

“In achieving certification for inpatient services, Helen Keller Hospital is consistently demonstrating its ability to provide outstanding service from the moment patients arrive at the hospital to the time they are discharged,” said Rick Millard, senior 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.SM

The telephone-based research conducted among Helen Keller 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.

Helen Keller 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 the doctor.

The hospital also performs well in providing inpatients with emotional support, particularly with confidence and trust in doctor’s skill level, as well as the treatment of family and friends.

Nearly three-fourths (73%) of inpatients say they “definitely will” return to the facility if needed, while 43 percent say they have much more trust and confidence in Helen Keller Hospital after their most recent stay.

“Receiving the J.D. Power and Associates Distinguished Hospital Recognition for the fourth year in a row is very exciting confirmation of Helen Keller Hospital’s focus on providing excellent patient care,” said W. Douglas Arnold, CEO of Helen Keller Hospital. “The constant attention to quality health care, from all of our employees and physicians, is being rewarded with extremely satisfied patients and family members. Caring for patients is the sole reason for our existence, and I pledge our continued commitment to being the premier health care provider in the Shoals.”

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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