



Press Release

J.D. Power and Associates Reports: Forrest General Recognized for Providing Outstanding Cardiovascular and Maternity Department Experiences

WESTLAKE VILLAGE, Calif.: 19 November 2012 — Forrest General 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 Cardiovascular Experience” and “An Outstanding Maternity Experience.” This is the fourth consecutive year the hospital has been recognized for its cardiovascular services, and the second consecutive year it has been recognized for its maternity department services.

“Earning this distinction for both cardiovascular and maternity services in consecutive years speaks volumes about the commitment Forrest General provides to its patients. They have the ability to provide outstanding service from the moment patients arrive at the hospital to the time they are discharged,” said Richard Millard, senior director of provider programs 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

“Receiving this recognition from J.D. Power and Associates for the fourth consecutive year for our Heart and Vascular Services and the second consecutive year for Maternity Services is a great accomplishment for our staff and physicians, and for all of our employees who have a hand in caring for cardiovascular patients and new moms and their babies,” said Evan Dillard, president and CEO of Forrest Health. “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 to that commitment, and I congratulate our staff on these accomplishments.”

The telephone-based research conducted among Forrest General patients focuses on the five key drivers of patient satisfaction with their overall experience. The drivers, identified in the national study, are speed and efficiency; dignity and respect; comfort; information and communication; and emotional support.

Forrest General exceeds the national benchmark study score for inpatient and emergency patient satisfaction. The hospital performs particularly well when compared with the national study in providing patients with dignity and respect and receives notably high ratings from inpatients for the courtesy of doctors, while emergency services patients indicate they are particularly pleased with the courtesy of radiology staff.

For its maternity services, the hospital performs particularly well compared to the national study in providing patients and experience with a high level of dignity and respect as well as emotional support. These elements are the greatest drivers of satisfaction among the five dimensions of the patient experience.

For cardiovascular services, Forrest General performed particularly well compared to the national study in providing patients and experience with a high level of satisfaction in the area of Doctors and Tests.

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

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

About The McGraw-Hill Companies

McGraw-Hill announced on September 12, 2011, its intention to separate into two companies: McGraw-Hill Financial, a leading provider of content and analytics to global financial markets, and McGraw-Hill Education, a leading education company focused on digital learning and education services worldwide. McGraw-Hill Financial's leading brands include Standard & Poor's Ratings Services, S&P Capital IQ, S&P Dow Jones Indices, J.D. Power and Associates and Platts, a leader in commodities information. With sales of \$6.2 billion in 2011, the Corporation has approximately 23,000 employees across more than 280 offices in 40 countries. Additional information is available at <http://www.mcgraw-hill.com/>.

Media Relations Contacts:

John Tews; J.D. Power and Associates; Troy, Mich.; (248) 312-4119; media.relations@jdpa.com
Jessica Wallace; Forrest General; Hattiesburg, Miss.; (601) 288-1303; jwallace@forrestgeneral.com

No advertising or other promotional use can be made of the information in this release without the express prior written consent of J.D. Power and Associates. www.jdpower.com