



Press Release

J.D. Power and Associates Reports: Northside Hospital Recognized for Providing Outstanding Inpatient Experiences

WESTLAKE VILLAGE, Calif.: 15 October 2012 — Northside 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 Maternity Experience.” This is the fourth consecutive year the hospital has been recognized for its maternity services.

“Earning this distinction for maternity services for the fourth consecutive year speaks volumes about the commitment Northside Hospital provides to expectant mothers,” said Richard Millard, senior director of provider programs at J.D. Power and Associates. “They have the ability to provide outstanding service from the moment patients arrive at the hospital to the time they are discharged.”

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 Northside Hospital 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.

Northside Hospital exceeded the national benchmark study score for overall maternity services satisfaction. The facility’s key strengths are Dignity and Respect and Emotional Support.

Patients rated Northside Hospital highest for courtesy of your doctor, and courtesy of nurses once again for dignity and respect. In the area of emotional support, patients were highly satisfied with confidence and trust in doctor's skill level and how well they treated your family and friends.

“We are delighted to have received this highly regarded recognition from J.D. Power and Associates for a fourth consecutive year,” said Bob Quattrocchi, president and CEO of the Northside Hospital health care system. “Northside delivers more babies than any other single hospital in the U.S. and our commitment to high-quality, compassionate care and service excellence remains our calling card in metro Atlanta. The hard work and dedication of physicians, midwives, staff and others have created a reputation for maternity and newborn services at Northside that is excellent. Their efforts have made receiving this national recognition possible again; and we thank them for all their efforts.”

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 public 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 Indices, Platts energy information services and J.D. Power and Associates. 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
Sharon Hester; Northside Hospital; Atlanta, Ga.; (404)851-8963; sharon.hester@northside.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