



Press Release

J.D. Power and Associates Reports: Syosset Hospital Recognized for Providing Outstanding Emergency Experiences

WESTLAKE VILLAGE, Calif.: 25 March 2013 — Syosset 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 Experience.”

“Earning this distinction for emergency services speaks volumes about the commitment Syosset Hospital provides to its emergency patients,” said John Clark, 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 Syosset 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.

Syosset Hospital exceeded the J.D. Power and Associates’ National Patient Experience Study (NPES)SM benchmark study score for Emergency patient satisfaction. The hospital performed particularly well providing tests and procedures through nursing care.

Patients rated Syosset 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.

“Our goal at Syosset Hospital is to make the patient experience as smooth and comfortable as possible,” said Michael Fener, executive director of Syosset and Plainview hospitals. “This J.D. Power award is a demonstration to the outstanding care provided by our medical professionals and staff. I extend my deepest thanks to community residents for their continued support.”

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 forecasting, 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

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The McGraw-Hill Companies (NYSE: MHP), a financial intelligence and education company, signed an agreement to sell its McGraw-Hill Education business to investment funds affiliated with Apollo Global Management, LLC in November 2012. Following the sale closing, expected in early 2013, the Company will be renamed McGraw Hill Financial (subject to shareholder approval) and will be a powerhouse in benchmarks, content and analytics for the global capital and commodity markets. The Company's leading brands will include: Standard & Poor's, S&P Capital IQ, S&P Dow Jones Indices, Platts, Crisil, J.D. Power and Associates, McGraw-Hill Construction and Aviation Week. The Company will have approximately 17,000 employees in more than 30 countries. Additional information is available at www.mcgraw-hill.com.

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