



## Press Release

### **J.D. Power and Associates Reports: The Valley Hospital Recognized for Providing an Outstanding Inpatient Experience for a 10th Consecutive Year**

**WESTLAKE VILLAGE, Calif.: 4 April 2013** — The Valley Hospital has once again 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 the hospital to provide “An Outstanding Inpatient Experience.” This is the 10th consecutive year the hospital has been recognized for its inpatient services.

“In achieving certification of the inpatient unit for a 10th consecutive year, The Valley Hospital demonstrates its ability to provide consistent, outstanding service to its patients,” said John Clark, director of the healthcare practice at J.D. Power and Associates.

The service excellence distinction is determined by surveying recently discharged patients regarding their perceptions of their hospital visit and comparing the results with 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 The Valley 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.

The Valley Hospital exceeds the national benchmark study score for inpatient satisfaction and receives notably high ratings from inpatients for the care they received from their doctors and nurses during their stay. More than three-fourths (77%) of inpatients indicate they feel loyal to the hospital, while 80 percent say they “definitely will” recommend The Valley Hospital to a friend, relative or colleague.

“We are committed to clinical quality and patient satisfaction,” said Audrey Meyers, president and chief executive officer of The Valley Hospital. “These outstanding recognitions are a demonstration of the priority Valley staff and physicians place on achieving the highest-quality clinical outcomes, while delivering the most compassionate care.”

Nongovernmental, acute-care hospitals throughout the nation are eligible for the 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 ratings, and more, please visit [JDPower.com](http://JDPower.com). J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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**About The Valley Hospital**

The Valley Hospital, a 451-bed, acute care, not-for-profit hospital located in Ridgewood, NJ, is part of Valley Health System, which also includes Valley Home Care and Valley Medical Group. Valley is an affiliate of NewYork-Presbyterian Healthcare System and the recipient of numerous awards and recognitions. These include recognition for service excellence by J.D. Power and Associates for inpatient and emergency department care, and two major awards for patient safety and quality care from the Leapfrog Group, which ranked Valley among the top hospitals in the nation. Valley is ranked No. 1 in NJ by Healthgrades for overall cardiac services, cardiac surgery, and coronary interventional procedures. Valley has also been honored twice with “Magnet” designation—the nursing profession’s highest honor. Key services include cardiology, oncology, women’s and children’s services, emergency care, orthopedics and neurosciences. For more information, please visit [www.valleyhealth.com](http://www.valleyhealth.com).

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