



Press Release

J.D. Power and Associates Reports: Valley View Hospital Recognized for Providing Outstanding Inpatient And Emergency Department Experiences

WESTLAKE VILLAGE, Calif.: 26 April 2012 — Valley View 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” and “An Outstanding Emergency Department Experience.” This is the second consecutive year the hospital has been recognized for its inpatient services, and the fourth consecutive year it has been recognized for its emergency department services.

“Earning this distinction for the emergency and inpatient services lines, speaks volumes about the commitment Valley View Hospital has made to deliver an outstanding patient experience,” said Scott Hawkins, director of the healthcare practice at J.D. Power and Associates. “Patients place a high value on the service aspects of their hospital stay, and consistently providing them with a positive experience is crucial.”

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 Valley View 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.

Valley View Hospital 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.

The hospital also performs well in providing patients with emotional support, receiving high ratings from inpatients for their treatment of family and friends. Among emergency patients, the hospital receives high ratings for the cleanliness of the registration and other waiting rooms.

More than three-fourths (79%) of inpatients and 67 percent of emergency service patients say they intend to return to the hospital. Of the patients who received both inpatient and emergency services, 35 percent indicate they have “much more” trust and confidence in the facility after their most recent stay.

“It is an honor to be recognized by J.D. Power and Associates for providing an exceptional experience to our patients,” said Gary Brewer, CEO of Valley View Hospital. “We are particularly proud that Valley View Hospital has been recognized four times in a row for Emergency Services. Additionally, Valley View inpatient services received their third award in six years. At Valley View, we recognize how important it is to provide our patients with an outstanding hospital experience. It is this commitment that has allowed us to again be recognized in the

J.D. Power and Associates Distinguished Hospital Program.”

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.

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