
Contact: Janice Piscitelli
Office: 614.546.3410
Mobile: 614.361.0040
jpiscitelli@mchs.com

**MOUNT CARMEL NEW ALBANY SURGICAL HOSPITAL
RECEIVES PRESS GANEY 2009 SUMMIT AWARD
---NATIONAL "TOP PERFORMER" IN PATIENT SATISFACTION FOUR YEARS IN A ROW---**

Columbus, Ohio (November 17, 2009) --- Press Ganey Associates, Inc. named Mount Carmel New Albany Surgical Hospital a 2009 Summit Award Winner at its annual conference today in National Harbor, Maryland. It is one of two hospitals in Ohio, and among only 32 hospitals nationally, to receive the prestigious award for inpatient care. This marks the fourth consecutive year the hospital has received the Summit Award.

The Summit Award is reserved for hospitals that achieve and maintain the extraordinary. Recipients must have ranked in the 95th percentile for patient satisfaction—the top five percent in the nation—or above for a minimum of three consecutive years. Mount Carmel New Albany ranks in the 99th percentile.

"Everything about Mount Carmel New Albany Surgical Hospital is centered on patient satisfaction," says Richard D'Enbeau, president and chief operating officer.

Since opening in December 2003 as a musculoskeletal hospital, Mount Carmel New Albany has consistently improved its performance. Its many personalized services include accommodations for guests to stay overnight with their loved ones, education programs to help patients and guests understand the scheduled surgical procedure, and a concierge service. "We strive to make every patient and guest feel at home, welcomed, and well-cared for," D'Enbeau says. The hospital features 42 private and spacious rooms, large flat-screen televisions, wireless internet capability and room service.

"The amenities complement a carefully designed patient care process," Diane Doucette, Mount Carmel New Albany senior vice president of clinical services explains. "Our continuum of care is integrated, team orientated and data-driven."

The integrated process begins at the physician's office, follows the patient during the preoperative stage, and continues after surgery with individualized case management and physical therapy services 365 days a year. The circle is complete as the patient returns to the physician's office for follow-up care. In addition, the Mount Carmel New Albany team meets regularly to review patient comments and refine its service excellence.

"Patient satisfaction is built from a trusting and committed relationship between the care team, the patient, and family members. We provide the utmost quality of care with respect and compassion," says Lynda Yonker, MCNA's chief nursing officer.

"The positive relationships that exist between physicians, associates, and patients foster a belief that quality care, evidence-based medicine, education, and service excellence are the foundations of an excellent care experience," adds Dr. Carl Berasi, Mount Carmel New Albany board chair.

"We appreciate this recognition of our commitment to the patient care experience, and the quality of the service our associates strive to provide," says Claus von Zychlin, Mount Carmel Health System president and chief executive officer. "It is even more meaningful that the Summit Award reflects what our patients and their families think of our service. We are proud of our Associates and physician partners who provide outstanding service every day—one patient at a time."

ABOUT MOUNT CARMEL HEALTH SYSTEM

Founded in 1886, Mount Carmel Health System (MCHS) is a not-for-profit healthcare system offering a broad range of healthcare services in the Central Ohio region. MCHS includes four hospitals – Mount Carmel East, Mount Carmel West, Mount Carmel St. Ann’s, and Mount Carmel New Albany; numerous outpatient services; home care; palliative and hospice care; an ambulance and mobile intensive care unit service; a community outreach program for the poor and under-served; a college of nursing; and a Medicare Advantage health plan (MediGold). MCHS has more than 8,400 associates; medical staffs of approximately 1,500 physicians; and more than 1,000 volunteers. MCHS has received national recognition for its quality of care, and is a past recipient of the Catholic Health Association’s highest award – the “Achievement Citation.” As a Mission-driven organization, MCHS provided more than \$65 million in total uncompensated community benefits in FY 09, serving 229,000 individuals. MCHS is a member of Trinity Health, the fourth-largest Catholic healthcare system in the United States (based on operating revenue). For more information, visit www.mountcarmelhealth.com

ABOUT PRESS GANEY ASSOCIATES, INC.

For more than twenty years, Press Ganey Associates, Inc. has been committed to providing insight that allows health care organizations to improve the quality of care they provide. The company offers the largest comparative customer feedback databases, actionable data, solution resources, and unparalleled customer service. Press Ganey currently collaborates with more than 7,000 health care facilities—including nearly 40% of U.S. hospitals—to measure and improve the quality of their care.

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