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MOUNT CARMEL NEW ALBANY SURGICAL HOSPITAL RECEIVES PRESS GANEY 2007 SUMMIT AWARD ---NATIONAL "TOP PERFORMER" IN PATIENT SATISFACTION---

Columbus, Ohio (November 28, 2007) --- Press Ganey Associates, Inc. named Mount Carmel New Albany Surgical Hospital a 2007 Summit Award Winner today at its annual conference in Kissimmee, Florida. It is the only hospital in Ohio, and just one of nine hospitals nationally, to receive the prestigious award for inpatient care.

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.

This marks the second consecutive year that Mount Carmel New Albany has received the award.

"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, a *Get Well Network* providing patients and guests with a resource to help them understand their 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, televisions with wireless internet capability, and room service. Outdoors, the campus features walking trails to take advantage of its country setting.

"The amenities complement a carefully designed patient care process," says Diane Doucette, Mount Carmel New Albany vice president of clinical services. "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 services and 24-hour physical therapists. The circle is complete as the patient returns to the physician's office for follow-up care. In addition, the Mount Carmel New Albany staff meets regularly to review patient comments and refine its services.

"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.

"This recognition of our commitment to the patient care experience, and the quality of the service we provide is much appreciated," 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. Every day they provide a premiere service to our community—one patient at a time."

ABOUT MOUNT CARMEL HEALTH SYSTEM

Founded in 1886, Mount Carmel Health System (Columbus, Ohio) offers a broad range of healthcare services in the Central Ohio region and has approximately 1 million patient visits annually. MCHS includes four hospitals with a combined 1,267 beds; 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 health plan. MCHS has approximately 8,000 associates; a medical staff 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, Mount Carmel provided more than \$59.8 million in total uncompensated community benefits in FY 07. Mount Carmel is a member of Trinity Health (Novi, Mich.), the fourth-largest Catholic healthcare system in the United States.

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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