

Media Release

11 July 2011

National success in doctor and patient satisfaction

St John of God Health Care, Australia's third largest private hospital operator, has excelled in a series of patient and doctor satisfaction surveys conducted by the independent Press Ganey survey group.

Inpatients, day patients and doctors ranked the not for profit organisation in the top quartile at the 77th centile of all participating hospitals, public and private, nationally.

Annual Press Ganey surveys provide comprehensive feedback, which hospitals use to improve performance. Patient responses stimulate continuous improvement in patient care, while doctor responses are used to improve operational aspects that can help doctors provide the very best medical care to their patients.

St John of God Health Care's Acting Group Chief Executive Officer, Dr Lachlan Henderson, said the organisation had been providing high quality health care services to Australians for more than 116 years and the survey results demonstrated an ongoing focus on excellence across its hospitals.

"While the effort of all caregivers, as we call our employees, across our 13 hospitals helped us gain our superb overall ranking, caregivers at our Ballarat, Geelong and Subiaco hospitals are to be commended for their part in placing these hospitals within the top quartile in all three surveys."

Geelong's day patients ranked it at the 99th centile. The best of over 100 day surgery services; Subiaco's doctors ranked the hospital at the 99th centile, while Ballarat achieved a personal best with its average overall ranking at the 78th centile.

In addition, Nepean Rehabilitation Hospital in Melbourne was ranked at the 99th centile, coming top of its peer group of private specialist rehabilitation hospitals.

"Importantly, the results are a resounding endorsement by patients and doctors of St John of God Health Care's ability to provide first class patient care within excellent facilities and using the most contemporary equipment. These factors also make our hospitals very attractive employers for nursing, allied health and other caregivers," Dr Henderson said.

St John of God Health Care returns its revenue to the communities it serves by updating and expanding technology and facilities, expanding existing services and acquiring new services, and providing Social Outreach and Advocacy services to people experiencing disadvantage.

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St John of God Health Care is a leading provider of private hospitals, pathology, home nursing and Social Outreach and Advocacy services, throughout Australia, New Zealand and the Asia-Pacific region.

Employing 9,500 staff we are Australia's:

- largest not-for profit private health care group
- third largest operator of private hospitals
- fourth largest pathology operator

As a Catholic, not-for-profit group, we return all revenue to the communities we serve by:

- Updating and expanding technology and facilities
- Expanding existing services and acquiring new services
- Providing Social Outreach and Advocacy services to people experiencing disadvantage