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Patients and doctors rank St John of God Health Care number one

Residents in Midland and surrounding communities who will be served by the new St John of God Midland Public Hospital and St John of God Midland Private Hospital can look forward to the highest quality care with St John of God Health Care being ranked the number one private hospital operator by its inpatients and doctors according to the latest independent Press Ganey Satisfaction Survey results.

St John of God Health Care's average score of 85.3 from 2,238 inpatients who responded (4229 patients were sent survey forms) placed it in the 99th percentile when benchmarked against other private hospital groups.

St John of God Health Care is consistently ranked the top private hospital operator by visiting doctors in the Press Ganey Doctor Satisfaction Survey.

Group Chief Executive Officer Dr Michael Stanford credited the group's employees for the excellent care shown to patients from the point of admission through to discharge from hospital.

He said the high level of care provided to patients and the clinical expertise of nursing staff were reflected in the satisfaction of the doctors who admitted patients to St John of God Health Care hospitals.

"As an organisation we strive for excellence and take satisfaction results very seriously. We actively respond to all feedback and ensure we continuously review feedback and best practice to deliver the best possible care," he said.

Patients attending the new St John of God Midland Public and Private Hospitals, currently under development, can expect similarly high levels of care, following in the footsteps of the not for profit organisation's existing 13 hospitals.

The Press Ganey Patient Satisfaction Survey is conducted annually and asks patients a number of questions about the entire hospital stay including the clinical management of their condition, rooms, meals, admission and discharge.

The Press Ganey Doctor Satisfaction Survey, also conducted annually, asks doctors questions about hospital management, medical services, scheduling and admissions, nursing issues and their overall evaluation.

Visit <http://www.midlandhospitals.org.au/> for more information about the new hospitals.

Ends

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FACTS

St John of God Midland Public Hospital

The St John of God Public Hospital will offer a wide range of services, including new and expanded services than those currently offered by Swan District Hospital, which will be free of charge to public patients. These will include:

- New intensive care / high dependency / coronary care unit
- New cancer care service
- Significantly expanded emergency department
- 24-hour anaesthetic cover
- Enhanced cardiology
- Expanded general surgery (including day surgery) and surgical specialties
- Expanded obstetric care
- Expanded general medical, medical specialties and geriatric and aged care
- Expanded general paediatrics
- Expanded stroke and rehabilitation
- Expanded mental health
- Expanded ambulatory care (outpatient clinics)
- Maternity and neonatology
- Pathology

The St John of God Midland Private Hospital

The 60-bed private St John of God Midland Private Hospital will deliver outstanding specialist medical and surgical care, including inpatient care and day surgery, for those wishing to obtain private treatment from the doctor of their choice.

For more information, visit www.midlandhospitals.org.au

About St John of God Health Care

St John of God Health Care is a Catholic, not-for-profit health care group operating 13 private hospitals (2,030 beds), 7 in regional areas, in New South Wales, Victoria and Western Australia. The organisation reinvests in improving the health of Australians by updating and expanding facilities and services, investing in people and technology, and providing a range of community health services – at no or minimal cost – to people experiencing disadvantage. For more information, visit www.sjog.org.au