



## NEWS RELEASE

For Immediate Release

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### **PATIENTS RECOGNIZE ST. LUKE'S FOR EXEMPLARY SERVICE**

**Boise, ID (May 11, 2007)** – St. Luke's excels in service quality, which is why St. Luke's Boise Medical Center and St. Luke's Meridian Medical Center have been named a National Award winner in healthcare service quality for Exemplary Service Overall Best Performer 2006 by Avatar International Inc., a leader in healthcare research and consulting. This award is based on the results of the hospital's 2006 patient surveys for inpatients, outpatients, ambulatory surgery, and emergency care. Avatar also awarded St. Luke's with the Five Star Service Inpatient Care 2006 award, which is based on the results from the hospitals 2006 Inpatient Care patient surveys.

St. Luke's is continually looking for opportunities to improve a patient's experience, which is why the hospital takes the initiative to ask for patients' opinions during their stay and after care is received. This is done in a variety of ways including written satisfaction surveys and follow-up phone calls.

St. Luke's also holds focus groups to collect detailed feedback from patients about service quality. If a patient is dissatisfied, the issue is resolved by involving important key figures such as directors or supervisors to help address and remedy the problem. Many clinical areas at St. Luke's have incorporated service recovery plans, which allow staff members to give small tokens such as coffee and cafeteria coupons to patients in an effort to acknowledge an appointment delay or a stressful situation.

"It's extremely important that our patients have a positive experience with St. Luke's," said Gary Fletcher, CEO of St. Luke's Boise and Meridian. "Ensuring our patients are satisfied is an ongoing, everyday commitment that we cannot afford to lose sight of."

St. Luke's commitment to patient satisfaction goes beyond simple customer service such as being efficient and polite. Areas within the hospital provide different services to a wide variety of patients; being prepared to meet a unique patient need is essential. At St. Luke's MSTI, Treatment Learning Classes (TLC) are provided for every patient prior to their first chemotherapy or radiation treatment. These classes are for both the patient and their family and help ease some of the uncertainty of being a new patient. Expectant mothers who are on bed rest in the Antepartum unit receive weekly massages and have access to yoga and music therapy to

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help them relax and to help them have a healthy pregnancy. The Chest Pain Centers in Boise and Meridian make follow-up appointments for patients before they are discharged or call the patient at home with an appointment. Patients also receive phone calls twenty-four hours after their visit and a week later to ask how they are feeling, answer questions, and confirm they have followed up with their appointment. This provides comfort and reassurance to patients who have experienced something traumatic and unplanned. It also provides the patient with additional education.

Founded in 1902, St. Luke's Boise Regional Medical Center is a 369-bed community hospital. St. Luke's Meridian Medical Center is a 104-bed community hospital that began providing a full range of hospital services in 2001. St. Luke's Boise and St. Luke's Meridian are both designated as a Magnet hospital, the gold standard for nursing excellence.

St. Luke's Health System is Idaho's only locally owned, not-for-profit health system. The system offers a full continuum of care through its four hospitals and more than 30 outpatient centers and clinics. St. Luke's Health System's 6,400 employees, 867-member medical staff, and more than 850 volunteers are committed to delivering the highest quality care to those in medical need regardless of their ability to pay. With a mission "To improve the health of people in our region," St. Luke's Health System provided \$138 million (including capital) in community benefit during its 2006 fiscal year. The hospitals of St. Luke's Health System have earned numerous national awards and recognition for excellence in patient care. For more information about St. Luke's Health System, visit [www.stlukesonline.org](http://www.stlukesonline.org).

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