

St. Francis Insider



A publication to keep you "In the Know"

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**Bon Secours St. Francis Health System
Honored with 2nd consecutive**

Outstanding Patient Experience Award

Patients Rate Bon Secours St. Francis Health System in Top 5% in the Nation for Satisfaction, Including Staff Responsiveness, Quiet Rooms, Well-Controlled Pain

Greenville, SC (June 2, 2009) –Bon Secours St. Francis Health System today announced that it has received the 2009/2010 Outstanding Patient Experience Award™ for a consecutive second year in a row from HealthGrades, the nation's leading independent healthcare ratings organization.

"While this award recognizes St. Francis and makes us incredibly proud of what our patients say about us, it is truly about fulfilling our mission to provide compassionate, quality care for every patient with every encounter," says Valinda Rutledge, CEO Bon Secours St. Francis Health System. "Receiving this award for the second consecutive year is incredibly affirming of the dedication and commitment shown each day by everyone on our staff - doctors, nurses and the entire St. Francis team. From clear patient communication to vigilant pain management and ensuring a quiet environment in which to rest- this is a core part of what we do, and we're grateful for this honor. "

For hospitals receiving the HealthGrades award, 57% more patients gave that hospital a 9 or 10 on a 10 point scale for overall patient satisfaction on the national, standardized survey, called the *Hospital Consumer Assessment of Healthcare Providers and Systems* or HCAHPS.

Hospitals receiving this award are top rated in terms of patient satisfaction, as measured by survey results of patients gathered under an initiative of the U.S. Department of Health and Human Services' Centers for Medicare and Medicaid Services covering the year ending June 2008. The results were analyzed by HealthGrades.