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NEWS RELEASE

Russell County's only hospital is recipient of national quality award

Milestone achievement to be celebrated at Jack Hughston Memorial Hospital in Phenix City, Ala., on Monday, Aug. 30, at 12 p.m.

PHENIX CITY, AL – Please excuse the 315 employees at Jack Hughston Memorial Hospital in Phenix City, Ala., if they seem a little overly enthusiastic on the job. It's been tough on them to collectively keep a secret over the last week. But the word is out now and they are ready to spread the news and celebrate.

Jack Hughston Memorial Hospital is the recipient of the HealthGrades "Outstanding Patient Experience Award™ 2010/2011." This prestigious award places Jack Hughston Memorial Hospital in the Top 5% of hospitals nationwide for exemplary service to patients and overall patient satisfaction.

On Monday, Aug. 30 at 12 p.m., a HealthGrades official will present the distinctive award to the hospital staff and leadership of Jack Hughston Memorial Hospital in a special ceremony.

"Everybody is so excited," said Melanie Yomes, human resources manager at Jack Hughston Memorial Hospital. "This is a big award because service and care for patients and patient satisfaction is our highest priority. Our employees take tremendous pride in going the extra mile to care for patients and now they are being deservedly rewarded for their efforts."

The award ceremony will take place in the hospital cafeteria where special food will be prepared for all employees and guests. Attendees at the celebration will include Phenix City Mayor Sonny Coulter, hospital employees and physicians, hospital patients, members of the Phenix City Council and Russell County Commission, media, and other special guests.

“Congratulations to all employees of Jack Hughston Memorial Hospital,” said Michele E. Walker, Phenix City Council member from District 2. “This is a wonderful achievement and the entire community is proud. You represent Phenix City well.”

Opened in 2006, Jack Hughston Memorial Hospital is the third largest private employer in Russell County after MeadWestvaco and AlaTrade Foods LLC.

“This is fantastic news for Jack Hughston Memorial Hospital,” said Victor Cross, executive director of the Phenix City/Russell County Chamber of Commerce. “We are very fortunate to have a respected institution like Hughston in our community. The hospital provides good jobs to our residents and helps drive the local economy.”

HealthGrades is the leading independent health care ratings company in the United States. The “Outstanding Patient Experience Award” is based on analysis of the federal government’s Hospital Consumer Assessment of Healthcare Providers and Systems survey, also known as HCAHPS. The HCAHPS data is captured by a 27-question survey to adult patients 48 hours to six weeks after hospital discharge. CMS (Centers for Medicare and Medicare Services) then condenses the survey results into 10 key measurements, such as Communication with Nurses, Responsiveness of Hospital Staff, Cleanliness, and Recommendation to Family/Friends. Finally, HealthGrades processes all of the data through its proprietary formula and ranks all hospitals by their final scores.

“This recognition of our hospital validates our employees’ commitment and dedication to providing quality, compassionate and attentive care to all patients,” said Mark Baker, interim CEO of Jack Hughston Memorial Hospital. “Out of all hospital measurements, at the top of the priority list is how we are doing in the area of patient satisfaction. This yardstick of hospital achievement comprises every phase and aspect of a patient’s experience at Jack Hughston Memorial Hospital, from admissions to staff friendliness and responsiveness, to surgical outcomes and communication with patients, to general hospital cleanliness and quietude, to discharge and follow up.”

One guest who will be on hand for the ceremony is Robert Tillman of Moultrie, Ga., who had several surgeries at Jack Hughston Memorial Hospital to save his leg from amputation. Tillman’s leg was shattered in a gas tank explosion accident. He suffered multiple fractures and bled out internally. Dr. Fred Flandry, chief of staff at Jack Hughston Memorial Hospital, operated on Tillman’s leg seven times.

“He saved my leg,” said Tillman. “He saved it from being cut off.”

Tillman said he is very appreciative of the exceptional care that he received from the hospital staff and medical professionals.

“I love that hospital. You could not ask for better people in the OR,” said Tillman. “The nurses were like family. They went beyond what they had to do. The place is awesome.”

“There are a select group of hospitals that have made a top-to-bottom commitment to providing their patients with an outstanding patient experience as part of their overall commitment to quality,” said Rick May, MD, a HealthGrades vice president. “Members of their community should take pride in knowing that, should they need it, there’s a hospital in their area that puts patients first.”

STORY IDEAS

Five Fingers

Subway has its \$5 foot-long sandwich, and now Jack Hughston Memorial Hospital has its Top 5% ranking. If you see a hospital employee holding up five fingers or two nurses “high-fiving,” then you have witnessed the “Five Phenomena” sweeping through the halls of the Jack.

Tillman’s Trauma

As a city employee of Moultrie, Ga., Robert Tillman was excavating a gas tank when the hazardous vessel exploded and sent him flying. He fractured his leg in multiple places and also sliced his femoral artery. Fortunately for Tillman, he met Dr. Fred Flandry at Jack Hughston Memorial Hospital who put his leg together again.

The Case for More Physician Owned Hospitals

Physician owned hospitals, such as Jack Hughston Memorial Hospital, offer better care, better outcomes and better patient experiences. Most of the top hospitals in the United States, such as Mayor Clinic and Cleveland Clinic, were founded by physicians and remain physician owned. So why is health care reform stacked against physician owned hospitals?

Hospital History

The last decade has been tough on hospitals in Russell County. Three hospitals have come and gone—Cobb Memorial Hospital, Phenix Regional Hospital and Summit Hospital. But Jack Hughston Memorial Hospital is here to stay. What’s different this time?

About Jack Hughston Memorial Hospital

Located in Phenix City, Ala., Jack Hughston Memorial Hospital offers surgery and healing in a private, physician-owned hospital. The acute care hospital features 70 private patient rooms, six operating suites, a friendly and specialized staff, the best in medical technology, and excellent patient satisfaction scores. Open since 2006, Jack Hughston Memorial Hospital is licensed by the **Alabama State Board of Health**, and has earned the **Joint Commission’s Gold Seal of Approval™** as a fully accredited hospital recognized for the highest standards of quality and safety in the delivery of health care. Jack Hughston Memorial Hospital is the recipient of the **HealthGrades “Outstanding Patient Experience Award 2010/2011.”** HealthGrades is an independent healthcare ratings organization. Jack Hughston Memorial Hospital is a destination hospital that draws patients primarily from the Southeast. For more information on JHMH, visit www.jackhughstonmemorialhospital.com.

About HealthGrades

HealthGrades, Inc. (Nasdaq: HGRD) is the nation’s leading independent healthcare ratings organization, providing quality ratings, profiles and cost information on the nation's hospitals, physicians, nursing homes and prescription drugs. Millions of patients and many of the nation’s largest employers, health plans and hospitals rely on HealthGrades’ quality ratings, advisory services and decision-support resources. The HealthGrades Network of web sites, including HealthGrades.com and WrongDiagnosis.com, is a top-five health property according to ComScore and is the Internet’s leading destination for patients choosing providers. More information on how HealthGrades guides America to better healthcare can be found at www.healthgrades.com.

About HCAHPS (*Hospital Consumer Assessment of Healthcare Providers and Systems*)

For this standardized patient experience survey, a random sample of patients visiting a hospital was given a 27-question survey within 48 hours to six weeks after discharge. Patients were surveyed throughout the year, and the survey was administered by mail, telephone, mail with telephone follow up, or interactive voice recognition. Participating hospitals may either use an approved survey vendor or collect their own HCAHPS data (if approved by CMS to do so). CMS’s target is that each hospital has 300 completed surveys annually. For more information on HCAHPS, see www.hcahps.org.

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