



Contact: Karen Shea
Office: (661) 949-5290 Cell: 661-433-2186
karen.shea@avhospital.org

PATIENT SATISFACTION SCORES IMPROVING AT ANTELOPE VALLEY HOSPITAL

(LANCASTER, CA – December 4, 2008) — Among the many positive changes being made at Antelope Valley Hospital (AVH) and under the leadership of current Chief Executive Officer (CEO) Edward Mirzabegian, patient satisfactions scores are on the rise.

AVH has employed companies to manage Patient Satisfaction Surveys for the past three years, previously AVATAR and most recently Press Ganey. “We randomly send surveys to patients after they have stayed with us at the hospital, or used an outpatient service,” states Mary Theobald, Director, Patient & Guest Relations. “But now we are taking the survey results more serious than ever.”

“We talk about patient satisfaction in each department every day,” states Theobald. “We are dedicated to improving our scores in all departments, and so far we are doing just that.” Six AVH departments have improved patient satisfaction scores by more than 5% over the first quarter to the second quarter of 2008. “Each department is given the results of the surveys monthly and they discuss areas where patients were less than satisfied. Steps are taken to correct those issues and the result is happier patients” says Theobald.

“We are dedicated to improving the care our patients receive here at the hospital,” states Edward Mirzabegian, CEO. “We are not satisfied doing things the way they have always been done in the past. We are looking for better and more efficient ways to treat our patients, but more importantly, we are dedicated to treating our patients and their families better. We are not surprised the scores are improving; AVH is committed to our patients’ having the best care possible. With strong management in place and all departments focusing on what they need to do to improve the patient experience in each department, we will continue to improve our services. We want our patients and their families happy—bottom line.”

(more)

The departments that have shown the greatest improvement in one quarter are:

Emergency Department	8.4%
4 Tower	10.39%
3 North	9.65%
Out Patient Rehabilitation	12.55%
GI Lab	5.45%
Out Patient Treatment Center	5.86%

“We are proud of all these departments. They have taken the patient surveys seriously and are implementing change in their departments. This is obvious by the dramatic improvement in their scores” states Mirzabegian.

“The emergency department (ED) has taken the patient surveys and made several changes,” states Elizabeth Reid, Director, Emergency Department. “Our surveys stated that our patients were less than satisfied with the environment – so we met with our Environmental Services Department and they hand-picked energetic and motivated staff and trained them to work in the ED, then added staff to the team to provide the same quality of service seven days a week.” The ED has expanded the patient waiting room by removing an old triage room, reallocated space to remove clutter from hallways and added television sets in most patient treatment areas. “The patients have remarked on the improvement,” says Reid. “And this is only one area of the survey. We are looking at all areas and making substantial improvements in other areas as well.”

The GI Lab, whose scores were already high at 87.02%, increased the patient scores in that department to 92.47% in one quarter. The areas of the survey where the GI/Lab improved the most were in communication and environment, with the score for environment improving nine points in one quarter. “With the recent move to the third floor, the patient now has their own room with a bathroom and television to enhance comfort during their stay” states Pam Main, Charge Nurse, GI Lab. “This, combined with the great job Environmental Services does maintaining the cleanliness of the unit, has helped increase our scores in that area.” Team work among nurses and physicians, along with communication scores, have also improved. The GI Lab has always strived to provide the best patient care possible while learning new GI procedures and offering the most advanced technology. The staff does their best to insure the procedure is performed at the scheduled time, with the appropriate equipment. “Our goal is to

provide efficient, cost effective care to our clients” says Main “We strive to communicate with each patient so they understand the procedure, the medications, the pain levels, and address any discharge concerns.” The staff has excellent rapport with the physicians and ancillary staff, as many of the procedures are performed in other departments.

The patient surveys include six questions pertaining to nursing quality of care. Nursing care has improved tremendously on 4 Tower’s (4T) medical surgery unit. The nursing unit on 4T took the six questions, which totaled 479.25 points for the first quarter, and began addressing them in staff meetings. After discussion and training on quality of care, 4T improved their points to 558.82 for the second quarter. “Just by improving communication to the patients we increased our score in that area by 16.6%,” states Melodie Francavilla, Director, 4 Tower. “We make a point to bring each patient their updated information every day. We don’t just assume they know what is going on. We listen to them, we are there to answer questions, and we are showing that we really care about them.” With this attention to the patient and a true concern for them, 4T has increases in many other area of the survey such as environment, patient safety and problem resolution. “We are committed to making sure our patients have the best possible experience while they are here at our hospital” states Francavilla.

Press Ganey, the new survey administrators for the hospital, promise to return surveys much faster so results can be analyzed and changes implemented more readily. “You will continue to see change at the hospital and you will continue to receive improved services from all our departments,” says Mirzabegian. “That is a promise.”

About Antelope Valley Hospital

Celebrating more than 50 years of caring for the community, Antelope Valley Hospital, a facility of Antelope Valley Healthcare District, is a non-profit, 420-bed hospital that was founded in 1955. The hospital is dedicated to providing quality care and services to everyone in the Antelope Valley. AV Hospital is located at 1600 West Avenue J in Lancaster, California. For further information, please visit www.avhospital.org or call 661-949-5000.

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