



Bethesda Hospital

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**MEDIA STATEMENT
5 September 2011**

BETHESDA AGAIN VOTED BEST HOSPITAL IN WA.

For the second year in a row, Bethesda Hospital in Claremont has just been announced as the best private hospital in Western Australia, according to the nation's largest and most comprehensive survey of patient satisfaction conducted by leading health fund Medibank Private.

Nationally, 22,668 people took part in this most recent Hospital Experience Survey, the only study of its kind. The Survey covers every stage of the hospital experience, from pre-admission to discharge and follow-up, respondents sharing their thoughts on everything from the standard of medical treatment provided, to privacy levels, cleanliness and food quality.

Bethesda Hospital scored an overall 92% patient satisfaction with their hospital stay compared to the benchmark of 89%.

The areas in which Bethesda Hospital scored significantly high included:

- Information on hospital arrangements – 95%
- Opportunities to ask questions about condition or treatment – 98%
- Quality, amount and timing of food services – 95%
- Quietness and restfulness of room – 95%
- Privacy – 96%
- Facilities for belongings – 97%

Bethesda Hospital also received almost perfect scores on the following areas:

- Information on how to prepare for admission -99%
- Amount of food and timing of meals-99%
- Cleanliness of room and bathrooms – 98%
- Caring and compassionate attitude –98%
- Respect for privacy during stay – 98%
- Opportunity to ask questions about condition or treatment – 98%

This top achievement comes just months after Bethesda Hospital was ranked second in a HBF patient satisfaction survey, out of fifteen private WA hospitals surveyed.

Bethesda Hospital Chief Executive Officer, Yasmin Naglazas stated that the hospital's staff was thrilled with the latest accolade, as they have been working hard over the last three years to exceed patient and visitor expectations.

'Excellent patient care is paramount at the hospital, however our staff go that little bit extra to ensure that the patient's hospital stay is an enjoyable experience'.

'You only have to read our patient testimonials which are updated regularly on our website to see that we are doing a great job', Ms Naglazas said.

Post survey, all participating hospitals receive detailed reports from Medibank Private, outlining the areas where patients said they were doing well and areas where improvements could be made.

Bethesda is an independent eighty eight bed hospital in Claremont which has been providing outstanding care and service to the Western Australian community for nearly seventy years.

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