

BETHESDA HEALTH CARE RANKED #1 IN WA FOR PATIENT EXPERIENCE

Bethesda Health Care, a Claremont based private hospital, was the top ranked private hospital in the recently published Medibank Patient Experience Survey.

In the Patient Experience Survey, Medibank members who have had an overnight stay in a participating hospital are asked about 9 aspects of their hospital stay, as well as their likelihood to recommend; and to rate their overall stay.

These patient experience results are based on survey responses from Medibank members who had an overnight stay in this hospital between 1 July 2017 and 30 June 2018.

When asked, 83% of members would definitely and 15% of members would probably recommend Bethesda Health Care to family and friends. In addition, members rated their overall experience in Bethesda Health Care as 9/10.

Bethesda Health Care Chairman Dr Neale Fong said that 'our hospital was the top ranked for both recommendations and overall patient experiences, and we are thrilled to share these survey outcomes. This impressive result demonstrates the true commitment Bethesda Health Care has to elevating the patient experience, and our team of carers really do provide 'Patient Centred Care'".

Nick Bailey, Head of Provider Strategy at Medibank said 'that the collation and publication of the patient experience results is an important step in improving transparency for private health consumers and patients and importantly reinforces the value of private healthcare by demonstrating the positive experiences that Medibank members are having in private hospitals'.

The results of the Medibank Patient Experience Survey can be found via this link :
<https://www.medibank.com.au/health-insurance/using-your-cover/going-to-hospital/hospital-experience-scores/>

Bethesda Health Care is an independent 88-bed award-winning hospital in Claremont who has been providing care and service to the Western Australian community for more than 70 years.

www.bethesda.org.au

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Bethesda
health care

Media Contact :

Naomi Quinlivan

0408 598 977

nquinlivan@bethesda.org.au

