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LSU HOSPITALS SCORE HIGH IN PATIENT SATISFACTION RATINGS

Baton Rouge (October 31, 2008)—LSU teaching hospitals exceeded national norms for patient satisfaction, communication with doctors, pain management, and cleanliness in a new survey conducted for the federal government.

“A number of factors impact a patient’s stay in the hospital,” said Dr. Michael K. Butler, acting CEO of the LSU Health System – Health Care Services Division. “We are continually improving all aspects of the patient’s experience so that we can provide quality health care in a superior hospital environment.”

The results contained in a New England Journal of Medicine article included results for seven hospitals operated by LSU’s Health Care Service Division (LSU HCSD). The survey, which covered six areas, including communication with doctors and nurses as well as explanations about medication, the helpfulness of hospital staff and whether patients received discharge information, were part of an ongoing assessment of patient satisfaction at all U.S. hospitals that receive Medicare payments.

Overall, the study found moderately high levels of satisfaction with care. Nationally, 67.4 per cent of respondents said they would definitely recommend the hospitals, but for LSU hospitals, an average of more than 77 per cent of patients said they would recommend LSU hospitals to friends and family.

The single highest scores for LSU hospitals were in doctor-patient communications. Asked how often doctors communicated well, 89 percent of LSU patients gave high marks to their physicians, 10 points higher than the national average.

“Effective communication is essential for a good doctor-patient relationship,” said Dr. Fred Cerise, LSU Health System vice president for health affairs and medical education. “Listening to a patient’s concerns, responding to questions, and being compassionate are essential to the therapeutic process.”

The study’s lead author, Dr. Ashish Jha, assistant professor of health policy at the Harvard School of Public Health, noted that teaching hospitals were rated higher than all other hospitals.

“We train our residents to treat the person, not just the condition,” said Dr. Butler.

“Medical training and health care delivery go hand in hand as complementary components, and the patient is better for it.”

More information on the survey, including a copy of the New England Journal of Medicine survey, is available at www.nejm.org. LSU results are available at www.lsuhs hospitals.org.

The LSU Health System - Health Care Services Division is one of the largest public health care delivery systems in the country. It has over 31,000 admissions, 180,000 patient days, 981,000 outpatient visits, and over 270,000 emergency department visits. Each year 1100 residents and fellows from the LSU and Tulane Schools of Medicine and Ochsner Health System and 2,200 nurses and allied health students from many colleges and universities are trained in LSU facilities.

LSU is the largest single provider of uncompensated inpatient care in Louisiana. LSU HCSD hospitals have an economic impact of over \$1.4 billion in asset business activity, \$568 million in personal earnings, and generate over 12,000 jobs.

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