

*Ukiah Valley  
Medical Center*



**Marketing/Development**  
275 Hospital Drive  
Ukiah, CA 95482  
Phone: 707-463-7606  
Fax: 707-463-7384

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CONTACT: Jarrod McNaughton, Director, Marketing & Development  
707-463-7606

## **Ukiah Valley Medical Center Receives Four National Satisfaction Awards**

Ukiah Valley Medical Center (UVMC) is a 2004 PRC (Professional Research Consultants, Inc.) Medical Staff Satisfaction Award winner. UVMC has received the National Overall Top Performer Award for Emergency Services, a 5-Star Customer Service Award for Anesthesia Services, a 5-Star Customer Service Award for Emergency Services, and a 5-Star Customer Service Award for Pathology Services.

"We are very pleased to receive these commendations," said UVMC President & CEO Mark E. LaRose. "We work hard to provide our community with the highest level of care and these ratings help validate the outstanding efforts of the physicians and staff at UVMC."

UVMC's National Overall Top Performer Award for Emergency Services recognizes that UVMC received more "excellent" responses for Emergency Services than 99.3 percent, or approximately 248 of the 250 participating hospitals.

The Overall Top Performer Award is presented to those hospitals with the highest scores based on their "excellence" percentage. UVMC is receiving the only National Overall Top Performer Award for Emergency Services. The 5-Star awards are presented to those hospitals that score in the 90<sup>th</sup> – 100<sup>th</sup> percentile of PRC's 2003 Medical Staff Norms, which is also based on their "excellence" percentage. UVMC is receiving three 5-Star awards.

UVMC's Emergency Services is considered excellent by 45.8 percent of surveyed physicians, giving the hospital a 90.4 percent "excellence" ranking, and a 5-Star Customer Service Award. UVMC's Anesthesia Services is considered excellent by 48.1 percent of surveyed physicians, giving the hospital a 90 percent "excellence" ranking, and a 5-Star Customer Service Award. Also, UVMC's Pathology Services is considered excellent by 31.7 percent of surveyed physicians, giving the hospital a 90.4 percent "excellence" ranking, and a 5-Star customer Service Award.

This is the second year UVMC has participated in the Medical Staff telephone survey, conducted by PRC professionals. The survey contains 117 questions asked to 74 randomly selected UVMC Medical Staff members. Survey results are compared against PRC's national database, which compiles results from 250 participating hospitals throughout the U.S. This year PRC is recognizing 56 award winners in eleven categories and only eleven Overall Top Performer Award winners (one award per category). UVMC is receiving one of those eleven available Top Performer Awards.

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*PRC is the nation's leading market and customer research firm dedicated to the healthcare industry. PRC has 23 years of experience assisting over 1,200 health care organizations with projects ranging from PRC's Medical Staff Satisfaction Study to training hospital managers in leadership skills. For more information, visit [www.prconline.com](http://www.prconline.com).*

*Ukiah Valley Medical Center is part of Adventist Health, a not-for-profit health system operating in California, Hawaii, Oregon and Washington. Founded on the Seventh-day Adventist legacy of Christian health care, Adventist Health is comprised of 20 hospitals with more than 3,100 beds, 18,300 employees, numerous clinics and outpatient facilities, 16 home care agencies and three joint-venture retirement centers. For more information, visit [www.uvmc.org](http://www.uvmc.org) or [www.adventisthealth.org](http://www.adventisthealth.org).*