



Bethesda Hospital

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**MEDIA STATEMENT
13 April 2011**

HBF MEMBERS GIVE BETHESDA HOSPITAL 'TICK OF APPROVAL'

A recent HBF survey of its members has demonstrated very high levels of satisfaction in those patients who had a hospital stay at Bethesda in 2010. Overall, Bethesda was ranked 2nd out the 15 WA private hospitals that HBF surveyed. The overall result for all WA private overnight hospitals in 2010 was a mean score of 82.6 (national benchmark mean of 83.3). Bethesda's 2010 result was 86.6.

Recognising that the greatest improvements in quality are made and sustained when patient feedback is incorporated into the strategic planning and daily business of hospitals, Jennifer Solitario, General Manager Benefits Management, offered Bethesda Hospital congratulations on behalf of HBF, referring to particular improvements made by Bethesda in the Admissions and Nursing Care categories.

Bethesda's Chief Executive Officer, Yasmin Naglazas, stated that the hospital has been consistent in achieving exceptionally good results in patient satisfaction and the initiatives introduced over the past two years were now paying dividends. "Like HBF, Bethesda relies on feedback so that we can improve. Also, feedback in the form of compliments has a significantly positive effect on staff morale and doctor satisfaction and we ensure this is shared," Yasmin said. "The hospital's website includes testimonials, with this patient feedback updated every few days".

The culture at Bethesda is strong on quality, and each and every staff member understands what they can do in their role on a day-to-day basis to contribute to the hospital's quest to be the premier hospital in Perth. "In November 2010, Medibank Private members voted Bethesda the top hospital in WA. The HBF results have been welcomed with a high level of enthusiasm which makes the staff strive for more improvements".

Bethesda is an independent 88-bed hospital in Claremont which has been providing outstanding care and service to the Western Australian community for nearly 70 years.

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