



Bethesda Hospital

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**MEDIA STATEMENT
29 September 2010**

BETHESDA RANKED AS 'TOP' WA HOSPITAL ("The West Australian" 29 September 2010)

The most recent Medibank Private survey of its members has ranked Bethesda Hospital the highest in WA in its most recent national patient satisfaction survey. The survey placed Bethesda in front of South Perth, Mercy and St John of God, Subiaco.

Bethesda's Chief Executive Officer, although delighted, is not surprised by the results, stating that there had been a significant effort by all levels of staff at the hospital to ensure the patient journey is the best that can be offered. "All at Bethesda are highly motivated to take what we do well and do it even better".

Joan Sheppard, Executive Manager of Clinical Services confirms that there has been a great deal of work in the areas of overall communication with patients before and during and after admission as well as enhancing the patient stay, continuing the hospital's ability to provide a high level of professional care with a personal touch. "The 'personal touch' is something that we believe is the point of difference," says Joan. "We remain passionate about giving patients a reassuring experience should they chose Bethesda. We have superior staff and doctors and this is reflected in the constant positive feedback we receive".

Yasmin Naglazas agrees with Medibank Private chief executive Bruce Levy in that the results do show that Australians are very satisfied with the standard of care provided by the private health system. As far as WA hospital ranking lower than its Eastern States counterparts, Yasmin states that "it does afford an opportunity for improvement, and is certainly a reflection on the increasing expectations our patients and the community at large."



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