



## Press Release

### **J.D. Power and Associates Reports: Carolinas Medical Center-Mercy and Carolinas Medical Center-Pineville Recognized for Providing an Outstanding Emergency Department Experience for a Second Consecutive Year**

**WESTLAKE VILLAGE, Calif.: 28 August 2008** — Carolinas Medical Center-Mercy (CMC-Mercy) and Carolinas Medical Center-Pineville (CMC-Pineville) have been recognized for service excellence under the J.D. Power and Associates Distinguished Hospital Program<sup>SM</sup> for a second consecutive year. This distinction acknowledges a strong commitment by CMC-Mercy and CMC-Pineville to provide “An Outstanding Emergency Department Experience.”

The service excellence distinction was determined by surveying recently discharged patients from CMC-Mercy and CMC-Pineville about their emergency room visits and comparing the results to the national benchmark established by the annual J.D. Power and Associates National Hospital Service Performance Study.<sup>SM</sup>

The telephone-based research conducted among CMC-Mercy and CMC-Pineville patients focuses on the five key drivers of patient satisfaction with their overall emergency department experience. These drivers, which were identified in the national study, are: speed and efficiency; dignity and respect; comfort; information and communication; and emotional support.

“Being recognized for a second consecutive year indicates the commitment to service excellence by CMC-Mercy and CMC-Pineville,” said Kevin Lieb, senior director of provider programs at J.D. Power and Associates. “Only 20 percent of the hospitals in the nation are qualified to achieve this distinction, which places these hospitals among an elite group.”

CMC-Mercy and CMC-Pineville both exceeded the national benchmark study’s score for overall patient satisfaction, performing particularly well in treating patients in a speedy and efficient manner.

The number of patients at both hospitals who indicate they have “much more” trust and confidence in the hospital after their most recent stay is higher compared with the national average. More than half of the patients surveyed at both hospitals indicate they “definitely will” return if they need emergency services again.

CMC-Mercy, a 196-bed hospital, receives notably high ratings on the nurses’ performance of regular duties, followed by the emergency department’s ability to communicate accurately and completely to their personal doctor. Additionally, the hospital performed well in treating patients with dignity and respect, with high ratings in this area on the courtesy of radiology personnel staff and the courtesy of the doctor.

CMC-Pineville, a 109-bed hospital, receives remarkably high ratings on the speed and efficiency of the venipuncture personnel, radiology personnel and the nurses’ performance of regular duties. The hospital also performed well in providing patients with information and communication.

Nongovernmental, acute-care hospitals throughout the nation are eligible for the J.D. Power and Associates Distinguished Hospital recognition for inpatient, emergency department, outpatient, and maternity services. Distinction is valid for one year, after which the hospital may reapply for this recognition.

**About J.D. Power and Associates**

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, training and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit [JDPower.com](http://www.jdpower.com). J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

**About The McGraw-Hill Companies**

Founded in 1888, The McGraw-Hill Companies (NYSE: MHP) is a leading global information services provider meeting worldwide needs in the financial services, education and business information markets through leading brands such as Standard & Poor's, McGraw-Hill Education, *BusinessWeek* and J.D. Power and Associates. The Corporation has more than 280 offices in 40 countries. Sales in 2007 were \$6.8 billion. Additional information is available at <http://www.mcgraw-hill.com>.

**Media Relations Contacts:**

John Tews  
J.D. Power and Associates  
Troy, Mich.  
(248) 312-4119  
[john.tews@jdpa.com](mailto:john.tews@jdpa.com)

Scott White  
Carolinas HealthCare System  
Charlotte, N.C.  
(704) 355-3141  
[scott.white@carolinashealthcare.org](mailto:scott.white@carolinashealthcare.org)

No advertising or other promotional use can be made of the information in this release without the express prior written consent of J.D. Power and Associates. [www.jdpower.com](http://www.jdpower.com)