

St. Francis Medical Center Named
2008 Best in Patient-Centered Care Award Winner



Wednesday, September 24, 2008 Palm Springs, Calif. - - St. Francis Medical Center was recognized by the Patient-Centered Care Institute as a performance leader and one of the best in the nation at providing patient-centered care. St. Francis Medical Center Outpatient Radiology Oncology Department was recognized as a performance leader in 'Continuity & Transition' as evidenced in their outpatient experience scores over the past 12 months. Elements of this category include how physicians and staff members responded to questions regarding medication and side effects, explained what to do if any problems arose, and making arrangements with other providers. "Cancer is such a tough diagnosis. Our radiation team really make a difference in their patients' lives by easing them their the process and keeping their spirits up," says Gerard J. Jablonowski, President and CEO of St. Francis Medical Center. "Healthcare today must constantly change and adapt to the dynamic needs and world around them. Maintaining a 'high-touch' and patient-centered care environment in addition to keeping abreast of the clinical and technology advancements is challenging. It is even more difficult to sustain those efforts over time. For St. Francis Medical Center to do so truly reflects a service and organizational philosophy that values and integrates the patient-centered care principles into its everyday practices," said Julie Samuelson, Sr. Vice President of the Patient-Centered Care Institute. Award winners were recognized at a luncheon at the 2008 Patient-Centered Care Institute Symposium on September 19, 2008 at the Renaissance Esmeralda Resort in Palm Springs, California. -more- Page 2 - Radiation Oncology Department Honored Centers for Medicare and Medicaid Services (CMS) survey of "Hospital Patient's Experiences" was utilized to identify top performing hospitals in the U.S. in four out of eight patient-centered dimensions, as well as the overall quality and "would recommend" categories. The additional four dimensions of patient-centered care were analyzed based on the NRC Picker database. The database holds over 850 hospitals and health systems patient experience data. Data includes: patient feedback on inpatient (medical, surgical and obstetrical care), outpatient, outpatient surgery and emergency department services. Each hospital organization or healthcare service was analyzed on sustaining an overall or dimension-specific quality score among the top 10 facilities/services for a minimum of a 12 month period beginning July 1, 2007 through June 31, 2008. The Patient-Centered Care Institute, a division of NRC Picker and National Research Corporation (NRC), is dedicated to the advancing the knowledge and practice of patient-centered care. PHOTO CAPTION: The Radiation Oncology Department (l. to r.) Joe Chiavarone, A.S., RT(T) Radiation Therapist, Irmay Hughes, Unit Secretary, Diane Krause, R.T. (R)(T), Radiation Therapist, Sangeeta Tyerech, MD, Director of Cancer Program, Jo Ann Chalal, MD, Director of Radiation Therapy, Kellyann Flach, R.T. (R)(T), Radiation Therapist, Barbara Wolcott, RN-BC, OCN, Radiation Oncology Nurse, Beverly Rauenzahn, R.T., BS, Director of Radiology, Radiation Oncology, and Cardiovascular Services. Not shown, Tracy McLaughlin, R.T. (R)(T), Radiation Therapist.

**ST. FRANCIS MEDICAL CENTER
BESTOWS SPIRIT OF ST. FRANCIS AWARD**