

News Release

2 Progress Point Parkway
O'Fallon, MO 63368

For Additional Information:
Barbara McLaurine (636) 344-1140
bmclaurine@bjc.org

Progress West Awarded for Excellence in Quality Care

(May 12, 2008, O'FALLON) – Progress West HealthCare Center (PWHC), O'Fallon, Mo., was named a 2008 PRC Top Performer Hospital for Patient Perception at an awards dinner held at the Hyatt Regency in Baltimore on May 6, 2008. Professional Research Consultants' (PRC) Overall "Top Performer" award is given annually to a health care provider that scores at or above the 100th percentile in Overall Quality of Care. Progress West departments receiving the Top Performer award include the emergency department; inpatient; outpatient; outpatient GI/endoscopy; and outpatient radiology.

PWHC received an additional six "5 Star" awards in the following areas for scores in the top 90th percentile or above for a rating of "Excellent" for Overall Quality of Care: ED; inpatient; outpatient; outpatient surgery; outpatient radiology; and outpatient GI/endoscopy

"Our vision of providing a unique patient experience—combining compassionate care, advanced technology, and a healing environment—is paying off in patient satisfaction scores that are tops in the nation," says John Antes, PWHC president. "It's an honor to be recognized for this achievement. Our teams have worked hard to provide the best possible experience for our patients."

This Patient Perception research is conducted to obtain the opinions of the patients at Progress West via telephone for a confidential interview to assess their perceptions of patient care. The research findings are then presented to the hospital to use in continuous improvement and enhancement of patient satisfaction.

"We are thrilled to present Progress West HealthCare Center with these National Excellence in Healthcare Awards," said Joe M. Inguanzo, Ph.D., president and CEO of Professional Research Consultants. "It was through their hard work, dedication, and determination that they have made their facility a better place for the entire community. In the past 30 years we've never seen hospitals more determined to exceed customers' expectations than the hospitals we recognized this year. It speaks to their passion that Progress West is among the best of the best."

BJC HealthCare has worked with PRC for the past 11 years. Progress West's rankings are reflective of how PWHC scored among 300 geographically diverse national health care facilities, including Mayo Clinic Hospital in Phoenix, Vanderbilt Medical Center in Nashville, and Parkland Health & Hospital System in Dallas.

Progress West HealthCare Center, a member of BJC HealthCare, is the first newly-built, full-service hospital in the metropolitan area in two decades. Located in O'Fallon near the intersection of I-64/40 and Hwy K, Progress West provides medical-surgical care, outpatient treatment and diagnostics, imaging services, labor-delivery-recovery-postpartum (LDRP) suites, and 24-hour emergency care with all private rooms and the latest technology.

PRC is a nationally-known healthcare marketing research company headquartered in Omaha, Nebraska.

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