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Physician Forum

Louisville area consumers name Jewish Hospital “Consumer Choice” winner sixth consecutive year — recognition is unprecedented in Kentucky

In a survey conducted by an independent organization, consumers in Louisville have named Jewish Hospital the most preferred hospital in overall quality and image an unprecedented six times. The survey identifies hospitals, which health care consumers have chosen as having the highest quality and image throughout the United States according to National Research Corporation (NRC). In addition to Jewish Hospital, other prominent hospitals receiving the Consumer Choice Award include the Mayo Clinic, The Cleveland Clinic, Cedars-Sinai Medical Center and Johns Hopkins Hospital. No other hospital in Kentucky has received this honor six consecutive years.

“As health care continues to witness significant change, quality issues have been placed at the forefront of public discussion,” said Doug Shaw, president of Jewish Hospital. “To be recognized six consecutive years by our consumers as number one in quality health care shows that our community recognizes that we offer an excellent level of care for our patients. This honor is a testament to the commitment and dedication of our employee and physician family.”

National Research Corporation, widely known as the nation’s most comprehensive consumer assessment of the health care industry, conducted the 2004 Healthcare Market Guide study based on quality and image of hospitals and health care systems. The study surveyed nearly 140,000 households representing 400,000 consumers in the contiguous 48 states and the District of Columbia.

“Consumers play an increasing role in their selection of health care facilities and services,” said NRC President and CEO Michael Hays. “As more information is made publicly available to consumers, we expect this trend to increase. With the industry’s shift to a consumer-driven model, we are pleased to recognize facilities named as leaders by those they serve. The winners deserve recognition for the emphasis they have placed on providing quality, patient-centered care.”

Jewish Hospital is an internationally renowned high-tech tertiary referral center, developing leading-edge advancements in hand and microsurgery, heart and lung care, home care, rehab medicine (including sports medicine), orthopaedics, neuroscience, occupational health, organ transplantation, outpatient care, plastic and aesthetic surgery and primary care. In partnership with the University of Louisville, Jewish Hospital performed the world’s first and the nation’s second successful hand transplants, and the world’s first and second successful AbioCor® Implantable Replacement Hearts. The hospital has also achieved the highest award an organization can for nursing services, the Magnet Nursing Services award, and is federally designated to perform all five solid organ transplants — heart, lung, liver, kidney and pancreas. In 2004, Jewish Hospital received the Consumer Choice Award as the most preferred hospital in Louisville for the sixth consecutive year.

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