



You may have seen information about Thibodaux Regional receiving the J.D. Power and Associates Distinguished Hospital Award and the Press Ganey Summit Award. These awards are based on superior performance—by national comparison to other hospitals—for quality of care and patient satisfaction. These two independent assessments of Thibodaux Regional's performance are based on real patient data utilizing statistically valid and proven surveying methodologies. In a business sense, they are the cold, hard facts regarding what patients say about the care they receive at Thibodaux Regional versus other hospitals locally, regionally and nationally.

More and more, today's patients are selecting hospitals based on the service and quality ratings of the facility. They want to know—before they personally go or bring their family or friends there—whether or not the hospital rates well and that they are choosing the very best care possible. And they should.

After all, they are paying more out of their own pockets for the care they receive, and they want good value for what is invariably a financial sacrifice.

Recognizing and promoting “the value proposition,” insurers also are beginning to judge hospitals based on their performance. For example, the federal government—through The Centers for Medicare and Medicaid Services—has

developed a specific patient satisfaction survey methodology and is now surveying all hospitals that participate in the Medicare program. Depending on their scores, hospitals may either be paid more or receive a reduction in their reimbursement in the next year. Private insurers are usually quick to adopt measures already imposed by the federal government.

Hospitals that took the initiative years ago to focus on the patient are ahead of those who have not, and some will never get there if significant changes are not made to the way they operate. Thibodaux Regional's “Journey to Excellence,” as we refer to it, has not been an overnight endeavor. For example, just understanding what treating a patient with dignity and respect actually means from the patient's viewpoint can be quite difficult. Getting all team members to treat all patients in that manner every day and in every way is a tremendous challenge. Continuously receiving the very highest ratings is yet another performance level that few facilities can achieve.

I salute our team members and physicians for their accomplishments toward a total patient focus. Listening to the patient and working hard to provide the best care possible truly demonstrates that we are here to serve you. The root of the matter—that the patient comes first—is the beginning of top performance. The skill and ability to demonstrate what we mean in words and actions come from commitment, sacrifice and hard work. I am proud to be associated with a group of people who understand this and go out each day with a great attitude and a great set of skills.

Greg Stock
Chief Executive Officer