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WOMEN'S CHOICE AWARD® NAMES STPH AMONG AMERICA'S 100 BEST HOSPITALS FOR PATIENT EXPERIENCE

COVINGTON LA – Women's Choice Award has once again named St. Tammany Parish Hospital among America's 100 Best Hospitals for Patient Experience, placing St. Tammany Parish's largest hospital within the top 100 hospitals of similar size based on number of beds.

The methodology used to select STPH as one of America's 100 Best Hospitals for Patient Experience is unique in that it evaluates specific Hospital Consumer Assessment of Healthcare Providers and Systems ([HCAHPS](#)) [survey results](#) along with primary research about women's healthcare preferences.

The Women's Choice Award collects the data for the following HCAHPS survey measures and uses a weighted average to award the best hospitals for patient experience:

- Effective communication with nurses and doctors
- Responsiveness to requests for help
- Providing patient recovery information
- Explanation about medications before being administered
- Bathroom and room cleanliness
- Peacefulness of room at night
- Patient recommendation rating

According to the [Agency for Healthcare Research and Quality](#), good patient experience positively correlates to disease management, adherence to treatment plans and health outcomes.

Personalized care from providers — including clear communication and sensitivity — is a key health care priority, according to a [Deloitte survey of healthcare consumers](#). This strong correlation between providing good patient experience throughout her journey and improved clinical quality measures including increase HCAHPS scores makes the investment a win-win for all.

"This hospital was awarded because it is one of the best at treating their patients the way their patients want to be treated," said Delia Passi, founder and CEO of the Women's Choice Award. "Hospital choice is a critical decision, particularly for women, who make over 80% of healthcare decisions and providing a great experience for her throughout her patient journey is a win-win for all involved. Our designation

makes it easier for her to choose a hospital where she and her family are more likely to have a better experience and outcome.”

STPH is one of 400 award recipients representing the hospitals that have met the highest standards for patient experience in the U.S. by the Women’s Choice Award.

For more information on America’s 100 Best Hospitals for Patient Experience, please visit <https://www.womenschoiceaward.com/best-hospitals/>

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