

## PRESS RELEASE

Zurich, 10 July 2018

### **Hirslanden Private Hospital Group: OUTSTANDING PATIENT SATISFACTION, TRANSPARENT RESULTS**

**Between 97 and 99 percent of patients treated at one of Hirslanden's hospitals last year said they would recommend Hirslanden to others, as the latest patient satisfaction survey showed. The hospitals belonging to the Hirslanden Group are now collecting this data with an international system that compares more than 2000 hospitals all over the world.**

The more than 2000 hospitals participating in the survey conducted with the system, which is provided by the independent firm Press Ganey, include other top international hospitals, such as the Mayo Clinic, the Cleveland Clinic and Johns Hopkins Hospital in the United States. Other hospitals in the Hirslanden Group began participating in the international comparison last year as well. The results from all 17 Hirslanden locations are now available for the first time. 31,000 questionnaires were received between June 2017 and May 2018. Among other things, patients gave the quality of medicine above-average ratings: the doctors at Hirslanden hospitals scored very high with an average of 90 out of 100 possible points.

The results from other areas of the survey, such as satisfaction with nursing personnel, rooms and catering can be found here: <https://www.hirslanden.ch/en/corporate/quality/patient-satisfaction.html>

The Press Ganey survey consists of around 80 questions and is sent to each patient after their hospital stay. "Patient satisfaction, which is measured in direct comparison with other hospitals around the world, is a key part of our quality management practices and underscores our commitment to the highest level of measurable quality," says Christian Westerhoff, Chief Clinical Officer at Hirslanden.

#### **High recommendation rate**

The high recommendation rate of Hirslanden hospitals in the patient survey is particularly notable: between 97 and 99 percent of respondents said they would "definitely recommend" or "probably recommend" the hospital to others.

#### **Transparent comparison and ongoing improvement**

In addition to the results from the patient survey, the [quality results for all relevant illnesses](#) included in the Quality Healthcare Initiative (QHI) survey have been published as well. The Quality Healthcare Initiative compares over 400 hospitals in Germany and Switzerland. The Hirslanden Group achieved 88 percent for the indicators – the average for all hospitals taking part in this international was 74 percent. The Hirslanden Group uses the QHI methodology as part of its proactive quality management practices, enabling it to continuously improve treatment processes and outcomes. This improves treatment quality and patient safety as a result.

#### **Multimedia quality magazine on the topic of cancer therapy**

The publication of the results also includes a multimedia quality magazine. This year's issue includes touching videos, articles and images from interviews with cancer patients as well as doctors, nurses and chaplains. Each individual deals with the topic of cancer in their own way and explains what quality and patient satisfaction means to them.

## PRESS RELEASE

The quality magazine as well as the results from the quality and patient satisfaction surveys for Klinik Hirslanden, Klinik Im Park and the entire Hirslanden Group are available with illustrative infographics online: [www.hirslanden.ch/quality](http://www.hirslanden.ch/quality).

### Related links:

- [Hirslanden patient satisfaction survey](#)
  - [Hirslanden quality report 2017/18](#)
  - [National Association for Quality Development in Hospitals and Clinics \(ANQ\)](#)
  - [Quality Healthcare Initiative \(QHI\)](#)
- 

### More information:

Hirslanden Private Hospital Group  
Frank Nehlig, Head of Corporate Communication  
Boulevard Lilienthal 2  
CH - 8152 Glattpark  
T +41 44 388 75 85  
[medien@hirslanden.ch](mailto:medien@hirslanden.ch)  
[www.hirslanden.ch](http://www.hirslanden.ch)

As of 31 March 2018, the Hirslanden Private Hospital Group comprises 17 hospitals in 11 cantons, many of which have an outpatient surgical centre and an Emergency department. The group also operates 4 outpatient clinics, 16 radiology institutes and 4 radiotherapy institutes. The group has around 1,680 affiliated doctors and 9,635 employees, of whom 461 are permanently employed doctors. Hirslanden is the leading private hospital group and the largest medical network in Switzerland. In the 2017/18 financial year, the group generated turnover of 1,735 million Swiss francs. Between 1.01.2018 and 31.03.2018 the group treated more than 102,903 patients, amounting to a total of 473,343 inpatient days. In insurance terms, the patient mix consists of 47.9% basic, 29.7% semi-private, and 22.4% private insured patients.

The Hirslanden Private Hospital Group is synonymous with first-class medical care delivered by highly qualified medical specialists with years of experience. As a system provider, Hirslanden stands out from the rest of the market: interdisciplinary medical centres of expertise and specialised institutes enable it to offer the best possible individualised treatment, even in highly complex cases. The Hirslanden Private Hospital Group was formed in 1990 through the merger of several Swiss private hospitals. Since 2007 it has been part of the international hospital group Mediclinic International plc, which is listed on the London Stock Exchange.