

PRESS RELEASE

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Frank R. Howard Memorial Hospital/Adventist Health HONORED with 10 Professional Research Consultants Awards

Scottsdale, AZ June 5 and 6, 2005. Frank R. Howard Memorial Hospital (HMH) was named one of 2005's 5-Star hospitals by Professional Research Consultants (PRC). HMH received more 5-Star awards than any other hospital in the national study and recognized for achievement in the following areas:

- Administration,
- Anesthesia Services,
- As a Place to Practice Medicine,
- Emergency Services,
- Medical Records & Information,
- Nursing,
- Overall Quality of Patient Care,
- Pathology Services,
- Radiology Services, and
- Surgical Services.

These awards are applicable both to in- and outpatient services for the Physicians Perception Satisfaction study and were presented to HMH CEO, Kevin Erich at an awards luncheon held at The Hyatt Regency Scottsdale at Gainey Ranch. Hospital leaders from across the United States gathered there to participate in the 2005 PRC Client Education Conference hosted by PRC, Inc. PRC is a nationally known healthcare marketing research company headquartered in Omaha, Nebraska.

This Medical Staff Perception research is conducted to obtain the opinions of the physicians at HMH via telephone for a confidential interview to assess their perceptions of hospital operations and patient care. The research findings are then presented to the hospital or health facility to use in continuous improvement and enhancement of physician satisfaction.

“Howard Memorial Hospital has received these awards for extraordinary efforts that result in putting the care back in healthcare,” said Joe M. Inguanzo, Ph.D., President and CEO of PRC. “We’re delighted to work with such an excellent group of healthcare organizations, and Frank R. Howard Memorial Hospital is certainly at the top of the list.”

Professional Research Consultants is in its 25th year of providing market research for hospitals across the United States.

Frank R. Howard Memorial Hospital is affiliated with Redbud Community Hospital, St. Helena Hospital and Ukiah Valley Medical Center. All these N. California hospitals are members of Adventist Health, a not-for-profit health care system headquartered in Roseville, California, and affiliated with the Seventh-day Adventist Church. Spanning California, Hawaii, Oregon and Washington, the organization is comprised of more than 85 distinct business units, including 20 hospitals with over 3,100 beds, 18,800 employees, numerous clinics and outpatient facilities, 16 home care agencies and three joint-venture retirement centers. For more information, visit www.HowardHospital.com.