

Title: Portneuf Pediatrics Wins National Awards

(Pocatello, ID) Portneuf Medical Center Pediatrics has been named a National Award winner in healthcare service quality for **Exemplary Service - Most Improved Pediatrics Care 2007 and Exemplary Service Most Improved Loyalty & Endorsement 2007** by Avatar International Inc., a leader in healthcare research and consulting. **This award is based on the results of Portneuf's 2007 in-patient surveys compared to 2006.**

Portneuf's Pediatrics Department has been very innovative in **improving the patient experience**. Here are some of the things they've implemented in the past year:

- **Discharge phone calls** to every patient to see how they are doing and to answer questions.
- **Thank you cards** to families after service.
- Staff helped **design a playroom** and stocked it with toys, with financial assistance from the Portneuf Health Care Foundation.
- Staff addresses **financial questions** with a fact sheet they developed with help from the patient advocate.

“This is such a wonderful honor for us,” said Robbie Nenno, RN, a nurse who has been instrumental in guiding the improvements. **“This shows we walk the talk when it comes to our commitment to improving care.”** Added Cindy Ellsworth RN, DeeAnn Ashby RN and Barb Davies LPN, **“We have worked very hard at making our families feel like they are at home and the most important person on the floor.”**

For coverage, call the media cell phone at 251-2768.

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