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**GERBER MEMORIAL HEALTH SERVICES  
RECEIVES 3 MAJOR AWARDS  
FROM NATIONAL RATING ORGANIZATION**

*Fremont, Michigan...* Gerber Memorial Health Services (GMHS) has been notified by HealthGrades, a national ratings organization, that it has been recognized as one of only 11 hospitals in Michigan to receive the *Outstanding Patient Experience Award* for 2009. HealthGrades provides ratings and profiles of hospitals, nursing homes and physicians to consumers, corporations, health plans and hospitals. The award is based on Gerber Memorial Hospital's own patients' experience as reflected in the national Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey data.

“Our goal at GMHS is to provide patients with the safest, high quality health care - health care that is focused on respecting patients' needs in the most comforting, professional manner possible,” stated Sharon Boczkaja, Customer Service Advocate and HCAHPS Coordinator at GMHS. “We have many, many processes and protocols in place, and dedicated Associates (Employees), to ensure that high quality.”

Gerber Memorial has also been notified by HealthGrades, that it has been awarded the highest designation – Five Stars – in both caring for patients with Pneumonia and Total

Hip Replacement Surgery. In awarding the honors HealthGrades noted that GMHS was being recognized for *Superior Clinical Performance* in these areas.

For these awards, HealthGrades analyzed over 5,000 hospitals across the US, using three (3) years of patient data from the Federal Government's Centers for Medicare and Medicaid Services (CMS). It's method of rating hospitals that involves comparing actual hospital performance to "predicted" performance for specific patient outcomes (results). Millions of consumers visit the HealthGrades web site ([www.healthgrades.com](http://www.healthgrades.com)) to find information about hospital and doctor performance.

"As with the *Outstanding Patient Experience Award*, GMHS is committed to safety and quality in all areas of the care that is given to our patients," states Randy Stasik, CEO and President. "Our teams of physicians, nurses, technicians and all the organization's Associates continually seek out the ways to provide excellent health care and the best experience possible for our patients."

HealthGrades indicated in communications with GMHS that the 5-Star ratings reflect a remarkable achievement for a rural hospital the size of Gerber Memorial.

"This award belongs to our Associates and the providers who have worked so hard to give Newaygo County residents the highest quality of care, right here in their community," Stasik noted.

Gerber Memorial Health Services is a 77-bed, acute care hospital and health care organization which serves the entire community of Newaygo County. Recognized as one of the 101 Best and Brightest Companies to Work for in West Michigan, and the Outstanding Rural Healthcare Organization of 2008, GMHS also received the 2007 Governor's Award for

Excellence for improving the quality of care and patient safety in the hospital setting. Services include a 24-hour Emergency Department, Women's Health Center, Cancer Center, modern Surgical Suites and accompanying ICU Unit, Birth Center, Tamarac – The Center for Health and Well-Being, New Focus Center for Mental Health and Continu-Care Home Health Services. Gerber Memorial Hospital is located in Fremont, Michigan, 45 miles NW of Grand Rapids.

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