



NEWS RELEASE  
For Immediate Release

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## **St. Luke's Health System Hospitals Receive Top Performance Awards**

Avatar International, an industry leader in health care quality improvement services, has recognized St. Luke's Health System's four hospitals with national performance awards.

St. Luke's Boise, Meridian and Wood River hospitals were awarded the 2009 Avatar International's Overall Best Performer Award. St. Luke's Magic Valley received the 2009 Bronze Innovation Award.

The Best Performer award is given annual to the top 5 percent of Avatar International's more than 350 partner hospitals.

The three St. Luke's hospitals were recognized for consistent high standards of patient care across multiple services lines.

"To consistently deliver exemplary quality service for all patients throughout an organization is not an easy task," said David Medvedeff, PharmD, MBA, and CEO of Avatar International. "As a winner of Avatar's Overall Best Performer Award, our partners have demonstrated an ability to achieve that consistency and maintain high levels of patient satisfaction. I congratulate each of our partners and commend their commitment to service excellence."

St. Luke's Magic Valley's innovation award was for a project related to patient room maintenance and facility improvements. Magic Valley formed a Patient Room Cleanliness Improvement Team to address challenges associated with maintaining a safe, clean and aesthetically pleasing environment for patients and visitors.

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The Innovation Award is presented to facilities that were selected based on a panel of independently scored criteria that included degree of actual improvement, scope of change, degree of innovation, ability to spread ideas externally, and nature of barriers they had to overcome.

In addition to its Best Performer Award, St. Luke's Wood River also received a Five Star Award for service for physicians' offices and a Five Star Award for loyalty and endorsement for physician offices.

***About St. Luke's Health System***

*St. Luke's Health System is Idaho's largest and only locally controlled health care system employing more than 7,800 people. With hospitals in Boise, Meridian, Ketchum and Twin Falls, St. Luke's provides patients with unmatched care in specialized medical fields including cancer, heart and vascular, obstetrics, women's services and children's health care. For more information, visit [www.stlukesonline.org](http://www.stlukesonline.org).*

***About Avatar***

*Avatar International is a research and consulting company based in Orlando, Fla. Avatar specializes in Evidence Based Intelligent Surveys™ and Innovative Strategies™ to transform information into significant quality and efficiency of care improvement for the healthcare industry. In addition to conducting surveys, Avatar also actively engages healthcare providers in process improvement, including training in service quality. Avatar serves healthcare organizations nationally, including small community hospitals, academic medical centers, large regional medical centers, integrated healthcare systems, and long-term care and behavioral health organizations. For more information visit [www.avatar-intl.com](http://www.avatar-intl.com)*