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Bingham hospital earns prestigious Summit Award

BLACKFOOT — It's only been five years since the Idaho Doctors' Hospital opened its doors in Blackfoot, but the facility is already considered to be among the best in the nation.

The eight-bed rural hospital, which is co-owned by Bingham Memorial Hospital and eastern Idaho spine surgeons, recently received Press Ganey Associates' prestigious 2011 Summit Award.

"The Press Ganey Summit Award is the health care performance improvement industry's most coveted symbol of achievement bestowed annually," said Bingham Memorial Hospital spokesman Paul Kotter.

Only 98 organizations received the award for 2011, and only 87 of those, including the Idaho Doctors' Hospital, received it for patient satisfaction.

Hospital officials say they are excited to receive the award that recognizes how hard they work to provide quality care.

"As an organization that has made great efforts to put patient satisfaction as our No. 1 goal, it is gratifying to see that our efforts have resulted in this kind of recognition," said Dr. Clark Allen, chief of staff at the hospital and one of the owners. "This is a testament to our entire staff and the lengths they go everyday to make sure our patients' needs come first."

The hospital, which focuses on general and complex spinal surgeries, takes extra steps to ensure its patients are comfortable and well taken care of during their stay, which is one of the reasons why it draws people from as far as Washington, Montana, Wyoming and Utah, Allen said.

Nathan Buck, nursing supervisor at the hospital, said they deliver a bouquet of flowers to each of the roughly 300 patients that are treated there each year, offer a variety of meal choices including filet mignon and tiger shrimp, and provide nightly massages along with a warm cookie and a glass of milk.

"We want it to be as much like home as possible," Buck said.

And Pocatello resident Larry Anderson said their efforts make a difference. He is recovering at the hospital after he had the lower part of his back fused this week. He told his family not to visit him during his stay because he didn't think he would feel up to company, but he said he's felt so comfortable there that he's changed his mind. He said he's enjoyed eating the good food and associating with the staff, which keeps him informed.

"I hope nobody else has to go through this, but if they do, this is the place to come," he said.