

**Good Samaritan Health and Wellness Center receives Checkmark for Quality from  
Chicago Consumers' Checkbook Magazine**

Good Samaritan and Wellness Center, located on the campus of Advocate Good Samaritan Hospital in Downers Grove, continues to exhibit excellence as it receives, for the second time, the Chicago Consumers' Checkbook top rating for quality.

Good Samaritan first received this designation in 2004. Newly updated in May 2007, the customer survey ratings in the health and fitness clubs category were first published in the Chicago Consumers' Checkbook, Volume 1, No. 4 (Fall 2004/Winter 2005). The updated ratings are posted on the Chicago Consumers' Checkbook website.

### **The only one**

Good Samaritan Health and Wellness Center is the only fitness facility in Downers Grove to have earned this designation, according to Laura Neiberg, Wellness Center Executive Director.

"We are very proud that the Good Samaritan Health and Wellness Center has received a second checkmark for quality from this independent, non-profit consumer organization," said Neiberg.

### **Choose the best**

"Consumers of health and fitness services have many choices. Quality should be one of the deciding factors in choosing a fitness facility," Neiberg said. "The environment of quality at the Health and Wellness Center is reflective of the entire scope of quality healthcare services available from Good Samaritan," she added.

According to the Chicago Consumers' Checkbook website, subscribers were asked to comment on area health and

fitness clubs via mail and the Internet from February 2000 to May 2007.

### **Multiple feedback areas**

Survey respondents were asked to report on their most recent experiences within the preceding year. Using a three tiered scale of inferior, adequate or superior, respondents provided feedback in the areas of quality/maintenance of facilities and equipment, cleanliness, adequacy of facilities/equipment for demand, quality of instruction, availability of organized group activities, friendliness, overall value and providing what the sales staff promised.

Chicago Consumers' Checkbook gives checkmarks for quality to firms that score highest on a scoring system devised for each service field, according to the Checkbook's website.

### **Quality is job one**

Advocate Good Samaritan Hospital is noted for the quality clinical programs such as the Cardiac Alert Protocol; recognized by Solucient® as a Top 100® Heart Hospital; by Care Science as a Top Hospital for AMI; and by the American Heart Association for "Get with the Guidelines" and the Heart Walk Partnership Award.

The Wellness Center has earned a top mark for quality from the Chicago Consumers' Checkbook since 2004. A continuation checkmark for quality was received after a re-survey in 2007.

### **Why it's important**

The Wellness Center acts as a entry into the Good Samaritan system through wellness and fitness services; and retains patients through continuing lifestyle support after inpatient or out-

patient services. The Wellness Center supports physicians in disease management.

And now, Consumer's Checkbook confirms what we already know: Good Samaritan is the best place to work; the best place to receive clinical care; and the best place to receive fitness and wellness services.

### **Check it out**

The Good Samaritan Health and Wellness Center is a 90,000 square foot fitness center with three indoor pools, a track, an extensive fitness floor and weight room, three group exercise studios (including Yoga and Pilates studios) and a basketball court.  
[www.advocatehealth.com/goodsam/](http://www.advocatehealth.com/goodsam/)

Serving the western suburbs of Chicago, the Wellness Center is the only advisory member of the Medical Fitness Association in DuPage County.  
[www.medicalfitness.org/](http://www.medicalfitness.org/)

Consumers' CHECKBOOK/The Center for the Study of Services is an independent, nonprofit consumer organization founded in 1974 with the help of funding from the U.S. Office of Consumer Affairs. [www.checkbook.org/](http://www.checkbook.org/)

### **By the numbers**

**130** Chicago area health clubs surveyed

**24** facilities in the Good Samaritan service area

**4** facilities in service area received Checkmark for Quality

**1—only 1**—health and fitness facility in Downers Grove – the Good Samaritan Health and Wellness Center – received a Checkmark for Quality