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PRESS GANEY SUPPORTS NATIONAL HOSPITAL WEEK

Health Care Improvement Firm Recognizes Efforts in Patient Satisfaction

May 11, 2009 (South Bend, Ind.)—In honor of National Hospital Week, Press Ganey Associates, Inc., is proud to recognize all of its hospital partners for their daily dedication to improving the quality of care they provide.

“The doctors, nurses, and staff at our partner hospitals are consistently striving to improve quality, and they deserve to be commended,” said Rick Siegrist, Press Ganey’s president and CEO. “We partner with nearly 50 percent of the nation’s hospitals to help them improve quality across their organizations, and we’re constantly impressed with the efforts they put forth to make their hospitals the best they can be.”

Press Ganey data show that patients are noticing, as satisfaction with the care and service being provided by Press Ganey partner hospitals has been rising. Most recently, a Press Ganey analysis of 1.5 million patient responses at 1,158 hospitals across the country in 2008 found the most significant increase in inpatient satisfaction scores in the quarter century that the company has been tracking such data. Press Ganey partner hospitals are making similar improvements in other aspects of quality—from increasing employee and physician engagement to improvements in patient safety and clinical quality.

To honor its top performing hospital clients, Press Ganey presents several awards at its annual National Client Conference. Press Ganey client hospitals are also honored with the industry’s top awards throughout the year including:

- **2008 H&HN Most Wired Hospitals**—76 of 100 are Press Ganey clients.
- **2008 US News & World Report America’s Best Hospitals**—64% of the awards were given to Press Ganey clients and 14 of the 19 Honor Roll recipients are Press Ganey clients.
- **Magnet Hospitals**—69% of all Magnet Hospitals are Press Ganey clients.
- **2008 Thomson Healthcare’s list of Top 100 Hospitals** – 61 of 100 are Press Ganey clients.
- **Malcolm Baldrige National Quality Award** – Eight out of the nine Malcolm Baldrige National Quality Award winners are Press Ganey clients.

“At a time when hospitals are under intense scrutiny to provide the best possible care, and when competition is heating up due to public reporting, it’s imperative that hospitals are recognized for all the work they do to help patients,” Siegrist said.

National Hospital Week

Sponsored by the AHA, National Hospital Week began in 1921 and, over the decades, has helped revolutionize the public view of hospitals. The health care industry employs more than 14 million workers throughout the U.S.

American Hospital Association

The AHA is a not-for-profit association of health care provider organizations and individuals that are committed to the improvement of health in their communities. The AHA is the national advocate for its members, which includes more than 5,000 member hospitals, health systems and other health care organizations, and 38,000 individual members. Founded in 1898, the AHA provides education for health care leaders and is a source of information on health care issues and trends.

Press Ganey Associates, Inc.

For more than 20 years, Press Ganey has been committed to providing insight that allows health care organizations to improve the quality of care they provide while improving their bottom-line results. The company offers the largest comparative customer feedback databases, actionable data, solution resources, and unparalleled consulting and customer service. Press Ganey currently partners with more than 7,000 health care facilities to measure and improve the quality of their care. For more information, visit www.pressganey.com.

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