



Media Contact:

Abby Szklarek

Public Relations Manager

574-234-8909

ASzklarek@pressganey.com

Press Ganey Partners With Trinity Health to Improve Patient Satisfaction

April 15, 2009 (South Bend, Ind.) – Press Ganey Associates, Inc. today announced they have partnered with Trinity Health to help measure and improve patient satisfaction. The company will begin working with Trinity Health in July, 2009.

Trinity Health, headquartered in Novi, Michigan, is the nation's fourth-largest Catholic health care system with 44 acute-care hospitals, 379 outpatient facilities, 26 long-term care facilities, and numerous home health offices and hospice programs based in seven states.

"Trinity Health is committed to delivering an excellent care experience to its patients," said Mike Slubowski, president, Hospitals and Health Networks, Trinity Health. "The knowledge gained through working with Press Ganey will help us understand how we can best meet patients' expectations and continually improve their experiences at our hospitals and ambulatory centers.

"It is our privilege to begin working with Trinity Health to help measure and improve patient satisfaction," said Richard Siegrist, Press Ganey CEO. "Trinity is a large and well-respected health system and Press Ganey is ready to begin the journey of improvement with our newest client."

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—including over 40% of U.S. hospitals—to measure and improve the quality of their care. For more information visit www.pressganey.com.

Trinity Health

Trinity Health, headquartered in Novi, Michigan, is the nation's fourth-largest Catholic health care system with 44 acute-care hospitals, 379 outpatient facilities, 26 long-term care facilities, and numerous home health offices and hospice programs based in seven states. Employing 44,500 full-time staff, Trinity reported \$6.3 billion in unrestricted revenue and \$376 million in community benefits in fiscal year 2008. For more information about Trinity Health, visit www.trinity-health.org.