



FOR IMMEDIATE RELEASE

Media Contact: Matt Mulherin
574-234-8493
mmulherin@pressganey.com

**Press Ganey Releases 2007 Hospital Check-Up Report:
Physician Perspectives on American Hospitals**

Need for better physician-administration relations revealed by in-depth report

August 15, 2007 (South Bend, Ind.) – Doctors report communication with hospital administration to be a top priority for improvement, according to results published today in the *2007 Hospital Check-Up Report: Physician Perspectives on American Hospitals* by Press Ganey Associates Inc., the health care industry's leading provider of measurement and improvement services. Encouragingly, physicians rate the quality of patient care higher than any other aspect of their experiences with hospitals.

The report examines the experiences of more than 21,000 physicians at over 200 hospitals across the nation. Other key findings in the report include:

- While on the whole physicians rated quality of care very highly, timeliness of written orders and staff reports on patient conditions are specific areas with room for improvement.
- There is considerable variation in overall satisfaction by physician specialty. In general, surgeons are less satisfied than other groups of physicians which could be a concern for administrators due to the fact that surgeons are big revenue producers for the hospital.
- Physicians' perceptions of a hospital are very strongly tied to both patients' and employees' perceptions of the organization.

“Physicians who have strong relationships with administration can better focus on their work— healing and caring for patients,” says Dr. Melvin Hall, president and chief executive officer of Press Ganey. “And because physician admission and referral patterns drive the financial health of a hospital, these relationships are critical for a hospital's bottom-line results. This report sheds light on what hospitals must do to more fully meet the needs of their physicians.”

A copy of Press Ganey's 2007 Hospital Check-Up Report: *Physician Perspectives on American Hospitals* is available at www.pressganey.com/physician-report.pdf or by request.

-more-

Press Ganey Associates, Inc.

For more than twenty years, Press Ganey has been committed to providing insight that allows health care organizations to improve the quality of care they provide. The company offers the largest comparative customer feedback databases, actionable data, solution resources, and unparalleled customer service. Press Ganey currently partners with more than 7,000 health care facilities—including nearly 40% of U.S. hospitals—to measure and improve the quality of their care.

###