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**Press Ganey Releases National Report on
Patient Perspectives of Physician Office and Outpatient Care**

In-depth report reveals increased overall satisfaction, highlights patient needs

August 1, 2007 (South Bend, Ind.) – Overall patient satisfaction continues to rise in physician office and outpatient care, while patients report staff's sensitivity to their needs, timely appointments and pleasantness of the environment as high priorities for satisfactory patient care. These results were published today in the *2007 Physician's Office and Outpatient Pulse Report: Patient Perspectives on American Health Care* by Press Ganey Associates Inc., the health care industry's leading provider of measurement and improvement services.

The report examines the experiences of more than 4.6 million patients treated at 6,163 doctor's offices and more than 2,500 outpatient facilities throughout the nation in 2006. Key findings in the report include:

- On average, patients wait 24 minutes at the doctor's office and 23 minutes for outpatient care.
- Staff sensitivity to patient needs, response to concerns/complaints, communication of reasons for delayed care and overall cheerfulness of the practice are top priorities for patient satisfaction.
- There is significant variation in both satisfaction levels and wait times based on the type of procedure (chemotherapy vs. x-ray) and the type of care provider being seen (physician vs. physician assistant).
- Patients typically face longer waits on a weekend than during the week.

The report highlights research and recommendations from four distinct areas: physician's office, outpatient care, oncology, and same-day surgery. It details several opportunities for improvement for health care providers, including clear communication of reasons for delay, improvement of waiting room comfort and tailored attention to individuals' preferences.

"Patient needs are at the center of quality care," says Press Ganey COO Dr. Paul Worland.

"With the rise of consumer-directed health care and the push for medical transparency, this

report is a roadmap for what medical providers need to consider in order to meet growing consumer demands.”

Press Ganey’s 2007 Physician’s Office and Outpatient Pulse Report: Patient Perspectives on American Health Care report is available at www.pressganey.com/outpatient-report.pdf.

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.

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