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## **Press Ganey Announces Safety Culture Solution for Health Care Organizations**

April 2, 2007 (South Bend, Ind.)—With medical errors as the eighth leading cause of death in the United States—causing more deaths than breast cancer, car accidents, or AIDS\*—health care leaders are looking for the right approach to the challenge of patient safety. It is in response to this growing need that Press Ganey Associates, Inc., the leading health care measurement and improvement services provider, unveils the Safety Culture Solution—the industry’s most advanced approach to safety culture assessment and improvement.

“Safe and effective clinical care relies on expert professional behaviors rooted in a team’s values, beliefs, assumptions, and attitudes,” says Dr. Melvin Hall, president and chief executive officer of Press Ganey. “By looking beyond just mistakes themselves to the underlying cause of many medical errors, progressive health care leaders are finding ways to encourage team members to talk about near-misses and potential risks to patients’ safety.”

Press Ganey’s safety culture survey consists of quality improvement questions that explore the issues at the root of safety culture. The tool explores aspects of culture ranging from teamwork to transparency to how mistakes are handled to workloads. Using the data gathered directly from team members, Press Ganey interprets the results, benchmarks performance against other participating organizations, and offers best practices, solutions, and consulting designed to improve the safety culture of the health care organization, and ultimately save lives.

### **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.

For more information about Press Ganey’s Safety Culture Solution, visit [www.pressganey.com/safety](http://www.pressganey.com/safety).

Linda T. Kohn, Janet M. Corrigan, and Molla S. Donaldson, Editors; Committee on Quality of Health Care in America, Institute of Medicine. 2000. *To Err is Human: Building a Safer Health System*. pg. 26.

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