

**For immediate release**

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**Elizabethtown Community Hospital Receives Press Ganey 2013 Guardian of Excellence Award for Achieving 95<sup>th</sup> Percentile in Patient Satisfaction**

**ELIZABETHTOWN, N.Y. (November 21, 2013)** – Elizabethtown Community Hospital is proud to announce it has been named a 2013 Guardian of Excellence Award winner by Press Ganey Associates, Inc. The Guardian of Excellence Award recognizes top-performing facilities that consistently achieved the 95<sup>th</sup> percentile of performance in patient satisfaction.

The award was given to the hospital based on its emergency department patient satisfaction scores.

The Elizabethtown Community Hospital emergency department offers state-of-the-art equipment, along with a highly skilled staff, poised to handle any situation at any moment, 24 hours a day, treating over 5,500 patients each year. It cares for trauma patients, critical care patients, individuals involved in accidents, stroke victims, heart attack victims, those with broken bones and sick children in the middle of the night. Staff is well-trained and prepared to handle it all – and sometimes, simultaneously.

The staff is accustomed to dealing with a variety of serious situations. In fact, the emergency department handles life-threatening, critical care and trauma on a regular basis. Staff assesses and manages patient care when there is limited information and limited time to treat.

According to Julie Tromblee, RN, director of patient services, the emergency department is one of the hospital's busiest areas, utilizing the resources of the entire hospital. "While the Guardian of Excellence Award is focused on the emergency room, it would be a significant mistake to exclude other hospital departments," she said. "Part of what makes an award-winning patient experience in this emergency department is the constant support of radiology, laboratory, pharmacy, housekeeping, transport drivers, information technology, and nurses from the inpatient unit. Patients who need emergency care at this facility often encounter lab and radiology staff, along with housekeeping and ECH transport staff as extensions of that care. Everyone in the building works to ensure a superior patient experience."

The Press Ganey Guardian of Excellence Award is a health care industry symbol of achievement. Fewer than 5% of all Press Ganey clients reach this threshold and consistently maintain it for the

one year reporting period. Press Ganey partners with more than 10,000 health care facilities, including more than half of all U.S. hospitals, to measure and improve the patient experience.

According to Denise Plano, chief clinical and quality officer at ECH, the hospital is always working to improve. “Staff is constantly working to find better and more innovative ways of providing patient care in each department,” she said. “Patient surveys allow the hospital to understand its strengths, from a patient perspective, while identifying opportunities for change and improvement.”

An important component of quality is feedback received from its patients. The hospital has been monitoring patients’ views of the care and service received through surveys mailed out by each hospital department for a number of years. In 2011, Elizabethtown Community Hospital (ECH) selected healthcare survey specialist Press Ganey to independently and objectively survey its patients, measure their level of satisfaction and report the findings.

“We are proud to partner with Elizabethtown Community Hospital,” said Patrick T. Ryan, CEO of Press Ganey. “Achieving this level of excellence reflects the organization’s commitment to delivering outstanding service and quality. The hospital’s efforts benefit patients throughout the area and will lead to improved patient experiences.”

**Press Ganey Associates, Inc.**

Recognized as a leader in performance improvement for nearly 30 years, Press Ganey partners with more than 10,000 health care organizations worldwide to create and sustain high-performing organizations, and, ultimately, improve the overall health care experience. The company offers a comprehensive portfolio of solutions to help clients operate efficiently, improve quality, increase market share and optimize reimbursement. Press Ganey works with clients from across the continuum of care – hospitals, medical practices, home care agencies and other providers – including 50 percent of all U.S. hospitals. For more information, visit [www.pressganey.com](http://www.pressganey.com).