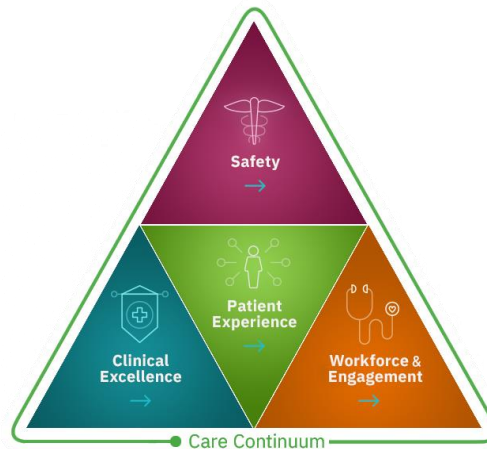


SUPPORTING SAFE, HIGH QUALITY, PATIENT-CENTERED CARE ACROSS THE PATIENT JOURNEY

Insight and Action that Transform the Care Experience

An enterprise solution that aligns caregivers, culture and practices under one integrated vision.

Build an integrated approach to performance improvement with strategies that align people and processes across domains, influence shared goals and drive excellence to create a sustainable platform for accelerated improvement. Press Ganey Transformational Solutions bring together people, culture and practices in a cohesive, integrated enterprise approach.



Integrated Insights

Understand the intersections of safety, quality, patient experience and workforce engagement to prioritize efforts, reduce suffering and meet patient and caregiver needs.

With a relentless focus on identifying patient needs and engaging caregivers, Press Ganey Transformational Solutions provide meaningful measurement and insights at critical inflection

points throughout the patient journey. With flexible surveys from point of care to deep data collection, we capture the voice of patients and caregivers, and add relevant quality, structure, process and outcomes data. Our cutting-edge digital platform provides integrated insights that enable point-of-care service recovery, support patient-centered care, and prioritize targeted improvement opportunities. We partner with health care leaders to provide actionable insights that develop and retain high-performing staff, improve care delivery and build patient loyalty.

Targeted Best Practices and Guidance

Drive meaningful action with strategies supported by an engaged and resilient workforce.

With High Reliability science as the framework for sustainable success, Press Ganey Advisors and Consultants collaborate with leaders to create a culture of excellence. Experts introduce evidence-based improvement solutions and best practices to empower the organization with operational processes and human performance strategies that balance support for caregivers in meeting patient needs to ensure workforce resilience. A focus on coaching and mentoring enables your team to carry the program forward.

Press Ganey Transformational Solutions

Patient Experience: Improve the Patient-Consumer Relationship throughout the Health Care Journey

Delivering safe, high quality, patient-centered care requires continuous evolution of practices and processes to meet patient needs. Press Ganey Patient Experience Solutions enable comprehensive patient feedback to understand needs, prioritize opportunities to reduce suffering, and turn insights into action with best practices and guidance from experts.

Press Ganey strengthens patient-provider relationships through real-time feedback and performance benchmarks, leveraging state-of-the-art survey methodology. Targeted, dynamic survey technology engages patients in meaningful dialogue and captures deeper data, delivering powerful insights and pinpointing improvement opportunities to drive patient loyalty in every care setting and service line. Press Ganey Advisors translate insight to action with Partnership Plans that link your data to your strategy and industry best practices. Consultants partner with your leaders to design and implement sustainable patient experience strategies to develop employees and physicians empowered to deliver an exceptional experience to every patient.

Clinical Excellence: Optimize the Nursing Organization to Deliver Patient-Centered Care

Increasing complexity of care, continued cost pressures and the need to retain valued nurses in a competitive market continue to challenge today's nurse leaders. Press Ganey Nursing Excellence Solutions guide transformation from the front lines of care to the C-suite across the domains that matter most to both nurses and patients. Improve the nurse work environment, assess clinical quality and deliver Compassionate Connected Care™ through nursing-specific measures, insights and strategies.

Workforce & Engagement: Engage and Develop Your Workforce to Build a High-Performing Culture

Research confirms that an engaged, patient-centered workforce is foundational for the delivery of efficient and effective health services and positively impacts the safety, quality and experience of care. Leading organizations that recognize the value of creating a culture that promotes engagement, resilience and safety will be best positioned to succeed across all of these measures. The Press Ganey Workforce & Engagement Solution enables organizations to transform culture and align the workforce around a shared vision. We analyze feedback to develop actionable insights and improvement recommendations as part of broader organizational efforts.

Safety: Transform your Culture to Reduce Safety Events and Embrace a Commitment to Zero Harm

Protecting every patient and employee from harm must be an overarching goal for every health care organization. Wherever you stand on the journey to achieve Zero Harm, Press Ganey is ready to help you achieve your objectives. Using High Reliability science as the framework, our HPI safety experts guide organizations through the transformational process of building a high-performing culture. This includes establishing Zero Harm as an uncompromising core value and guiding mission and providing reliability coaching that addresses both human behavior and process improvement. Our team applies reliability principles derived from nuclear power, aviation and other High Reliability Organizations (HROs) to instill the values, beliefs and behaviors that help accelerate improvement across organizational priorities. Our HPI methodologies have helped more than 1,000 health care organizations achieve and sustain an 80% or better reduction in Serious Safety Event Rates® (SSER®) within two years.

High Reliability: Build a High-Performing Workforce with Support from Consulting Experts

Successful organizations recognize the importance of reducing patient suffering, the challenge of being a caregiver, and a caregiver-patient relationship that is uniquely personal and connected. Press Ganey Consultants partner with health care organizations to help build High Reliability, develop a culture of human performance excellence and guide transformation in care delivery.

With nearly 100 experts, our award-winning team has experience from serving in leadership roles, including c-suite positions of CEO, COO, CNO and CXO. We specialize in strategy design and execution related to reliability culture transformation; human factors-based process improvement; quality and operations; and outcomes optimization in safety, quality and experience. Our team brings knowledge of leading practices and lessons learned from engagements with more than 1,400 health care organizations.