

Emmi Viewers Rate their Care Higher on Press Ganey[®] Surveys

Objective

Evaluate the impact Emmi programs have on Press Ganey patient satisfaction scores for a specific client.

Method

The Methodist Hospital (TMH) in Houston, Texas examined the results of four Press Ganey survey questions over an eight-month period. TMH compared the results for patients viewing an Emmi program (Emmi Viewers) with results for those who had not viewed an Emmi program (Non-Emmi Viewers).

Respondents were asked to rate the following from 1 (lowest) to 5 (highest) as part of the Press Ganey survey:

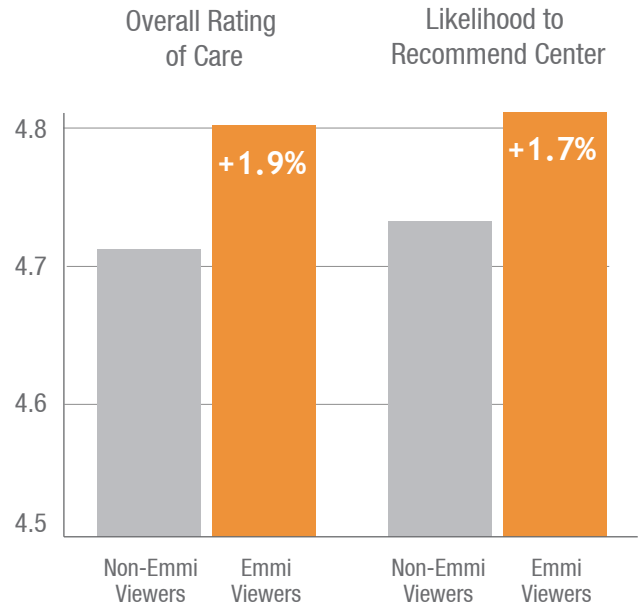
- 1) Overall rating of care received during your visit
- 2) Likelihood of your recommending our Ambulatory Surgery Center to others
- 3) Information the physician provided about what was done during your surgery or procedure
- 4) How well procedures were explained

Results

TMH found Emmi Viewers rated their care significantly higher on Press Ganey patient satisfaction surveys than Non-Emmi Viewers.

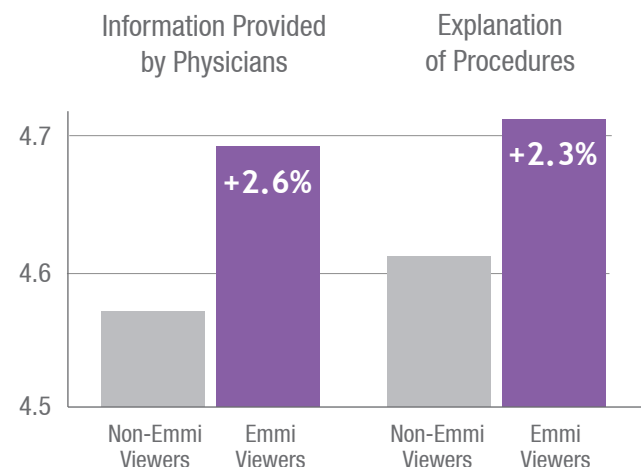
Conclusions

Implementing Emmi programs enterprise-wide is an effective strategy to improve patient satisfaction scores.



"We knew all along that our patients loved the Emmi programs. But these results show the power of Emmi to positively impact the way patients think about us. I'm very pleased."

Bryan Croft, Vice President, Operations, The Methodist Hospital



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