

*Extract from Satisfaction Snapshot August 2010 - A Tale of Two Generations:*

## **Press Ganey Success Story Competition – 2010**

Entries are now closed for the 2010 competition. Thank you all for your significant contributions. From the quality of the submissions there is clear evidence that patient-driven healthcare improvement is alive and thriving. Congratulations to the following organisations who have been successful in progressing to the final round of judging:

- Anglican Care NSW – “The Implementation of the Memory Magic Program”
- Benetas – “Business Improvement Project”
- **Bethesda Hospital – “Satisfaction and Safety – Our Focus for the Future”**
- Eastern Palliative Care – “Caring for Staff – Providing a Safe Workplace When the Vehicle is the Workplace”
- Hollywood Private Hospital – “Every Touch-Point Counts”
- Mater Private Hospital Redland – “Why Not”
- St Andrew’s Toowoomba Hospital – “Caring for Those Who Care”
- St John of God Hospital Murdoch – “Beyond the Call of Duty”
- St Vincent’s Private Hospital Sydney – “On The Magnet Journey – In Pursuit of Excellence in Compassionate Caring”

All finalists progress to an expanded submission phase due on the 8<sup>th</sup> October. The winners will be announced on the 18<sup>th</sup> October.

Manager Client Relations