

FOR IMMEDIATE RELEASE

DATE: December 17, 2009

CONTACT: Megan Guido
Director of Development
509.336.7390

Pullman Regional Hospital Receives National “Summit Award” For Patient Satisfaction

Pullman, WA - Pullman Regional Hospital is proud to announce that Press Ganey Associates, Inc. has named it as a 2009 Summit Award Winner. Press Ganey currently partners with more than 10,000 health care facilities—including over 40% of U.S. hospitals—to measure and improve the quality of their care. The company’s databases are the largest in the industry, and allow facilities nationwide to benchmark their results against peer organizations.

The Summit Award recognizes top performing facilities that sustain a patient satisfaction rate in the top 5% nationally for three or more consecutive years. The Press Ganey Summit Award is the health care satisfaction industry’s most coveted symbol of achievement bestowed annually, and Pullman Regional Hospital is just one of the nation’s 83 organizations to receive this prestigious honor in 2009. Furthermore, of the 83 hospitals recognized this year, Pullman Regional was one of 14 small rural inpatient hospitals to be honored with the award. This places Pullman Regional Hospital in the top 1% nationally when compared to other healthcare facilities similar in size.

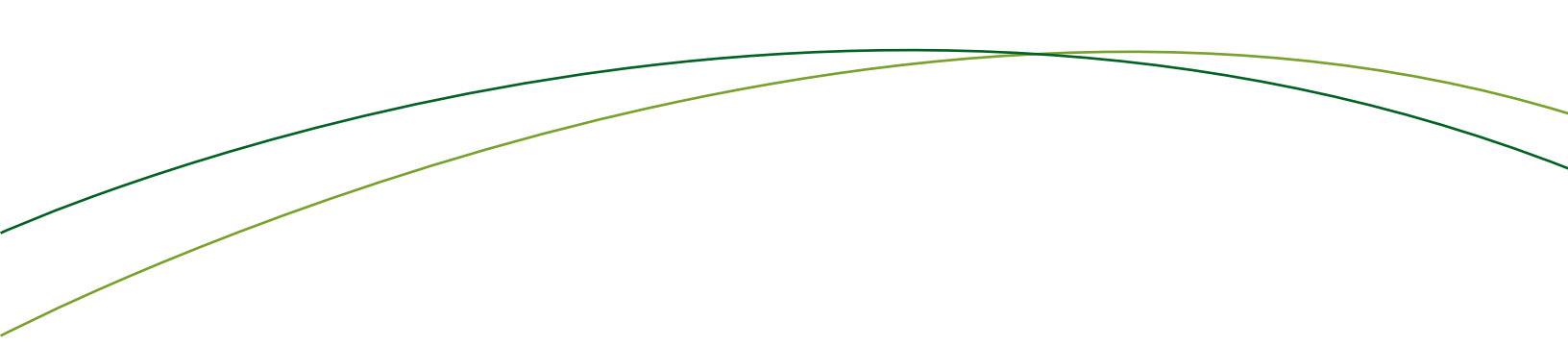
When asked about being recognized for this award, Pullman Regional Hospital’s CEO, Scott Adams, stated “This recognition is truly a tribute to the many people who make each patient experience special.” Adams went on to add, “This includes our dedicated hospital staff, high quality physicians, trusted volunteers, and tireless Board members. When all of the pieces of this complex puzzle work together, we produce extraordinary results.”

“Although Pullman Regional Hospital is thrilled to have received this award, we will continue to strive for excellence not only in the treatments that people receive, but in the quality of care that they are afforded during their stay. Pullman Regional will also continue to look for new ways to serve the healthcare needs of the community,” said Adams.

For more information on the Summit Award, visit Press Ganey’s Website at www.pressganey.com or contact Pullman Regional Hospital’s Director of Development, Megan Guido, at (509) 336-7390.

###





835 SE Bishop Boulevard, Pullman, WA 99163 509.332.2541 . fax 509.332.4242