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ELLIOT 1-DAY SURGERY CENTER WINS NATIONAL TOP PERFORMER AWARD FOR THIRD CONSECUTIVE YEAR

Manchester, NH – The Elliot 1-Day Surgery Center is proud to announce that Press Ganey Associates has named it a 2008 Summit Award Winner for the third consecutive year in row. This award is the healthcare satisfaction industry's most coveted symbol of achievement bestowed annually in recognition of top performing facilities that sustain the highest level of customer satisfaction for three or more consecutive years. The Elliot One Day Surgery Center is now just one of 5 ambulatory surgery centers in the country to receive the distinction.

“What amazes me year after year is the consistency of the nurses and physicians who work at the Elliot 1-Day Surgery Center,” says James Bartels, MD, Medical Director. “We have established an environment of excellence that is not forced. Rather, it flows naturally from everyone here and we see our patients benefit both from excellent clinical outcomes and exceptional experiences.”



The Elliot 1-Day Surgery Center is receiving its third Press Ganey Summit Award in and is now one of only 5 in the nation to have achieved this honor for three years running. “Pride in our jobs and pride in being recognized by our own patients is an unbeatable feeling,” states Mary Beth Jenkins, RN, Director of Elliot 1-Day. “There is no better feedback than from the patients and community we serve. Our staff is thrilled to continue to exceed expectations for everyone who comes to see us...even if it is for only a day!”

Press Ganey describes the Summit Award as “our newest and most prestigious designation...the most challenging to attain. Each winning facility must achieve and maintain the extraordinary.” The “extraordinary” means that recipients of the award have ranked in the 95th percentile or above for patient satisfaction for a minimum of three consecutive years. Press Ganey describes recipients of this coveted award as, “...truly set[ting] themselves apart from the competition. They do so through demonstrating their dedication to improvement and sustaining excellence in both quality of care and employee and physician satisfaction.” More than one-third of U.S. inpatient hospitals currently partner with Press Ganey. The company's databases are the largest in the industry, and allow facilities nationwide to benchmark their results against peer organizations.

The Elliot One day Surgery Center was established in 1985 and has been highly effective and successful in allowing patients to receive surgical treatment in a calming and caring atmosphere with the latest advancements in technology while allowing them to go home the same day. The Elliot One Day Surgery Center is located in the Elliot Hospital and is an affiliate of Elliot Health System.

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