

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 8th October. The winners will be announced on the 18th October.

Manager Client Relations