



MARTHA'S VINEYARD HOSPITAL

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An Affiliate of Massachusetts General Hospital and a Member of Partners HealthCare

P R E S S R E L E A S E

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Martha's Vineyard Hospital Wins National Top Performer Award

Martha's Vineyard Hospital is proud to announce that Press Ganey Associates, Inc. has named it a 2008 Summit Award Winner for excellence in patient satisfaction in its emergency department. This year there were over 1000 large Emergency Departments (more than 30,000 annual visits) eligible for the award. Summit Award winners must rank in the 95th percentile for at least three consecutive years. The Hospital also received this prestigious award in 2007.

Press Ganey is the industry's leading satisfaction measurement and improvement firm and currently partners with more than 7,000 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 the highest level of customer satisfaction 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.

Mr. Walsh and members of the Hospital's senior management and emergency department team accepted the award in Grapevine, Texas at the annual Press Ganey National Client Conference. "As an organization that adopted a Total Quality Management philosophy in 2004, it is very gratifying to see that our efforts have resulted in inspiring staff toward our goal of excellence in all that we do. Their efforts benefit and lead to improved delivery of health care. To win this award two years in a row shows an outstanding level of professionalism and commitment to the highest quality of care." Says President and CEO, Timothy J. Walsh.

For more than twenty years, Press Ganey Associates, Inc. has been committed to providing insight that allows health care organizations to improve the quality of care they provide and their financial performance. The company offers the largest comparative customer feedback databases, actionable data, industry-leading research, solution resources, and unparalleled customer service.