



## Summit Award<sup>®</sup> – Patient Satisfaction Criteria and Benefits

The Summit Award is presented to facilities that have sustained a rank of the 95th percentile or above, at the overall level, in each reporting period for three consecutive years. Award winners are determined in July by reviewing the overall percentile rank of each database report within the three-year period to verify that the percentile rank has not dropped below the 95th percentile at any point.

Categories for the Summit Award include: the Large and All<sup>1</sup> databases for Emergency Department, Inpatient and Ambulatory Surgery; the All database for Outpatient, Behavioral Health and Home Health. For Medical Practice, a facility must meet the criteria in the National Facilities database, or at least 75% of the facilities' sites must meet the criteria in the National Sites database.

For the 2011 award, we will look at data in the client reports received from August 2008-July 2011. For example, if a client is on the JAJC cycle, the first report looked at for 2008 would be the October report.

Benefits of this award include:

- Engraved award.
- Banner.
- 100 lapel pins to share with staff.
- Recognition at Press Ganey's National Client Conference.
- A media kit with guidelines on how to publicize award-winning status.
- A narrative included in Press Ganey's annual award book and on its web site.

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\* The All database will be used only for small facilities.