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CHANGING OF THE GUARD AT PRESS GANEY

Hall to be Board Chairman; Siegrist Takes on Executive Post

February 25, 2009 (South Bend, Ind.)—Melvin F. Hall, Ph.D., today announced his decision to transition from president and chief executive officer to chairman of the board of Press Ganey Associates, Inc., effective March 16. Rick Siegrist, M.B.A., president of a Press Ganey subsidiary, PatientFlow Technology, Inc., and a member of the Press Ganey Board of Directors, will take on the top executive post.

“After nine years as CEO, and more than 15 years overall with Press Ganey, I decided it was time to refocus my energies on being chairman of this great company,” Hall said. “I informed the Board of Directors of my decision six months ago, and we immediately started a search for my replacement. I leave the day-to-day operations of Press Ganey in the best of hands with Rick Siegrist, who shares my passion for patient-centered care and my commitment to being partners in quality with our clients across the United States.”

Siegrist, 53, co-founded PatientFlow in 2006. The Boston-based company specializes in improving hospital operations by offering strategic solutions for patient flow issues such as emergency room overcrowding, long wait times, delayed surgeries and lack of available hospital beds

Prior to PatientFlow, Siegrist co-founded and served as president and CEO of HealthShare Technology, which provided information on quality and cost to hospitals and health plans through decision-support software and consulting services. That company was sold to WebMD in March 2005. He was also a founder of Transition Systems, Inc., a decision-support software company that was acquired by Eclipsys.

An adjunct lecturer at the Harvard School of Public Health, Siegrist has been teaching financial management and cost accounting in the school’s graduate, physician, and executive education programs for more than 20 years. He received his M.B.A. from Harvard Business School, a master’s degree in accounting from the New York University Graduate School of Business and a bachelor’s in political economy from Williams College. He is also a certified public accountant.

“Rick is one of the nation’s foremost experts in health care quality, with 20 years of creating innovative products and services to help health care providers improve their operations, leading to better clinical outcomes and financial results,” Hall said. “There is no one better suited to carry on the Press Ganey tradition.”

“I am thrilled at the prospect of leading Press Ganey, a premier health care solutions company,” Siegrist said. “I look forward to working with all of our clients to drive quality improvement and bottom-line results. And I am proud to lead the hundreds of talented people in our company as we position Press Ganey for strong future growth.”

Hall, 55, began his career with Press Ganey in 1993 as head of research and development. Prior to being named CEO in October 2000, he spent five years as the company’s chief operating officer. He is a frequent speaker at national conferences, including the World Health Care Congress and the Harvard School of Public Health and Public Policy. He is also a widely published writer on health care issues and is frequently quoted in the *Wall Street Journal*, *Modern Healthcare* and other national publications.

Under Hall’s leadership, Press Ganey has experienced significant growth in human capital, client base, revenue, and profitability. Press Ganey has grown from 40 employees when he started in 1993 to more than 640 today. It partners with more than 7,000 health care facilities—including more than 45% of U.S. hospitals—to measure and improve their quality of care and financial performance. The company offers the industry’s largest comparative customer feedback databases, actionable data, solution resources, and unparalleled consulting and customer service.

“We plan on building on an incredible track record of success that Mel Hall leaves behind—a lasting legacy of leadership,” Siegrist said.

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