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Press Ganey Executive to Speak at Managing Today's OR Suite Conference 2009

Christy Dempsey will present solutions to patient flow challenges, and miscommunication between nurse managers and physicians in hospitals

South Bend, IN—September 29, 2009 - Press Ganey Associates, Inc., the leading provider of [patient flow management tools and services for hospitals](#), announced today that its senior vice president for clinical operations Christy Dempsey RN, MBA, CNOR will be co-presenting several sessions at [Managing Today's OR Suite Conference](#) from October 7-9 at Caesar's Palace in Las Vegas.

Wednesday, October 7 (S-4): "[Moving Beyond the Double Doors: A Journey to Improving Patient Flow](#)"

Thursday, October 8 (B-3): "[Leading a Perioperative Team to Excellence](#)"

Friday, October 9 (D-6): "[Listening to Each Other: What Are They Really Trying to Say?](#)"

Wednesday, October 7 (S-4)

["Moving Beyond the Double Doors: A Journey to Improving Patient Flow"](#)

with Sherron Kurtz, RN, CNOR, CNAA, MSA, MSN, executive director, WellStar Kennestone Surgical Services, and Kenneth G. Murphy, MD, president, Georgia Anesthesiologists, PC

Two years ago, WellStar Kennestone Hospital began a journey to optimize patient flow throughout the organization. This had a significant impact on perioperative services. Although collaboration among surgeons, anesthesiologists, and the administration was already good, it was tested and improved. The patient flow improvements were significant and affected staffing, costs, revenue, and volume. This session will reveal the why, the how, and the results from those directly involved.

Thursday, October 8 (B-3)

["Leading a Perioperative Team to Excellence"](#)

with Tammy Straub, RN, MSN, CRNP, CNOR, administrator of perioperative services, Lehigh Valley Hospital and Health Network

Managing an OR and leading an OR are two different concepts. Decision making resides at the core of management and leadership activity. This session will help the seasoned and novice OR manager understand how to lead in the OR and the hospital. Participants will gain valuable insight about working with staff and physicians to improve overall quality and safety in the OR.

They will hear about the characteristics about effective leadership and take home tools that will help drive decisions, inspire those they work with, and create an environment of excellence within their department.

Friday, October 9 (D-6)

[“Listening to Each Other: What Are They Really Trying to Say?”](#)

Physicians and nurse managers have different perspectives when it comes to management decisions which lead to misunderstandings, conflicts, and hard feelings. The manner in which these perspectives are communicated causes confusion, anger, and long-term problems. Understanding what drives these perspectives paves the way to getting past the anger and confusion. Only then can one collaboratively find the underlying message which is for the good of the patient, the hospital, and each other. In this session, attendees will hear from the physician and the nurse manager, who will discuss their lessons learned in improving communication, building trust, and moving past the presentation of the message to the heart of the message itself.

About Christy Dempsey, RN, MBA, CNOR, senior vice president for clinical operations, PatientFlow

For more than 20 years, Christy Dempsey has been on the frontline of hospital operations with the challenges and opportunities in the very complex environments of perioperative, emergency, critical care, trauma, and select service lines including bariatrics, seniors, burns, neuroscience, and cardiovascular. In her role as senior vice president of clinical operations, she serves as project director and clinical/operational expert for PatientFlow client implementations.

In her tenure as vice president and director of perioperative services at St. John’s Regional Health Center in Springfield, MO, she led the collaborative effort between physician and hospital leadership to improve patient flow throughout perioperative services and beyond, creating 59 percent more inpatient capacity by smoothing the flow of elective admissions to the hospital. Ms. Dempsey has been on the Advisory Board for *OR Manager* magazine, and the planning committee for OR Manager conferences. She regularly speaks and publishes on physician/hospital collaboration, retention and recruitment strategies, patient flow, balancing quality and efficiency, cost reduction and revenue enhancement throughout the hospital. Ms. Dempsey received her undergraduate degree in nursing and graduate degree in business from Missouri State University and is a certified operating room nurse.

Press Ganey Associates, Inc.

For more than 20 years, Press Ganey has been committed to providing insight that allows health care organizations to improve the quality of care they provide while improving their bottom-line results. The company offers the largest comparative customer feedback databases, actionable data, solution resources, and unparalleled consulting and customer service. Press Ganey 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. For more information, visit www.pressganey.com.

About OR Manager

OR Manager, Inc., has been the leader in providing information on management of the OR. The *OR Manager* publication, launched in 1985, reaches 3,200 subscribers across the country and internationally. OR Manager, Inc. publishes *OR Reports*, an electronic publication comprising abstracts of scientific literature relating to the OR environment. OR Manager, Inc. offers two conferences: Managing Today's OR Suite conference, held in the fall, attracts some 800 OR directors and others involved in the management of the OR. The OR Business Management conference, held in the spring, attracts a broader audience of personnel involved in the financial management of the OR.