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PRESS GANEY ACQUIRES PATIENTFLOW TECHNOLOGY

Deal extends Press Ganey's reach to clinical areas, expands hospital improvement services

January 8, 2009 (South Bend, Ind.) – Press Ganey Associates, Inc. today announced it has acquired PatientFlow Technology (PatientFlow), a leading provider of patient flow management tools and services for hospitals. 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, bumped or delayed surgeries, and lack of available ICU and hospital beds. Terms of the deal were not disclosed.

Adding PatientFlow to Press Ganey's lineup of products and services will increase the company's overall expertise in clinical and operational areas, and broaden its reach of consulting and improvement services.

"We're pleased to announce the addition of PatientFlow Technology because it means we will continue to live the full meaning of being partners in improvement," said Melvin F. Hall, Press Ganey president and CEO. "PatientFlow Technology's expertise will enable us to expand and grow our business, and offer clients a wide range of solutions-oriented services to continue our mission of improving the quality of health care delivery."

"PatientFlow Technology is proud to become part of the Press Ganey team," said Richard Siegrist, president and CEO of PatientFlow Technology. "Uniting our proven operations expertise with Press Ganey's deep history of leading quality improvement initiatives will be a winning combination for the health care industry. In these difficult economic times, we provide hospitals with the means to not only improve quality and satisfaction, but also to reduce operating and capital costs."

Patient Flow Technology, Inc.

PatientFlow Technology provides tools and services for hospitals to address [patient flow](#) problems such as [emergency room overcrowding](#), long wait times, [bumped or delayed surgeries](#), and lack of available ICU and routine hospital beds, while concurrently improving quality of care.

The company's headquarters are in Boston, Massachusetts. For more information, visit www.patientflowtech.com.

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.

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