



Media Contacts:

David Dinerman/Wendy Mejia
Schwartz Communications
781-684-6584
pressganey@schwartz-pr.com

Press Ganey Executive to Present at the 17th Annual Perioperative Clinical Update

*Christy Dempsey to discuss patient flow improvement strategies
and their impact on patients, staff, and physician satisfaction*

South Bend, IN – October 6, 2009 - Press Ganey Associates, Inc. today announced that Christy Dempsey, RN, MBA, CNOR, senior vice president for clinical operations, will be presenting two sessions titled, “Moving Beyond the Double Doors: How Improving Perioperative Flow Impacts the Hospital,” and “Patient, Staff, and Physician Satisfaction” at the [17th Annual Perioperative Clinical Update](#) on October 10 at the Peachtree Banquet Center, Columbia, MO. The event is sponsored by the Missouri University Sinclair School of Nursing, in cooperation with the local AORN and PACU chapters.

Perioperative patient flow impacts the entire organization. OR flow drives the inpatient census of the hospital and therefore has a direct impact on everything that happens in the hospital including patient/physician/staff satisfaction. Ultimately, improving perioperative flow improves overall hospital flow. Attendees will learn how improving flow benefits the hospital and how that benefit provides even more returns for the OR in terms of staffing, cost, and revenue. Ms. Dempsey will offer specific strategies to improve patient satisfaction not only by improving the quality of care and communication to patients but also by improving the quality of care and communication to each other and to staff and physicians. To punctuate the discussion, Ms. Dempsey will give examples from hospitals that have done just that, and how they have sustained their improvements, particularly for the perioperative nurse and nurse manager.

What: 17th Annual Perioperative Clinical Update
“Moving Beyond the Double Doors: How improving perioperative flow impacts the hospital” (11:20 a.m.)
“Patient, Staff, and Physician Satisfaction” (1:15 p.m.)

When: October 10, 2009

URL: <http://nursingoutreach.missouri.edu/perioperative09.htm#Agenda1>

About Christy Dempsey, BSN, MBA, CNOR, senior vice president for clinical operations, Press Ganey Associates

For more than twenty 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 Press Ganey client implementations.

In her ten-year 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, as well as the planning committee for OR Manager conferences, Managing Today's OR Suite, and OR Business Management. 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. Ms. Dempsey also serves as faculty for the department of nursing at Missouri State University.

Press Ganey Associates, Inc.

For more than twenty 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 10,000 health care facilities—including over 40 percent of U.S. hospitals—to measure and improve the quality of their care. For more information, visit www.pressganey.com.