A Strategic Blueprint for Transformational Change

Achieve Heightened Levels of Excellence Across All Attributes of the Patient Experience

Our analyses illustrate the interdependencies of safety, quality, experience and engagement.

To stay competitive and continuously improve, there must be a convergence of leadership to integrate improvement strategies across domains and align people and processes to the mission of the organization.

Convergence of Leadership to Drive Performance

Press Ganey Transformational Principles™

**Strategic Principles**

**Commit to Zero Harm**

Make Zero Harm a core and enduring pursuit and communicate the goal across the system.

**Put Patients at the Center**

Deliver on the promise of patient-centered care by defining it and integrating it into every interaction across the organization.

**Recognize the Interdependency**

Address disconnects by transcending vertical operations and aligning and integrating improvement efforts.

**Operational Principles**

**Drive Change Using Data**

Realize the power of data by defining a clear and concise strategy for using it.

**Focus on Accountability**

Establish systems of accountability so individuals and teams understand expectations and their part in the overall performance picture.

**Transform Culture and Leadership**

Create a healthy, supportive culture in which every member believes he/she has a role in achieving corporate objectives.