

MESSAGE FROM THE DEAN OF MEDICINE

A Press Ganey Consultant will be on campus next Tuesday, November 3rd to conduct training for physicians on how to use the Press Ganey tools to increase patient satisfaction. I highly encourage all physicians who are available to attend one of the training sessions either at noon – 1:00 pm or 5:00-6:00 pm in the Children's Hospital Auditorium, 2nd floor. The following will be covered during this training session:

- Overview of survey basics, survey reliability and validity
- Importance of patient satisfaction
- Discuss how survey data is reported
- How to use the data for improvement
- Introduction of Press Ganey Online



This is a great opportunity for physicians to learn more about patient satisfaction improvement, and I hope you will be able to attend this informative session.

Sincerely,

Garland D. Anderson, MD
Executive Vice President and Provost
Dean, School of Medicine
Thomas N. and Gleaves T. James Distinguished Chair