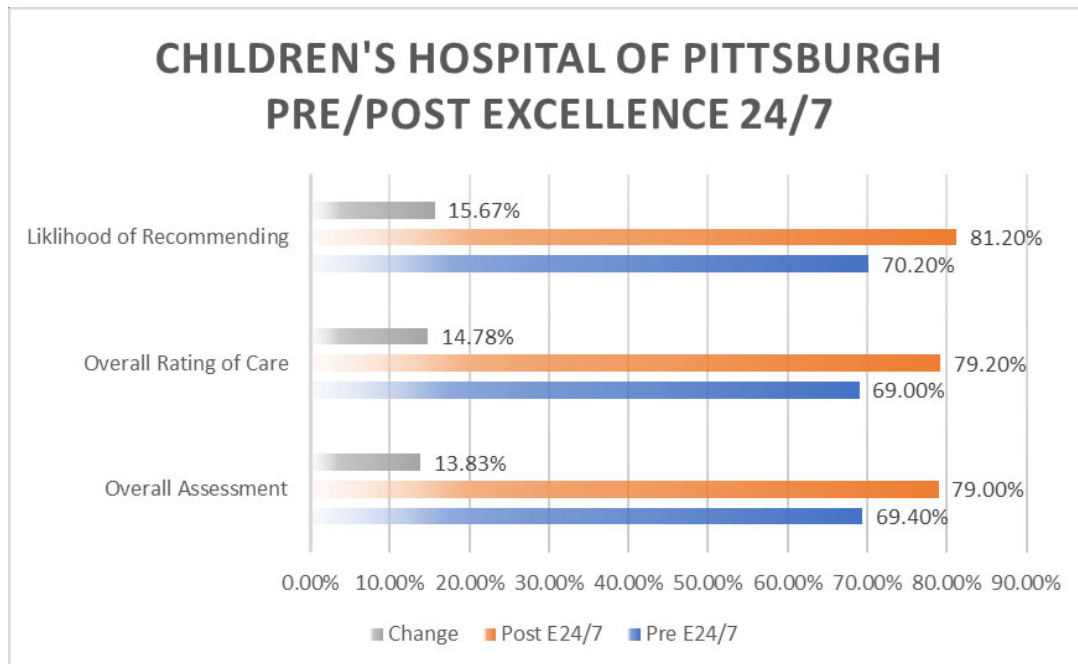


Excellence 24/7 Testimonials

Children's Hospital of Pittsburgh

We discussed some of the accomplishments of Children's Radiology and comparing months in 2017 and 2018, and I wanted to provide you with a little data that shows some progress in satisfaction scores due to the work we have put in within the department in addition to utilizing the Excellence 24/7 tool.

The radiology department saw a change in Press Ganey scores only four months after implementing the Excellence 24/7 Patient Outreach Process. And the initial improvements have not only been maintained but continue to grow.



Reduced MRI Cancellations through scheduling and clinical collaboration - MRI (Main) OP cancellations decreased by 10.06% since prior year; MRI (South Satellite) OP cancellations decreased by 12.81% since prior year.

438 Star Performers named by Radiology Leadership resulting from Excellence 24/7 feedback as of September! Some employees were named multiple times – Great Staff recognition!

Increased patient satisfaction - Met/Exceeded Patient Expectations 90.21% in Excellence 24/7 Patient Feedback responses (1,087 positive / 1,205 overall responses)

Thank you for assisting us with surveys tailored to meet our families' requests, allowing us to proactively reach out to families. We have been able to meet the needs of our families and help them better prepare for upcoming visits. In addition, we are happy that our staff are being named as Star Performers exceeding expectations. This is fabulous for staff recognition and enhances the employee experience as Leaders engage with front line staff for providing excellent care!



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