

Sterne, Priscilla

From: PG Awards <Awards@pressganey.com>
Sent: Friday, August 23, 2019 16:21
To: D'Alba, Debi
Cc: Jennifer Amacher; Kelly, Joan; Kathryn Banerji; Susan Chihi
Subject: Congratulations! Greenwich Hospital is a 2019 Press Ganey Award Winner

EXTERNAL EMAIL: Do NOT click links or open attachments unless you trust the sender AND know the content is safe.

Dear Deborah,

It is a great pleasure to inform you that Greenwich Hospital is winning multiple 2019 Press Ganey Awards. You and your team should take great pride in this achievement. Your organization is winning the following awards:

- **Guardian of Excellence AwardSM in Patient Experience** for reaching the 95th percentile for each reporting period for the award year in **Emergency Department**
- **Pinnacle of Excellence AwardSM in Patient Experience** for maintaining consistently high levels of excellence over multiple years in **Outpatient Services**

For additional detail, please review the [award criteria](#).

We encourage you to attend the [Press Ganey National Client Conference](#) Nov. 18-20 at the Orlando World Center Marriott, where we will acknowledge your achievements. To recognize and honor your success, Press Ganey award winners will be featured on banners displayed throughout the event and will receive a trophy for each of their awards that will be sent to your organization the week following the conference.

Winners will be acknowledged with ribbons, have access to an exclusive awards lounge and the opportunity to be photographed onsite with a member of the Press Ganey Executive Leadership Team and a replica of their award trophies. For more details, please visit the [Awards page](#) of our event website.

Until Nov. 18 we ask that you only share this exciting news internally and **refrain from any external-facing communications or promotions** including press releases, web site announcements, or promotional campaigns. You are welcome to share the news within your organization through internal communications such as employee publications or during an employee-only event, such as a staff breakfast, luncheon or "town hall" meeting. Please be sure to communicate the embargo to any colleagues with whom you share this exciting news.

Next steps:

- By Wednesday, August 28 complete the brief [Award Recipient Information Form](#) to ensure we have the correct facility name and shipping address for your award trophy. If your organization won multiple awards, please complete the form for each award.
 - **For Guardian of Excellence AwardSM, please use trophy ID # 132493**
 - **For Pinnacle of Excellence AwardSM, please use trophy ID # 132579**
- [Register](#) to attend the National Client Conference. If you register by Sept. 13, you will receive the early-bird rate of \$1,150, a savings of \$250.

Press Ganey will also issue a press release about the awards program with a link to the list of this year's winners on [pressganey.com](#). Prior to the conference, we will also provide you with a personalized media kit that includes information and marketing templates to help you promote your win within your community.

Please accept our sincere congratulations to you and to everyone at your organization. If you have any questions, please contact our awards team at awards@pressganey.com.

The Press Ganey Awards Team