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**Sent:** Monday, November 25, 2019 1:07 PM

**To:** List\_GH\_All <[List\\_GH\\_All@YNHH.ORG](mailto:List_GH_All@YNHH.ORG)>

**Subject:** Thanksgiving

Ladies and Gentlemen of Greenwich Hospital:

As always, at this time of year, entering the holidays, my thoughts turn to things I'm thankful for. I'm thankful for my health, my family, my grandchildren and for the amazing people I have the pleasure to work with at Greenwich Hospital. As the CEO, I'm extremely thankful for the hard work our team puts in everyday to ensure our patients are safe, well cared for and that they feel like the most important person on the unit.

The effort that all of you put in is clearly reflected in our Press Ganey and HCAHPS scores. In fact, we just announced that for the first time ever, Greenwich Hospital's Emergency Department awarded Press Ganey's Guardian of Excellence Award for achieving the 95th percentile or higher in patient experience for four quarters in a row. And not to be outdone, our Outpatient Department received Press Ganey's highest award, the Pinnacle of Excellence Award, given to only four hospitals nationwide that consistently achieve the 95th percentile or above in patient experience over multiple years. We can all be proud of these amazing achievements and give thanks to each other for all the amazing effort required to make these award a reality!!

(Evidence SE13-3, Norm Roth CEO, President Greenwich Hospital email November 25, 2019)