

**REGIONAL NEWS**

## **Annapolis, MD - Anne Arundel Medical Center Receives Press Ganey Award**

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**Anne Arundel Medical Center**, Annapolis, MD, recently won a 2012 Press Ganey Award, which recognizes efforts to improve the quality and safety of patient care while providing a collaborative environment for staff.

The award honors Press Ganey clients who have shown continuous achievement over 2 years. To be chosen as a winner, a hospital must be among the top 3 percent on the overall improvement score and demonstrate improvement in four measure sets.

"We continue to make it a priority to strengthen our resolve to provide quality care that is safe, effective and patient-oriented by improving our core compliance measurements," said Shirley Knelly, vice president of quality and patient safety at Anne Arundel Medical Center.

"This included creating accountability measures such as real-time feedback to providers, standardizing discharge instructions for congestive heart failure patients and automating Foley catheter discontinuation postoperatively."