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For immediate release

Doshier Receives 2021 Press Ganey Guardian of Excellence Award®

Doshier earns national distinction as a top performer in patient experience

SOUTHPORT - Doshier Memorial Hospital and Medical Clinics today announced they have been named 2021 Guardian of Excellence Award® winners by Press Ganey, the national leader in healthcare consumer and workforce engagement, in two separate areas.

- Guardian of Excellence for Patient Experience in our Emergency Department
- Guardian of Excellence for Patient Experience in the Doshier Medical Practices

The Press Ganey Guardian of Excellence Award is a preeminent competitive achievement for leading healthcare organizations. Presented annually, the award applauds hospitals and health systems that consistently sustained in the top 5% of all Press Ganey clients for each reporting period during the course of one year.

“Press Ganey is honored to recognize Doshier as one of the nation’s leaders in patient experience,” said Patrick T. Ryan, chairman and chief executive officer, Press Ganey. “This award reflects an unwavering commitment to earn the trust and loyalty of patients throughout unimaginable challenges. We are humbled by Doshier’s incredible efforts, and their ability to adapt to imperatives of COVID-19 on top of the increasing demand for consumerism in healthcare.”

Doshier’s commitment to patient experience is supported through an organization comprised of dedicated individuals who have made it their mission to deliver excellent care through every phase of a patient encounter and to seek ways to create continual improvement.

Doshier CEO Dr. Brad Hilaman says, “We are extremely proud of our staff for their investment in patient experience, and their meticulous attention to every phase of patient care. These awards represent an important recognition in a staff that supports a culture of quality, safety, and overall excellence.”

Lynda Stanley, President of Doshier Hospital, says, “Great patient experience is a team based endeavor dependent upon every department in our organization, from our dietary

department, environmental staff, patient access associates, and healthcare providers. We are very grateful for the shared values that our staff members hold which enable us to provide outstanding healthcare.”

About Doshier

Doshier is an independent critical access hospital located in Southport, North Carolina. Doshier operates six primary care clinics in southern Brunswick County, as well as a medical clinic on Bald Head Island open seasonally, a Convenient Care, a general surgery practice and a women’s health clinic.

About Press Ganey

Press Ganey pioneered the health care performance improvement movement 35 years ago. Today, Press Ganey offers an integrated suite of solutions that enables enterprise transformation across the patient journey. Delivered through a cutting-edge digital platform built on a foundation of data security, Press Ganey solutions address safety, clinical excellence, patient experience, and workforce engagement. The company works with more than 41,000 health care facilities in its mission to reduce patient suffering and enhance caregiver resilience to improve the overall safety, quality, and experience of care.

Editor’s Note: See page 2 for photo

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Pictured L – R accepting the Press Ganey Guardian of Excellence Award: Thomas Holland, MD, Doshier Chief Medical Officer, Catherine Mohr, RN, DNP, Doshier Chief Nursing Officer, Leigh Vaughan, DO, Doshier Physician Advisory Committee Board Chair and Family Medicine Practitioner, Brad Hilaman, MD, Departing Doshier CEO, CMO, Kate Inman, Doshier Practice Network Administrator, Alex Newsom, MD, Doshier Internal Medicine Practitioner, Maritza Manrique-Kiniry, Doshier Women’s Health Physician and Surgeon, Doug Hiltz, MD., Doshier Internal Medicine Physician, Joan Alsbury, RN, Doshier Emergency Department Manager, Kendra Bean, Doshier Emergency Department Patient Care Tech, Lynda Stanley, Doshier President and Appointed CEO. Lesa Anderson RN, Doshier Director of Quality and Patient Safety