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**For immediate release**

**Dosher Receives 2020 Press Ganey Guardian of Excellence Award® for Achieving and Sustaining Excellence in Clinical Quality, Patient Experience**

Dosher Memorial Hospital and Medical Clinics have been named 2020 Guardian of Excellence Award® winners by Press Ganey, in three separate areas.

- Guardian of Excellence for Patient Experience in our Emergency Department
- Guardian of Excellence for Patient Experience in the Dosher Medical Practices
- Guardian of Excellence for Quality for hospital services

The Guardian of Excellence Award recognizes top-performing health care organizations that have achieved the 95<sup>th</sup> percentile or above for performance in the area in which they have been recognized.

The Press Ganey Guardian of Excellence Award is a nationally-recognized symbol of achievement in health care. Presented annually, the award honors clients who consistently sustained performance in the top 5% for each reporting period during the course of one year.

"The caregivers and staff of Dosher Memorial Hospital and Medical Clinics touch the lives of patients and their families in profound ways," said Patrick T. Ryan, Chairman and CEO of Press Ganey. "Press Ganey is proud to partner with them in this noble work, and we congratulate them on this tremendous achievement."

Dosher's commitment to quality and patient experience is supported through a number 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.

According to Dosher CEO Dr. Brad Hilaman, the awards represent an important recognition from the industry's leader in measuring, understanding, and improving the delivery of care. "These awards are reflective of a team that fully supports a culture of quality, safety, and overall excellence," says Hilaman. "During a year where both healthcare and our patients have met unprecedented challenges, we are extremely proud of how every member of our

staff has delivered care with the same diligence, dignity, and compassion that they would provide to a member of their own family.”

### **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.

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From L – R: Kate Inman, Doshier Practice Network Administrator, Joan Alsbury, Doshier Emergency Department Manager, Lesa Anderson, Doshier Chief Nursing Officer, Director of Quality, Risk, & Patient Safety