



"IF YOU CAN'T FLY THEN RUN, IF YOU CAN'T RUN THEN WALK, IF YOU CAN'T WALK THEN CRAWL, BUT WHATEVER YOU DO YOU HAVE TO KEEP MOVING FORWARD."
DR. MARTIN LUTHER KING JR.

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Shriners Children's Portland Does it...

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“By putting their patients and workforce first each and every day, Shriners Children’s Portland is demonstrating their unwavering commitment to their employees and to the communities they serve,” said Patrick T. Ryan, chairman and chief executive officer, Press Ganey. “The caregivers at Shriners Children’s Portland have inspired us with the compassion, empathy and human connection they bring to the clinical healthcare setting. We are honored to partner with them as we celebrate their achievement.”

standard in patient satisfaction scoring,” said Shriners Children’s Portland administrator, Dereesa Reid. “We are incredibly honored to receive this award reflecting our patient’s rating of their experience with us. This award is a nationally recognized symbol of achievement in healthcare. I applaud our staff’s commitment to quality patient-centered care and experience. Shriners Children’s three part mission of delivering high-quality care for our patients, conducting research to gain knowledge and develop new treatments, and providing educational opportunities for physicians and other healthcare professionals allows us to continue providing the most amazing care anywhere here in the Pacific Northwest. ”Press Ganey evaluates data collected from surveys taken by patient families after a patient’s appointment for ambulatory surgery, inpatient pediatric and outpatient services. The survey results indicated top marks for

an excellent patient experience. Survey questions used to determine patient experience included Ease with scheduling appointment, Comfort in waiting areas, Friendliness of staff, Concern for privacy and safety, Respect doctors showed for questions, Doctors communication, Helpfulness of doctors and front desk personnel, Respect for knowledge of child, Instructions for home care services, Speed of discharge process and Overall cheerfulness of hospital.

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