



An Avera Partner

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FOR IMMEDIATE RELEASE

Floyd Valley Hospital Wins National Top Performer Award

Floyd Valley Hospital is proud to announce that Press Ganey Associates, Inc. has named it a 2010 Summit Award Winner. Press Ganey currently partners with more than 10,000 health care facilities—including 50% of U.S. hospitals—to measure and improve the quality of their care. The company's databases are the largest in the industry, and allow facilities nationwide to benchmark their results against peer organizations. The Summit Award recognizes top performing facilities that sustain the highest level of customer satisfaction for three or more consecutive years. Floyd Valley Hospital is one of 80 Press Ganey client facilities to receive this honor in 2010.

Richard B. Siegrist Jr., CEO of Press Ganey, noted, "We are proud partners of Floyd Valley Hospital. Floyd Valley Hospital continues to maintain a high level of patient satisfaction over the past three years. Their efforts benefit Le Mars and all of Plymouth County and lead to improved delivery of health care."

"Floyd Valley Hospital has, for the fourth year in a row, been chosen as a Press Ganey Summit Award winner. Floyd Valley Hospital has achieved this honor by sustaining an overall rank above the 95th percentile in the ER database for the past seven years - this impressive accomplishment makes the Summit Award Press Ganey's most prestigious award," states Mike Donlin, Administrator.



Caption: Accepting the Summit Award at the National Conference in Orlando, FL were Daryl Friedenbach (left), FVH Director of Finance and Mary Jo Clark (right), ER Trauma Coordinator with Richard B. Siegrest Jr. (center), CEO of Press-Ganey.