



Congratulations to client **Monongahela Valley Hospital** for achieving remarkable results on their Journey to Excellence, and to **CEO Lou Panza**, for being featured as a **key presenter at the 2009 Press Ganey** conference to share these results industry-wide.

In August of 2006, Panza stated **“We will strive to establish MVH as the hospital of choice for our community by distinguishing MVH as a leader in quality health care and quality customer service. We will step up the pace of our efforts to provide excellent clinical outcomes, cost-effective care and recruiting, developing and retaining the best people.”**

**In 24 short months, they achieved tremendous results in alignment with their accountability framework as follows:**

- People: from 10th to 75th Percentile in employee service performance
- Service: from 24th to 99th Percentile in patient satisfaction
  - *Sustained performance above the 90th percentile for last 5 Quarters*

The key to Mon Valley's success was creating a commitment to accountability with clarity and a balanced approach at the heart of their work. Mon Valley embarked on their journey to create:

- a changed culture with a commitment to patient centered excellence
- systems of accountability to achieve and sustain organizational goals
- recruit and retain great employees

By listening carefully to leaders and staff, being open to creative solutions, collaborating with all resources available, being extremely proactive, and increasing individual leader and staff accountability, their journey has proven to have a profound, lasting and sustainable outcome the organization.