Press Ganey Improvement Portal®
User Guide
# Contents

Press Ganey Improvement Portal® ................................................................. 5
Benefits ........................................................................................................... 5
Features ......................................................................................................... 5
Logging In ...................................................................................................... 6
Homepage/Quick Reports ............................................................................... 7
Welcome Screen ........................................................................................... 7
Creating Quick Reports .................................................................................. 8
Quick Report Settings: Comparison Quick Report .......................................... 9
Quick Report Settings: Trend Quick Report ................................................... 10
Graphs and Features in Quick Reports .......................................................... 11
Changing Quick Report Settings ................................................................... 12
Deleting Quick Reports .................................................................................. 12
Renaming Quick Reports ............................................................................... 13
Reordering Quick Report Tabs ....................................................................... 13
Scheduling and Emailing Quick Reports ......................................................... 14
Create a New Scheduled Report ..................................................................... 14
Scheduler Step 1-Name Your Report ............................................................. 15
Scheduler Step 2-Compile Quick Reports ....................................................... 16
Scheduler Step 3-Add Email Recipients ......................................................... 17
Scheduler Step 4-Select Date to Send Quick Reports ...................................... 18
Editing Scheduled Reports ............................................................................ 19
Copy and Delete Scheduled Reports .............................................................. 20
Performance Scorecard .................................................................................. 21
Features ......................................................................................................... 21
Accessing Performance Scorecard and Choosing Views ................................. 22
Set Date, Score Type, and Benchmark Preferences ....................................... 23
Dates Preferences .......................................................................................... 23
Score Types Preferences ................................................................................ 24
Benchmarks Preferences .............................................................................. 25
Performance Scorecard Application Screens ................................................ 26
Services Overview .......................................................................................... 26
Priorities ........................................................................................................ 28
Breakout Grid ................................................................................................. 29
Details – Sites Performance .................................................................................................................... 30
Details – Site Details ............................................................................................................................... 31
Breakout Performance Scorecard ........................................................................................................... 32
My Tiles ................................................................................................................................................... 33
Downloading and Emailing Performance Scorecard .................................................................................. 34
Downloading Performance Scorecard Pages ............................................................................................ 34
Download Step 1-Name Your Report ...................................................................................................... 34
Download Step 2-Configure Report and Download ................................................................................ 35
Schedule and Email Performance Scorecard .......................................................................................... 36
Scheduler Step 1-Name Your Report ...................................................................................................... 36
Scheduler Step 2-Configure Report ........................................................................................................ 37
Scheduler Step 3-Add Email Recipients ................................................................................................. 38
Scheduler Step 4-Select Date to Send Report ........................................................................................ 39
Edit Existing Scheduled Reports ............................................................................................................. 40
Satisfaction Dashboard ............................................................................................................................... 41
Survey Comments ....................................................................................................................................... 43
Survey Images and Audio Files .................................................................................................................. 44
Completed Surveys – eSurvey Images ....................................................................................................... 45
Search by Barcode .................................................................................................................................. 45
Enter Search Criteria ............................................................................................................................... 46
eSurvey Responses PDF Report ............................................................................................................ 47
Standard Press Ganey Reports .................................................................................................................. 49
Advanced Analysis of Survey Data ......................................................................................................... 50
Survey Mailing Process ............................................................................................................................. 51
Hospital Data ............................................................................................................................................... 52
Performance Dashboard ........................................................................................................................... 52
Improvement Resources ............................................................................................................................ 54
Press Ganey Community ............................................................................................................................ 55
Networking with Peers ............................................................................................................................... 55
Searching for Topics ................................................................................................................................. 55
Starting a Discussion ................................................................................................................................. 55
Participating in a Discussion ..................................................................................................................... 55
Profile Settings ............................................................................................................................................ 56
Changing Password ................................................................................................................................... 56
Press Ganey Improvement Portal®

The Press Ganey Improvement Portal® provides a personalized view of your total performance so you can target your improvement efforts and get results faster. Obtain real-time insight into current performance, access best-in-class improvement resources and align your organization around performance priorities.

Benefits

- Create personalized homepages with Quick Reports.
- Quickly assess performance with Performance Scorecard.
- Find targeted resources for improvement.
- Automatically generate reports.

Features

- **Homepage**: Your homepage view is customizable to your unique data needs. With Quick Reports, you can create up to 30 different tabs that display data that are most important and relevant to you. Your default homepage tab is the Performance Summary Quick Report. You can also schedule your Quick Reports to email to other users within your organization.

- **Performance Scorecard**: Performance Scorecard is a dashboard in the Improvement Portal that helps you quickly narrow down where to focus improvement efforts for targeted action. View service level performance, and then with just two clicks, drill down to a view of performance at the breakout level (e.g. provider, unit, specialty, etc.). Create custom tiles on the My Tiles page, and email various features to other users within your organization with the Export function.

- **Performance**: The Satisfaction Dashboard provides additional drill-down analysis of your satisfaction data and quick generation of satisfaction trending at varying levels of analysis. Acute-care hospitals also receive reporting of operations, process, and outcomes data.

- **Improvement**: Access an unsurpassed array of client-exclusive resources to improve organizational performance. Based on thought leadership developed as both a patient satisfaction pioneer and the largest CAHPS provider, Press Ganey continually updates and aligns improvement resources to your organizational priorities to take the guesswork out of improvement.

- **Community**: With over 25,000 members, the Press Ganey Community is one of the largest online communities dedicated to health care improvement and networking. Connect with your peers to improve service, and operational, clinical and financial performance.

- **Reports**: Satisfaction-measurement clients can access the features of Press Ganey Online directly within the Improvement Portal: Analyze Press Ganey and CAHPS data to monitor performance and drill down for root cause analysis, search comments for specific key words and run custom reports, monitor the survey process, and review phone survey recordings and returned mail surveys.
Logging In

To access the Press Ganey Improvement Portal:

1. Go to www.pressganey.com and click the Client Login button on the top right of the screen.
2. Click on the Login button for the Improvement Portal. (Bookmark this page for easy future access.)
3. Enter your email address and your Improvement Portal password.

If you do not remember your password, click “Forgot Password?” to enter your email address and have a new password sent to you.
Welcome Screen

When accessing the Improvement Portal, users will land on the Welcome Tab of the Homepage/Quick Reports area unless they have changed their default start page (see “Changing Default Start Page” on page 58). This first Quick Reports tab serves as an access point for many Improvement Portal features:

- **News and Events and Help & Training:** Use these links to watch videos, attend webinars, and review Improvement Portal training guides.
- **Community Threads and Improvement Resources:** Access recent conversation threads occurring on the Community or read about helpful best practice resources recently added to the Improvement area by Press Ganey expert faculty.
- **Create Quick Reports:** Choose to create Comparison, Trend, or Performance Summary Quick reports directly from this page.
- **Performance Scorecard:** Provides access directly to Performance Scorecard.

After clicking the Home button you will always land on the Welcome Tab. From here, click on the other tabs to review quick reports you have already created.
Creating Quick Reports

Quick Reports allow users to create personalized homepages, so they can quickly and easily monitor the metrics most relevant to them to drive improvement. Below are descriptions of the different Quick Report types:

- Comparison Quick Report: Compare breakouts (e.g., sites, units, specialties, providers) for a single service, view performance over time and obtain top improvement opportunities.
- Performance Summary Quick Report: Assess the integrated performance of your entire organization and drill down to investigate satisfaction and clinical performance details.
- Trend Quick Report: Trend up to three survey items (question, section/domain, overall) and see improvement opportunities for a single breakout (e.g., site, unit, specialty, provider).

To create a Quick Report:

1. Click “+” on the Press Ganey Improvement Portal homepage, or choose a quick report to create from the list on the Welcome Tab.

2. Select a report type and click Create tab.
Quick Report Settings: Comparison Quick Report

Compare breakouts (e.g., sites, units, specialties, providers) for a single service, view performance over time and obtain top improvement opportunities.

1. Service – Care-setting-specific survey type.
2. Compare By – Choose the breakout group you would like to compare in your report
3. Breakout Group (Unit in this example) – Includes all the specific, available Breakout Groups for your organization, based on the Compare By option selected.
4. Measure – Choose Overall, Domain/Section or Question (drop down menu for Question or Domain/Section will appear below Measure if selected in Measure).
5. Date Type – Discharge Date organizes survey data by patient visit/discharge date. Received Date organizes survey data by the date the survey was returned to Press Ganey.
6. Timeframe – Previous Period represents the most recent completed Timeframe. Current Period represents the in-progress Timeframe to date.
7. Score Type – Mean Score is the average score and Top Box Score is the percentage of most favorable responses. Each percentile rank option tells you where your score falls in relationship to other scores, based on either mean score or top box score.
8. Benchmark By – The All Respondents option generates ranks compared to all patients in your peer group. The Breakout Group option generates ranks against like-patients in the peer group for your individual breakouts.
9. Question Type – Standard Only includes the standard, required set of questions on a survey, and does not include custom questions. All Questions would include custom questions. This only applies when selecting the Press Ganey Overall Score or a Section as the measure.
10. Adjustment (not pictured) – When set to Adjusted, the dataset is adjusted to account for mode bias. When set to Unadjusted, a mode adjustment is not applied to the dataset. This option only appears if a non-mail survey mode is utilized.
Quick Report Settings: Trend Quick Report
Trend up to three survey items and see improvement opportunities for a single breakout (e.g., site, unit, specialty, provider).

1. Service – Care-setting-specific survey type.
2. Breakout – Areas within the selected service.
3. Breakout Choice (Site in this example) – Indicates divisions within the selected breakout.
4. Measure – Choose Overall, Domain/Section or Question (drop down menu for Question or Domain/Section will appear below Measure if selected in Measure). You may choose up to three measures.
5. Date Type – Discharge Date organizes survey data by patient visit/discharge date. Received Date organizes survey data by the date the survey was returned to Press Ganey.
6. Score Type – Mean Score is the average score and Top Box Score is the percentage of most favorable responses. Each percentile rank option tells you where your score falls in relationship to other scores, based on either mean score or top box score.
7. Benchmark By – The All Respondents option generates ranks compared to all patients in your peer group. The Breakout Group option generates ranks against like-patients in the peer group for your individual breakouts.
8. Question Type – Standard Only includes the standard, required set of questions on a survey, and does not include custom questions. All Questions would include custom questions. This only applies when selecting the Press Ganey Overall Score or a Section as the measure.
9. Adjustment – When set to Adjusted, the dataset is adjusted to account for mode bias. When set to Unadjusted, a mode adjustment is not applied to the dataset. This option only appears if a non-mail survey mode is utilized.
Graphs and Features in Quick Reports

Quick Reports have many helpful graphs and features. Here is a Comparison Quick Report for review:

1. Trend Line – Comparison Quick Reports (see above) always include one aggregate trend line for the comparison measure selected. Trend Quick Reports include one, two, or three trend lines, depending on the number of measures selected (not pictured).
2. Side-by-side bar graph – Comparison Quick Reports include this graph (see above), which can display up to 200 breakouts to compare scores. If a breakout is performing above the average for the service it is green, red if below. Trend Quick Reports do not include a bar graph.
3. Improvement Opportunities – The top 10 opportunities are presented by service or breakout (sites, units, specialties, providers, etc.). Links to Action Plans (when licensed), Improvement Resources and Community Posts are provided for each of the opportunities.
4. Click the Printer button to print your Quick Report.
5. Click the downward arrow to download a specific graph or your entire Quick Report(s) to a PDF.
6. Click the Calendar icon to schedule and email your quick reports (see page 14).
7. Click the information button for detailed information about the settings for each report. Available options are specific to the user’s data-level permissions set by the system administrator. Users will only have access to data for which they have been granted permission.
8. You can create up to 30 different report tabs.
Changing Quick Report Settings

1. Click the tab to open the report.
2. Click the Quick Report Settings button, update settings, and click Apply. There is no settings button for the Performance Summary Quick Report.

*Note:* If you select Top Box Percentile Rank or Mean Score percentile rank, and are looking at your date type by discharge/visit date, the below reminder will appear. This reminder explains that while you may be reviewing your performance by discharge date, the scores for the organizations you compare to are being calculated by received date.

![Reminder](Reminder.png)

Deleting Quick Reports

1. Click the tab to open the report.
2. Click the "x" to the right of the report name.
3. Confirm tab deletion.
Renaming Quick Reports

To rename a report, double click the tab and enter a new report name.

Reordering Quick Report Tabs

To reorder reports, drag and drop tabs to desired locations:

If there are more than six report tabs:
1. Click the down arrow to the left of the tabs to generate a list of all Quick Reports.
2. Drag and drop reports to desired positions in the drop-down list.
Scheduling and Emailing Quick Reports

The Quick Report emailing and scheduling application allows you to select a single Quick Report or a combination of Quick Reports, choose the recipients and send the report immediately, or schedule it to run on a weekly or monthly basis.

Click on the calendar icon to start the wizard:

Create a New Scheduled Report

You will be taken to the Report Scheduler, which shows all reports you have previously scheduled.

To create a new report, click “Create New Report.”
Scheduler Step 1-Name Your Report
After clicking “Create New Report,” you’ll be taken to Step 1 of the wizard where you will give your report a name. To move to the next step, just click “Next.”
Scheduler Step 2-Compile Quick Reports

Select the Quick Report(s) that you want to compile by clicking “select” next to the desired report. Under the “selected reports” column, you can move reports up or down to customize the order in which they’ll appear in the final report. To remove a Quick Report from the list, just click the red circle “X” and the report will move back to the left-hand column. You may also click on “deselect all reports” to start over! Click “next” to move to Step 3.

Note: You may choose up to five quick reports to include in the scheduled report.
Scheduler Step 3-Add Email Recipients

You can add recipients to the email list by typing the name in the search box. The search is dynamic, so the list of possible recipients you see is based on the combination of letters you’ve typed, making it easier to find your recipients. To remove a recipient from the list, simply click “remove.” Click “Next” to move to Step 4.

Note: To appear in the search list, a recipient must have an Improvement Portal account. If you want to add recipients who don’t have an existing account, contact your root or administrator user to have them added.
Scheduler Step 4-Select Date to Send Quick Reports

You have three options in Step 4:

1. You can schedule the report to run on a day of the week (M – F).
2. You can schedule the report to run on a day of the month.
3. You can choose to send the report now, without scheduling it.

To schedule the report, just select the day of the week or day of the month from the list provided and then click “schedule.” Your will receive a confirmation notice that your report has been scheduled. To send your report now, without scheduling it, click “Send Right Now.”

Click “OK” and you will return to the scheduled report maintenance page.

Note: After you select a scheduling option, the other options will disable. If you choose a scheduling option by mistake, simply change the day back to “Please select one day” for the weekly option or delete the date for the monthly option. All three options will enable and you can make your selection anew.
Editing Scheduled Reports
To edit an existing scheduled report, simply click on the report’s name in the list on the scheduled report maintenance page. You can add, delete or move the quick reports, change your recipient list and change the schedule. You change the schedule by selecting another day of the month or day of the week and clicking “schedule.”

*Note:* You will not be able to “Send Right Now,” but you can accomplish this by using the Copy feature, covered in the next section.
Copy and Delete Scheduled Reports

As stated above, you might want to send one of your scheduled reports right now or use an existing report as a base for another report. To accomplish this, just click on the Copy icon. You will be presented with an exact copy of your selected report and the name will be updated to “Copy of [report name]” so that you can’t accidentally save on top of your existing report!

You are free to leave the name of your report as the default, “Copy of [report name],” but you probably want to change it to something more specific.

If you want to delete your scheduled report, just click the red delete icon.

Return to Quick Reports

To return to the main page of the Improvement Portal, simply click the home icon or the “back to quick reports” link.
Performance Scorecard

Performance Scorecard is a dashboard in the Improvement Portal that helps you quickly narrow down where to focus improvement efforts for targeted action. View service level performance, and then with just two clicks, drill down to a view of performance at the breakout level (e.g. provider, unit, specialty, etc.). Create custom tiles with the My Tiles feature, and email various features to other users within your organization with the Export function.

Features

- **Services Overview**: See aggregate data for all Sites within a Service (permissions permitting) in a tile view. This includes Mean or Top Box score, Mean or Top Box Rank, Distribution of Responses, and on the back of the tile, Score and Rank trend lines. Each user may choose the measure reported in each service tile, allowing you to track the most relevant measure to your Service or organizational initiatives. This screen serves as a jump-off point to drill down into more specific metrics.

- **Priorities**: The Priorities page starts with a Priority Index Carousel. It provides a list of measures for a specific service ordered according to score and correlation coefficient. Measures with lower scores and higher correlation coefficients will appear toward the front of this list. Click on a card to see breakout level performance for that measure in the Breakout Grid at the bottom of the page. This grid allows you to compare performance across breakout groups (e.g. compare performance by unit) in terms of score, rank, n-size or change in performance to identify high and low performers. Click on an individual breakout to view its Breakout Performance Scorecard.

- **Details – Sites Performance**: If you have multiple sites within a service, the Details button will bring you to the Sites Performance page. Here you can compare scores, ranks, and trend information across sites for a single measure. Click on an individual site to jump to the Site Details page for that site. Click on a site’s Priorities button to jump to the Priorities page for that site.

- **Details – Site Details**: Accessible from the Details button or from the Sites Performance Page, this feature includes a breakout grid like the one on the Priorities page. The added benefit here is that you can toggle between Overall Score, Sections/Domains, and Questions from a measure selector on the left side of the page. Click on an individual breakout to view its Breakout Performance Scorecard.

- **Breakout Performance Scorecard**: The Breakout Performance Scorecard provides the most specific insights into performance for the selected specialty, unit, provider, etc. Trend charts, distribution of responses, breakout-specific Priority Indices, and related Improvement Resources provide the big picture for a specific breakout group. Quick change between measures using the measure selector on the left side of the page.

- **My Tiles**: The My Tiles feature allows users to create custom tiles specific to the service, site, breakout groups, and measures that matter most to you. With this feature, you can also track breakout and measure specific goals. Administrator users can also share tiles they have created with all Improvement Portal users at your organization.

- **Export PDF**: The Export PDF menu allows you to download to PDF as well as schedule to email any Performance Scorecard page.
Accessing Performance Scorecard and Choosing Views

Access Performance Scorecard by clicking on the Performance Scorecard Icon.

Performance Scorecard provides two views, each with its own set of preferences.

**Performance Scorecard**

- **My View** – Users can select their own preferences, especially useful for service or unit managers who have specific key metrics of interest.
- **Account View** – Root user sets preferences at this level, while Standard and Administrator users may view but not edit Account View preferences. Root users may elect to “Enforce Account View” which will disable the “My View” option, along with the ability for Standard and Administrator users to set their “My View” preferences.

*Note:* Switching Views may change the way Scorecard displays data if you have configured your view preferences differently from one another.
Set Date, Score Type, and Benchmark Preferences

To set preferences for a given view, simply make sure you have the desired view selected, then open the Preferences menu. Note that any time you are setting preferences, those preferences will apply to the selected view only as described on the previous page. To reset preferences to the default for that view, click Reset.

**Dates Preferences**

**Date Type**
- Service (Default) – Uses the date the patient was seen as criteria for inclusion within a given timeframe (e.g. discharge date or visit date).
- Received Date – Uses the date the survey was received by Press Ganey as criteria for inclusion within a given timeframe.

**Timeframe**
- Month (Default) – Time period represents one calendar month.
- Quarter – Time period represents one calendar quarter.

**Period**
- Previous (Default) – Data represents most recent completed Timeframe.
- Current – Data represents in-progress Timeframe to date.

*Note:* “Enforce Account View” is only available as an option for root and administrator users when the view is set to Account View. Remember, checking this box will enforce the Account View settings for all users.
Score Types Preferences

Score Type

- Mean (Default) – Mean Scores and Mean Ranks are used for Press Ganey Measures and Care Transition CAHPS Measures. All other CAHPS measures always use Top Box Score and Rank.
- Top Box – Top Box Score and Top Box Rank are used for all measures.

Sample Type*

- Unadjusted – Mode adjustment is not applied to data set.
- Adjusted (Default) – Data set is normalized to account for mode specific patient response differences.

*Only applies when non-paper (mail) survey modes are used.

Question Types*

- CAHPS + Press Ganey (Default) – Includes both CAHPS and Press Ganey measures throughout the features of Performance Scorecard.
- Press Ganey Only – Includes only Press Ganey measures throughout the features of Performance Scorecard.
- Include PG Custom Questions* – Client-specific custom questions are included in the data set.

*Only applies to Press Ganey measure sets where organizations use custom questions. Section and Overall Scores will not include ranks when this option is selected.
Benchmarks Preferences

- All Respondents (Default) – Rank scores are generated based on the entire response set.
- Breakout (specialty, unit, provider, etc. depending on service) – When viewing data at this level, (Priorities View, Breakout Performance Scorecard screen, etc.) percentile ranks are generated in comparison to responses from like-patients in that breakout only. Aggregate ranks (Site level, All Facilities) always rank against All Respondents.

*Only applies to Rank data.

Improvement Portal Settings & Permissions

Performance Scorecard respects the following Settings and Permissions established within the Improvement Portal:

- User access to Accounts, Sites, Services, etc.
- n-Size
- Peer Group selections
Performance Scorecard Application Screens

Services Overview

Services Overview is the starting view of Performance Scorecard. Here, you can see aggregate scores for each Service across all sites to which the user has been granted access. Each Service Tile will have the following elements:

1. Rank and donut chart: Shows the percentile rank for a given measure compared to All Respondents in the established peer group, and health (color of donut) according to your goal.
   a. Red = More than 20% below goal
   b. Yellow = 20% or less below goal
   c. Green = At or above goal
2. Score: Mean or Top Box score, depending on preference set and measure selected.
3. Measure: Metrics reflect performance on selected Overall Score, Section/Domain, or Question.
4. Peer Group: Indicates the group of organizations your performance is ranked against.
5. Rank Change: Direction and size indicator for Rank trend since last time period.
6. Score Change: Direction and size indicator for Score trend since last time period.
7. Distribution of Responses: Expand the tile to see Distribution of Responses, which shows the number and percentage of patients who gave each rating for the measure selected.

Click the trend icon to flip the Service tile for additional data and actions:

8. Trend Chart: Click the icon once to view score and rank trends, with hover over ability to see time frame specific score, rank, and n-size information.
9. Select a Measure: Click the icon a second time to change the measure being reported on the service tile. This selection is saved per user and persists across sessions.
10. Priorities: Click on “Priorities” to navigate to the Priorities and Breakout Grid feature.
11. Details: Click on “Details” to navigate to the Sites Performance and Site Details pages.
Tiles Without Data

Performance Scorecard will always display all Service Tiles available for an account so that you can find any service you are interested in, even if there is no data available. One of three messages will be displayed if there is no data to be displayed on a given tile:

1. No surveys have been returned for this time frame, measure, and/or service.
2. This service does not meet n-size thresholds. This setting is maintained in the Improvement Portal Administration area.
3. Sorry, we are unable to display data at this time. Please try again later.
Priorities

When you click Priorities on a service tile, it takes you to the Top Priorities and Breakout Grid page. The Top Priorities Carousel orders your survey measures into a Priority Index so you can better understand where to focus. The Breakout Grid allows you to review breakout group (unit, specialty, provider, etc.) performance for the priority you have selected.

Top Identified Priorities: By default, the number one priority will be selected (outlined in blue) in the Priority Index. Remember, the Priority Index provides a set of measures ordered according to a combination of percentile rank and correlation coefficient for a given measure as it relates to overall satisfaction for a specific site and service. The measures that appear toward the front of this list tend to have a lower percentile rank and very important to patients (high correlation coefficient). The Priority Index on this page is referred to as an External Priority Index.

1. Service Selector: You can navigate directly to another service within the gray taskbar at the top of this screen.
2. Site Selector: A Priority Index is generated at the site level and below. By default, the first site with data will be selected and used for all data on this screen. Navigate to additional sites in the gray taskbar just to the right of the service selector. If “All Sites” is selected, it will take you to the Sites Performance page, which allows you to compare site level performance, but does not provide a priority index.
3. Priority Index Toggle: For organizations using CAHPS surveys, a three-choice toggle appears above the Priority Index allowing you to choose the type of questions you would like to include in your Priority Index. Choose from a CAHPS Only Priority Index, a Press Ganey Only Priority Index, or a CAHPS + PG Priority Index.
4. Score: Mean or Top Box Score for given measure.
5. Priority: Position of a given measure among all Priorities (x of n). By default, the top priority is in focus, and details in the Breakout Grid below are scoped to the selected measure.
6. Scroll control: View additional Priorities by clicking on the left or right arrows or on the blue circles.
Breakout Grid
For any selected measure from the Top Priorities display, you can immediately establish the most critical segments for improvement by breakout (unit, provider, specialty, shift, etc.). Just glance at the Breakout Grid found below the Priority Index. This grid provides several useful data elements for each breakout group within the selected service:

<table>
<thead>
<tr>
<th>Unit</th>
<th>Breakout Label</th>
<th>Current/Previous Score</th>
<th>Preceding Score</th>
<th>Top Box Rank</th>
<th>Trend</th>
<th>Rank Change</th>
<th>n-Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>1C</td>
<td>61.0%</td>
<td>61.0%</td>
<td>20.0%</td>
<td>1</td>
<td>▼</td>
<td>-5.0</td>
<td>50</td>
</tr>
<tr>
<td>1E</td>
<td>73.3%</td>
<td>61.0%</td>
<td>5</td>
<td>▼</td>
<td>-51.0</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>61.9%</td>
<td>61.8%</td>
<td>6</td>
<td>▼</td>
<td>-2.0</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>2E</td>
<td>69.0%</td>
<td>62.8%</td>
<td>8</td>
<td>▼</td>
<td>-25.0</td>
<td>78</td>
<td></td>
</tr>
<tr>
<td>2N</td>
<td>60.0%</td>
<td>63.6%</td>
<td>5</td>
<td>▼</td>
<td>-20.0</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>2W</td>
<td>57.2%</td>
<td>64.0%</td>
<td>12</td>
<td>▲</td>
<td>+10.0</td>
<td>71</td>
<td></td>
</tr>
<tr>
<td>3N</td>
<td>64.4%</td>
<td>69.7%</td>
<td>32</td>
<td>▲</td>
<td>+17.0</td>
<td>68</td>
<td></td>
</tr>
<tr>
<td>1N</td>
<td>67.0%</td>
<td>72.2%</td>
<td>44</td>
<td>▲</td>
<td>+20.0</td>
<td>72</td>
<td></td>
</tr>
</tbody>
</table>

Breakout Label: Displays the name of the breakout for which data is displayed in that row.

1. Current/Previous Score: Displays the individual breakout score for the Timeframe and Score Type set in Preferences.
2. Preceding Score: Displays the individual breakout score for the time immediately preceding the Timeframe set in Preferences.
3. Rank: Displays the individual breakout rank for the Timeframe and Score Type set in Preferences. This is the default sort, so the first row will be your lowest ranked breakout, and likely your most critical area of focus. If All Respondents is selected in Preferences, each rank will be determined compared to all survey results; otherwise, rank will be breakout specific, comparing your performance against like-patients.
4. Trend Indicator: Displays rank trend direction compared to the preceding time period.
5. Rank Change: Displays the numerical change in rank compared to the preceding time period.
6. n-Size: Displays the number of respondents included in the data set for each breakout.
7. Paging Control: Click the left/right arrows below the table to see more rows, if available. Change the number of rows appearing on the page by selecting 10, 25, 50 or All in the drop down menu.
8. Sorting Control: Click on any table header to sort by that column.

From this screen, click on a breakout label to move to the Breakout Performance Scorecard, where you can see more detailed information for the breakout selected.
Details – Sites Performance

When you click Details on a service tile, there are two possible pages it will take you to. If the service you have selected has multiple sites, you will go to the Sites Performance page as seen below. This page allows you to compare performance across sites for whatever measure you selected on the service tile.

Site Label: Displays the name of the site for which data is displayed in that row.

1. Current/Previous Score: Displays the site score for the Timeframe and Score Type set in Preferences.
2. Preceding Score: Displays the site score for the time period immediately preceding the Timeframe set in Preferences.
3. Rank: Displays the site rank for the Timeframe and Score Type set in Preferences. This is the default sort, so the first row will be your lowest ranked site, and likely your most critical area of focus.
4. Trend Indicator: Displays rank trend direction compared to the preceding time period.
5. Rank Change: Displays the numerical change in rank compared to the preceding time period.
6. n-Size: Displays the number of respondents included in the data set for each site.
7. Priorities: Jump to the Priorities page by click on the Priorities arrow for that site.
8. Paging Control: Click the left/right arrows below the table to see more rows, if available. Change the number of rows appearing on the page by selecting 10, 25, 50 or All in the drop down menu.
9. Sorting Control: Click on any table header to sort by that column.

From this screen, click on a site label to move to the Site Details page, where you can see more detailed information for the site selected.
Details – Site Details

When you click on Details on a service tile, and that service has only one site associated with it, it will take you to the Site Details page as seen below. If Details takes you to Sites Performance, as described on the preceding page, click on a site label to move to the Site Details page. The Site Details page allows you to review breakout level data as well as quickly change the data in the breakout grid using the measure selector.

1. Selected Measure: In the blue banner, the current selected measure appears (Likelihood of recommending center in the picture).
2. Breakout Grid: The Breakout Grid in the center of this page is structured identically to the Breakout Grid on the Priorities page. For the selected measure, it provides breakout labels and breakout specific data elements in each row.
3. Measures: The measure selector to the left of the Breakout Grid allows you to view scores for all measures for the site you selected. Click the plus button to the left of a section/domain to review question-level performance. Click on a measure to change the Breakout Grid to reflect this new measure’s performance for each breakout group.

From this screen, click on a breakout label to move to the Breakout Performance Scorecard, where you can see more detailed information for the breakout selected.
Breakout Performance Scorecard

The Breakout Performance Scorecard provides a granular view of performance specific to an individual specialty, unit, provider, etc. so you can review performance as well as address needs and concerns most relevant to that breakout.

1. Trend Chart: View trend data on your score and rank, with hover over ability to see time frame specific score, rank, and n-size information for the selected breakout.

2. Measures: The measure selector to the left of the trend chart allows you to view scores for all measures for the breakout group you selected. Click the plus button to the left of a section/domain to review question-level performance. Click on a measure to change the trend chart to reflect this new measure’s performance.

3. Improvement Resources: Review targeted Improvement Resources related to the selected measure, as advised by Press Ganey expert faculty.

4. Distribution of Responses: Displays the number and percentage of patients who gave each rating for the measure selected.

5. Additional Priorities: List of the top 10 priorities specific to this breakout group. This Priority Index is referred to as an Internal Priority Index, as it uses a combination of item score and correlation coefficient to determine placement in the Priority Index. Click on one of these measures to change the trend chart to reflect this new question’s performance. Choose from a CAHPS Only, Press Ganey Only, or CAHPS + PG priority index within this feature.
My Tiles
Click on My Tiles in the upper right to create your own custom tiles and/or view account level tiles created by administrator users. This feature is beneficial as you can now create many tiles specific to the service, site, breakout groups, and measures that matter most to you!

To create a new tile, click the “Create New Tile” button on the My Tiles page (example: 1East Comm with Nurses). Completed tiles will appear on the My Tiles page (example: My Medical Practice Tile).

1. Name the tile and add a description (not required) to provide further detail for the tile.
2. Choose service and breakout options (All Sites, A Single Site, Unit/Specialty/Provider/etc.).
   a. Choose a site and specific breakout group (if applicable).
3. Choose Overall, Section/Domain, or Question.
   a. Choose a specific Section/Domain or Question (if applicable).
4. Choose a Goal Type: Mean Score, Top Box Score, Mean Rank, or Top Box Rank.
   a. Enter a Goal Value between 1 and 100.
5. Click “Create Tile” to complete the setup.

Note: Administrator users have the option to click "Account Level Tile" which will push the custom tile to all users with permissions to that data. To differentiate between account level tiles and individual user tiles on the same page, account tiles display blue while individual user level tiles display green.

Once the tile is created, you can expand to see Distribution of Responses, flip to see trending information, and flip again to edit the tile. Click Details to move to the Sites Performance or Site Details pages.
Downloading and Emailing Performance Scorecard

All pages of the Performance Scorecard can be downloaded to a PDF as well as shared with other Improvement Portal users. The Export PDF drop down menu provides options to download pages, schedule to email, or manage any scheduled reports.

Downloading Performance Scorecard Pages

To download the Performance Scorecard page you are currently viewing, begin by clicking “Download” in the Export PDF dropdown. A two-step download wizard will appear.

Download Step 1 - Name Your Report

After clicking “Download,” you’ll be taken to step 1 of the wizard where you will give your report a name. To move to the next step, just click “Next.”

Note: If the report name you select already exists, a message will appear, “Warning: A report with this name already exists. You may edit the report name now or click “Next” to proceed with the duplicate name.”
Download Step 2-Configure Report and Download

The Performance Scorecard download wizard automatically selects whatever page you are viewing to be downloaded. You can choose to include All Page Content, or you can customize the data selected and order of the report by choosing Customize Report. The customization feature depends on the page you are viewing:

- Services Overview and My Tiles (pictured below): The Customize Report option allows you to choose which tiles to include in your report.
- Sites Performance and Site Details: The Customize Report option allows you to change how your breakout and site tables are sorted.
- Priorities: The Customize Report option allows you to choose the priority index type you want to include (if CAHPS questions are used) as well as change how your breakout table is sorted.
- Breakout Performance Scorecard: No customization options.

After choosing All Page Content or Customize Report, click “Download.” The page you selected will download into a PDF document.
Schedule and Email Performance Scorecard

To schedule and email the Performance Scorecard page you are currently viewing; begin by clicking “Schedule Report” in the Export PDF dropdown. A four-step scheduling wizard will appear.

Scheduler Step 1-Name Your Report

After clicking “Schedule Report,” you’ll be taken to step 1 of the wizard where you will give your report a name. To move to the next step, just click “Next.”

**Note:** If the report name you select already exists, a message will appear, “Warning: A report with this name already exists. You may edit the report name now or click "Next" to proceed with the duplicate name.”
Scheduler Step 2-Configure Report

The Performance Scorecard schedule wizard automatically selects the current page you are viewing to be scheduled for email. You can choose to include All Page Content, or you can customize the data selected and order of the report by choosing Customize Report. The customization feature depends on the page you are viewing:

- Services Overview and My Tiles: The Customize Report option allows you to choose which tiles to include in your report.
- Sites Performance and Site Details (pictured below): The Customize Report option allows you to change how your breakout and site tables are sorted.
- Priorities: The Customize Report option allows you to choose the priority index type you want to include (if CAHPS questions are used) as well as change how your breakout table is sorted.
- Breakout Performance Scorecard: No customization options.

After configuring your report, click "Next."
Scheduler Step 3-Add Email Recipients

You can add recipients to the email list by typing a name in the search box. The search box is dynamic, so the list of possible recipients you see is based on the combination of letters you’ve typed, making it easier to find your recipients. To remove a recipient from the list, simply click the red “X” to the right of their name. Click “Next” to move to Step 4.

*Note:* To appear in the search list, a recipient must have an Improvement Portal account. If you want to add recipients who don’t have an existing account, contact your root or administrator user to have them added.
Scheduler Step 4-Select Date to Send Report

When choosing when to send your report, you have three options:

1. You can schedule the report to run on a day of the week (M – F).
2. You can schedule the report to run on a day of the month.
3. You can choose to send the report now, without scheduling it.

To schedule the report, just select the day of the week or day of the month from the list provided and then click “Schedule.” Your will receive a confirmation notice that your report has been scheduled. To send your report now, without scheduling it, click “Send Now.”

Click “OK” and you will return to the scheduled report maintenance page.

*Note:* After you select a scheduling option, the other options will disable. If you choose a scheduling option by mistake, simply change the day back to “Please select one day” for the weekly option or delete the date for the monthly option. All three options will enable and you can make your selection anew.

Recipients will receive a PDF document of the Performance Scorecard page you chose to send.
Edit Existing Scheduled Reports
To edit, copy, or delete a scheduled report, click on “Manage” in the Export PDF dropdown menu. All scheduled reports will appear on this page.

**Edit:** To edit an existing scheduled report, simply click on the edit icon in that report’s row. You can change the name, change the customization of the scorecard page in the report, change your recipient list and change the schedule. You will not be able to “Send Now,” but you can accomplish this by using the Copy feature.

**Copy:** As stated above, you may want to “Send Now” one of your scheduled reports, or use an existing report as a base for another report. To accomplish this, just click on the Copy icon. You will be presented with an exact copy of your selected report and the name will be updated to “Copy of [report name]” so that you avoid creating multiple reports with the same name!

You are free to leave the name of your report as the default, “Copy of [report name],” but you probably want to change it to something more specific.

**Delete:** If you want to delete your scheduled report, just click the red “X” delete icon.
Satisfaction Dashboard

The Satisfaction Dashboard allows for additional drill-down analysis of your satisfaction data and quick generation of satisfaction trending at varying levels of analysis. For example, you may conduct a site, unit, shift or specialty analysis at the overall, section or question level.

There are two ways to access the Satisfaction Dashboard:

1. Select Satisfaction from the Performance menu.

2. Click on the Dart Chart or More Details in Performance Summary Quick Reports.
The Satisfaction Dashboard Dart Chart is a visual representation of your organization’s performance relative to service-line satisfaction goals. The table to the right of the dart chart shows how the satisfaction rankings presented in the dart chart are derived.

![Satisfaction Dashboard Dart Chart](image)

By clicking on a specific service, you can drill down another level. This takes you to the Press Ganey Online Flash Reporting feature for the service.

Mean and Rank Trend Charts provide a visual display of service- and site-level performance relative to overall Press Ganey satisfaction and CAHPS goals over time. The Mean and Rank Trend Charts present the last 13 periods of satisfaction data by service line when “Monthly” is selected as the account timeframe. If “Quarterly” is selected, five periods are reported.

- **Green/Red Bars**: The green and red columns represent percentile ranks for overall satisfaction for the service line. Values are listed at the base of each bar; the colors indicate your performance compared to target percentile ranks:
  - Green: Reached/exceeded target rank.
  - Red: Did not achieve target rank.
- **Orange Line**: The orange line represents the overall satisfaction mean score for the service line. The value by the dot indicates the actual mean score.
Survey Comments

The Comments tool enables users to view survey comments. By applying filters, users can create custom reports for defined date ranges. They also can view comments by particular ratings and search for comments by keywords.

*The Comments tool is available to clients utilizing Press Ganey’s comments services and to users who have been granted access by their system administrator.*

There are two ways to access Comments:

1. Click the blue PGO icon under My Applications and navigate to Comments.

2. Select Comments from the Reports menu.
Survey Images and Audio Files

There are two ways to access scanned images of your returned mail surveys or audio files for telephone surveys:

1. Click the blue PGO icon under My Applications and navigate to Surveys.

2. Select Surveys from the Reports menu.
Completed Surveys – eSurvey Images

The Completed Surveys feature within the Reports dropdown of the Improvement Portal allows users to view images of all completed esurveys patient responses received on or after January 1, 2016.

This feature does not include mail survey images or phone survey audio files. Those returns are accessed via the Surveys selection in the Reports menu.

Users must have access to the existing Surveys feature to access Completed Surveys.

Press Ganey recommends frequent downloading of completed esurveys (e.g. every 1-2 days), as a maximum of 600 surveys can be included in the PDF file.

The Completed Surveys application opens in a separate browser tab or window (depending on the individual user’s browser settings). Supported browsers include Internet Explorer 9, 10 and 11 as well as the current versions of Chrome, Firefox and Safari. The Improvement Portal will remain open in the previous tab or browsing window.

There are two functions to the Completed Surveys feature. The first is to search for an esurvey by barcode and the second is to search for a grouping of esurvey responses by date range and filter.

Search by Barcode

The search by barcode function allows a user to find and review a specific esurvey image by inputting a unique survey barcode number.

1. Enter the barcode number and click View Survey.
2. A message will appear saying, “Your PDF file is being generated”
   a. If survey cannot be found, this message will appear: “No Survey Available”
Enter Search Criteria

The Enter Search Criteria function allows a user to search for and review esurvey images by date range and additional filters. Follow the instructions below to create PDF image of esurveys.

1. Select a service from the Service dropdown menu.
2. Select sites from the Sites selection area. The default includes all sites.
   a. If multiple sites are selected, More Filters will not be available (will appear gray).
   b. If one site is selected, More Filters will be available.
3. Enter a start date in the From field. If no date is entered, the program will default to 01/01/2016.
4. Enter an end date in the To field. If no date is entered, the program will default to today’s date.
5. Select Received or Visit Date. Only surveys returned on or after 01/01/2016 will be available.
6. Optional: Click More Filters (if only one site was selected) to limit the report to only responses from specific survey designators or breakout groups (e.g. unit, specialty, provider).

7. Unknown Surveys: Some returned surveys are not tied to a specific breakout group. These surveys, known as “Unknown,” are only available to certain sets of Improvement Portal users:
a. Users who have permissions to view ALL breakouts within a service line in their user profile will be able to view Unknown esurveys. A new filter option called Unknown will appear in the More Filters area of Completed Surveys.
b. Users who do NOT have permissions to view all breakouts within a service line in their user profile will not be able to select Unknown.

8. Click View Surveys
9. The PDF with all included esurvey responses will be generated.
   a. A maximum of 600 surveys can be included in the PDF file.

**eSurvey Responses PDF Report**

After clicking **View Surveys**, the PDF will load. Each esurvey response in the PDF will include the following information:

1. **Title and Demographic Information**
   a. **Title**: Includes the survey name and organization information.
   b. **Demographic**: Includes the survey designator, the unique survey barcode, the date the patient returned the survey, the date of the patient’s experience, the patient’s specialty and other demographic information (e.g. provider name).

2. **Survey Sections, Questions and Comments**
   a. The survey sections and questions reflect the order of the sections and questions on the survey itself. The patient’s response will appear below each question.
   b. If a patient skipped a question, the question will not appear in the report.
   c. Questions are numbered in order of responses provided. For example, if there are four questions in the section, and the patient only answered questions one and three, they will be listed as “1” and “2”).
   d. Comments will be included below the section in which the patient provided the comment.
   e. Standard question labels will display for all questions.
3. Patient Information will be included at the very end of each individual esurvey response, if shared by the patient.

<table>
<thead>
<tr>
<th>Patient Name: Amy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent or Guardian's Name:</td>
</tr>
<tr>
<td>Phone Number:</td>
</tr>
</tbody>
</table>
Standard Press Ganey Reports

Your standard Press Ganey reports are available in PaGER, which is short for Press Ganey Electronic Reports.

There are two ways to access PaGER:

1. Click the blue PGO icon under My Applications and navigate to PaGER.

2. Select PaGER from the Reports menu.
Advanced Analysis of Survey Data

infoEDGE allows users to perform advanced analysis of their satisfaction and partnership data.

infoEDGE is available to clients who have purchased one or more of Press Ganey’s satisfaction or partnership services and to users who have been granted access by their system administrator.

There are two ways to access infoEDGE:

1. Click the blue PGO icon under My Applications and navigate to infoEDGE.

2. Select infoEDGE from the Reports menu.
Survey Mailing Process

InfoTurn allows users to review and manage aspects of the survey mailing process. With this tool, users can generate reports detailing the number of patient records uploaded, as well as the numbers of mailed, returned and undeliverable surveys.

*InfoTurn is available to clients who are using Press Ganey’s InfoTurn services and to users who have been granted access by their system administrator.*

There are two ways to access InfoTurn:

1. Click the blue PGO icon under My Applications and navigate to InfoTurn.

2. Select InfoTurn from the Reports menu.
Hospital Data

Performance Dashboard

For acute-care hospitals, the Performance Dashboard provides details on the Satisfaction, Operations, Quality-Outcomes, and Quality-Process metrics you see in the Performance Summary Quick Report. This drill-down view allows you to identify areas of strengths and weakness that may require further analysis.

To access the Performance Dashboard, click Performance on the main menu.

The Satisfaction Table shows details for all services used to calculate the Satisfaction Aggregate:

- **Trend**: Trend chart of percentile ranks showing the most current quarter compared to the four most recent quarters.
- **Metric**: This is the satisfaction domain, including:
  - CAHPS Rating (overall rating top box percent).
  - CAHPS Recommended (likelihood to recommend top box percent).
  - Other surveyed service lines.
- **Percentile Rank**:
  - The Satisfaction Aggregate rank is the average of the ranks for each of the service lines. When the scope of data is a hospital, it is the average rank of your individual ranks across service lines (e.g., inpatient, outpatient, medical practice, etc.). When the scope of data is a system, the scores are first averaged across all facilities within a service line (e.g., inpatient), and then ranked against the benchmark (national or peer group). A composite average ranking across these aggregated service line-specific rankings is then created for the system.
  - The percentile rank is calculated based on the peer group selected for that service by your account administrator.
  - The color represents your performance compared to the peer benchmark:
    - Green indicates that you have met or exceeded your target. If no target is set by the account administrator, the default target is the 50th percentile.
    - Red indicates that you have not yet met your target.
  - The arrow next to the rank shows positive change or negative change compared to the prior period’s percentile rank.

### Satisfaction (Q2 2012)

<table>
<thead>
<tr>
<th>Trend</th>
<th>Metric</th>
<th>Percentile Rank</th>
<th>Peer Group</th>
<th>Value Used for Ranking</th>
<th>Prior Rank</th>
<th>Population</th>
<th>Target Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>CAHPS Rating</td>
<td>71</td>
<td>All Hospital</td>
<td>86.94</td>
<td>82.71</td>
<td>55</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>CAHPS Recommended</td>
<td>80</td>
<td>All Hospital</td>
<td>60.77</td>
<td>53.16</td>
<td>101</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td>Other surveyed service lines</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
- Peer Group:
  - The peer group against which this metric is ranked. This can be specified by the account administrator.

- Value Used for Ranking:
  - For non-CAHPS services, the rank of a facility is based upon your Press Ganey mean score.
  - Since the Satisfaction Aggregate rank is based upon an average rank, there will be no Value Used for Ranking shown, but rather “N/A” will be shown.
  - The rankings are recalculated monthly or quarterly, based upon your organization’s preference, and are made available after the ninth day of the following month or quarter.

- Prior Rank: Prior month’s or quarter’s percentile rank.

- Population: Number of individuals in the sample population.

- Target Rank: Target set by your account administrator for the specific metric.
Improvement Resources

Click the Improvement tab to find actionable recommendations, videos and tools that can be implemented quickly to improve performance and meet the challenges of health care reform.

There are three types of resources available in the Improvement library:

**Improvement Resources:** Current best practices, research and client successes to support the Press Ganey Improvement Model and create high-performance organizations. Resources include quick improvement tips, guides, checklists and videos specific to the services you survey.

**Publications:** Reports and articles published by Press Ganey, including Press Ganey Partners magazine, white papers, case studies and annual Pulse Reports.

**References:** Documents to help you use Press Ganey products and services, including Quick Guides, User Guides and Public Reporting resources.

You can browse all resources, search by keyword or filter by specific categories:

- Use the search box to search for keywords or phrases:

- Use Filter By... to find resources by specific service, performance category or resource type:
Press Ganey Community

Networking with Peers
The Press Ganey Community is the nation’s largest online health care improvement forum. Whether you are looking for an answer to a particular question or interested in networking with peers, the Community can provide those much-needed connections. Registration is free and offers the following benefits:

- Share resources with your peers.
- Start discussions and reply to questions.
- Subscribe to topics and receive email alerts.
- Add events to the Community calendar.
- Receive Community Connection newsletters.

To access the Press Ganey Community, click the Community tab:

Searching for Topics
Enter keywords in the search box located in the upper right corner of the Press Ganey Community and press Enter.

Starting a Discussion
1. Open the most relevant forum (for example, HCAHPS or Core Measures) and click the blue +Post New Thread button at the top of the page.
2. Add a descriptive title and write your message in the text box.
3. Optional: Add attachments by clicking the paperclip icon above the text box.
4. Click Submit New Thread.

Participating in a Discussion
At the top or bottom of a thread, or set of messages, click the blue +Reply to Thread button, or type in the Quick Reply text box at the bottom and click Post Quick Reply.

If you want to add attachments to your message, click the Go Advanced button and select the paperclip icon above the text box.
Profile Settings

Changing Password

If you have forgotten your password:

2. Enter your email address and click Reset Password.
3. An email with a new password will be sent to you.

If you are logged into the Improvement Portal and wish to create a new password:

1. Click Manage Profile.

2. Enter your current password in the Old password field.
3. Enter your new password in the New password and Confirm password fields. The new password must be at least eight characters with at least one number and one letter.
4. Click Update.
Changing Default Start Page
To save time in the Press Ganey Improvement Portal, change your default start page:

1. Click Manage Profile.

2. Select a new page from the Start Page menu.

3. Click Save Settings.
Changing Preferred Facility

If you have access to multiple facility accounts, you can select one to open automatically upon login. To change your preferred facility:

1. Click Manage Profile.

2. Select a new facility from the Preferred Facility menu.

3. Click Save Settings.
Accessing Multiple Accounts

If you have multiple Press Ganey Improvement Portal accounts, you can quickly switch among them:

1. Click the account switcher at the top of the page.

2. Click the desired account.
Technical Assistance

For technical assistance, please call toll-free 855.871.5226. Our normal business hours are 8:00 a.m. – 8:00 p.m. Eastern.

You can also email us at techsupport@pressganey.com. Please be sure to provide your client number or organization's name, your contact information and details about the issue you are experiencing.