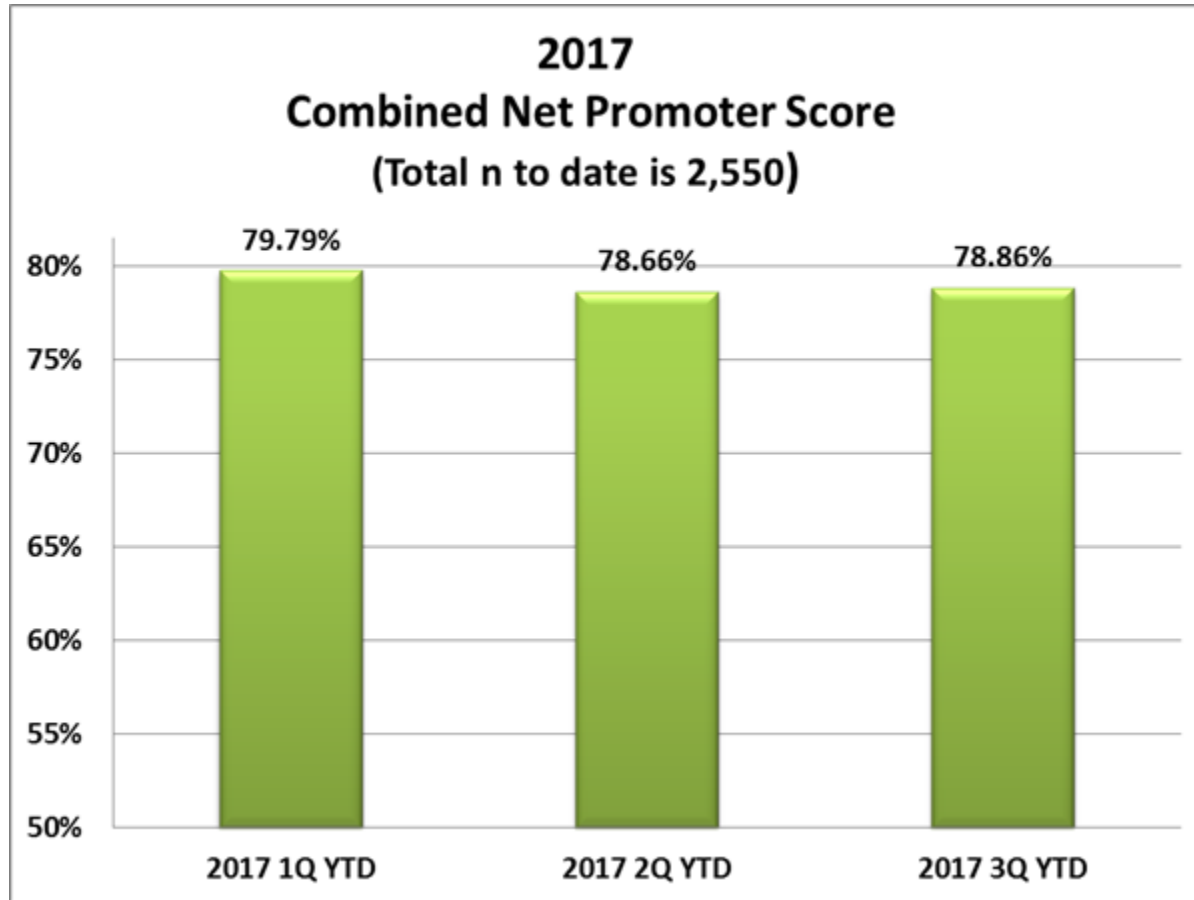


# **Walking the Walk: Real Life Examples of our Journey**

**November 15, 2017**

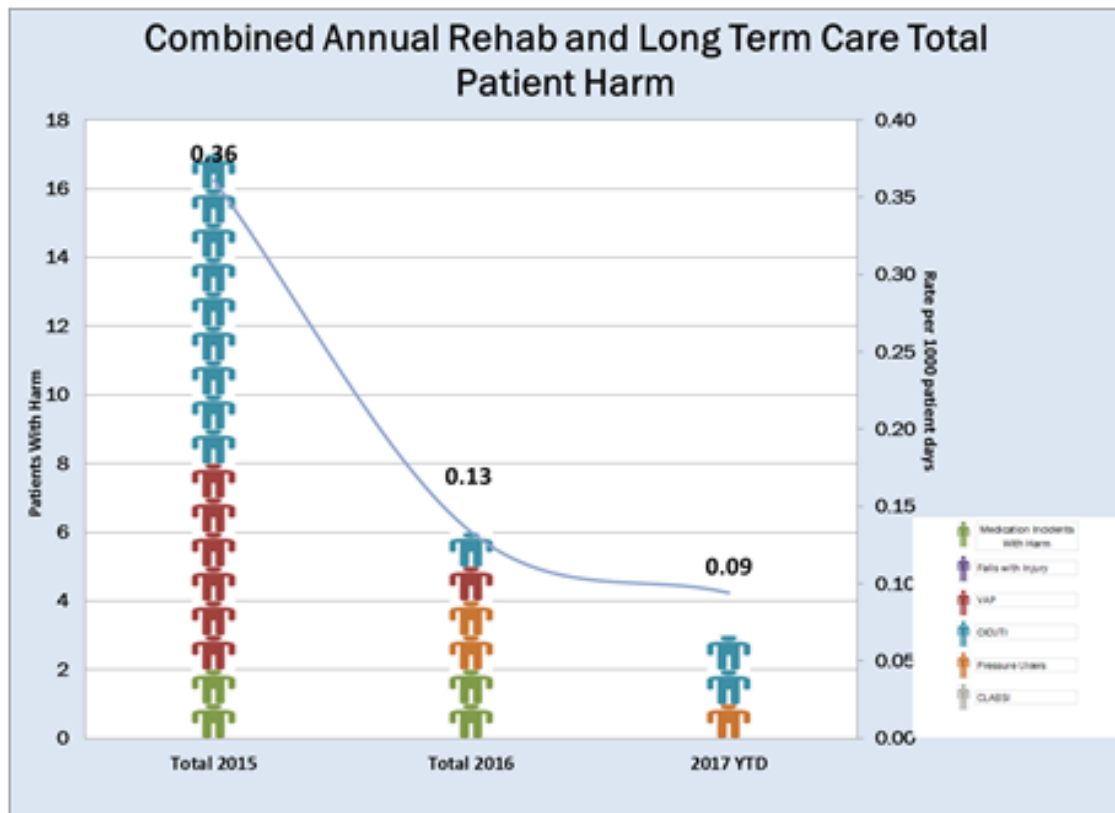
**Amy B. Mansue  
Charles Chianese  
Rudy Daley  
Donna Provenzano  
Patricia O'Hanlon**

# Positive Outcomes: Press Ganey



**Combined Net Promoter Score: YTD score from our inpatient and outpatient surveys on the ultimate question “How likely is it that you would recommend our hospital?”**

# Positive Outcomes: Patient Harm



# Positive Outcomes: Our Quality Success Story

## Children's Specialized Hospital is:

- CLABSI- free for 1145
- CIC UTI- free 192 days
- VAP- free 579 days

