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Pine Grove Outpatient Services Wins National Improvement Award



Pictured from left with the Press Ganey award are Celtie Wade, Director, Pine Grove Business Operations; Shirley Ducksworth, Staff Supervisor, Pine Grove Outpatient Services; Dee Dee Davis, Patient Account Manager, Pine Grove Outpatient Services

Pine Grove Outpatient Services, a service of Forrest General, is proud to announce that Press Ganey Associates, Inc. has named it a 2010 Top Improver 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 and their bottom line. The company's databases are the largest in the industry and allow facilities nationwide to benchmark their results against peer organizations. This award recognizes clients who have shown continuous improvement in their patient, physician, or employee satisfaction scores—comparing quarterly scores over two years with improved scores in three of the four eligible periods. Pine Grove is one of just 29 Press Ganey client facilities to receive this honor in 2010.

"Focusing on the patient experience remains a top priority throughout all of Pine Grove, and I am pleased to see the improvements made in Pine Grove's Outpatient Services that has resulted in this prestigious award," said Debbie Sanford, Forrest General Chief Behavioral Health Services Officer. "This recognition acknowledges the hard work of our staff and communicates again to our patients and the entire community that we care about them and their healthcare experience."

About Pine Grove Behavioral Health

Pine Grove Behavioral Health and Addiction Services in Hattiesburg, Miss., is known as one of the nation's most comprehensive treatment campuses. Since 1984, Pine Grove has offered a continuum of services ranging from outpatient to inpatient and residential treatment. Pine Grove's Outpatient Services, located in the Lincoln Center, is designed to help meet the mental health needs of a changing society by offering outpatient assessment/evaluation, medication management, and individual, family, and specialized therapy services. Highly skilled and experienced psychiatrists, psychologists and therapists are available to help individuals cope with life's changes.

For more information on Pine Grove and its available services, visit <http://www.pinegrovetreatment.com> or call 1-888-574-HOPE.