



NEWS RELEASE

FOR IMMEDIATE RELEASE

Fulcrum Health receives 2017 Press Ganey Guardian of Excellence Award for outstanding performance in patient satisfaction

As public interest in drug-free pain management and physical medicine grows, Fulcrum Health focuses on the patient experience and measurable outcomes

SHOREVIEW, Minn. (Nov. 14, 2017) – [Fulcrum Health, Inc.](#) is pleased to announce its [ChiroCare](#) network has been named a 2017 Guardian of Excellence Award® winner by [Press Ganey](#). The Guardian of Excellence Award recognizes top-performing health care organizations that consistently achieve the 95th percentile or above for performance in the patient experience category.

The Press Ganey Guardian of Excellence Award is a nationally-recognized symbol of achievement in health care. Presented annually, the award honors health care providers who consistently perform in the top 5 percent of clinics reporting patient satisfaction data for each reporting period during the year. This award underscores Fulcrum Health’s innovative approach to physical medicine that makes it possible for health administrators to lower costs, while achieving better outcomes, increasing patient satisfaction, and improving the work life of health care providers.

“Physical medicine has the potential to reduce the use of costly services and impact our country’s reliance on opioids and invasive surgical procedures as ways to treat both acute and chronic pain,” said Patricia Dennis, CEO of Fulcrum Health. “The Press Ganey survey allows us to compare the experience of patients using our ChiroCare network against national and regional data, and to identify opportunities for continued improvement. It is an honor to be recognized with this award and we applaud all of our network providers for continuing to deliver care that is in the best interest of the patient and their long-term health and well-being.”

Fulcrum’s legacy chiropractic product, ChiroCare is one of the largest independent networks of credentialed chiropractors in the Upper Midwest. It currently features more than 2,400 providers and is available to approximately 1.5 million eligible health plan members. Fulcrum conducted its initial CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey in collaboration with Press Ganey in 2013 and is the first chiropractic entity to submit statistically significant data to this third-party vendor.

According to Dennis, the Press Ganey award represents an important recognition from the industry leader in measuring, understanding, and improving the patient experience. Fulcrum’s ChiroCare network was also named a [Press Ganey Guardian of Excellence Award](#) winner for outstanding patient satisfaction in 2015.

"We are proud to partner with Fulcrum Health," said Patrick T. Ryan, CEO of Press Ganey. "This award is a testament to the organization's leadership in delivering patient-centered care. By achieving and sustaining this level of excellence, Fulcrum Health continues to demonstrate its commitment to reducing patient suffering and advancing the overall quality of health care."

Other award winners include hospitals, large medical centers, emergency departments, and rehabilitation centers, among others. For additional information, including a [full list](#) of award winners, visit www.PressGaney.org. To learn more about Fulcrum, visit www.fulcrumhealthinc.org.

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About Fulcrum Health

Fulcrum Health, Inc. is a nonprofit organization that develops innovative and inspiring ways to leverage physical medicine that help lower health care costs, achieve better outcomes, and increase patient satisfaction. The organization offers physical medicine products and services including chiropractic and acupuncture. For more information, visit fulcrumhealthinc.org. Follow us on [Twitter](#) and [LinkedIn](#).

About Press Ganey

Press Ganey is a leading provider of patient experience measurement, performance analytics and strategic advisory solutions for health care organizations across the continuum of care. With more than 30 years of experience, Press Ganey is recognized as a pioneer and thought leader in patient experience measurement and performance improvement solutions. Our mission is to help health care organizations reduce patient and caregiver suffering while improving the safety, quality and experience of care. For more information, visit www.pressganey.com.

Media contact

Barbara Tabor, APR / (651) 450-1342 / barbara@taborpr.com