



NEWS RELEASE

FOR IMMEDIATE RELEASE

Fulcrum Health receives 2018 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 is recognized for improving the patient experience and delivering measurable outcomes

PLYMOUTH, Minn. (December 5, 2018) – [Fulcrum Health, Inc.](#) is pleased to announce that the [ChiroCare](#) By Fulcrum Health network has received the 2018 Guardian of Excellence Award® from [Press Ganey](#). The Guardian of Excellence Award recognizes top-performing health care organizations that consistently score in the 95th percentile or above on measures of patient experience.

Presented annually, the Press Ganey Guardian of Excellence Award is recognized nationally as a symbol of achievement in health care. 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.

“People are increasingly looking to physical medicine as an effective, efficient method to address both acute and chronic pain. As the United States continues to struggle with an opioid epidemic, chiropractic care has the potential to reduce the use of costly services and impact the country’s reliance on drugs and invasive surgical procedures,” said Patricia Dennis, CEO of Fulcrum Health. “Participating in the Press Ganey survey allows us to compare the experience of patients using the ChiroCare network against national and regional data, and to identify opportunities for continued improvement. It is an honor to receive this award, and we take great pride in knowing that our providers continue to deliver care that makes the long-term health and well-being of patients a top priority.”

With more than 2,500 providers, ChiroCare by Fulcrum Health is one of the largest independent networks of credentialed chiropractors in the Midwest and is currently available to approximately 1.7 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.

Dennis called the Press Ganey award an important recognition from the industry leader in measuring, understanding, and improving the patient experience. The ChiroCare by Fulcrum Health network was also named a [Press Ganey Guardian of Excellence Award](#) winner for outstanding patient satisfaction in 2015 and 2017.

“Fulcrum Health continues to be a valuable partner in advancing the state of physical medicine,” said Patrick T. Ryan, CEO of Press Ganey. “This award is further evidence of 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.”

Press Ganey presents its Guardian of Excellence Award to 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, physical medicine management organization delivering quality care through its credentialed chiropractic providers for over 35 years. Its product offerings include acupuncture and pain management services. Serving 1.7 million members in the Midwest, Fulcrum continues to offer innovative and inspiring ways to leverage physical medicine that help lower health care costs, achieve better outcomes, and increase patient satisfaction. 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.

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