

# Froedtert and Medical College of Wisconsin: Cancer Network receives 2020 Press Ganey Guardian of Excellence Award

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**MILWAUKEE (October 15, 2020)** — The Froedtert & the Medical College of Wisconsin Cancer Network has been named a 2020 Guardian of Excellence Award® winner by [Press Ganey](#). The Guardian of Excellence Award recognizes top-performing health care organizations that have achieved the 95<sup>th</sup> percentile or above for performance in patient experience.

The Press Ganey Guardian of Excellence Award is a nationally recognized symbol of achievement in health care. Presented annually, the award honors clients who consistently sustained performance in the top 5% of all Press Ganey clients for each reporting period during the course of one year.

“For the third year in a row, our Cancer Network has been recognized with the 2020 Press Ganey Guardian of Excellence Award,” said Tina Curtis, vice-president of Froedtert & MCW Cancer Services. “The award illustrates our dedication to providing excellent care for our cancer patients. In fact, in the Press Ganey patient experience survey, more than 96% of our patients say they would recommend us to family and friends. These are extraordinary marks of honor for which we are very grateful.”

“The caregivers and staff of the Froedtert & MCW Cancer Network touch the lives of patients and their families in profound ways,” said Patrick T. Ryan, Chairman and Chief Executive Officer, Press Ganey. “This award reflects their deep commitment to listening to the voices of their patients and our shared mission to reduce suffering and improve the safety, quality and experience of patient-centered care. I continue to be humbled and inspired by their heroic efforts to care for patients in the face of the uncertainty, stress and fear brought on by the COVID-19 pandemic. Press Ganey is proud to partner with them in this noble work and we congratulate them on this tremendous achievement.”

According to J. Douglas Rizzo, MD MS, Cancer Service Line Director for the Froedtert & MCW Cancer Service Line, the award represents an important recognition from the industry’s leader in measuring, understanding and improving the delivery of care.

“Sustaining our rating in the 95<sup>th</sup> percentile is a direct result of ongoing work we’re doing in striving to exceed our patients’ expectations during their cancer experience, and learning from frequent intensive surveys measuring our patients’ overall rating of care and the teamwork of our providers,” said Dr. Rizzo.

The Froedtert & the Medical College of Wisconsin Cancer Network has six locations — anchored by the power and unparalleled resources of eastern Wisconsin’s only academic medical center.