

The Froedtert & the Medical College of Wisconsin Cancer Network: Receives 2021 Press Ganey Guardian of Excellence Award for achieving and sustaining excellence in patient experience

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MILWAUKEE (Dec. 7, 2021) — The Froedtert & the Medical College of Wisconsin Cancer Network has been named a 2021 Guardian of Excellence Award® winner by [Press Ganey](#). The Guardian of Excellence Award recognizes top-performing health care organizations that have achieved the 95th 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 fourth year in a row, our Cancer Network has been recognized with the 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. More than 93% of our patients say

they would recommend us – putting us in the 99th percentile for that survey question. The rating is an extraordinary mark of honor for which we are very grateful.”

“Press Ganey is honored to recognize the Froedtert & MCW Cancer Network as one of the nation’s leaders in patient experience,” said Patrick T. Ryan, chairman and chief executive officer, Press Ganey. “This award reflects an unwavering commitment to earning the trust and loyalty of patients throughout unimaginable challenges. We are humbled by the Froedtert & MCW Cancer Network’s incredible efforts, and its ability to adapt to imperatives of COVID-19 on top of the increasing demand for consumerism in healthcare.”

According to Cathy Jacobson, president and CEO of Froedtert Health, 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 95th percentile is a direct result of ongoing work we’re doing in striving to exceed our patients’ expectations during their cancer experience, as well as intensive surveys measuring our patients’ overall rating of care and the teamwork of our providers,” said Jacobson.

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