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Cook Children's Awarded Two Honors for Excellence in Patient Care

Cook Children's Pediatric ICU Earns Silver Beacon Award, While Medical Center Receives 2023 Press Ganey Guardian of Excellence Award® in Patient Experience – Ranks Top 5% in National Patient Satisfaction

Fort Worth, Texas (January 11, 2024) — Cook Children's is honored to receive two important awards, showcasing our dedication to providing excellent patient care. The Pediatric Intensive Care Unit (PICU) has been presented with the Silver Beacon Award for Excellence by the American Association of Critical-Care Nurses (AACN), while the institution as a whole has earned the 2023 Press Ganey Guardian of Excellence Award® for outstanding dedication to patient experience.

Acknowledging Cook Children's commitment to patient satisfaction, the 2023 Press Ganey Human Experience Guardian of Excellence Award® **places our medical center in the top 5% of health care providers nationwide.**

In acknowledging the tireless efforts of all teams involved, Megan Chavez, Vice President of Cook Children's Experience, highlights the dedication that led to this achievement.

"An award of this magnitude is only achieved through the dedicated efforts of our teams," says Chavez. "This is an award for all of our teams. What happens in the hospital is very much informed by what our families experience at the doctor's office, in the emergency room, urgent cares, at home and through their health plan."

Press Ganey, a global leader in health care experience solutions, collaborates with more than 41,000 health care facilities to enhance overall safety, quality, and experience of care. Patrick T. Ryan, CEO, and chairman at Press Ganey highlights Cook Children's as a "top-performing leader in health care," emphasizing our commitment to delivering exceptional patient care.

Meanwhile, the AACN's Silver Beacon Award for Excellence recognizes Cook Children's PICU for its effective approach to policies, procedures, and processes, including strong engagement of staff and key stakeholders.

Terry Davis, President of AACN, commends the exemplary efforts of PICU caregivers for consistently exceeding the high standards set forth by the Beacon Award for Excellence.

"These dedicated health care professionals join other members of the exceptional community of nurses who set the standard for optimal patient care," Davis said. "The Beacon Award for Excellence recognizes caregivers in stellar units whose consistent and systematic approach to evidence-based care optimizes patient outcomes. Units that receive this national recognition serve as role models to others on their journey to excellent patient and family care."

"At Cook Children's Medical Center, we strive to provide excellent patient care and the silver-level Beacon Award reflects our commitment to strong leadership, staff engagement, effective communication, using evidence-based practices, and demonstrating quality outcomes," said Cheryl Petersen, Senior Vice President and Chief Nursing Officer at Cook Children's. "These are all part of our Promise to improve the well-being of every child we care for and in the communities we serve."

The combined acknowledgment from Press Ganey and AACN further underscores Cook Children's unwavering dedication to delivering exceptional health care experiences. In alignment with our guiding Promise, we solidify our position as a leader in patient care, ensuring that every child's life is treated as sacred and improved through our compassionate and innovative approach.

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About Press Ganey: [Press Ganey](#), the leading Human Experience (HX) healthcare performance improvement company, offers an integrated suite of solutions that address safety, clinical excellence, patient experience and workforce engagement. The company works with more than 41,000 healthcare facilities in its mission to reduce patient suffering and enhance caregiver resilience to improve the overall safety, quality and experience of care. Press Ganey is a PG Forsta company.

About the Beacon Award for Excellence: Established in 2003, the Beacon Award for Excellence offers a road map to help guide exceptional care through improved outcomes and greater overall patient satisfaction. U.S. and Canadian units where patients receive their principal nursing care after hospital admission qualify for this excellence award. Units that receive the Beacon Award for Excellence meet criteria in six categories: leadership structures and systems; appropriate staffing and staff engagement; effective communication, knowledge management, and learning and development; evidence-based practice and processes; and outcome measurement. To learn more, visit www.aacn.org/beacon or call 800-899-2226.

About the American Association of Critical-Care Nurses: Founded in 1969 and based in Aliso Viejo, California, the American Association of Critical-Care Nurses (AACN) is the largest specialty nursing organization in the world. AACN represents the interests of more than half a million acute and critical care nurses and includes more than 200 chapters in the United States. The organization's vision is to create a healthcare system driven by the needs of patients and their families in which acute and critical care nurses make their optimal contribution. To learn more about AACN, visit www.aacn.org,

connect with the organization on Facebook at www.facebook.com/aacnface or follow AACN on Twitter at www.twitter.com/aacnme.

About Cook Children's Health Care System: Cook Children's is more than a health care system: we strive to be an extension of your family, growing with your child from their first steps to adulthood. By collaborating to deliver on our Promise—to improve the well-being of every child in our care and our communities, we connect the dots for our patients. Between primary and specialty. Between home and medical home. Between short-term care and long-term health.

Based in Fort Worth, Texas, we're 8,000+ dedicated team members strong, passionately caring for over 1.5 million patient encounters each year. Our integrated, not-for-profit organization spans two medical centers (including our new, state-of-the-art location in Prosper), two surgery centers, a physician network, home health services and a health plan. It also includes Child Study Center at Cook Children's, Cook Children's Health Services Inc., and Cook Children's Health Foundation.

And our impact extends beyond the borders of Texas. We proudly treat children from virtually every state in the nation and 32 countries. By seeing the world through the eyes of children and their families from all backgrounds, we're able to shape health care suited to them: connected by kindness, imagination and respect—with an extra dose of magical wonder.

Discover more at cookchildrens.org.