

Immediate Release

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(WILMINGTON, Del. – April 25) Three Christiana Care Health System leaders have been selected for the Press Ganey Institute for Innovation, a nonprofit research collaborative that provides a forum to better understand and act upon the patient voice to advance the science of improving patient care and performance.

Selected for the Institute for Innovation are the following:

- Shawn R. Smith, MBA, vice president of patient experience
- Eric V. Jackson, Jr. M.D., MBA, associate director of the Value Institute and director of the Value Institute's Center for Health Care Delivery Science
- Janine Jordan, M.D., medical director of Care Transitions and Utilization Management at Department of Quality and Patient Safety

They will join other health care leaders from across the nation to research, develop and share solutions that drive quality care and incorporate the patient's voice.

“We are honored to be selected for the Institute for Innovation, which gives us the opportunity to advance patient and family centered care for patients across the nation,” Smith said. “We also look forward to bringing many of the Institute's best approaches back to Christiana Care so we can continue to strengthen our commitment to the patients and families we are privileged to serve.”

The Institute uses collaborative studies to test and enhance strategies for improving patient care through evidence-based research. That research enables hospitals to better understand their patients' perspectives in order to improve their experience during their hospital stay.

About Christiana Care Health System

Christiana Care Health System is one of the country's largest health care providers, ranking as the 22nd leading hospital in the nation and 12th on the East Coast in terms of admissions. A not-for-profit teaching hospital affiliated with Thomas Jefferson Medical College, Christiana Care is

recognized as a regional center for excellence in cardiology, cancer and women's health services, as well as for its Level-I trauma care and Level-3 neonatal intensive care (both highest capability). Christiana Care includes two hospitals with 1,100 patient beds, a home health care service, preventive medicine, rehabilitation services, a network of primary care physicians and an extensive range of outpatient services.

For more information about Christiana Care, visit www.christianacare.org/whoweare.

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