



## CTQ Solutions Announces 2009/2010 Apex Quality Award Winners for Healthcare Excellence

*The 2009/2010 CTQ Apex Quality Award recognizes ambulatory surgery centers, endoscopy centers, diagnostic imaging centers and surgical hospitals for excellence in patient satisfaction and overall quality of care.*

Branford, CT (Vocus) August 18, 2010 -- CTQ Solutions announces the 2010 recipients of the Apex Quality Award. This honor is earned by elite healthcare organizations, demonstrating the highest levels of excellence in patient satisfaction throughout all healthcare markets served by [CTQ](#), in all 50 states.

"CTQ's APEX award continues to command a high level of prestige in the healthcare industry," notes CTQ President and Chief Executive Officer, Paul G Faraclas. "This distinction is unique as these select healthcare entities are recognized primarily on the basis of their patients' feedback compared to their peers." CTQ's Vice President of Operations, Scott McHugh, adds "Virtually all of last year's winners proudly display the APEX seal on their websites."

Key Performance Indicators closely tied to direct interaction with [clinical staff and processes](#) are the first step toward consideration. Patient feedback associated with nurses, surgeons, anesthesiologists and recovery staff interactions are paramount drivers in the overall evaluation process.

We believe that clients who consistently leverage our [daily alerts](#) and [analytics](#) to initiate process- and quality-improvement, have an edge in sustaining peak performance," said Faraclas. "Being able to provide actionable data that leads to these improvements is extremely rewarding."

CTQ is pleased to recognize this year's winning facilities, including a new category for Diagnostic Imaging services. "Based on CTQ's significant growth in 2009, more healthcare entities are eligible to fall within the top tier. However, adding hundreds of new clients raises the level of competition. Accordingly, all our [repeat winners](#) should be especially proud they have sustained such high levels of excellence," emphasized McHugh. CTQ serves healthcare facilities in all 50 states in ambulatory surgery, endoscopy, inpatient care, diagnostic imaging, physician practice management, pain management, urgent care and therapy & rehabilitation.

The complete list of Apex Quality Award recipients (\*\* denotes a repeat winner) listed alphabetically:

Ambulatory Surgery Centers: AtlantiCare Surgery Center (Egg Harbor Township, NJ), Brainerd Lakes Surgery Center (Baxter, MN), Chandana Surgery Center at Porter (Valparaiso, IN), Dearborn Surgery Center\*\* (Dearborn, MI), Eye Surgery Center of Nashville\*\* (Nashville, TN), Glasgow Surgery Center\*\* (Newark, DE), Griffin Road Campus of LSDC (Lakeland, FL), Indiana Surgery Center Noblesville\*\* (Noblesville, IN), Lakeland Surgical & Diagnostic Center\*\* (Lakeland, FL), Lakeshore Surgicare (Chesterton, IN), Marysville Ohio Surgical Center\*\* (Marysville, OH), Midwest Physicians Surgery Center (Lees Summit, MO), Minnesota Valley Surgery Center (Burnsville, MN), Ohio Surgery Center\*\* (Columbus, OH), Paramount Surgery Center of Mesa (Mesa, AZ), Pediatric Surgery Center (Plano, TX), Physicians Ambulatory SC New Braunsfels\*\* (New Braunsfels, TX), Physicians Eye Surgery Center (Charleston, SC), Physicians Surgery Center at DePaul (Bridgeton, MO), Ravine Way Surgery Center (Glenview, IL), Rockford Orthopedic Surgery Center (Rockford,



IL), Sedalia Surgery Center (Sedalia, MO), Shoreline Surgical Center (Guilford, CT), South Florida Surgery Center (South Miami, FL), South Texas Surgical Center\*\* (Seguin, TX), Southern New Mexico Surgery Center\*\* (Alamogordo, NM), St. Lucie Surgery Center\*\* (Port St. Lucie, FL), Surgery Center at Hamilton\*\* (Hamilton, NJ), Surgery Center of Decatur\*\* (Decatur, AL), Surgery Center of Mount Dora (Mount Dora, FL), UnaSource Surgery Center\*\* (Troy, MI) and Williamson Surgery Center (Franklin, TN).

Diagnostic Imaging: Buford Road Imaging (Richmond, VA), Carolina Forest Imaging Center (Myrtle Beach, SC) and The Medical Center at Elizabeth Place (Dayton, OH).

Endoscopy: Indianapolis Endoscopy Center (Indianapolis, IN), Lebanon Endoscopy Center\*\* (Lebanon, TN) and Wichita Falls Endoscopy Center\*\* (Wichita Falls, TX).

Surgical Hospitals: Fairway Medical Surgical Hospital\*\* (Covington, LA), Surgical Hospital Munster\*\* (Munster, IN) and Surgical Institute of Reading (Wyomissing, PA).

To learn more about the Apex Quality Award and eligibility requirements, please visit <http://www.ctqsolutions.com/csp/ctqprod/WSCTQApex.html>.

About CTQ Solutions, LLC:

Since 2003, CTQ Solutions, LLC has provided healthcare facilities with the opportunity to optimize patient feedback by integrating electronic surveying with paper-based surveying. CTQ, which stands for Critical to Quality, offers integrated [patient satisfaction surveying](#), physician satisfaction surveying and employee satisfaction surveying, along with benchmarking and quality improvement solutions that assist in facilities improvement in care and service. CTQ is the clinical benchmarking arm of the Physician Hospitals of America and is a CMS-certified HCAHPS® vendor.

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