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Southeast Home Health Receives 2021 Press Ganey Guardian of Excellence Award

NOVEMBER 30TH 2021 BY DEE LOFLIN

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Press Ganey has named Southeast Home Health a 2021 Guardian of Excellence Award winner. The Guardian of Excellence Award recognizes top performing healthcare organizations that have achieved the 95th percentile or above for performance in Patient Experience.

The Guardian of Excellence Award, presented annually, applauds hospitals and health systems that consistently sustained performance in the top 5 percent of all Press Ganey clients.

“Press Ganey is pleased to recognize Southeast Home Health as one of the nation’s leaders in patient experience,” said Patrick Ryan, chairman and chief executive officer, Press Ganey. “The award reflects an unwavering commitment to the patient experience, especially through the unimaginable challenges of COVID-19. We are humbled by Southeast Home Health’s incredible efforts, and their ability to adapt to imperatives of COVID-19.”

Southeast Home Care Administrator Vickie Schnurbusch, MSN, RN, CHPN, said Home Health defines its mission with “an unwavering commitment to providing the highest quality of care for both patients and their families. Our Home Health team lives in the community and sees their calling as taking care of friends and neighbors. We are honored that patients and families put their trust in Southeast Home Health.”

Schnurbusch added that during the height of the COVID-19 pandemic last winter, staff went above and beyond to continue services without interruption, “despite the fear and uncertainty of the pandemic and an historic snow and ice storm. Their heroic efforts helped to ensure the continuity and quality of home care services.”

Larry Koenig and his wife Tammy, Jackson residents, speak highly of Home Health and the care they both received, Koenig as a total hip replacement patient and Tammy as a complex ankle surgery patient. “They did a wonderful job. It was comforting to know Southeast Home Health was there for us to provide the help and assistance we needed, and to answer our many questions. Our experience was better than good – it was excellent.”

Southeast Home Health is accredited through The Joint Commission and serves all of portions of seven southeast Missouri counties. Southeast Home Health served over 700 patients in 2020, ranging in age from under the age of one to 100.

About SoutheastHEALTH

At SoutheastHEALTH, the region's premier healthcare system in southeast Missouri, our patients receive excellent care of the highest clinical quality, close to home. Within our network are more than 50 care locations in 13 communities, including hospitals, primary and specialty care clinics representing over 30 clinical specialties and extending care for patients in a four-state area. Learn more at SEhealth.org.

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