

Press Ganey Email Spotlight Report

User Guide

What is the new Press Ganey Spotlight Report Email?


Every two weeks, you will receive an email notification from Press Ganey with one centralized comment review report. With this email report, you can:

- Easily review all new comments within the body of the email
- View Artificial Intelligence generated 90-day summary of patient comments
- Review your Star Rating (*calculations based on past 18 months of patient comments*)
- Appeal comments directly from the body of the email (*as long as it meets [exclusion criteria](#)*)

What does the Press Ganey Spotlight Report Email look like?

The report, encompassing two weeks of patient feedback, will be delivered via email directly from Press Ganey.

External Sender
Do not click links or open attachments unless you trust the sender and content.
Report Suspicious



Dear Provider:

This is a notification that new patient comments are available for your review in the Press Ganey Patient Satisfaction Transparency Tool. These comments and ratings are derived from recent Medical Practice Surveys completed by your patients. These comments are scheduled to be published on your "Find a Doctor" profile in 7 calendar days. Please note that a minimum of 30 completed surveys are required for Patient Satisfaction Reviews (including ratings and comments) to be posted on your profile.

Your spotlight report includes your Star Rating, an AI-powered summary of patient feedback from the past 90 days, and new patient comments for your review.

To review your comments:

- Access them directly below in this email
- While it is unlikely that a comment will require an appeal, should you identify a comment you believe should not be posted, please review the [exclusion criteria](#) before submitting an appeal request. All appeals will be reviewed by the Patient Comment Appeal Committee.
- Visit the [Press Ganey Dashboard](#) to review past comments (For optimal viewing of the dashboard, please access the link from a computer)

For additional information, please email Patientsatisfactionreviews@northwell.edu.

Thank you,
Northwell Health Physician Partners

Historical Average Star Rating

Jun 01, 2023 to Nov 30, 2024

Star Rating

AI Generated Summary

5.0

★★★★★

Based on 498 Ratings

←

Patient Feedback

←

Powered by AI Last 90 Days

Dr. [Name] is consistently praised for her exceptional patient care and communication skills. Patients appreciate her willingness to spend ample time with them, explaining medical issues thoroughly and answering questions. Many reviewers highlight her ability to listen attentively and remember details from previous visits. Dr. [Name] is described as transparent, professional, and engaging, with several patients noting that she makes them feel comfortable and valued. There were no specific opportunities for improvement mentioned in the reviews provided. All feedback was overwhelmingly positive, with patients expressing high levels of satisfaction with Dr. [Name] care and approach. Overall, patients appear to have an extremely positive experience with Dr. [Name]. She is repeatedly described as "the best" and highly recommended by her patients. Reviewers consistently express trust in her medical expertise and appreciation for her personable demeanor. Many patients feel a strong connection with Dr. [Name], viewing her as both a skilled physician and a caring individual. The unanimous 5-star ratings and glowing comments suggest that Dr. [Name] provides exceptional primary care that leaves her patients feeling well-cared for and respected.

Comments

Dec 01, 2024 to Dec 14, 2024

Dec 11, 2024

Approved

Dr. [Name] is terrific! I can't say enough!

Appeal

←

Appeal a comment by clicking here

Do I need to approve the comments?

The Physician Partners administrative team pre-screens all comments. Approved comments will automatically post to your Find a Doctor profile within 7 business days. The option to publish before the 7 business days is no longer available. Should you identify a comment requiring an appeal, please click the appeal button.

Questions? Please reach out to Patientsatisfactionreviews@northwell.edu