

# Press Ganey Transparency Tool Transition FAQ

## *Why are we transitioning to Press Ganey's Transparency Tool?*

We're upgrading our patient experience program by transitioning from the Patient Satisfaction Review (PSR) Tool to the Press Ganey Transparency platform. This change leverages Press Ganey's advanced technology and robust features while building on the PSR Tool's core principles. Key benefits include enhanced PII/PHI security, cost savings through our Master Services Agreement, AI-powered insights, advanced reporting, streamlined provider access to feedback, and a smoother, more efficient process overall. This transition reflects our commitment to providing exceptional patient care through data-driven improvements.

## *Who is impacted by this transition?*

All medical providers that see their own patients in their medical office and are enrolled in Press Ganey's medical practice surveying and transparency program.

## *When are we transitioning?*

We are transitioning from Northwell Health's Patient Satisfaction Surveys Review Tool to Press Ganey's Transparency Tool in January 2025.

## *How will I review my comments on the new Press Ganey Tool?*

A provider spotlight email report will be delivered directly to your inbox, which will include your star rating, artificial intelligence comment summary, and patient comments for your review. You can review and appeal comments (if needed) directly from the email. You no longer need to log in to another platform to review your comments. You can easily review all new comments within the body of the email. This streamlined approach ensures no comment is overlooked and saves valuable time.

## *Will this delay my comments from posting on my Find a Doctor page?*

No, your comments will still post to your Find a Doctor profile page within one (1) week.

## *Can I publish my comments before the one week?*

No, the publish now feature will no longer be available. All comments unless appealed, will automatically publish to your Find a Doctor profile.

## *Will this impact my STAR Rating?*

Your STAR rating will remain unaffected and will continue to be calculated using the existing methodology.

## *How do I review any past comments?*

You can view past comments on [The Press Ganey Dashboard](https://performance.pressganey.com/) (<https://performance.pressganey.com/>). This view is another method to view current and past comments. You do not need to visit the dashboard to view your comments. Comments will be automatically delivered to you via Press Ganey's Provider Spotlight email report.

## *Will I need to log in to access the dashboard?*

You will need to log in with your Northwell Health email. You can log in via the Spotlight Report email. For optimal viewing of the dashboard, please access the link: <https://performance.pressganey.com/> from a computer.

## *Who can I reach out to with any questions?*

For any questions, please reach out to [Patientsatisfactionreviews@northwell.edu](mailto:Patientsatisfactionreviews@northwell.edu) and a team member will be able to assist you.