

Lennar Foundation Medical Center Recognized for Excellence in Patient Experience

Press Ganey, a national leader in health care performance improvement, recently recognized The Lennar Foundation Medical Center of UHealth – the University of Miami Health System with its Guardian of Excellence Award® for patient experience.



Press Ganey's Guardian of Excellence Award® in patient experience.

“Our dedicated Lennar team is setting the standard for clinical and service excellence throughout UHealth and throughout South Florida,” said Edward Abraham, M.D., executive vice president for health affairs and CEO of UHealth.

The Press Ganey award honors health care organizations that have reached the 95th percentile for patient experience, employee or physician engagement, or clinical quality performance in every quarter based on one year of data. The

award was presented at the Press Ganey National Client Conference, November 12-14 at the Orlando World Center.



The Lennar Foundation Medical Center of UHealth – the University of Miami Health System was honored with Press Ganey’s Guardian of Excellence Award® in patient experience.

“Since opening its doors in December 2016, our Lennar Foundation Medical Center has focused on delivering the highest level of personalized care for every patient,” said Ben Riestra, MBA, chief administrative officer of Lennar. “Receiving this national award is a key indicator of our team’s success.”

The Lennar Foundation Medical Center is a 200,000-square-foot outpatient center on the University of Miami’s Coral Gables campus that provides easy health care access to UHealth physicians for students, faculty, staff, and surrounding communities. The center delivers specialty care by Sylvester Comprehensive Cancer Center, Bascom Palmer Eye Institute, and UM’s Sports Medicine Institute.

“We are revolutionizing how we deliver personalized health

care,” said Riestra. “The entire Lennar team deserves credit for making this award possible.”



Patient Experience team members receiving Guardian of Excellence Award.

As a strategic business partner to more than 33,000 health care organizations, Press Ganey helps clients transform the patient experience and create continuous, sustainable improvement, addressing safety, clinical excellence, patient experience, and workforce engagement to improve the overall safety, quality, and experience of care.