



**NEWS RELEASE**

**FOR IMMEDIATE RELEASE**

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**MERCY GILBERT MEDICAL CENTER RECEIVES NATIONAL AWARD  
FOR EXCEEDING PATIENT EXPECTATIONS**

**GILBERT, Ariz. (June 1, 2010)** – Catholic Healthcare West’s Mercy Gilbert Medical Center was awarded the “Exceeding Patient Expectations” award by Avatar International, an industry leader in healthcare quality improvement services, as a result of a survey conducted in 2009 that gauged patient expectations about quality of care, reliability and customization before the visit.

“We are honored to receive this national award from Avatar, and we will strive to continue to exceed our patients’ expectations every time they seek our care,” Laurie Eberst, president and CEO of Mercy Gilbert Medical Center said. “Mercy Gilbert Medical Center is proud of the quality care and services which our staff provides for our patients.”

“Mercy Gilbert Medical Center demonstrated that it exceeds its patients’ expectations,” said David Medvedeff, Pharm.D., M.B.A., CEO of Avatar. “I congratulate all of Mercy Gilbert Medical Center’s staff for this hard-earned award and significant achievement.”

**About Mercy Gilbert Medical Center**

Mercy Gilbert Medical Center is located at the intersection of Val Vista Drive and Loop 212 (south of Pecos Road and east of Val Vista Drive). Mercy Gilbert Medical Center is a four-story, full-service acute-care facility with 212 beds. For more information, please visit [www.mercygilbert.org](http://www.mercygilbert.org) or call 480.728.8000. Mercy Gilbert Medical Center is an Equal Opportunity Employer (EOE). For employment opportunities, please visit [www.chwcareers.org/arizona](http://www.chwcareers.org/arizona). For information on physician referrals or community classes and support groups, please contact ResourceLink toll-free at 1.877.728.5414.

### **About Catholic Healthcare West**

Catholic Healthcare West (CHW), headquartered in San Francisco, Calif., is a system of 40 hospitals and medical centers in California, Arizona, and Nevada. Founded in 1986, it is one of the nation's largest not-for-profit health care systems and the largest private hospital system in California. CHW is committed to delivering compassionate, high-quality, affordable health care services with special attention to the poor and underserved. The CHW network of nearly 10,000 physicians and approximately 54,000 employees provides health care services to more than five million people annually. In 2009, CHW provided nearly \$1.2 billion in charity care, community benefit, and unreimbursed patient care. CHW facilities in Arizona include Chandler Regional Medical Center, Mercy Gilbert Medical Center, St. Joseph's Hospital and Medical Center and Barrow Neurological Institute, CHW Urgent Cares in Ahwatukee, Gilbert and Queen Creek, Warner Outpatient Surgery and the Arizona Orthopedic Surgical Hospital. For more information, please visit our Web site at [www.chwHEALTH.org](http://www.chwHEALTH.org).

### **About Avatar**

Avatar ([www.avatar-intl.com](http://www.avatar-intl.com)), a research and consulting company based in Orlando, FL, specializes in Evidence Based Intelligent Surveys™ and Innovative Strategies™ to transform information into significant quality and efficiency of care improvement for the healthcare industry. In addition to conducting surveys, Avatar also actively engages healthcare providers in process improvement, including training in service quality. Avatar serves healthcare organizations nationally, including small community hospitals, academic medical centers, large regional medical centers, integrated healthcare systems, long-term care and behavioral health organizations.

Avatar International can be reached at 1-800-282-8274.

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