



Mercy Gilbert Medical Center

A member of CHW

NEWS RELEASE

FOR IMMEDIATE RELEASE

Media Contacts: Julie Graham (480) 728-9970 office
Julie.Graham@chw.edu Kimberly Day (480) 728-9980 office
Kimberly.Day@chw.edu

MERCY GILBERT MEDICAL CENTER CELEBRATES ITS FOURTH ANNIVERSARY

Growth and accolades mark fourth year of this Healing Hospital™

GILBERT, Ariz. (June 1, 2010) – Four years ago this week, Catholic Healthcare West’s (CHW) Mercy Gilbert Medical Center opened its doors to the public. Since June 5, 2006, the town’s first full-service hospital has experienced exponential growth, more than doubling its employee base to approximately 1,133 individuals, and receiving national recognition for its healing environment and leadership. With 44,954 hospital admissions; 8,798 births including 65 sets of twins; 160,328 visits to the emergency room; 80,268 outpatient visits; 22,047 surgeries; 3,960 catheterization lab cases (numbers based on data from June 5, 2006 through May 31, 2010), Mercy Gilbert’s services also have maintained steady growth to keep pace with the Town of Gilbert’s ever-growing population.

“Mercy Gilbert’s philosophy is to provide a loving, healing environment so patients feel safe and comfortable,” says Laurie Eberst, president and CEO of Mercy Gilbert Medical Center. “Our employees have a servant’s heart for delivering compassionate care through our *Pause, Reflect, Heal* culture,” notes Eberst.

To ensure that patients, staff and members of the community can find a healing place within the medical center, Mercy Gilbert unveiled the Gila River Indian Community Healing Garden to the Town of Gilbert in April 2010. The one-acre garden includes the *Tree of Life*, three fountains, desert landscape, a labyrinth and an amphitheater. The components of the garden were designed to work in harmony, providing the community with a place of serenity.

Growth:

When the hospital opened in June 2006 with 88 beds and four special-care nursery beds, plans were already in place for its first expansion. In February 2008, those plans were realized with the addition of Tower B, which houses four medical units that support a large scope of medical services, raising the hospital’s bed count to 182. Continuing to keep pace with Gilbert’s growth and medical needs, the latest addition opened in April 2009 bringing the hospital’s total bed count to 206 and adding two operating rooms. In early 2010, the medical center’s total bed count increased to 212.

Accolades:

During its fourth year, Mercy Gilbert received recognition from local and national institutions, including:

- **No. 1 Healing Hospital™ in the Nation and Healing Hospital™ CEO of the Year – Baptist Healing Trust:** After two years at number two, the Baptist Healing Trust announced Mercy Gilbert's rank at the top of its national list of Healing Hospitals™, and named Laurie Eberst as the Healing Hospital™ CEO of the Year. The Healing Hospitals™ list recognizes hospitals that have made a commitment to provide *Radical Loving Care*, which focuses on caring for caregivers who, in turn, do an extraordinary job caring for patients. Every person in a Healing Hospital™ is a caregiver, regardless of his or her specific job description.

Characteristics of a Healing Hospital™ include interiors that are designed to look and feel peaceful, in addition to utilizing natural light, original artwork and a soothing color palette. To keep noise to a minimum, there are no overhead pages. Caregivers carry a voice activated phone to communicate with one another. Guest beds have also been added to each of the hospital's private rooms, allowing a loved one to stay with the patient at all times. In addition to the look and feel of the hospital, all employees undergo extensive training to embed the values of *Radical Loving Care*, as taught by Erie Chapman, into their daily decisions.

- **No. 1 Medium Size Acute Care Hospital – Arizona Business Magazine's Ranking Arizona:** With the addition of beds, Mercy Gilbert moved from the small size category to the medium size and won the number one honor for the third year.
- **2009 Business of the Year award – Gilbert Chamber of Commerce**
- **Top 100 Best Place to Work in 2009 – Modern Healthcare:** Mercy Gilbert ranked No. 44, the top Arizona facility. *Modern Healthcare's* Best Places to Work program recognizes the top 100 healthcare organizations nationwide that enable employees to perform at their optimum level to provide patients and customers with the best possible care and services.

To determine the top 100 best workplaces, a firm that researches regional best places to work programs across the country, conducted an extensive selection process of healthcare companies. The process included a detailed questionnaire that required information about benefits, policies, practices and a confidential random survey taken by employees to determine their hospital's working environment and employee satisfaction.

- **Arizona Business Magazine's Health Leaders, 2010**
 - Brian Tiffany, M.D., Ph.D., winner, **Physician Category**
 - Nabil Dib, M.D., M.Sc., F.A.C.C., winner, **Research Category**
 - Kim Wilson, R.N., M.S., B.S.N., winner, **Nurse or Nursing Advocate Category**
 - Kathleen Dowler, R.N., winner, **Healthcare Administrator Category**
 - Laurie Eberst, R.N., M.B.A., president and CEO, finalist, **Hospital Executive Category**

- **One of the “Best Places to Work in the Valley” as compiled by the *Phoenix Business Journal*: The *Phoenix Business Journal* and Best Companies AZ, the co-founder of the Best Places to Work list, announced that Mercy Gilbert ranked 7th on the 2009 list of large Arizona businesses comprised of more than 250 employees.**

Established in 2003, the *Best Places to Work* list recognizes Valley companies who, through a third-party administered employee survey, rank their respective companies as being the best place to work. A portion of the survey delves into the various aspects of employee life, which includes topics such as the workplace environment, leadership direction, culture, and management practices. A myriad of companies from around the Valley submitted entries, and only 30 were selected to receive this prestigious award. For a third consecutive year, Mercy Gilbert was acknowledged for developing a unique corporate culture and work environment that promotes both personal and professional growth for its employees.

- Laurie Eberst was selected by **HealthLeaders Media** as one of the top *20 People Who Make Healthcare Better*.
- **Partner for Change:** Hospital programs and initiatives to make operations more Earth friendly also have been recognized. **Practice Greenhealth** awarded both Mercy Gilbert and Chandler Regional Medical Centers with the *Partners for Change Award* this year, recognizing the hospitals for their efforts toward mercury elimination, waste reduction and pollution prevention.

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 or call 480.728.8000. Mercy Gilbert Medical Center is an Equal Opportunity Employer (EOE). For employment opportunities, please visit 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.

###