



### Work Place Culture

- ★ Each year employees are surveyed on satisfaction levels, asking about various aspects of their work experience, including how they feel about feedback received on their performance, autonomy and workload, the people they work with, etc. Opportunities are taken after the results are received to make adjustments to the way things are done to make the employees' work environments better.
- ★ Chandler Regional is constantly looking for ways to help employees in their lives beyond the hospital walls, implementing programs to help employees eat better and move more. The hospital is a leader in developing and implementing innovative and effective programs promoting physical activity specifically in the workplace.



### Leadership Excellence

- ★ Chief Executive Patty White's leadership approach fosters collaboration, respect, accountability and team development with highly regarded credibility among medical staff and employees. She is a healthcare champion, a community advocate, an influential leader, a culture builder and a strategic business visionary. Her dedication to quality care is evident as she rounds on patients, talks with staff and works with the community to provide precise care.
- ★ Chief Nursing Officer Peg Smith's mission is to interact daily with as many of her 225 patients as possible. She is committed to patient care and has raised the standard for nursing care through her passion and leadership.
- ★ Dr. Terry Happel's daily routine touches every committee and department in operations in all of the CHW facilities in the East Valley, but his work transcends committee meetings and reporting he is a hands-on participant in the daily operations of the hospitals. He is known for his high ethics, medical experience, compassionate attitude and unrelenting position as a patient rights advocate.



### Corporate & Social Responsibility

- ★ Brainwaves: Solutions at Work is a program that rewards creative problem solving at Chandler Regional. Employees are encouraged to identify problems and offer feasible solutions on ways to improve culture, financial savings, operational performance, patient experience, quality and safety. The idea that has generated the most cost savings involved installing motion-sensors on the lights in all meeting rooms.
- ★ The Community Grant program (solicits grant proposals and provides support for underserved populations throughout the Southeast Valley) funds community-based non-profit organizations. Annually, non-profit organizations apply for grants of up to \$25,000 based on CHW health initiatives, core community benefit principles and service area health needs. Since the program's inception in 1990, nearly 1800 grants totaling \$27.7 million have been awarded.



### Customer Opinion

- ★ Patients are offered a visit from a specially trained therapy dog and their volunteer owner, allowing the patient to pet and brush their fur or simply have the dog sit on their bed.
- ★ Patient satisfaction surveys are conducted asking about quality of care, reliability and customization before the visit. CHW has consistently been awarded the "Exceeding Patient Expectations award by Avatar International, an industry leader in healthcare quality improvement services.



### Awards

- ★ Best Places to Work, Phoenix Business Journal 2004-2009
- ★ Top Hospital, Ranking Arizona, Arizona Business Magazine 2004-2007, 2009
- ★ Employer of the Year, City of Chandler 2009
- ★ Best Places to Work in Healthcare, Modern Healthcare 2009-2010
- ★ Workplace Fitness Innovation Award, American Heart Association 2009

