



### Work Place Culture

- ★ Mercy Gilbert Medical Center takes good care of the caregivers who in turn take better care of the patients. Workplace initiatives are in place encouraging and recognizing innovation and leadership.
- ★ Benefits include programs designed to help employees receive the most satisfaction possible from their career and life with Mercy Gilbert.



### Leadership Excellence

- ★ President and CEO Laurie Eberst has taken Mercy Gilbert from an empty shell of a building to a warm and caring Healing Hospital. Her careful planning and deliberate decisions – from who is employed at all levels to service lines offered to the hospital's healing environment – have earned the hospital national accolades, community support and customer loyalty. Laurie utilizes free hours in her schedule to round on patients, staff, visitors and physicians.
- ★ Laurie finds time to champion other causes beyond the realm of her day-to-day activities at Mercy Gilbert volunteering on boards and committees of several local organizations.



### Corporate & Social Responsibility

- ★ The two year old ResourceLink Information and Referral Service is a free physician referral service for residents and physicians handling incoming requests and providing physician referrals to East Valley family physicians and specialists.
- ★ Nationally recognized as a Partner for Change, Mercy Gilbert was acclaimed for efforts toward mercury elimination, waste reduction and pollution prevention programs. Committed to reducing the environmental impact, the hospital is continually developing environmentally responsible programs and monitoring progress to improve performance striving to be a successful model of how health facilities can develop and implement pollution prevention programs to greatly improve the health of patients, staff and community.



### Customer Opinion

- ★ Characteristics of a Healing Hospital include interiors designed to look and feel peaceful, using natural light, original artwork and soothing color palette to add to the healing environment. To keep noise down, there are no overhead pages. A guest bed is in each of the hospital's 212 private rooms, allowing a loved one to stay with the patient at all times.
- ★ All employees go through extensive training to embed the values of Radical Loving Care into their day to day decisions.
- ★ Soothing music is played in the lobby and on the floors by harpists and other musicians to ensure each patient is relaxed and to promote a healing environment.



### Awards

- ★ Business of the Year Award, Gilbert Chamber of Commerce 2009
- ★ Best Places to Work, Phoenix Business Journal 2006-2009
- ★ 44th Place Ranking on the 100 Best Places to Work in the Nation, Modern Healthcare 2009-2010
- ★ Ranking Arizona, Arizona Business Magazine 2009

