



### Work Place Culture

- ★ St. Joseph's is a mission-based organization with a culture built around the organization's values of excellence, collaboration, dignity, justice and stewardship, striving to be an employer of choice offering employees flexible work schedules, a wide range of professional and personal development opportunities, free concierge services, and discounts to the on-campus cafeteria, gift shop and Starbucks.
- ★ St. Joseph's commitment to employees encourages work/life balance and offers a generous benefits plan. Examples include: 1) Employees automatically become participants in the company's pension plan after one year of employment (in which they work at least 1,000 hours) and vested in accrued benefits after five years. 2) Employees are eligible to participate immediately, in a savings plan contributing pre-tax dollars through payroll deductions. Company matches employee contributions after one year. 3) A retirement medical reimbursement program. 4) An annual tax reimbursement program for employees whose gross household income is \$55,000 or less.



### Leadership Excellence

- ★ The hospital hosts a wide variety of employee forums so that every employee can provide his or her feedback to better the organization including: 1) Daily or weekly department or unit huddles where employees are asked to discuss concerns and/or provide input about the hospital and its programs. 2) The hospital's president, Linda Hunt, holds monthly open employee forums. Staff attends these sessions to ask questions and address rumors. 3) Town Halls are held to inform employees and garner input about important topics.
- ★ The hospital has several working councils, such as the Shared Governance Council, Quality Council and Physicians Executive Council, that bring employees and management together to improve hospital practices, implement new offerings and solve programs.
- ★ As a hospital that is internationally recognized for the care it provides and medical research, St. Joseph's has several physicians and scientists who are considered top in their field.



### Corporate & Social Responsibility

- ★ In 2009, the hospital provided \$92 million in healthcare services and programs to benefit the community. This included charity care, unpaid cost of Medicaid, medical education, community service, public programs, research, and donations, working with approximately 100 community partners to bring services and education to individuals.
- ★ In an effort to be a good steward to the environment, St Joseph's donates hundreds of thousands of dollars of medical equipment and supplies to PROJECT C.U.R.E. Items no longer usable by the hospital are then used for medical outreach in more than 120 foreign countries.



### Customer Opinion

- ★ Transformational Care encourages employees and physicians at the grassroots level to identify barriers to great patient care, implement solutions, and lead sustainable changes. Transformational Care has lead to huge improvements in patient satisfaction.
- ★ Hourly nurse rounding on all patients, use of white boards in patient rooms to effectively communicate with patients and families, engaging patients in the bedside shift report, and making follow-up calls after discharge are practices implemented to insure patient satisfaction.
- ★ In striving to provide "extras" for patients offering concierge service helping individuals with everything from securing lodging to planning parties to pet care. Conveniences include a Starbucks, ATM and gift shop in the lobby.



### Awards

- ★ One of Top 10 Hospitals Neurology Neurosurgery, U.S. News & World Report 2008-2010
- ★ Best Place to Work in Healthcare, Modern Healthcare 2009-2010
- ★ Best Places to Work, Phoenix Business Journal 2003 – 2009
- ★ Gold Performance Achievement Award, The American Heart Association & American Stroke Association 2009
- ★ 100 Top Hospital: Cardiovascular Benchmarks, Thomson Reuters 2009
- ★ #1 Ranked Hospital, Ranking Arizona, Arizona Business Magazine - Ten Years

