



Chandler Regional Medical Center

A member of CHW

NEWS RELEASE

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CHANDLER REGIONAL MEDICAL CENTER RECOGNIZED AS ONE OF THE MOST INNOVATIVE HOSPITAL PARTNERS IN 2009

CHANDLER, Ariz. (June 4, 2010) – The Environmental Services (EVS) department at Chandler Regional Medical Center, a member of Catholic Healthcare West (CHW), took home the silver innovation award and was recognized as one of the most innovative hospital partners in 2009 by Avatar International, an industry leader in healthcare quality improvement services.

The EVS department was chosen out of 47 submissions. Award recipients were selected based upon a panel of independently scored criteria that included degree of actual improvement, scope of change, degree of innovation, ability to spread ideas externally and the nature of barriers they had to overcome.

“It’s an honor to be recognized for our efforts to improve patient satisfaction,” said Patty White, president and CEO of Chandler Regional Medical Center. “The EVS department has done an exceptional job at creating new ways to use innovation to provide outstanding services throughout our facility and I am very proud of what they have accomplished.”

The EVS department set out to improve overall patient satisfaction scores, patient perception of the hospital environment and to improve employee satisfaction. They were able to do just that by implementing new changes such as having semi-annual patient communication training.

“In today’s uncertain economy, innovation is more important than ever,” said David Medvedeff, Pharm.D., MBA, CEO of Avatar. “Innovative new processes and ways of thinking are one of the most effective ways to help a facility prosper and achieve its goals. Such creativity and ingenuity has been demonstrated by Chandler Regional Medical Center’s partnership with Avatar. Congratulations to Chandler Regional Medical Center – I applaud your success and thank you for sharing your innovation efforts.”

About Chandler Regional Medical Center

Chandler Regional Medical Center is a 225-bed, acute-care, non-for-profit provider of emergency care, maternal child services, cardiovascular services, wound healing, cancer treatment, diabetes treatment, and diagnostic services. It is located at 475 S. Dobson Road (corner of Dobson Road and Frye Road) in Chandler. For more information, please visit www.chandlerregional.org or call 480.728.3000. Chandler Regional 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 or e-mail resourcelink@chw.edu.

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.

About Avatar

Avatar (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.