



BOSWELL HOSPITAL FOUNDATION

P.O. Box 2015

Sun City, Arizona 85372

(602) 876-5330

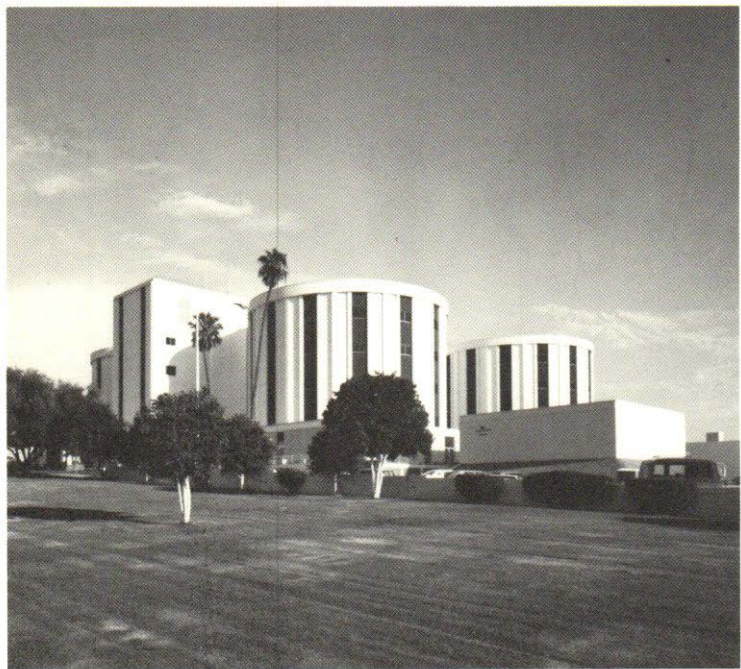
Dear Faithful Friend:

"A Story Worth Telling is designed to express appreciation to residents of the Sun Cities who have been faithful friends of the Boswell Hospital Foundation.

After reading this brief tribute, please keep it for future reference. If you have a copy of "Jubilee: The 25th Anniversary of Sun City," slip this into page 154 of that keepsake.

Charles F. Dusing'
President, Board of Trustees
Boswell Hospital Foundation

A Story Worth Telling



The Boswell Hospital Foundation... a story worth telling.

It is the story of how a unique community was challenged to meet its growing needs for health care services. It is the story of how that community responded to the challenge.

And, it is the story of ongoing support for what they, members of the local community, developed for their continuing benefit—the 355-bed Boswell Memorial Hospital in Sun City, recognized as one of the nation's leading adult health care centers.

Soon after the Boswell Memorial Hospital opened in 1970, it became apparent that the new hospital must expand to keep pace with the rapidly increasing health care needs of a growing community.

Only a steadily expanding capital base would make such expansion possible, and an important source for capital was voluntary contributions from the community.

A separately managed philan-

thropic foundation could assume these fund-raising responsibilities so that the hospital administrators could focus their skills on patient care and hospital management. As a corollary, a largely volunteer organization could help to minimize fund-raising costs.

The result was the formation in 1971 of the Boswell Hospital Foundation, a non-governmental, non-profit, tax-exempt organization that generates philanthropic support for the non-profit Boswell Memorial Hospital. The Foundation's mission is to raise financial aid for the operation, maintenance and extension of facilities for health care delivery at the hospital, including capital projects and equipment needs, as well as for debt reduction.

The story includes a variety of charitable-gift opportunities that are available to encourage donor participation and continuing support, including programs by which **you can make money by giving some away!** Among these are:

- Life Income Plan—The Foundation pioneered this pooled investment plan in Arizona. The program allows participants to make tax-deductible

contributions of cash or securities, avoid capital gains tax and still earn interest income from the gift. More than \$2.5 million is invested in this program. The principal is transferred from the fund to the hospital only upon the death of the participant or a stipulated beneficiary.

- Gift of farm or other real estate with reserved income for life—Donors of such property may transfer it to the Foundation (as a trustee), obtain substantial income-tax deductions, reduce their estate and inheritance taxes and, in most cases, receive a lifetime income in excess of what the property was generating.

- Gift of home with reserved use for life—Owners may convey homes to the Foundation to obtain income-tax deductions and reduce estate and inheritance taxes while still occupying the property during their lifetimes.


- Gifts of life insurance cash value—Donors simply transfer ownership of insurance policies to the Foundation to qualify for income-tax deductions. Any subsequent premium payments also have income-tax benefits.

- Naming the Foundation as beneficiary of life insurance policies, IRAs and wills—Planned gifts such as these provide opportunities to memorialize areas of the hospital for perpetual recognition.


- Outright gifts of cash or long-term capital gain property—This technique permits the largest possible income-tax deduction. Long-term capital gains tax may be totally avoided if appreciated property is contributed.

Details about these and other charitable-gift opportunities are available by calling the Foundation at 876-5330 during regular business hours.

Special events such as the Senior PGA Tour ROUNDUP golf tournament and the Comestible Festival fine foods fair also are part of the Foundation's story. Contact the Foundation for information about sponsorships which provide considerable marketing opportunities.



Donations to the Foundation are tax-deductible to the extent allowed by law. Donor programs are implemented by committees of the 40-member volunteer board of trustees, comprised of residents and business leaders from the local service area, who provide policy guidance.



Special recognition programs for outstanding donors allow the Boswell Hospital Foundation to express its appreciation.


Contributors who make annual gifts of at least \$100 are enrolled as members of the prestigious Boswell Society, founded in 1975. Donors may advance through successive levels of recognition based on their cumulative gifts.

A roster, "Our Faithful Friends," is published annually to honor members who also are invited to special recognition programs during the year.

Recognition plaques are on display in the hospital's lobby and at special locations throughout the facility to commemorate the gifts of major donors.

You are invited to learn more about the charitable-giving program offered by the Boswell Hospital Foundation. Call the Foundation at 876-5330 for details.

We appreciate your support of the Boswell Hospital Foundation. You, too, are part of a story worth telling.



The Legacy...



It is a story worth telling.

The legacy of the Boswell Hospital Foundation began in 1971 when a dedicated group of community volunteers was named as charter members of its board of trustees.

They included Chester Akeson, Carl H. Anderson, Elmore Andrews, Landon Atkins, Frank Boettger, Merle Dennis, Byron Duncan, Burt Freireich, William B. Gay, H. Virgil Grumbling, T.R. Holforty, Margaret Knapp, Oliver Lindmark, Mrs. C.C. (Deb) Loudon, Charles Miller, Spencer Moore, Ralph Phelps, Henry S. Raymond, Harry Shaffer, Beverly VanBuskirk, Howard Vescelius, John Voss, Richard Welch and Chet Williams.

Throughout its history, the Foundation has been led by outstanding community leaders who have served as its president: William B. Gay, Howard R. Vescelius, Lyle D. Hurd, Richard A. Welch, William E. Haskell, W. Robert Deininger, Rose Hodgson, C. Glenn Rye and Charles F. Dusing.

In the fall and spring of 1971-'72, more than 600 volun-

teers canvassed the community when the Foundation conducted its first fund-raising campaign. The result: A total of \$1 million was raised to enable completion of the hospital's first two patient towers!

As area population growth continued and demand for service increased at the Boswell Memorial Hospital, a second capital campaign was launched in 1975 to fund construction of a third patient tower. This effort, with 800 volunteers seeking contributions, generated community gifts totaling \$1.6 million!

The third-tower construction program was nearing its completion in 1977. However, funding was approximately \$500,000 below necessary levels. The volunteer trustees approached the Kresge Foundation, which responded with a challenge grant of \$100,000 on the condition that the Boswell Hospital Foundation raise the additional \$400,000 from the community within 18 months. A gratifying response from local residents followed as the fund drive exceeded expectations with \$600,000, bringing the total with the Kresge grant to \$700,000.

Lured by an inviting climate,

recreational opportunities and the availability of outstanding medical care, retirement-age residents continued their influx to the Sun Cities in the 1980s. This growth mandated yet another expansion for the Boswell Memorial Hospital.

In 1981, construction began on the hospital's 84-bed fourth tower. During the ensuing months, the spirit of generosity that had so long characterized the community was confirmed. Area residents donated a total of \$1 million to ensure adequate availability of hospital care through the mid-1980s.

Today, the Boswell Memorial Hospital needs your continued support. With one of the nation's highest percentages (85) of Medicare patients, the importance of the community's support through volunteer services and financial contributions is *significant*.

This ongoing support has been, and continues to be, absolutely necessary in order to assure our hospital's ability to keep pace with rapid medical advances and the health care needs of an expanding area population. In addition to capital campaigns, the Foundation



generates donations that largely fund the purchases of new and replacement equipment for patient care. For example, the non-invasive vascular laboratory, equipped through community gifts, detects carotid artery blockages that could signal impending strokes.

Other equipment purchases made possible with donor gifts include a digital subtraction angiography medical-imaging system for monitoring vascular health, a microtome and accessories to aid processing of surgical biopsy specimens, a magnetic tape drive to increase

storage and speed retrieval of clinical laboratory data, and a spiroscope for enhanced screening of pulmonary functions.

Since the formation of the Boswell Hospital Foundation in 1971, more than \$13 million in philanthropic gifts have been contributed to support the Boswell Memorial Hospital.

Residents, businesses, physicians and patients are among the thousands who have provided this generous support.

The Boswell Hospital Foundation, indeed, a story worth telling.

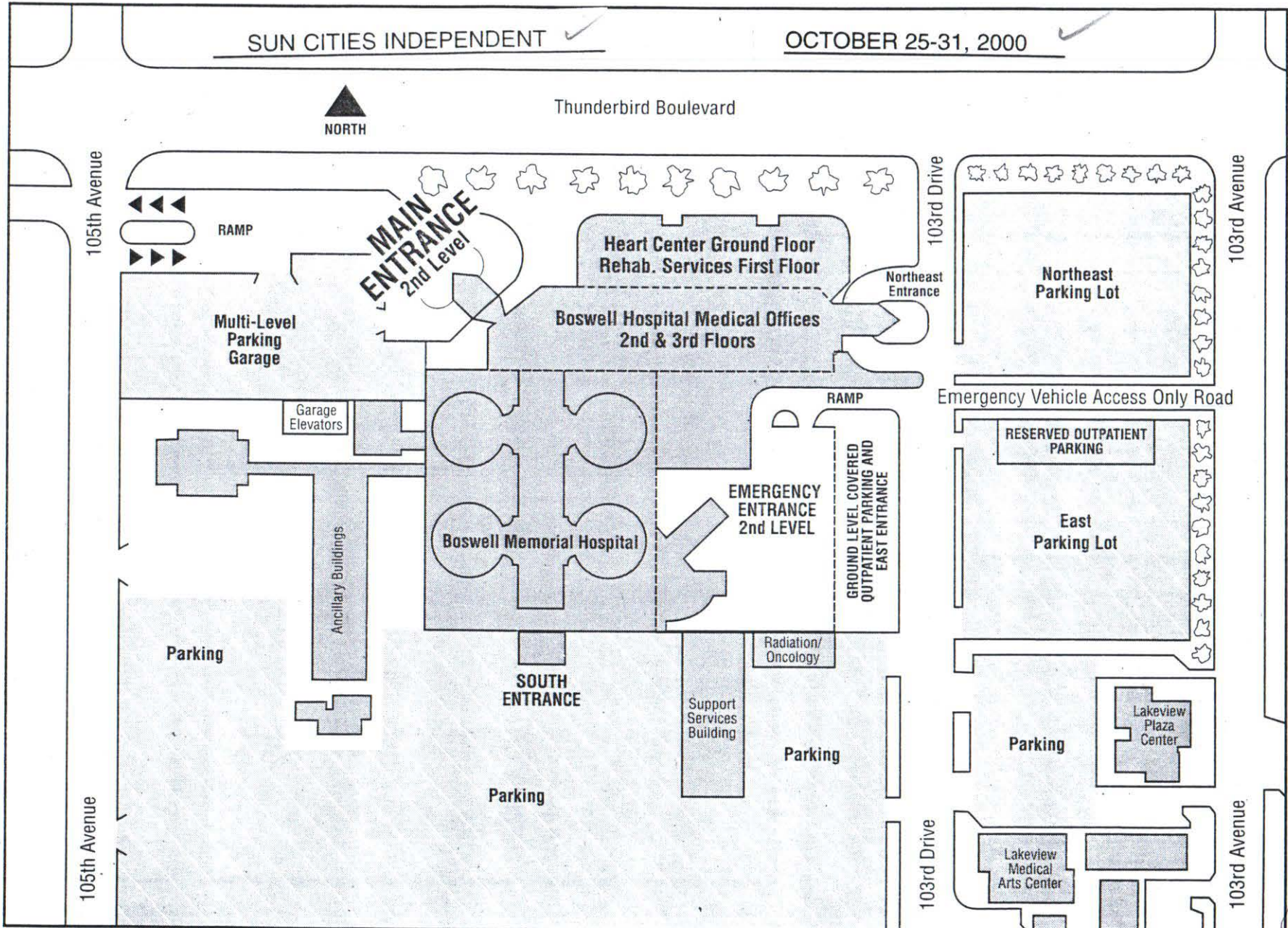


Boswell Hospital Foundation

P.O. Box 2015
13180 N. 103rd Drive
Sun City, AZ 85372
(602) 876-5330

Chart Your Path

On the Sun Health Boswell Memorial Hospital Campus Map



With the first phase of Boswell Memorial Hospital's current expansion now completed, this map will help you to locate new entrances/exits as well as new parking areas.

The new **main entrance** to the hospital, on the south side of Thunderbird Boulevard, is located up a new driveway, on the second level, just off 105th Avenue. The new multi-level parking garage is connected to the main entrance. Courtesy shuttle-cart service (available from 7:30 a.m. to 8:00 p.m. seven days a week) as well as garage elevators will help you to reach the main entrance with ease.

If you are visiting the **physician offices** located on the second and third floors of the new expansion, or the Arizona Heart Institute office in Suite 301, please park in the *northeast or east parking lots* and enter through the new *northeast entrance* on 103rd Drive.

If you are scheduled for **outpatient surgery**, parking is available in the designated "reserved outpatient parking" areas located in the *east parking lot* and the *covered parking lot in front of the east entrance*. Please enter through the *northeast entrance* on 103rd Drive.

If you have an **emergency** situation, please follow emergency signs up the ramp off 103rd Drive, park on the *second level* and enter through the *emergency entrance*.

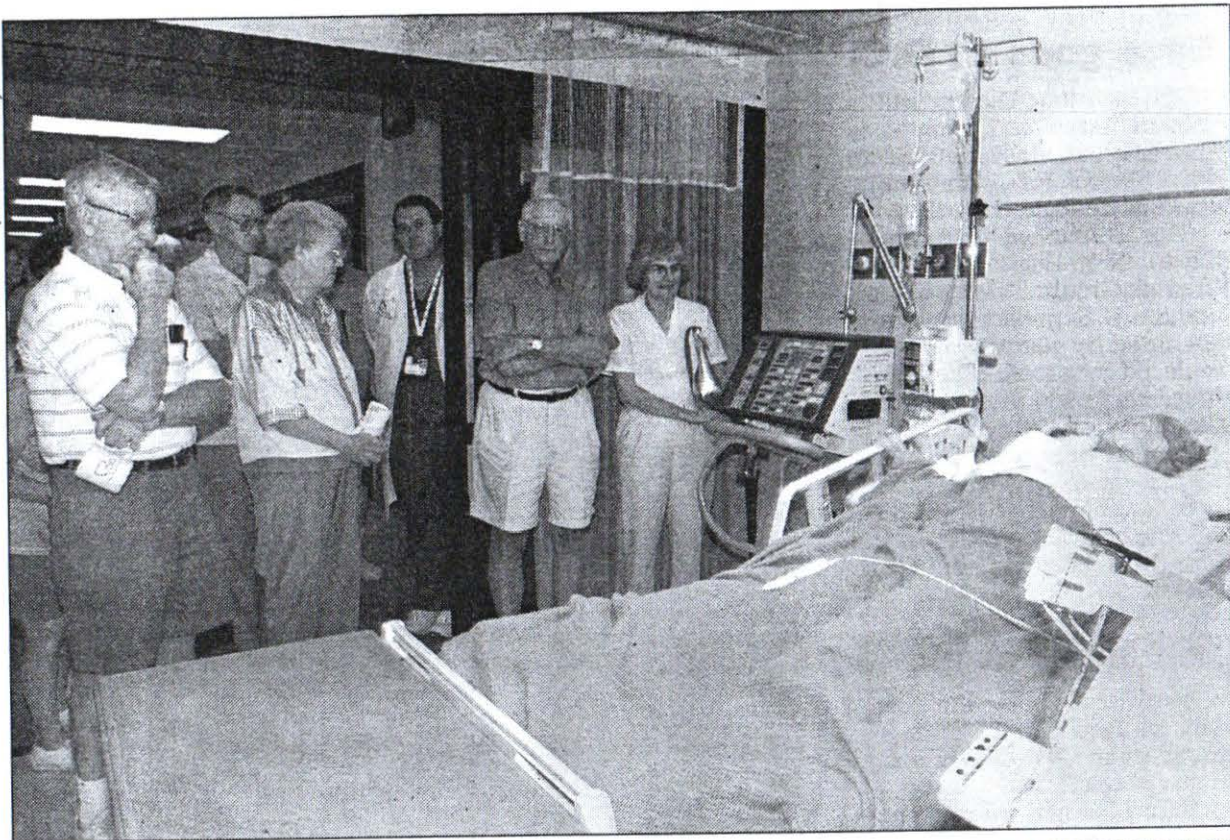
We hope this map will help you to "chart your path" before you visit our Boswell Memorial Hospital campus. Should you require further instructions or would like a copy of this map, please contact the Sun HealthLine® at **623/876-5432**.



Boswell Memorial Hospital

Boswell unveils its new Heart Center-piece

VF HOSPITALS (BOSWELL)



MOLLIE J. HOPPES/DAILY NEWS-SUN

PIVOTAL PHASE:
Visitors tour \$34 million addition, which will accept patients next week

PATRICK O'GRADY
DAILY NEWS-SUN

Northwest Valley residents descended on Boswell Memorial Hospital Friday as Sun Health officials opened the doors on the building's expansion.

Workers were still putting on finishing touches in several areas of the \$34 million addition's first phase as scores of people waited in line for tours of the hospital's new Heart Center.

"It's fantastic," said Bob Ahmann, who along with his wife Alyce came to the opening from Sun City Grand. "You don't realize that there's that much need so close, but they need it with that much growth in the area."

Visitors were impressed with the Heart Center, the opening's 151,000-square-foot, four-story centerpiece featuring state-of-the-art cardiac care, including new operating and recovery rooms that will start accepting patients next week, said Penny Schmiede, administrative director of the Boswell cardiopulmonary department.

The moves will be spaced throughout the week, beginning late Friday afternoon when the cardiac and pulmonary rehabilitation group moved into its new space on the second floor of the wing, said Mark Bank, the group's supervisor.

"It's like a 110 percent improvement," he said.

The Heart Center has various features, including locating all of the cardiac surgical units on one floor to make it more accessible for patients and medical staff. Along with three new cardiac operating rooms, the hospital added two 12-bed pods for its critical care unit in the center, as well as a 14-bed cardiovascular surgical intensive care unit.

Several new features are in the care units, including a toilet for every care unit instead of a portable commode, microphones to help nurses better monitor patients and a nurse station with a clear view of the entire unit, said Heidi Rosson, a staff nurse who will be in one of the units.

"Anywhere we stand or sit, we can see our patients," she said.

For the tours, hospital officials set up two mannequins as a display so residents could see how a completed room will look and how the equipment operated.

Having surgery and recovery all on the same floor also will be easier for surgical teams transporting patients to recovery, previously located on the hospital's second floor.

"We used to have to hop in the elevator as a team and ride up to the second floor," said April Corona, a cardiovascular operating room nurse.

The center was just one of the features on display at the completion of the first phase of the hospital expansion, which included a new main entrance, additional parking with the construction of a parking structure, an expanded lobby and a remodeled gift shop.

The second phase of the project, expected to be completed in summer 2001, features a renovated emergency department and outpatient surgery

OVER



MOLLIE J. HOPPES/DAILY NEWS-SUN

People tour Boswell Memorial Hospital's new critical care unit in the heart center Friday, top. Throngs were lined up to see the new facilities. The nursing station, above, in each of the pods of the CCU is located in the center so the nurses can monitor patients better.



MOLLIE J. HOPPES/DAILY NEWS-SUN

Pam Haliot explains endoscopic vein surgery to people touring Boswell Memorial Hospital's new operating room in the critical care unit of the heart center Friday. The \$34 million addition to the hospital opens to patients next week and features more beds for the critical care unit and a 14-bed cardiovascular surgical intensive care unit.

VF SC Boswell Hospital

SUN CITY INDEPENDENT

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PLANNING

Banner making hospital changes

Department changes limited to clinics, outpatient

By Rusty Bradshaw
INDEPENDENT NEWSMEDIA

While there are more changes planned for hospital campuses in the Sun Cities, eliminating hospital departments is not part of the plan.

In addition to some changes made in previous years, Banner officials are planning a new emergency department at Banner Boswell Medical Center, 10401 W. Thunderbird Blvd., Sun City, and a 28-bed progressive care unit at Del E. Webb Medical Center, 14502 W. Meeker Blvd., Sun City West.



Jim Fox

But each hospital will retain



Banner Health officials are preparing for additional design development for a reconfiguration of the Boswell Medical Center emergency department to eliminate the ramp to the entrance. [Independent Newsmedia/Rusty Bradshaw]

services they have provided for years. Some Sun Cities residents' concerns of hospital departments closing are confused with outpatient and

clinic changes, according to Banner officials.

"In our Sun City and Peoria Banner Health Centers, several cardiologists are moving

from an employed model to a private practice model," David Lozano, Banner Health earned media senior manager, stated in an email.

These providers will continue to work with Banner, and serve Sun City and Peoria, as they transition to a lo-

» See Banner on page 6

cal private practice in July, Mr. Lozano added. They are expected to continue in their current role until that time.

Banner's neurology and ophthalmology services were discontinued in the Sun City area clinics last year. The health agency will offer urology services in the Sun City area through May 2. Coverage for these three specialty services continues to be available through area private practices affiliated with Banner Health Network, Mr. Lozano explained.

"It is important to understand, the changes mentioned here are relevant to outpatient health centers and clinics only, and do not impact hospital departments or services," Mr. Lozano stated.

Banner officials are communicating with patients in advance of changes to assure continuity of care and to transition patients to other high quality providers as needed, he added.

While some physicians are making the change from employment to private practice on their own, in some cases changes in Banner clinics have been prompted by a

need, Mr. Lozano explained.

"There has been no impact to patient services at the hospitals," he stated. "Banner continues to employ more than 850 physicians in Arizona."

However, Banner officials are continuing to make changes to the way the hospitals provide service. The health agency spent \$11.8 million to convert an existing 23,000-square-foot space for business office and conference rooms to patient units with 24 private rooms for medical and surgical patients.

"The long term plan has been to convert Boswell to all private rooms," said Jeff Nelson, Banner spokesman, in a 2016 interview.

Banner also spent \$500,000 to reconfigure and redesign the front entrance and waiting room for emergency room to improve patient flow and privacy, he added. Banner had also begun a renovation project of its operating rooms but put the plan on hold about halfway through, according to Jim Fox, Sun City fire marshal.

"They got halfway through the operating rooms and decided to put the remainder of

erating rooms they had completed," he stated in an email.

That project will continue, according to Mr. Nelson.

"These upgrades will include upgraded surgical lighting and new flooring, wall protection, ceilings, countertops and cabinets," Mr. Nelson stated in an email. "This refurbishment project is anticipated to be completed by October 2018."

Banner officials have a conceptual plan to construct a new Boswell emergency room at grade level on the east end of the existing outpatient surgery area, which would do away with the current ramp up to the existing ER, according to Mr. Fox. The second phase might include a new patient tower on top of the new ER.

"From what I have heard, these preliminary meetings are to discover any access concerns with the major users of the emergency room (fire and ambulance users)," Mr. Fox said. "I have been in several meetings regarding scope of project and access coordination, but don't have any concrete schedules, plans or notification that the project is a go at this point in time."

Mr. Nelson said this project is on hold pending funding for further design development.

"At this juncture, we do not have a timeline for construction," he said.

At Del E. Webb, Banner spent \$1.3 million to replace a 64-slice CT scanner in the emergency room with a 128-slice device, according to Larry Bonno, Del E. Webb medical imaging department director.

Banner officials continue construction on the 28-bed, all-private Progressive Care Unit at Del Webb, which will care for patients who have a history of heart problems and whose physicians want those patients' hearts closely monitored during their stay, Mr. Nelson explained. The unit will also serve as a stepping stone for patients well enough to leave the intensive care unit, but who require a different level of monitoring than what's provided in the medical surgical units.

The construction project is converting a 22,952-square-foot shelled space on the fifth floor of Webb's "D" tower into the new unit. See related story on page 18.

Rusty Bradshaw can be reached at 623-445-2725 or rbradshaw@newszap.com. Continue the discussion at www.yourwestvalley.com.



WALTER O. BOSWELL MEMORIAL HOSPITAL
P.O. Box 1690
Sun City, Arizona 85372

A 355 bed acute care community hospital, located in Sun City, dedicated to excellence, offers a wide spectrum of in-patient and out-patient services to the entire northwest area of Maricopa County. Its services are available to all regardless of race, color, religion, national origin or handicap.

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30th anniversary: Medical center marks occasion by opening \$34 million Heart Center

MONICA ALONZO-DUNSMOOR
DAILY NEWS-SUN

What began as the vision of community leaders wanting to meet the health-care needs of Sun City residents now is a four-patient tower hospital available to more than 200,000 residents.

And this month marks the 30th year Boswell Memorial Hospital has served the community.

George Pérez, vice president and chief operating officer of Boswell, said the hospital's founding fathers wanted to provide for the entire health-care needs of the area.

He said the focus from acute health care evolved to specialized services and programs to keep people healthy at home.

"Thirty years ago we did not do open-heart surgery or total-knee replacement," Pérez said. "The founding fathers and the people who have governed the management over the course of 30 years have taken a global health approach to the way health care is offered in surrounding communities and the West Valley."

It began more than 30 years ago, with plans for a community hospital. After a \$1.2 million

See Boswell marks, A5

Boswell marks 30th anniversary

Daily News-Sun • Tuesday, Nov. 14, 2000

From A1

grant from the Boswell family and hundreds of thousands of dollars donated by community members, the construction of the two-tower hospital was completed on land donated by Del E. Webb.

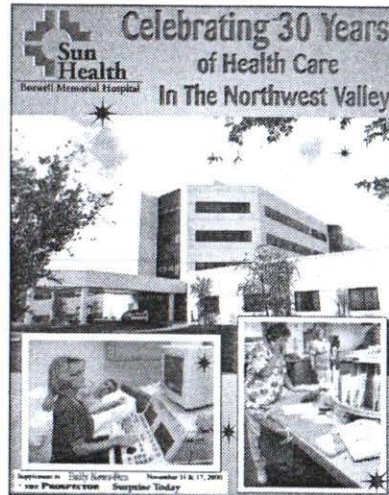
The ground breaking was on Jan. 24, 1969, and the hospital was dedicated on Nov. 6, 1970.

When the doors opened on Nov. 16, 1970, the first five patients were admitted — Stewart Beecher was the first.

At 15 days into its operation, the hospital admitted 75 patients with Medicare, accounting for about 65 percent of the hospital's revenue.

After the first eight months, the hospital was up to about 1,300 admissions.

As the area population continued to grow and demand for service increased at Boswell Memorial Hospital, a second fund-raising campaign was



The special edition commemorating Boswell's 30th anniversary is inside today. Please note that the contents of pages 18 and 19 are reversed.

launched in 1975 to fund the construction of a third tower for patients. This effort, with 800 volunteers seeking contributions, generated community gifts

totaling \$1.6 million.

Ground was broken on the third tower in July 1976, and it was completed in May 1978.

Sun City's alluring climate, recreational opportunities and the availability of local medical care continued to draw more residents into the area — creating the demand for yet another tower.

In 1981, construction began on that 84-bed tower, and it was completed in 1982.

Since the fourth tower was erected, the hospital has added a \$34-million Heart Center with a rehabilitation center and medical office spaces.

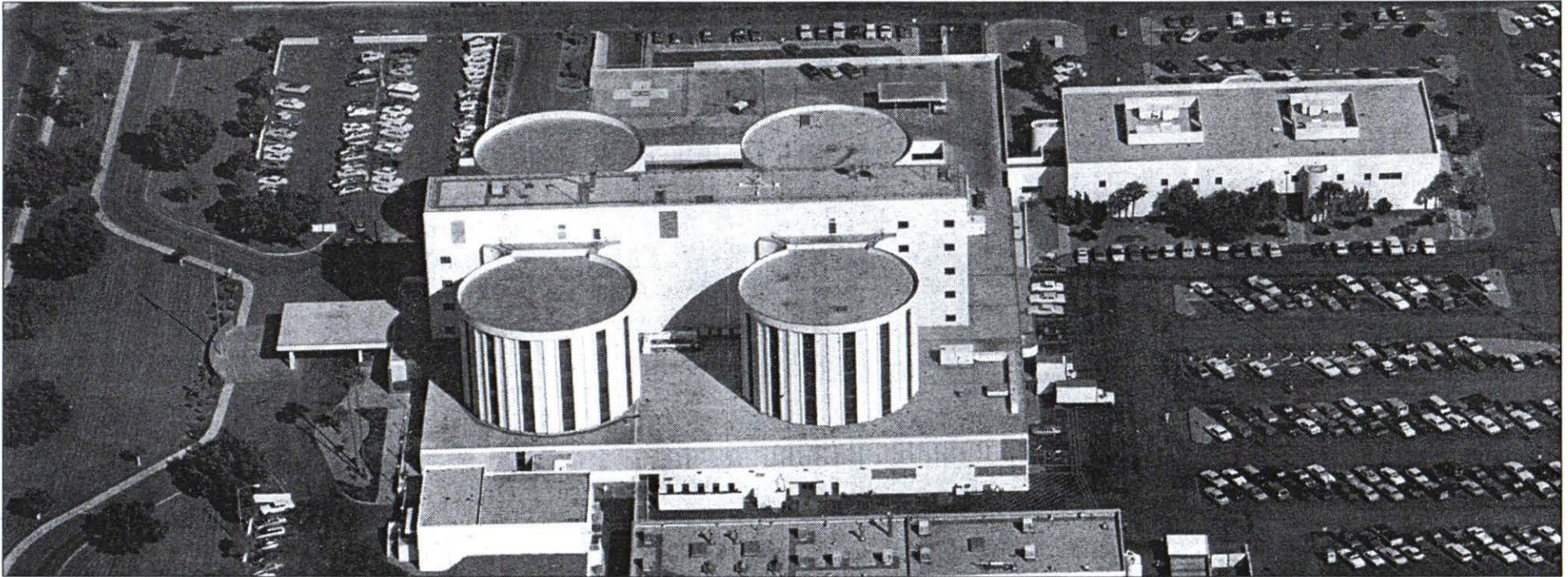
About 161,000 square feet were added to the existing Sun City hospital in a four-story expansion to accommodate the rapid growth in the West Valley.

About \$13 million came from community donations, and the balance was used from a tax-exempt bond.

The expansion includes a critical-care unit with 24 private beds, which will be adjacent to surgery. There also is a 14-bed cardiovascular/surgical intensive-care unit for post-surgery heart patients.

Pérez said the hospital would continue to offer a variety of services, and continue its proactive approach to health care.

"We're very unusual in how we look at community health education," he said. "For example, (in one day) we gave 3,000 people flu shots. That's a public health approach meant to keep people out of the hospital and keep people healthy. I foresee the continued involvement of services that are really meant to keep people healthy, and when they do finally need the hospital service, we try to offer the broad scope of services that allows them to stay in their community and receive high quality of care."



Boswell towers over Sun City

DYER

What is now Boswell Memorial Hospital started simply enough, with the idea, in 1965, that Sun Citizens shouldn't have to travel to Glendale for necessary medical services.

And it was John Meeker, president of the Del Webb Development Corp., that kicked off the process, calling together a committee to plan a community hospital for the five-year old retirement community.

In that group were Webb employee W.A. Warriner, the Webb company lawyer, Don Middleton, Michael Bross, president of the Sun City Home Owners Association, and residents Luella Leisy and Burr Welch.

Almost a year later, they had organized the Sun City Community Hospital Inc. with Welch as president.

Its goal: Study the feasibility and plan for a Sun City hospital, a modest unit with 60 beds.

But, like many ideas hatched in the retirement community which already was known around the country, a better idea came along, in the form of a grant of \$1.2 million from the James G. Boswell Foundation.

It was the Boswell family that had provided the land which Delbert Eugene Webb purchased to begin Sun City, and family members had watched as the idea of a planned retirement community with all necessary facilities, came into being and worked.

So Foundation trustees told the Sun Citizens they'd help out with cash, on three conditions: That the hospital serve not just

Sun City but residents of other communities in the Northwest Valley; that it be named the Walter O. Boswell Memorial Hospital; and that it have the finest medical facilities available.

As recent expansions of Boswell hospital — and Del E. Webb Hospital in Sun City West — show, all three conditions were met.

The new addition at Boswell will help provide services to an ever-expanding service area, one that parent Sun Health already serves with its Medicare + Choice plan, MediSun. New construction at Webb will provide for maternity and pediatrics, among other things, saving residents nearby from a trip to Phoenix or Glendale.

As Sun Health grew in size and in stature, it began using the Sun Health name along with that of its facilities, and last year the Boswell family agreed to shorten the hospital's name to Sun Health Boswell Memorial Hospital, since the longer Sun Health Walter O. Boswell Memorial Hospital, was a little unwieldy.

And, as the addition of a new and specialized cardiac center proves, the hospital has long



DAILY NEWS-SUN FILE PHOTOS

Walter O. Boswell Memorial Hospital, which opened in November 1970, dominates the Sun City skyline in photo at top taken in 1985.

since been noted for the excellence of its facilities, particularly those which care for the needs of seniors.

That deaths from stroke and heart attack in the Sun Cities are significantly lower than the national averages is testament to the hospital's success, and to the speed with which local emergency medical services providers arrive and transport victims.

After the Boswells pledged the cash, the Del Webb company donated 11 acres for the hospital, and said it would construct a hospital at cost.

Cost, though, was about \$4.5 million. A bank loan would

cover \$3.5 million of that, but \$1 million was still needed. The first fund-raising goal was \$800,000.

Bill Chapman, a former Del Webb employee and Sun City resident, knew it would take real work, real organizing ability.

"We decided to get our wives involved," Chapman recalled. They got together and formed an auxiliary, and in the end, Margaret Newby, a former nursing supervisor, agreed to

help" lead the efforts.

By 1969, there was only about \$170,000 to go, and on Jan. 24 that year, William W. Boswell, Walter's brother, and Del Webb, joined in a groundbreaking ceremony for the hospital.

On March 28, the final plans came from the architects and the structure was under way.

Austin Turner, a former hospital executive in Los Angeles, who would come to head Sun Health and later became an Arizona state senator, got involved with the planning, and became administrator, picked from a field of almost 100 candidates.

Ellerbe Architects of St.

Paul, Minn., did the basic design, using a new model of round towers that allowed nursing personnel to sit in the middle and keep an eye on several patient rooms at once.

On Nov. 6, 1970, 30 years ago, the Walter O. Boswell Memorial Hospital, with its two towers, was dedicated with Dr. Frederick Elliott as principal speaker. More than 5,000 people jammed the parking areas for the celebration of the new community hospital.

On Nov. 16, Sun Citian Stuart Beecher became the first patient, followed by C.F. Martens, who had postponed a cataract operation until the hospital was open.

Six months later, the hospital was running with 80 percent of its beds in use.

And it soon was apparent that more beds would be needed. The top two floors of the towers had been only shells; now they would need to be finished and made ready to use.

Sun City continued to grow. By 1978, using a bond issue, a third tower was built; the fourth was added in 1982.

Support services and administrative offices went into a separate building in 1982.

And hospital officials, seeing the need for medical offices convenient to other facilities, began constructing the several buildings that now abut the hospital in the area known as the Boswell campus, providing space for medical practitioners.

Now, with a yearlong expansion project complete, there are additional offices, and the new Heart Center, "Heart Hospital within a Hospital," to provide the cardiac care needed for West Valley residents.

Tours set as prelude to opening of Boswell Hospital Heart Center

HAYLEY RINGLE
DAILY NEWS-SUN

After two years of construction costing about \$34 million, Sun Health Boswell Memorial Hospital's Heart Center with rehabilitation center and medical office spaces is close to completion.

About 161,000 square feet are being added to the existing Sun City hospital, and as hospital personnel gave a tour of the almost-completed four-story expansion, they proudly showed off the rooms that will accommodate the rapid growth in the West Valley.

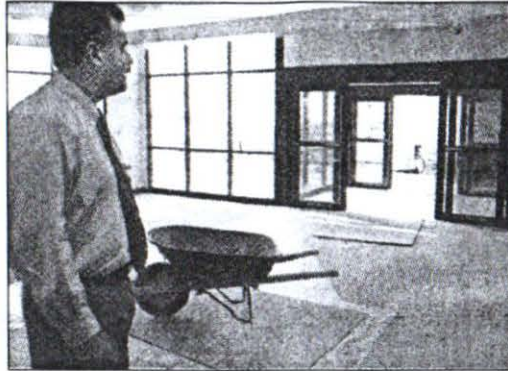
One of the reasons the expansion was needed is the hospital is outgrowing its cardiovascular department, said George Pérez, executive vice president and chief operating officer for Boswell Memorial Hospital.

The cost for the first two floors, which will include the rehabilitation and operating rooms, is \$28 million, Pérez said. The top two floors of office space was another \$5 million to \$6 million. About \$13 million came from community donations, and the balance was used from a tax-exempt bond, Pérez said.

"Heart problems are not a singular event. It begins when they find out they have a heart problem," said Gary Tucker, vice president of patient care services for Sun Health. "We, in this program, are working to enhance our services and provide follow-up."

All three phases of cardiovascular help are combined in the expansion to make it easy for patients to receive the care they need and to provide doctors easy access to patients.

Doctors currently have to come from all different areas of the hospital to treat cardiovascular patients, but with the expansion,



JOY LAMBERT/DAILY NEWS-SUN

George Pérez, executive vice president for Boswell Memorial Hospital, stands in the main entrance area of the Heart Center.

everything is being combined.

The expansion includes a critical care unit with 24 private beds, which will be adjacent to surgery.

"The trend now is all private," Pérez said. "It's all state of the art."

There will also be a 14-bed cardiovascular/surgical intensive care unit for post-surgery heart patients.

"The rooms are much more efficient," said Dr. Federico Florendo, medical director of the cardiovascular department at Boswell, who conducts about 350 heart surgeries a year. "And the view is better," he said, referring to the two glass-enclosed courtyard areas between the rooms.

The 900-square foot operating room is the largest in the Valley, Florendo said. It will include closed-circuit television, remote video and surgical lights.

The operating room also will use a recirculation process that will decrease the

possibility of infection, said Rita Ash-Borden, director of surgical services for Boswell.

"There are over 30 air changes, recirculating the air into the room," said Borden, while pointing out the various "slot vents" around the empty operating room. "A surgical mask will also be required to be worn at all times in the area, whether surgery is going on or not."

Several laboratories are included in the Heart Center, including a pathology laboratory where tissue specimens are analyzed and tested for quick results that often can be communicated back to the surgeons while surgery is in progress. There also is a cardiac catheterization laboratory, which allows for both cardiovascular and peripheral imaging procedures to be performed.

After patients undergo surgery, they enter phase two, and the expansion includes a cardiac/pulmonary rehabilitation area where tread mills and bikes will help them regain strength. The new rehabilitation services will also house physical, speech and occupational therapies as well.

Oxygen is also built into the walls of the rehabilitation room, which eliminates personal oxygen tanks being carried along, said Beau Franklin, director of rehabilitation.

Directly connected to the rehabilitation area is where phase three patients can continue their physical rehabilitation and enjoy a fitness center available to both patients and hospital employees.

"If anything happens in this area, you're right there" next to the doctors, Franklin said.

Volunteers are needed for the Heart Center. Call 876-5387 for more information.

Hayley Ringle can be reached by e-mail at hrringle@aztrib.com or by calling 876-2519.

(OVER)

IF YOU GO

■ **WHAT:** Sun Health Boswell Memorial Hospital's new Heart Center tour
■ **WHEN:** 11 a.m. to 4 p.m. Sept. 29
■ **WHERE:** Boswell Memorial Hospital, 10401 W. Thunderbird Blvd., Sun City. Parking is available in the new parking garage, accessible from Thunderbird Boulevard.

To schedule a tour time, call 876-5432 by Sept. 26.



JOY LAMBERT/DAILY NEWS-SUN

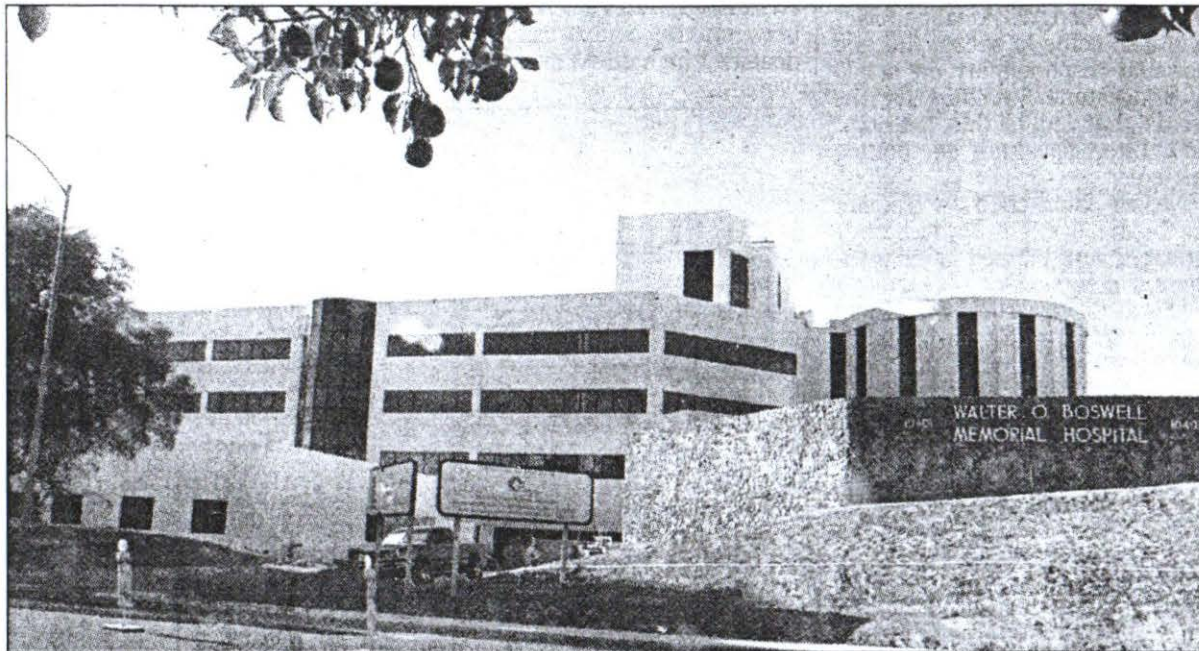
Rita Borden, director of surgical services, shows off a blanket warmer in the cardiac surgery rooms of the Boswell expansion. At right, work is concluding on the \$34 million project.



JOY LAMBERT/DAILY NEWS-SUN

Dr. Frederico Florendo and Kathy Florence, a registered nurse, check out the cardiac care unit in the Boswell Heart Center.

FINISHING TOUCHES



MOLLIE J. HOPPES/DAILY NEWS-SUN

Thursday, April 13, 2000 THE WESTER

'Heart and Sole' Walking Construction Tour of new center

By Marie Scotti

The public is invited to a construction tour that is all heart and a lot of sole.

The "Heart and Sole" walking construction tour of Boswell Memorial Hospital's new Heart Center will take place from 10 a.m. to 2 p.m. on Tuesday, April 18, at the construction site, located at 10401 W. Thunderbird Blvd., in Sun City. Admission is free, and light refreshments will be served. Call 623-876-5432 by Friday, April 14, to register. Comfortable shoes are recommended.

Parking will be located in the new East parking lot off 103rd Drive. Shuttle cart service will be available to the construction site.

Participants will enjoy a guided walking tour for a behind-the-scenes look at progress during construction of the new Heart Center, an integral part of the non-profit community hospital's reinvestment program. "Thumper," the Heart Center's mascot, also will be on hand to greet everyone and distribute give-aways. In addition to the tours, displays and hand-outs will also help to provide current construction updates in an effort to keep everyone informed.

The Heart Center will consolidate one of Arizona's largest and most comprehensive heart-treatment programs. A study pub-

lished in 1999 in the New England Journal of Medicine confirms the benefits of the Heart Center, which will become a "heart hospital within a hospital" at Boswell.

The national study of almost 100,000 Medicare patients shows that elderly patients who suffer heart attacks are more likely to survive if they are taken directly to a hospital where the staff treats at least 4.4 cardiac patients per week. Approximately 525 patients annually, an average of 10 per week, receive care for heart attacks at Boswell Hospital.

By contrast, patients were 17 percent more likely to die within 30 days when taken to hospitals that treat fewer than 1.4 heart attack cases per week.

Scheduled for completion in the Fall of 2000, the Heart Center is an important part of Boswell Hospital larger expansion project, totaling 91,000 square feet of new hospital space, 32,000 square feet of renovated space within the existing facility and 57,000 square feet of medical office space. The completion date for the overall \$33.4 million hospital expansion project is the spring of 2001.

For more information on giving opportunities, call the Sun Health Foundation at 623-876-5330.

Brightening Boswell Hospital's lobby

Local artists donate services to transform lobby area

By MIKE RUSSO
Independent Newspapers

All the world is a stage and Alice Rosenbluth is determined to make it more beautiful.

A stage scene painter and designer for 40 years, Alice is one of three local professional artists who have given new life to and brightened the admitting room lobby area of Sun City's Boswell Memorial Hospital.

Where once stood an unattractive sand-colored wall, there are now snow-capped mountains reaching toward the azure sky. The area had once been the hospital's main entrance but has been boarded up since the start of a major renovation and expansion project.

Revitalizing the area with the Southwestern mural was the idea of Jane Harker, Sun Health Volunteer Service coordinator. "It was done in response to the admitting volunteers, to spruce up the area," Ms. Harker said.

When it was the main entrance, the area was glassed and provided a glimpse of the outdoors but with the renovation and expansion of the

hospital the former entrance was sealed with wood, furnishing a rather bleak sight for the admitting volunteers.

The idea of sprucing up the area was discussed with the Sun Health Auxiliary Art Committee, which maintains a regular display of artwork at the hospital.

The Art Committee suggested a desert scene and they approved Ms. Rosenbluth's concept drawing.

Ms. Rosenbluth, who has donated considerable time to working in the adjacent gift shop was familiar with the area and had an idea of what would look good on the wall.

The one inch equals one foot scale drawing served as road map for the mural.

"It's a generic mountain scene," Ms. Rosenbluth explained. "It is a stylized interpretation."

Beginning work on June 1, assisted by Betty Hurley and Andy Holstrom, the depiction of a patio overlooking the desert and out onto the mountains was completed by week's end. All the artists are affiliated with the Sun City Players.

Sun Health furnished the materials and the three artists volunteered their skills.

"They have made the area much more presentable," said a grateful Linda Tyler, Sun Health manager of Community Relations.

"We receive a lot of comments, people enjoy it," Ms. Rosenbluth said with a smile.

The mural will remain on display



Betty Hurley, Alice Rosenbluth and Andy Holstrom, left to right, work on their mural in the Boswell Memorial Hospital admitting area lobby.

for about a year and half, while the renovation project continues, a veritable lifetime for a stage scene

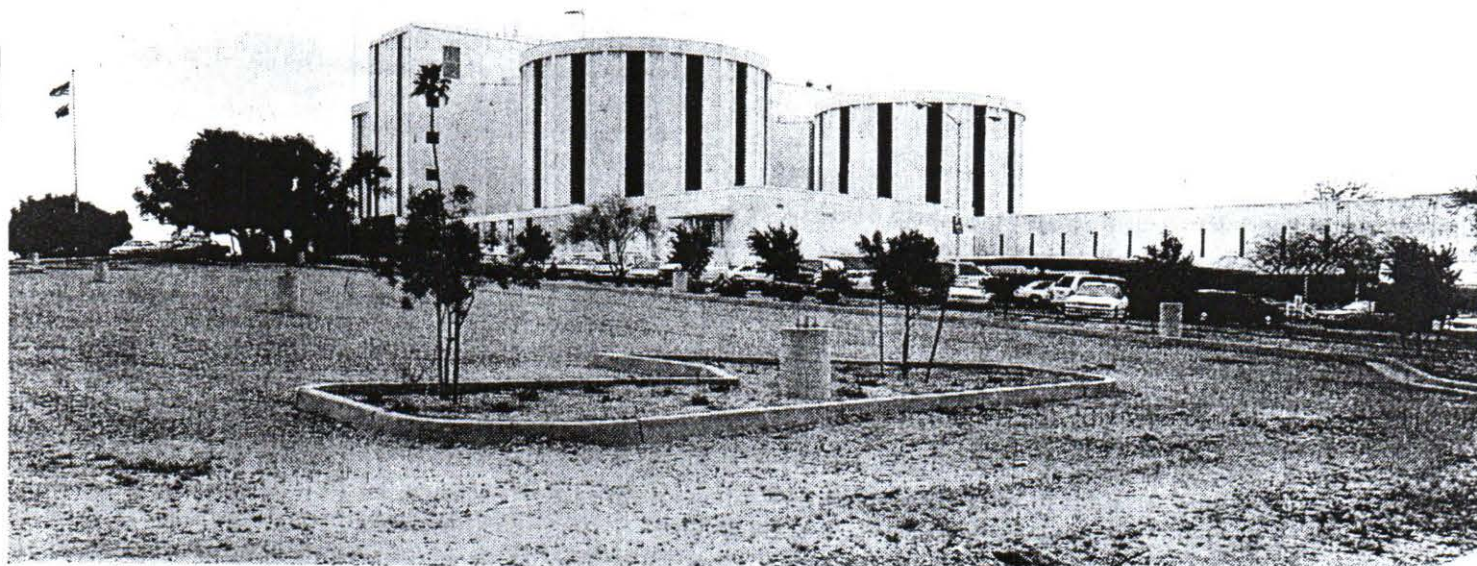
painting. "My work usually lasts for six or eight performances," Ms. Rosenbluth joked.



Photos by MIKE RUSSO/Independent Newspapers
From bottom, Betty Hurley, Alice Rosenbluth and Andy Holstrom work on the desert scene mural at Boswell Memorial Hospital. The mural adds color to a previously stark corner of the hospital.

VF BOSWELL HOSPITAL

Sat., March 27 and Sun., March 28, 1999 Daily News-Sun, Sun City, Ariz.



Mollie J. Hoppes/Daily News-Sun

Visitors to Walter O. Boswell Hospital will enter from the south doors Tuesday. The hospital is expanding and the front entrance off of Thunderbird Road will be closed for 12 months.

Boswell's entrance goes south

STAFF REPORT

Sun Health Walter O. Boswell Memorial Hospital will temporarily relocate the main north entrance to the south side Tuesday as part of the hospital's expansion and remodeling program.

New main entrance doors will open Tuesday morning on the south side, and volunteers will provide directions. Maps also will be available. A new patient check-in area will be inside the temporary main entrance and elevators just inside the entrance.

The hospital opened a satellite gift shop next to the outpatient pharmacy inside the new entrance.

These changes are expected to be in effect for at least 12 months.

New signs will convey other loca-

tion changes. The south parking lot will become the new designated parking for patients and visitors.

Several spaces to the right of the temporary main entrance will be reserved for patient drop-off and pick-up. Shuttle service and 24-hour daily security in the parking area assures safety and convenience during this construction period.

Other changes occurring on the hospital campus include the opening of a new parking lot for hospital employees and volunteers just east of the hospital.

Highlights of the \$33 million expansion and remodeling project include:

- "A Heart Hospital Within a Hospital" with all cardio pulmonary services within one area.

- Pre-admission testing and admitting areas will be located just inside the main entrance.

- Specialty physicians' offices within the hospital.

To arrange a talk to update your group or organization on this project, please call the Sun Health Speakers Bureau at 815-7602.

Boswell Hospital's expansion and remodeling is funded primarily through a 1997 tax-exempt bond issue and a \$12 million capital fundraising campaign by the non-profit Sun Health Foundation. Community contributions to the campaign are building on a \$2 million grant from the Boswell family's foundation. Call the Sun Health Foundation at 876-5330 for information.

EXPANDING WITH THE COMMUNITY

Renovation project under way at Boswell

By DAVE WILSON
Independent Newspapers

Walter O. Boswell Memorial Hospital will soon become a larger, more sophisticated and user-friendly facility.

The hospital in Sun City has begun a \$24.3 million expansion and remodeling project that will last until September 1999.

The renovation will help Boswell accommodate the growing northwest Valley, where the population is expected to increase from 177,000 to more than 289,000 in the next 10 years.

"By addressing the growing healthcare needs now, Boswell Hospital and Sun Health will continue to provide the most technologically advanced and sophisticated healthcare services to meet the needs of patients in the west Valley well into the 21st century," said George Perez, executive vice president.

Much attention is being focused on Boswell's cardiovascular program, the third largest in Arizona.

Two new cardiovascular operating rooms will be added, and cardiac rehabilitative services will be expanded. Most other cardiovascular services, such as the cardiac catheterization lab, will be consolidated in the northwest part of the hospital.

"We have an opportunity to take our cardiovascular program a step further and essentially become a heart hospital within a heart hospital," Mr. Perez said.

The emergency department will move to the ground floor for better access for arriving patients, and a new adjacent urgent-care unit will speed up treatment for patients who are less seriously ill.

Other additions include a new general operating room, expanded outpatient surgery/recovery area and 350 more parking spaces.

The hospital's existing towers and front lawn will remain, enabling the 27-year-old building to retain its role as an "icon for the community," said Mark Patterson, an architect with Orcott Winslow Partnership.

Minor construction by Kitchell

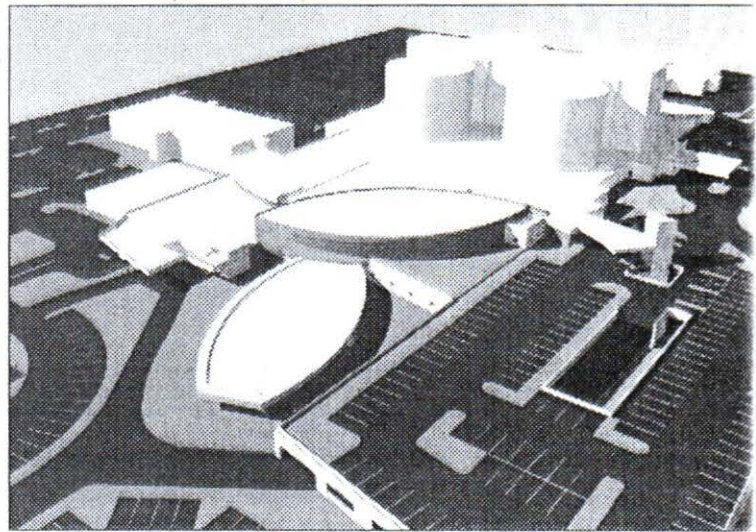
contractors is already under way, and more extensive construction will become visible to residents next month, Mr. Patterson said.

Bur don't expect to hear much clatter until next year — if you're around.

"The noisiest construction will

be done during the summer when most residents are away. We want to have all the heavy stuff done before everybody comes back to Sun City in 1998," Mr. Patterson said.

See ■ HOSPITAL, Page



This computer-generated illustration shows what Boswell Hospital will look like from the air at 103rd Avenue and Thunderbird Boulevard after renovation. The oval structure in the foreground is the cardiovascular/surgical intensive care unit, and the oval structure behind it is the rehabilitation unit. To the left of the rehab unit, on the ground floor, is the emergency department. The existing towers are in back.

The "heavy stuff" will include demolishing Lakeview North and 103rd Drive to make room for a two-story parking structure, a new rehabilitative center and other expansion projects.

The renovation will also include numerous amenities to enhance convenience and aesthetics.

A larger, more comfortable lobby will include a two-story atrium and lots of natural light.

"When family members are waiting, they might sit at a table and put together a puzzle or something. It is not just chairs in a row, where people sit and are bored," explained Mr. Patterson.

Extending from the lobby will be a curved reference wall lit by a skylight that will run through the hospital, making it easier for people to find their way around.

"One of the confusing things about hospitals in the past has been the maze of corridors, and the fact that there's no relationship to the outdoors," Mr. Patterson said.

The cardiovascular/intensive care unit will feature numerous plants so patients can have "a close relationship with nature, which promotes healing," he said.

The two-level parking structure will also be shrouded in plants to create a pleasing look for residents driving by.

"We're trying to change the perception of what a hospital is about," explained Mr. Patterson.

The renovation is being funded by a recent tax-exempt bond issue and \$12 million in community donations. Half the donation money has yet to be obtained, and a fundraising campaign aimed at the Sun Cities and surrounding communities will continue throughout the expansion and remodeling project, said Pamela Meyerhoffer, vice president of public affairs.

Other hospital renovations will include:

- The northwest entrance off 105th Avenue will be widened and reconfigured to become a new entrance off Thunderbird Boulevard. A memorial garden will extend from the existing entry to the new one.
- The cardiovascular/surgical intensive care unit will be relocated adjacent to surgical services on the ground floor to provide enhanced care for post-surgical patients.
- Physical, occupational and speech therapy rehabilitative services will be located in close proximity to enhance accessibility for outpatients and area residents.
- A designated 20-bed, short-stay observation unit will be created.
- Outpatient services, including outpatient IV therapy, endoscopy and rehabilitative services, will be centralized.

\$24.3 million renovation on tap for Boswell Hospital

By TINA SCHADE
Staff writer

Walter O. Boswell Memorial Hospital in Sun City will soon be getting a face lift.

"We've been working at it a year to get to this point. ... It's time for us to take the next leap," said George Perez, executive vice president of the hospital.

The leap is spurred by an increase in the population of the Northwest Valley, which is anticipated to grow from 177,000 people today to nearly 290,000 people in 10 years.

"By addressing the growing health-care needs now, Boswell Hospital and Sun Health will continue to provide the most technologically advanced and sophisticated health-care services to meet the needs of patients in the 21st century," Perez said.

The 27-year-old building, which holds landmark status in the community, will undergo \$24.3 million in renovations, scheduled for completion by September 1999.

The hospital won't lose its characteristic towers or the lawn on Thunderbird Avenue, but residents will have to say good-bye to 103rd Drive and Lakeview North.

In their place, Kitchell Contractors will construct a number of expansion projects, such as a user friendly rehabilitation center, a two-story parking structure and additional surface parking, which will add about 350 spaces.

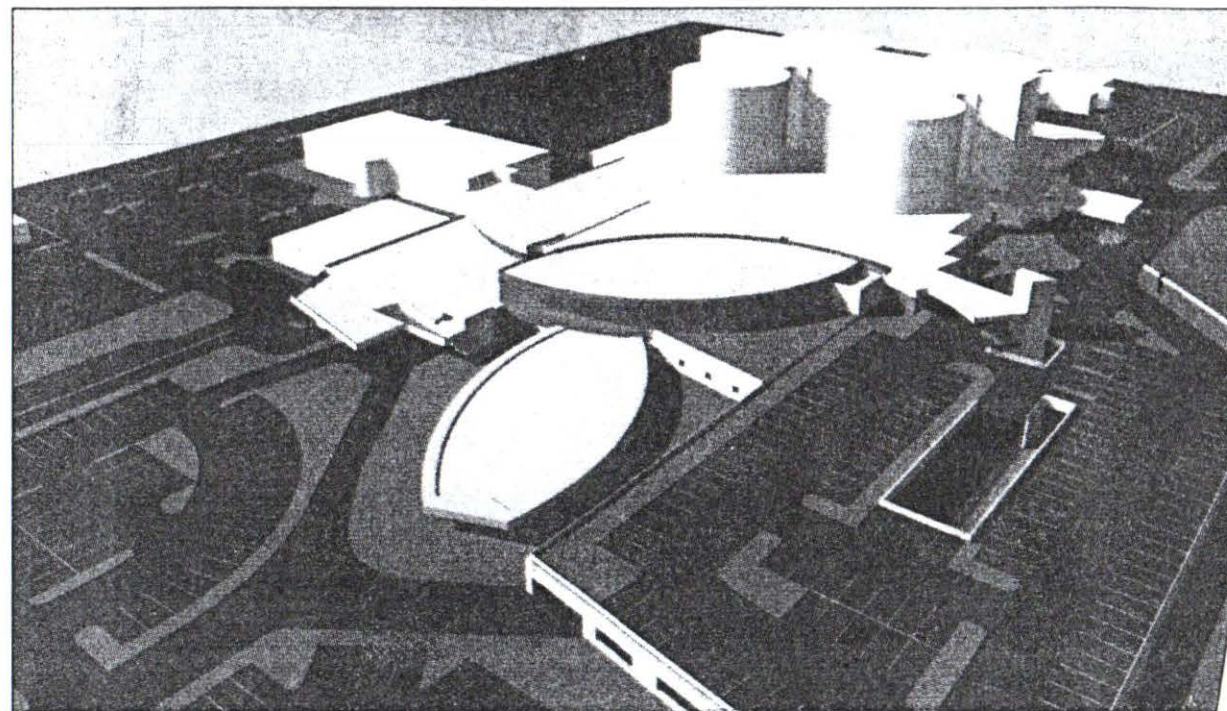
And, the hospital will undergo a number of expansion and relocation projects to better serve patients going in for emergency or surgical procedures.

"The program is addressing a critical need to expand surgical and treatment capacity at the hospital as demand for patient-care services continues to rise at a fast pace," said Perez.

One of the units that has been rising faster than others is the cardiovascular unit, which has been growing at a rate of 14.5 percent a year and ranks the third largest in Arizona.

With the proposed expansion, Boswell will gain two new cardiovascular operating rooms and expand and relocate existing services such as the cardiovascular and surgical intensive care unit, the cardiac catheterization lab and the expansion of cardiac rehabilitation.

"This major expansion will create a heart hospital within



This model offers a glimpse of Walter O. Boswell Memorial Hospital after a \$24.3 million renovation project.

a hospital," Perez said.

The project is also focusing on providing a cozier atmosphere which will include a

large glass wall in the rehabilitation center which faces the northeast and a more active lobby area for patients and

family members.

"We're trying to change perception of what a hos

► See Population boom

(OVER)

is about," said Mark Patterson, a representative for Orcott Winslow Partnership.

The company has performed a number of hospital expansions Valley-wide, including Thunderbird and Good Samaritan hospitals.

Subtle renovations are already under way at the hospital, including the remodeling of a surgical suite and allocating past storage space for patient purposes.

"We're on a fast track schedule, which means we're building and designing at the same time," Patterson said explaining that details such as colors have yet to be determined.

Residents may notice renovation as early as November with the heaviest

work on the project taking place during the summer months, when it's the least distracting for traffic and residents.

The \$24.3 million will be funded through the refinancing of bonds and attained through community contributions, said Pamela Meyerhoffer, vice president of public affairs.

About \$12 million will come from individual and organizational donations.

About \$6 million in private contributions has been raised and another \$6 million is needed to complete the project.

The foundation will begin mailing letters this week and will also present a video to interested groups to stimulate community interest in the project.

Renovations listed for Boswell

■ Two new cardiovascular operating rooms, one new general room and a space for a future operating room.

■ Relocation of the cardiovascular and surgical intensive care unit adjacent to surgical services on the ground floor to provide enhanced care for post-surgical patients.

■ Relocation of the cardiac catheterization lab in close proximity to other cardiovascular services.

■ Relocation and expansion of cardiac rehabilitation as well as physical, occupational and speech therapy services that will be located in close proximity to enhance accessibility for outpatients and area residents.

■ Expansion of the outpatient surgery and recovery area to accommodate

more patients and enhance patient privacy.

■ Expansion and relocation of the emergency department to the ground floor, increasing accessibility for patients and ambulances.

■ Creation of an urgent-care unit adjacent to the emergency department to speed treatment for patients who are less seriously ill.

■ Creation of a designated 20-bed observation unit.

■ Centralization of outpatient services, including outpatient IV therapy, endoscopy and rehab services.

■ Expansion and relocation of admitting services and pre-admission testing adjacent to a new patient entrance.

■ Increased parking for patients and visitors with construction of two-story parking lot.

Daily News-Sun, Sun City, Ariz. Tuesday, May 13, 1997

Hospital plans to expand operations

MARY L. CRIDER

Staff writer

Long lines at the operating room suites should be reduced soon, thanks to a planned reinvestment/expansion program at Walter O. Boswell Memorial Hospital.

Construction will likely begin late this summer on five new operating rooms, including two cardiovascular surgery rooms, a shell for a future cardiovascular room, a general surgery room and a shell for a future general surgery room, said Lita Ash-Borden, R.N., director of surgical services.

It's cheaper, she pointed out, to do all the construction at once. Until they are needed, the shells may be used for much-needed storage space.

"We have equipment now that we didn't dream of in 1983. Technology has just mushroomed, so now we need a place to put it all! Even with our open heart surgery, there are better techniques developing all the time using smaller incisions and smaller avenues to the patient. For that we need more and often bigger equipment to do it," Borden said.

More important, the addition will allow better surgery scheduling times and increase patient safety, said Borden, who estimates that adding the rooms will cost about \$400,000 each, including equipment costs.

Surgical cases increased about 12 percent in 1996, she said. And the combination of improved technology, more sophisticated tools and an older population dramatically increased the average time for each surgery done at Boswell, she said. Operating room staff and doctors operate in 10 suites located on the hospital's ground floor.

"We had 924 cases last month, the largest month we ever had," Borden said. "Most of our cases are pretty complicated, so the average case runs 110 minutes."

The department was last renovated in 1983, Borden said. The number of operating rooms was increased from six to 10, the recovery room was expanded, a pre-op holding room was added and the surgical patients were relocated closer to operating rooms from their roost on the second floor.

When Borden began working at Boswell, the average time spent operating on an average-age patient outside the retirement communities was about 60 minutes, she said. Then, because older patients tend to have more complicated health problems, the average time spent per case at Boswell was about 90 minutes, she said.

Now the operating room staff and surgeons work from early morning late into the evening. The department is also running heavier Saturday and Sunday surgical schedules, Borden said.

To keep up with changing technology and the

needs of the growing Northwest Valley, the Sun Health board-approved 1997 renovation will include changes and expansions throughout the hospital, said Pam Meyerhoffer, Sun Health Foundation executive vice president and CEO. Another proposed change, Meyerhoffer said, is to relocate the Surgical Intensive Care Unit from the upper level of a Boswell's towers to the ground level for proximity to the operating room.

The renovation will be funded in part through Sun Health's refinanced bond issue and in part through community donations, Meyerhoffer said.

"We don't have the final costs or specifics for that (expansion) program yet, but we are anticipating launching a community-wide capital campaign in September," Meyerhoffer said.

With the growth of the Northwest Valley, the hospital is also seeing younger patients and an increased demand for elective (non-emergency) surgeries, Borden said. And tight space and long days mean increased safety concerns for staff and patients, and sometimes, long delays for surgeries scheduled in advance.

Having more suites to operate out of will reduce stressful waiting times for patients and their families and will reduce long stressful working stretches for the doctors and the operating room staff. Everybody will be better off, Borden pointed out.

Employees aid community

By JEANNIE JOHNSON
Staff writer

Sun Health employees are making life better for people of all ages through their Shared Giving program.

Last year, the employees were asked to donate a portion of their salaries to go back to the communities in which they live and work. Their goal was \$80,000. Their reality turned out to be \$90,185.63, said Pamela Meyerhoffer, vice president of communications.

"Part of what we found to be so reassuring to us, is that people who know our organization from the inside out, still found us worthy to give back to," she said.

Of that \$90,000, more than \$75,000 of it went back into the non-profit Sun Health programs. The money was divided among a variety of programs including:

■ The Child Development

Center for playground equipment.

■ The Sun Health Care Center for automated doors out to the patio as well as patio furniture.

■ The Research Institute for laboratory equipment to be used in the fight against Alzheimer's disease.

■ The Del E. Webb Memorial Hospital for a cardiac catheterization lab.

■ The Walter O. Boswell Memorial Hospital as part of its capital campaign.

■ The two residences being built to serve those with Alzheimer's disease and the terminally ill.

During the annual Shared Giving drive, employees may make a lump sum donation or choose to have a portion of their paycheck taken out during each of the 26 pay periods, Meyerhoffer said.

Some employees give \$1 each pay period and some

give one hour of work per pay period to the cause of their choice. In addition to Sun Health, they can donate money to the community funds in Sun City and Sun City West or to any of the programs supported by the United Way.

A committee spearheads the effort and prizes are given to departments with 75 percent and 100 percent participation. Last year, 829 of the nearly 2,000 employees participated in the fund-raising drive. Of those, 241 gave an hour of work each pay period to help.

Meyerhoffer praised the rate and degree of participation.

"Many of our employees aren't exactly well-paid," she said. "They're working in some areas like housekeeping and food service. They're pay is appropriate for the job, but it's certainly not high. These departments have the highest levels of participation which they are very proud of."

By JEANNIE JOHNSON
Staff writer

There's a baby boom in Sun City that's fueling a building boom on the campus of Walter O. Boswell Memorial Hospital.

Sun Health employees get all the credit for the baby boom and some of the credit for the building boom.

The non-profit, health-care corporation is picking up the tab for the construction of a 7,000 square-foot child development center on 1.7 acres adjacent to Boswell hospital, with employees contributing \$14,000 toward equipment.

The new center will replace an existing center that is bursting at the seams and unable to meet a growing need among Sun Health employees for child care.

When completed, the center will accommodate 98 children at once, 25 more than the existing center that occupies two attached modular buildings.

The Sun Health Child Development Center opened in 1981 to offer employees discounted child care, said Phil Hanson, Sun Health vice president of human resources. Employees pay

approximately 35 percent less than they would at other childcare centers around the Valley.

"When we started this program, we were having a very difficult time employing enough staff nurses," he said. "The primary reason we did this was to attract individuals, and that's still an important part of it. We want to provide a service and benefit to a very dedicated staff."

Linda Tyler, Sun Health spokeswoman, recently began taking advantage of the child care benefit. Her daughter, Melissa, was born in April.

"I researched all the options when I knew I was going back to work," Tyler said. "This is the most comfortable option for me. I know the staff. I know the program. I also think having her here on campus made the separation anxiety a lot less for me. I know she's with me even though she's not right in my office. I know she's close by. I know I can get to her."

Jamie Davis, child development center director, said the center's program has proven effective in preparing children to read and write and get a head start on math and science.

"We get phone calls from kindergarten teachers

► See Intergenerational program, A5



Steve Cherek/Daily News-Sun

Last year, Sun Health employees donated a portion of their salaries to the community. Their goal was \$80,000. In reality, they collected \$90,185.63, said Pamela Meyerhoffer, Sun Health vice president of communications.

► See story, A5

Intergenerational program is offspring of child care center

■ From A1

telling us that our kids are at the top of their class," she said.

The new center is scheduled to break ground in October and will feature such amenities as a tricycle track, a covered sandbox and a water attraction. A 15- by 15-foot rubberized pad will spray jets of water into the air.

A raised platform in the playground will give children a clear view of the passing trains.

"The engineer on the 4:20

p.m. train waves to us every day," Davis said.

Donations from the community and Sun Health employees are making the playground amenities possible, Hanson said.

"And we can't forget the Sun Health Auxiliary. They have been very generous to us in making contributions for specific things. They're providing the kitchen equipment for the new facility," Hanson said.

Sun Health officials say the additional space will enhance an intergenerational program

involving child care center children, surrogate grandparents from Olive Branch Senior Center and Sun Health Care Center.

"This intergenerational program is beneficial for both the children and the seniors," Davis said. "The children receive attention from the seniors and some of them don't have grandparents here. And the residents look forward to the repeated visits. They'll call out to the children by name. There's just a real mutual affection."

year

BUILDING

LOOKS



Teacher Virginia Banks works with preschoolers at the Sun Health Child Development Center.

Steve Chernek/Daily News-Sun

Babies bring boom to Boswell



Steve Chernek/Daily News-Sun

Dancers grace the dance floor at the Lakes Club, sight of the Sun Health 25th Anniversary Stardust Ball Monday night. Sun Health's logo, photo below, made an eye-catching ice sculpture during the ball. The Daily News-Sun will publish a Sun Health silver anniversary commemorative edition Nov. 14.

Boswell bash kicks off 25th

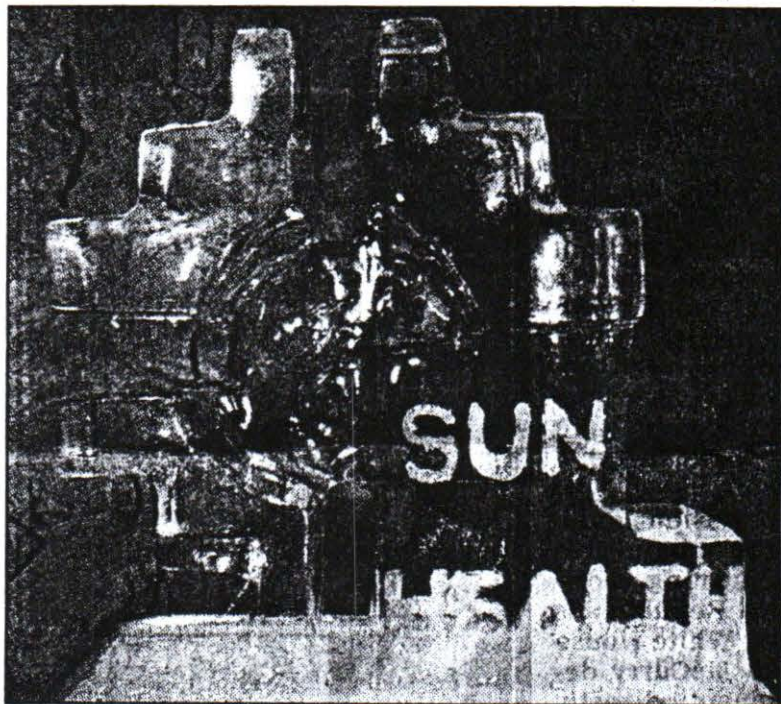
Staff report

SUN CITY — Sun Health's founders and today's keepers of the non-profit health-care provider joined for a milestone celebration Monday night at the Lakes Club.

Twenty-five years ago to the day, Walter O. Boswell Memorial Hospital was dedicated to the cheers of 5,000 people.

Monday, several hundred Sun Health and Boswell boosters gathered to salute the contributions of the countless residents and professionals who, in a quarter of a century, have brought national acclaim to the local medical community's flagship.

► See Boosters salute, A5



"Manna from heaven," Mrs. Freeman said, noting that the windfall extended to Devco's donation of 10.6 acres of land, which today is the site of Boswell Hospital.

The road to the actual construction of the hospital was not without detours, Mrs. Freeman said.

Pointing to Austin Turner, the hospital's first administrator and now a state senator, Mrs. Freeman recollected how Turner, after reviewing the building plans, discovered that the elevators weren't deep enough to accommodate a hospital bed.

She reminisced about the "topping out" ceremony, carefully planned to include the release of 200 racing pigeons delivering the news to all of Phoenix that a 200-bed acute-care general hospital had been topped out in Sun City.

The only problem was, Mrs. Freeman said, the birds had never been released from such a high perch and they immediately headed for Wickenburg.

Beyond bats roosting in the hospital's top two unfinished floors, Mrs. Freeman added, a cat setting up the hospital's unplanned maternity unit, and a few minor snags, Boswell stood firmly as the beacon in retirement community health care.

After paying tribute to Boswell's pioneers, including Dr. Irving Pallin, who signed on with the staff in 1970, Mrs. Freeman turned to the present with words of praise for Leland Peterson, chief executive officer and president of Sun Health, and George Perez, executive vice president of Boswell, for today's leadership that preserves Sun Health's standards and sense of community.

Among those taking part in Monday's Stardust Ball were Helen Healy, chairman; Howard Monheit, Sun Health Foundation president; Dick McKnight, chairman, Boswell board of directors; Paul Hofstad, chairman, Sun Health; and Pamela Meyerhoffer, Sun Health's executive vice president.

The Daily News-Sun will publish a commemorative edition on the Sun Health/Boswell silver anniversary Nov. 14.

Boosters salute Boswell

■ From A1

Amid countless accolades and acknowledgments, Jane Freeman took guests on a trip down memory lane. The chairman of the board of Sun Health Extended Care Services and past president of Sun Health Foundation titled her remarks "Looking Back — Reverently and Irreverently."

With nods to Jim Boswell and John Meeker, Mrs. Freeman reminisced about their pioneer fortitude in working toward the establishment of the local health-care network whose roots today nurture medical facilities throughout the Northwest Valley.

It was back in 1965 when Devco (now Del Webb Corp.) president Meeker formed a committee to set the parameters for a medical facility in Sun City.

Joined by Owen Childress, a face still familiar in the medical community, Meeker and his associates formed the Sun City Community Hospital a year later.

Mrs. Freeman related that the original plan called for a small, 61-bed, one-story building to be located on a five-acre plot at 101st Avenue and Coggins Drive, adjacent to Sun Valley Lodge.

But there was "an abrupt and radical change in plans: the president of the J.G. Boswell Co., Jim Boswell, advised the hospital's board of directors that the J.G. Boswell Foundation would tender a grant of \$1.2 million, provided that there be 100 beds, that there would be the best available facilities, the entire community would be served and that the name of the hospital be Walter O. Boswell Memorial Hospital in honor of Colonel Boswell."

Colonel Boswell was one of the three brothers who farmed the land where Sun City was developing.

Quarter-century of care

Boswell Memorial Hospital, Sun City maturing together

By Jeffry Nelson
Staff writer

Sun City

The view from the sixth floor of Walter O. Boswell Memorial Hospital has changed a lot since the last bucket of concrete tipped its contents on the hospital's roof in November 1970.

Dirt lots and vacant fields were still more plentiful than parking lots in Sun City, and you could still get into a new home for less than \$25,000.

How times have changed.

Today, the retirement community boasts a population of nearly 40,000, and older homes sell for

three to four times what they cost new.

The community has become the jewel in the Del Webb Corp.'s crown.

But many say the community would not have become such a success story without Walter O. Boswell Hospital, which celebrates its 25th anniversary next month.

Before the hospital was built, residents needing emergency care had to travel by car to a doctor or hospital in Phoenix. For heart attack and stroke victims, the trip was risky and sometimes fatal.

Residents and Del Webb realized early on that if Sun City was going to continue to appeal to seniors,

it would need a full-service hospital.

The original plans for the hospital, presented in 1966, showed a single-story hospital with 61 beds, costing \$1.5 million. It was to be called Sun City Community Hospital.

However, the name and the scope of the project changed radically the next year, when the James G. Boswell Foundation offered to donate \$1.2 million for the project.

The Boswells were no strangers to the area, for years having farmed the land now occupied by Sun City. Later, the family formed the J.G. Boswell Co.,

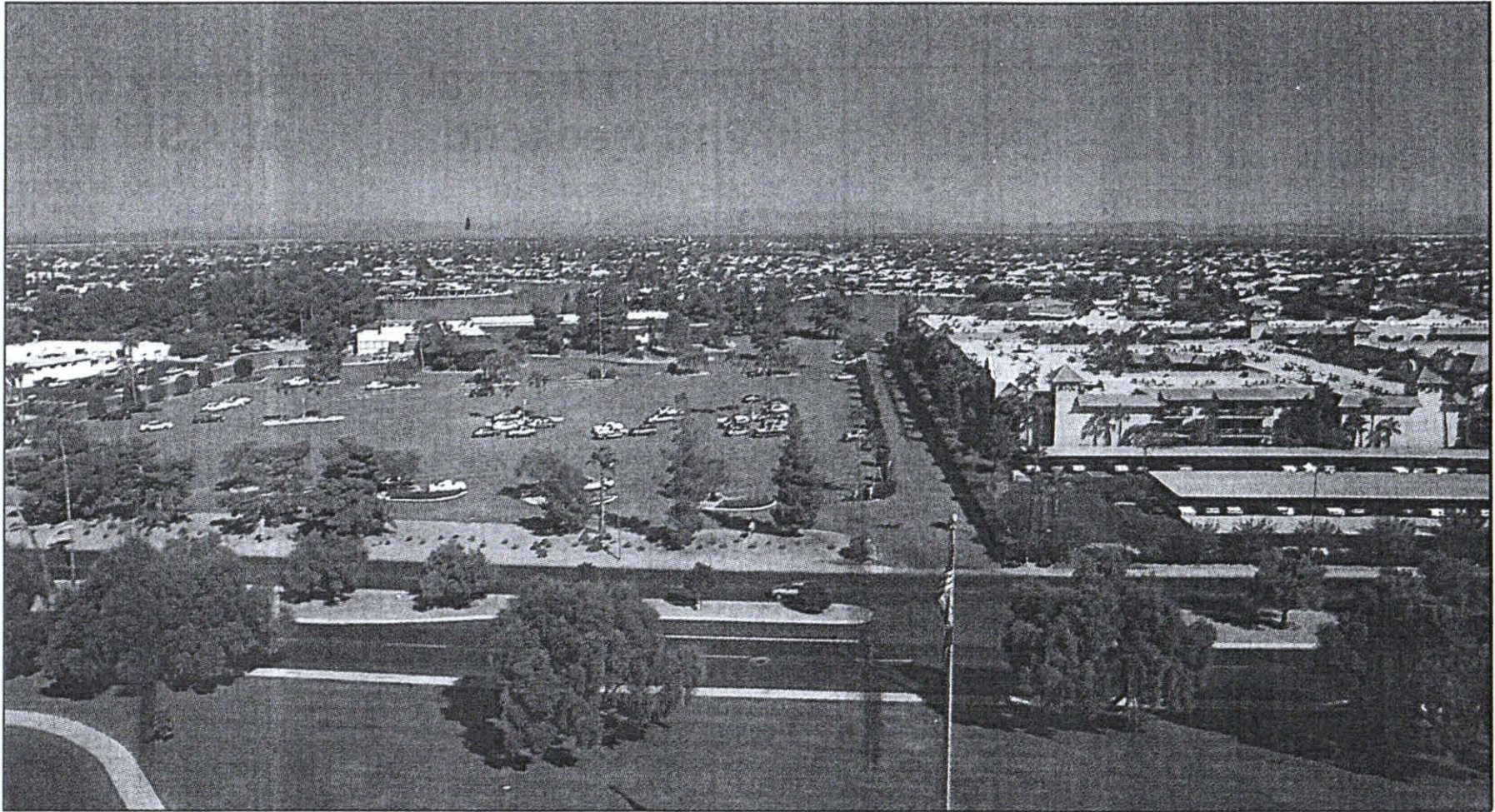
See **BOSWELL**, Page 3

THE ARIZONA REPUBLIC

October 18, 1995

“I like Sun City. The people out here are interesting people to deal with. I get more out of practicing with this group than I ever would have had practicing downtown.”

Dr. George Cannon



A view looking north from the top of Walter O. Boswell Memorial Hospital shows how the area has developed around the facility.

Suzanne Starr / Staff photographer

BOSWELL

From Page 1

which partnered with the Del Webb Corp. to build Sun City.

The foundation offered the grant with the condition that the hospital be expanded to a minimum of 100 beds, serve the entire northwest Valley, and be named the Walter O. Boswell Memorial Hospital.

Col. Walter O. Boswell was one of the three Boswell brothers who originally farmed the land on which Sun City was developed.

Del Webb donated 10.6 acres for the hospital and offered to do the construction at cost.

Residents also did their part, donating more than \$1 million towards construction costs.

Construction of the \$4.5 million facility began in 1969 and was completed in November 1970. More than 5,000 residents of Sun City turned out for the dedication.

By then, a small medical and administrative staff had been hired, led by the hospital's first administrator, Austin Turner, now a state senator representing District 15.

One of the first doctors hired was Dr. George Cannon, then 35 years old. Cannon had been in private practice in Phoenix before deciding to join the new staff at Boswell in June 1970.

Cannon said there were just 50 to 60 people on the medical staff when he came on board. Today the staff numbers about 350.

Cannon, now 59, says joining the

Boswell staff was one of the best decisions he ever made.

"I like Sun City," he said. "The people out here are interesting people to deal with. I get more out of practicing with this group than I ever would have had practicing downtown.

"It's been a good 25 years. I would do it all over again if I had the chance."

Sun Citians have a special kinship with Boswell hospital, said George Perez, executive vice president of Boswell.

Residents have a sense of pride and ownership in Boswell that you won't find in many other communities, he said.

That pride is reflected in the amount of donations that continue to pour in annually to the non-profit Sun Health Corporation, the parent company of both Boswell and Del E. Webb Hospital in Sun City West.

A campaign under way now has raised nearly \$12 million for, among other improvements, new medical equipment and remodeling projects at the 346-bed hospital.

Another example of the community's pride is the number of volunteers the hospital attracts.

Majorie Clifford has been a volunteer since the hospital opened, serving in the medical records office, patient services and, since 1975, in the gift shop.

"It was this big, beautiful white

building, and I told myself, I want to work there," Clifford said, recalling the day she decided to volunteer.

After the dedication ceremony at the hospital, Clifford asked about volunteering. The hospital put her to work immediately.

She donates about 100 hours a month at the hospital. Clifford said her sense of pride in Boswell is not unique. "Everyone is proud of this place," she said.

They have reason to be proud. Boswell has received numerous awards and accolades in its 25 years.

Most recently, a national accounting firm ranked Boswell as the best in the country at managing its health care costs.

As the hospital reflects this month on its past, its future is becoming more uncertain, though.

Federal officials are considering a number of cutbacks aimed at curbing the national deficit, including reducing Medicare reimbursements. Boswell has relied on Medicare reimbursements for years, since most of its patients are elderly.

But Perez said he isn't too worried about changes that may be coming from Washington.

He said Sun Health has adapted to change for 25 years and will continue to adapt long into the future.



JEFF TOPPING, STAFF PHOTOGRAPHER

HOSPITAL HELPER: *Mary Lou Connor talks with a visitor at Walter O. Boswell Memorial Hospital. Connor has been an admitting volunteer at the hospital for 14 years.*

Curing high health costs

Sun Cities hospitals ranked at top

JOHN DeWITT

Staff Reporter

Sun City's Walter O. Boswell Memorial Hospital is the best hospital in the United States at managing its health care costs, according to a study by a national accounting firm.

Boswell's sister hospital, Del E. Webb Memorial Hospital in

Sun City West, ranked sixth in the nation in the same survey.

The survey, conducted by KPMG Peat Marwick for *Modern Healthcare* magazine, surveyed 3,600 acute-care hospitals. Boswell and Webb were the only hospitals in Arizona to make the top 50.

In addition to its overall No. 1 Hospitals/Page 10

Commentary:
Medicare can't be "cured" without a health care fix to slow inflation of medical costs.

Page 15

Hospitals

Continued/Page 1

ranking, Boswell ranked first in terms of managing general surgery costs and second in managing cardiac costs.

The inclusion of Boswell and Webb was surprising to some because both hospitals rely heavily on Medicare reimbursements for their revenue, and because the elderly Sun City and Sun City West residents who utilize the hospitals often require high-dollar in-hospital care such as cardiac surgery.

But Leland Peterson, president and chief executive of Sun Health, the two hospitals' non-profit parent, said heavy dependence on Medicare is one reason the hospitals manage their costs so well. Donations and outstanding volunteer support are other major factors, he said.

Although nationally, government statistics show that Medicare payments to hospitals fall significantly below incurred costs, Boswell and Webb have had to live within those payments because they can't shift costs to other, non-Medicare populations, Peterson said.

"We have no practical opportunity for cost shifting," he said. "We are 80 to 90 percent Medicare-reimbursed."

"We have a unique history in that respect," Peterson said. "We had to learn early to provide services under Medicare in-

come."

That, he said, led Boswell and Webb to cost-containment strategies that are now beginning to be adopted throughout the industry.

For example, Peterson said, aggressively managing the care patients receive to ensure that it is delivered in the most economical manner possible is one aspect of controlling costs.

"We monitor and anticipate and move patients to units with lower levels of care (and therefore costs) as soon as possible," he said. He calls the process "graduated levels of care."

For example, he said, patients are moved out of intensive care as soon as medically possible, instead of leaving them in the heavily staffed ICU for the rest of the day.

What Medicare reimbursement rates amount to, Peterson said, is a sort of capitation for procedures. Boswell knows it will get only a specified amount of money for a given procedure, so it has to figure out a way to provide the procedure within that cost.

Boswell also is now working with Cigna Healthcare and Inter-group to develop capitated programs, Peterson said. In capitation, the hospital or health care provider receives a set monthly amount for covering a given individual. Through aggressive use of preventive care and man-

agement of treatment, the provider can keep individuals healthy and provide care at low cost.

Peterson said Boswell and Webb have two other elements that help keep costs down: a high level of private donation and an army of volunteers.

"We've raised more than \$50 million in our 25 years in the community," Peterson said. That money is used to hold down capital and interest costs.

And in 1994, the two hospitals benefited from more than 360,000 hours of volunteer work — the equivalent of 173 people working 40 hours a week for a year. Since Boswell's 1970 founding, volunteers have contributed more than 5.3 million hours.

"It has economic impact, of course," Peterson said, although the hospital does not use volunteer labor to directly replace paid staff. It does not, for example, use volunteer registered nurses in place of paid RNs.

"They're a different kind of resource," Peterson said of the volunteers. "They're there to support the staff and the departments."

Without the volunteer corps, he said, the hospital would have higher costs because there would be gaps in quality and communication that would have to be filled.

Wednesday, March 11, 1981 NW

The Arizona Republic

Boswell Hospital buys 50 acres for expansion

Non-medical offices to be moved into acquired, planned facilities

SUN CITY — Boswell Memorial Hospital officials today announced completion of a \$9.75 million purchase of nearly 50 acres surrounding the hospital from the Del E. Webb Development Co.

The purchase is expected to free expensive hospital space by allowing the facility to move accounting, research, education and other non-medical services into existing and planned offices in a proposed multiservice medical center surrounding the hospital.

Hospital officials expect this plan to meet the area's future medical needs.

The surrounding offices will be relatively less expensive because they needn't be built to the same specifications as a hospital, explained Stan

Fram, the hospital's director of environmental planning.

Besides a current 84-bed fourth tower, now under construction, Boswell had little room to grow until the Webb Co. released the surrounding land and office buildings for sale last year.

The company gave the hospital first option on the properties.

Boswell has been operating at or near its 261-bed capacity since December, according to hospital spokeswoman Mary Simunich.

"We're just going crazy. It's just incredible," she said.

Boswell has requested doctors not to bring patients into the hospital unless absolutely necessary, Mrs. Simunich said.

Non-emergency operations are being delayed and surrounding hospitals are cooperating to ease the load, she said.

Even with the new tower, the hospital needs to move non-medical offices out to make room for operating rooms and other patient-care facilities on the lower floors of the hospital.

Completion of the \$2.1 million fourth tower is the first priority, Mrs. Simunich said.

A fund drive fueled by private donations already has collected nearly \$1.2 million for the tower.

The next project will be an education center southeast of the hospital.

Across Thunderbird Road from the hospital, a long-term special-care facility and a day-care/hospice center is planned.

Other possible projects surrounding the hospital include a fitness center, research center, administrative services, data-processing and other medical-related offices.

Boswell tops national poll

By JEANNIE JOHNSON
Staff writer

While the residents of the Sun Cities may think their hospitals are top-notch, they're not alone.

A nationwide comparative study of cost containment in community hospitals published July 31 in Modern Healthcare magazine ranked the Walter O. Boswell Memorial Hospital No. 1 and Del E. Webb Memorial Hospital No. 6 overall. The study, conducted by the accounting firm of KPMG Peat Marwick, ranked 3,600 acute-care hospitals — including large metropolitan and university affiliated medical centers.

The study used 100 financial and operational measures including: severity, case-mix adjusted costs, charges, length of stay and mortality.

"This distinction is not by chance, it has been earned," said Leland Peterson, president and chief executive officer of Sun Health. "It has been earned because the daily focus of each member of our health-care team is on the cost-effective delivery of excellent patient care."

This is the first time the magazine has published a nationwide poll such as this, said Karen Petite, the magazine's managing editor. Regional studies ranking health care providers in a smaller geographical area have been published in the past, but never on this large of a scale.

"Health care purchasers and payors are so concerned about the cost they're paying for services, we thought it would be interesting to see how institutions are doing in managing those costs," she said. "We knew KPMG was working on this, so we asked them to pull by name, the hospitals which were best at managing costs."

Having both Boswell and Webb ranked so highly was

'This distinction is not by chance; it has been earned. ... It has been earned because the daily focus of each member of our health-care team is on the cost-effective delivery of excellent patient care.'

Leland Peterson,
president of Sun Health

surprising to Petite. Adding to that surprise was the fact that both hospitals are dependent on Medicare for its primary source of payments.

"In the past, hospitals have tended to think that as long as they had Medicare money, they didn't have to worry so much about efficiency," she said. "But health-care executives are looking at what is going on in Washington, D.C., and they are seeing even more funding constraints in the future."

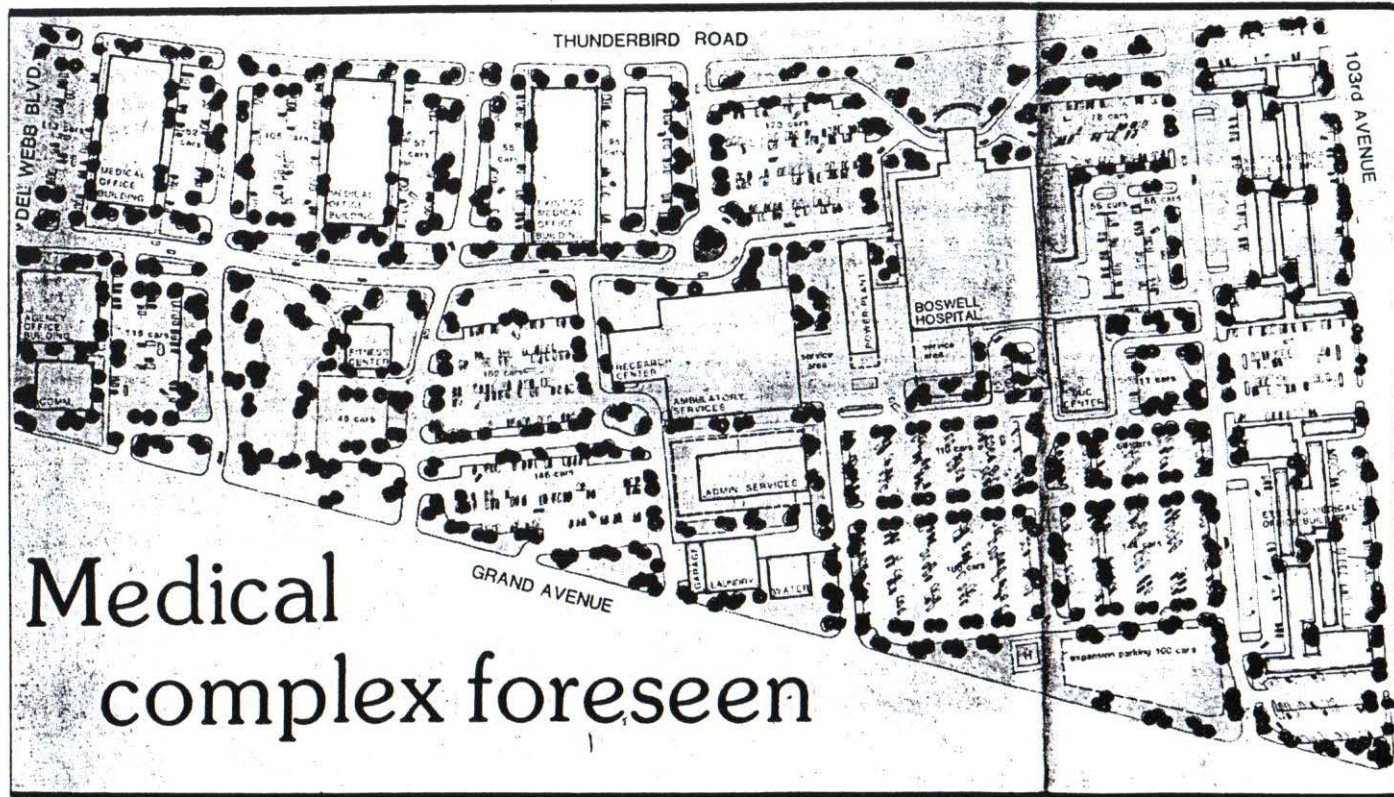
Sun Health executives have never considered riding the Medicare gravy train. In fact, Peterson said, government publications show Medicare payments to hospitals fall significantly below the incurred costs of delivering care to its beneficiaries.

"When Boswell opened in 1970, some experts said no hospital with such a high dependence on Medicare could survive," he said. "It's a challenge, but because of the cooperation of so many people internally and externally, we have thrived. The fact that we'll be observing our 25th anniversary in November is a testament not only to our cost-containment efforts, but the people who have made them work."

Midweek

Sun City Citizen

March 11, 1981



Medical complex foreseen

Boswell makes plans

Inter-Community Health Care of Arizona Inc., doing business as Boswell Memorial Hospital, has announced master planning is under way for the most efficient and productive use of 40 acres acquired last year.

The planning committee of the hospital corporation is working closely with the architects who designed the hospital, Ellerbe & Associates Architecture of Bloomington, Minn.

Shown in the architectural rendering are the possible uses of the 49 acres involved.

However, before any of these plans can become realities, the corporation must obtain funds to complete the fourth tower, now under construction. Hospital beds are needed and, of course, hold top priority. There is a fund drive going on at the present time.

Space in the hospital is extremely expensive because it costs much more per square foot to build than commercial buildings, according to a news release issued by the hospital public relations staff.

Departments not directly related to patient care such as accounting, research, education and other supporting departments could be handled less expensively and just as effectively in other structures less costly to build.

New plans incorporate much of what is now office space on the ground floor as part of the surgical suite, the statement said. Offices occupying that space will be moved to other buildings outside of the hospital as soon as the new buildings become available. Other areas of patient care which desperately need more room within the hospital will also expand as more space become available.

Some of the new buildings planned for the future will house data processing, ambulatory services, administrative services and an education center. Later, a long term residential (special) care facility, a day care hospice center, a laundry and other facilities will be considered.

HISTORICAL TIMELINE

1965 • Feasibility of hospital in Sun City explored.

Aug. 16, 1966 • Sun City Community Hospital, Inc., founded.

Feb. 17, 1967 • J.G. Boswell Foundation grants \$1.2 million; facility to be named Walter O. Boswell Memorial Hospital.

April 5, 1968 • Hospital site dedicated.

April 16, 1968 • Fund drive begins.

May 8, 1968 • Boswell Hospital (later Sun Health) Auxiliary founded.

Oct. 28, 1968 • W. A. "Austin" Turner becomes Boswell Hospital administrator.

Jan. 24, 1969 • Ground broken for hospital.

Dec. 16, 1969 • Fund drive reaches \$1 million.

Nov. 6, 1970 • Boswell Hospital dedicated.

Nov. 16, 1970 • Boswell Hospital opens. Stewart Beecher is first of five patients admitted that day.

July 19, 1976 • Ground broken for Boswell's third tower.

May 6, 1978 • Third tower dedicated.

May 1981 • Construction begins on Boswell's fourth tower.

Nov. 1982 • Fourth tower dedicated.

Dec. 31, 1989 • W. A. "Austin" Turner, Boswell Hospital's founding administrator and president of Sun Health, retires; Leland W. Peterson becomes president.

Oct. 11, 1992 • Boswell Hospital's renovated Emergency Room opens.

Nov. 16, 1995 • Boswell Hospital celebrates its 25th anniversary.

Boswell Memorial tops in managing care costs

By ANGELA GONZALES
The Business Journal

Sun Health's Walter O. Boswell Memorial Hospital in Sun City ranked at the top of hospitals nationwide for managing health-care costs.

Its sister, Del E. Webb Memorial Hospital in Sun City West, ranked No. 6 among 3,600 acute-care hospitals in managing health-care costs in a nationwide study conducted by the national accounting firm of KPMG Peat Marwick for *Modern Healthcare* magazine.

Modern Healthcare published the study in its July 31 issue. The study is based on 1993 data.

Sun Health's two hospitals are the only Arizona hospitals to be included in the overall list of the "Top 50" hospitals in managing costs.

When compared with hospitals around the nation, Boswell kept its costs 82 percent below the average, according to the magazine. Del Webb's costs were 61 percent below the national norm.

In general, the study shows that hospitals in heavy managed-care areas are more cost-effective, which puts the Phoenix market high on the list.

Hospitals in the Phoenix-Mesa market

keep costs 15.8 percent below the average, according to the study. At the top of that list is Orange County, Calif., where costs are 29.6 percent below the average, while the Houston market — at the bottom of the list — is 29.9 percent above the average.

Leland Peterson, Sun Health's president and CEO, said Boswell and Del Webb historically have placed a strong emphasis on cost effectiveness because of their dependence on Medicare as the primary source of payment. About 80 percent of the patients at both facilities are covered by the federal program, which is known for paying hospitals less than the incurred costs of delivering care to its beneficiaries.

"When Boswell Hospital opened in 1970, some experts said no hospital with such a high dependence on Medicare could survive," Peterson said. "It is a challenge, but because of the cooperation of so many people internally and externally, we have thrived."

According to the *Modern Healthcare* story, cost management is crucial because hospitals that keep expenses low are bound to win more managed-care business.

Boswell also ranked No. 1 in the survey in managing general surgery costs and No. 2 in managing cardiac costs.

Medicine advances through years

By JEANNIE JOHNSON

Daily News-Sun staff

The year is 1965.

Would Sun City, Ariz., thrive, or would it go the way of Sun City, Calif., the third Sun City development sold

by Del Webb in 1965?

"Home sales here were doubling and tripling," said Bill Chapman, a former Del E. Webb Development Co. employee and Sun City resident. "People wanted to come here, but people also want to go where there are doctors. Sun City, Calif., died because the closest hospital was 25 miles away. When you get to our age, you don't want to have to travel 25 miles for the nearest help."

With no ambulance service available and the closest hospitals in Phoenix, the question of health care in Sun City becomes paramount. The community bands together and decides it will be up to them to get the health-care ball rolling.

The year is 1966.

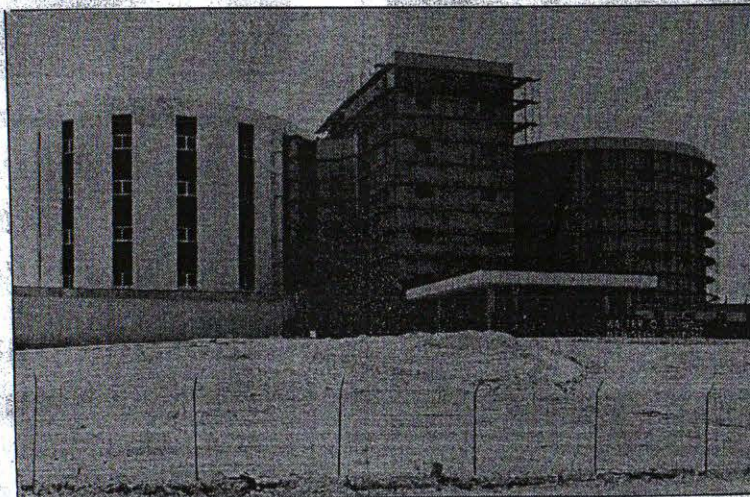
Plans for a small 50-bed hospital behind Sun Valley Lodge are presented to the community. The positive response is overwhelming, and the Sun City Community Hospital Inc. is founded.

The hospital will be a quaint facility with a Spanish influence housing an emergency room, physical therapy, an intensive care unit, a pharmacy, X-ray facilities, labs, three operating rooms and nursing units to care for the recovering.

"We started thinking about it, and we knew that we would need to have a hospital to get doctors into the area," Chapman said. "We weren't sure the facility planned would be able to do that."

The year is 1967.

The hospital planners receive a boost. The Boswell family, which had farmed the land where Sun City had been developed, generously offers a \$1.2-million grant to build a hospital.



Sun Cities Area Historical Society

Construction on Walter O. Boswell Memorial Hospital formally began in January 1969 and was completed in 1970.

Certain requirements have to be met, however, including: The plan has to be expanded to a minimum of 100 beds, the accommodations have to be the best available, the services must serve the entire surrounding community and it must be named the Walter O. Boswell Memorial Hospital after the late Col. Walter O. Boswell.

The Del Webb Development Co. kicks in by donating the land and agreeing to build the hospital at cost — with no profit to the corporation.

"Suddenly, we found ourselves going north of Grand Avenue with land to build a facility three times as big as the one we had originally planned," Chapman said. "We couldn't use the small model, so we started looking at a modern, high-rise hospital to serve the whole area."

Ellerbe Architects of St. Paul, Minn., is contracted to design a hospital similar to the one built in Loma Linda, Calif., and will include 200 beds. Units for 100 beds will be

completed in the initial phase with units for the remaining 100 beds to be sheltered for completion at a later date.

The year is 1968.

Having been directed by the Arizona Department of Health Services in the finer art of setting up a hospital, it's time to find the leadership necessary to bring the project to fruition.

Chapman, who has served as the former president of the Town Hall Center, is elected as a board member of the Sun City Community Hospital Inc. along with Landon Atkins, Gerald McCarty, Michael Bross, Owen Childress, Luella Leisy, Alan Mann, John Meeker and Henry Raymond.

"I was asked to investigate how to proceed with planning of the hospital," Chapman said. "So I dug into all the files I could find — both medical and financial. Then I sat down and wrote up a complete report."

In his report, Chapman said two

ingredients were going to be necessary to make the hospital project a success — people and doctors.

"We knew that we had to involve more people," he said. "An undertaking like this takes a lot of brains, and I didn't have them, so we had to find out who they were. Lan Atkins came up with a list of people who could bring their own special talents to the hospital, and they were recruited to help us."

Sun City is loaded with talented people, and they come out of the woodwork to lend their expertise, Chapman said. Former bankers offer financial advice. Retired engineers work with the planning committees. Doctors, recently retired from their practices, serve on medical committees.

The board hopes the new hospital and its latest technology will lure doctors to the Northwest Valley. Chapman said the board decides to sweeten the pot to ensure the best doctors will want to be a part of Boswell Hospital.

"I went to Valley Bank and First National Bank and they agreed to set up a financing plan for new physicians," he said. "We wanted to have some financial inducement for them to set their practices up in this area."

Now it's time to raise \$1 million from a community of 12,000 residents to supplement the \$1.2 million given by the Boswell Foundation and a \$3.5-million loan from First National Bank. The hospital is granted its federal tax-exempt status from the Internal Revenue Service, and Atkins is appointed to lead the fund-raising drive. The goal is to raise a minimum of \$800,000 in 1968.

"We knew it was going to take more people than just those of us on the board of directors," Chapman said. "Who was going to make all the contacts and fill out all the pledge cards? We decided to get our wives involved."

See Boswell hospital, Page 1

—From Page 14

They got together and decided to form an auxiliary. We talked about people who might be able to help, and we came up with Margaret Newby. She was a former nursing supervisor, and she agreed to help us."

The auxiliary starts with 31 founders and 127 charter members. It meets in the Mountain View Recreation Center and opens its first thrift shop.

Donations start pouring in, including a gift of out-of-state land on the island of Maui. Nearing the end of the year, the group is still short of its goal.

"Bill Boswell had been very sick and was staying in Sun City that winter," Chapman said. "Jim Boswell thought it would be nice for me to meet him, so my wife and I went over there and met him. My wife had this wonderful sense of humor and kidded him about going out to dinner with us. To his wife's surprise, Mr. Boswell said yes. His health started improving from that day.

"Anyway, his wife and I got started talking about the campaign and how we needed to raise the balance of the money. She said she didn't want us to start out not making our goal, so she sat down at her kitchen table and wrote a check for \$25,000. The foundation had already given us \$1.2 million and here she was giving us another \$25,000."

At the same time, the fund drive kicks into high gear; the search is on for a hospital administrator. The local medical associations predict the group will be lucky to get a dozen applicants. By September, 96 applications are received.

"The committee sat down and reviewed all the applications," Chapman said. "We then brought in four candidates and interviewed them. After the interviews, the committee voted on its first, second and third choices. The board also voted for its first, second and third choices. When the envelopes were opened, we discovered we had both voted for Austin Turner as our No. 1 choice."

The year is 1969.

All the pieces are in place. A final drive to raise the remaining \$171,065.64 of the \$1-million goal is under way. The hospital administrator is at the helm.

William W. Boswell, brother of Walter O. Boswell, and Del E. Webb take up chrome-plated shovels and turn the first dirt on Jan. 24. The final plans and specifications for construction of the hospital are delivered March 28. Walter O. Boswell Memorial Hospital officially is under construction.

On Dec. 16, the local fund drive exceeds the \$1-million mark.

The year is 1970.

Getting top-notch staff to fill the

new top-notch hospital requires nationwide recruiting.

"We had a doctor from the Mayo Clinic who had bought a duplex out here," Chapman said. "He went back there and brought us 12 top doctors. You have to understand, this was a utopia for them. They were going to be affiliated with an outstanding facility, they would be within walking distance from their offices to the hospital and a short drive to the golf course."

Marian Clark is hired as the director of nursing, Bill Reed as the director of purchasing, George Wilson as the director of personnel, Gary S. Turner as the director of fiscal services and Wesley Matthews as the director of general services. The medical staff organizing committee is headed by Dr. Bayard Horton, Dr. Leonard Larson, Dr. Charles Watkins, Dr. Walter Sittler and Dr. E.B. Kuhe.

The administration decides it best can meet the needs of the hospital by training much of its own staff. In conjunction with Glendale Community College, secretaries and nursing assistants are trained at no cost. If they complete the program and pass a physical, a position is waiting for them at the hospital.

Five thousand guests gather in the west parking lot of the newly completed building on Nov. 6 to observe the dedication of the \$5-million hos-

pital. Chapman and Brig. Gen. James O. Boswell present a dedicatory plaque to the hospital's administration, Austin Turner. Dr. Frederick N. Elliott, assistant director of the American Hospital Association, is the keynote speaker.

Before the first patient is admitted, four emergency cases are treated. The first patient is admitted at 12:30 p.m. on Nov. 16. Five others follow. Room charges are \$55 for semi-private, \$67 for private, \$55 for isolation, \$125 for intensive care and \$125 for cardiac care.

The year is 1995.

Technology changes every day. New medications are discovered. New methods for payment are unveiled.

But what hasn't changed in the hospital's 25-year history is its dedication to serving the residents of Sun City, said George Perez, vice president and chief operating officer at Walter O. Boswell Memorial Hospital.

"We truly are a community hospital," he said. "We now have 2,500 members in our auxiliary. We used to say these volunteers were the icing on the cake. Now we say they're part of the cake mix. They offer financial support and professional expertise. We have real cream-of-the-crop expertise available to us for management support. I would venture to say most hospitals don't have that kind of support."

Tour-and-tell time

Hospital puts renovations in spotlight

By Lori Baker
Staff writer

Sun City

Watch blood flow through arteries and the heart. Peer inside a digestive tract. Look at normal and abnormal brain waves.

Visitors to Walter O. Boswell Memorial Hospital, 10401 W. Thunderbird Blvd., can see demonstrations of high-tech equipment from 10 a.m. to 2 p.m. Jan. 29 as part of tours of the nonprofit hospital's renovated outpatient service departments.

A highlight is the new Computerized Tomography Scanner. Installed in December, the \$1 million scanner is one of two in the country. The scanner is used to look inside any part of the body.

"We're able to perform the tests faster and with more clarity," technician Bill Dickinson said. "We could do an abdomen in 40 seconds while the old system would have taken 30 minutes."

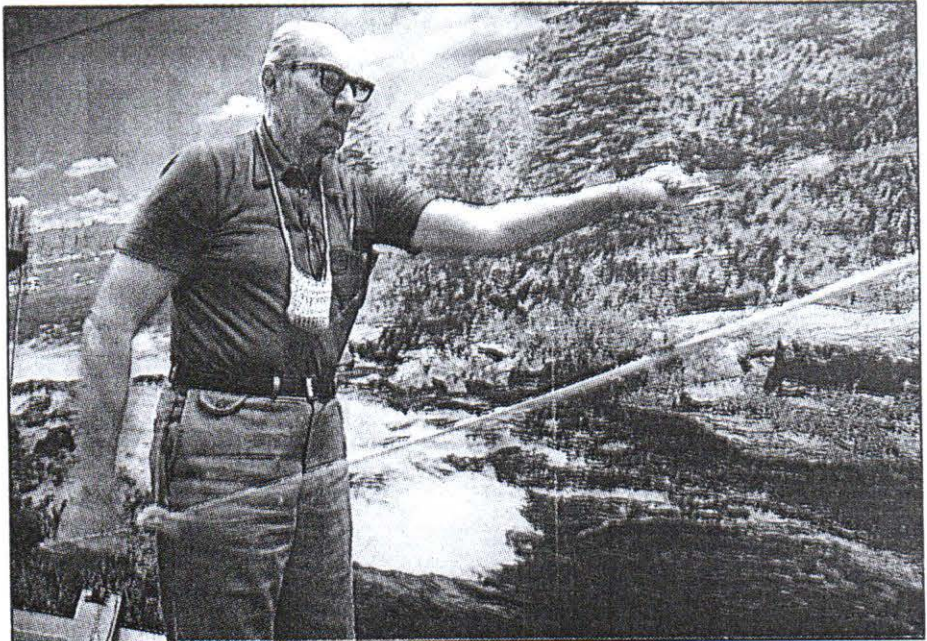
ducted.

"The open house is an opportunity for area residents to see what's new at Boswell and realize that they don't have to leave this community to receive the latest in technologically advanced health care," said George Perez, Boswell's chief operating officer.

About \$3 million was spent buying new equipment, enhancing services and technology, and redecorating outpatient care service areas, Perez said.

Much of the costs was paid with community donations, he said.

The 325-bed hospital, which opened in 1970, specializes in adult health care such as heart problems; neurosurgery; physical, occupational and speech therapies; and



Community
A mural serves as a scenic backdrop for Joseph Mladonicky's exercises at Walter O. Boswell Memorial Hospital.

Another feature on the tour is the redecorated exercise room for patients recovering from heart surgery. Scenic wall murals were installed to promote a sense of serenity for patients while they exercise.

Staff members will demonstrate how the cardiac monitoring system is used to track a person's heart rate and rhythm during exercise. Free blood pressure readings also will be con-

See BOSWELL, Page 5

orthopedics.

Other tour highlights are:

- Technicians demonstrating the magnetic resonance imager which helps diagnose tissue-related maladies.

- Neurology technologists showing the various equipment used for tests on the brain and nervous system.

- The angiography suite, where new digital technology is used to process, store and retrieve data. Angiography is where a radioactive dye is injected into a person's veins and photographs are taken. With the new technology, fewer films are produced for each test and patients are exposed to less radiation than conventional angiography. Tests also are performed

faster.

- The outpatient pharmacy, which stocks prescription and over-the-counter medicines.

- New video endoscopy equipment, where patients and physicians can watch on a television monitor the endoscope as it looks inside the gastrointestinal tract.

Information about the open house is available by calling 876-5347. Reservations are not needed.

The Sun Health Foundation has launched a \$12 million capital campaign to raise money for patient care equipment at Boswell, a hospice house, a house for Alzheimer's disease patients, and a cardiac catheterization lab at Del E. Webb Memorial Hospital in Sun City West. Information: 876-5330.

Offspring come first: Workers love employer-sponsored child-care center

By Lori Baker
Staff writer

SUN CITY — When Rosellen Ziefle was considering job offers, her 2-year-old daughter was her utmost concern.

Who would care for Heather while she worked?

Although she lived in Tempe at the time, Ziefle decided that Boswell Memorial Hospital in Sun City would be the best place to work as an electroencephalogram technician.

Why?

The hospital has a child-care center on its campus. It's a benefit that the other employers Ziefle was considering did not have.

"I wanted my daughter close to me," Ziefle said. "I could eat lunch with her whenever I wanted, and if she became sick, I could be with her within a few minutes."

Helping employees like

Ziefle balance family and work obligations is why the Sun Health Child Development Center was started in 1982, said Phil Hanson, Boswell's vice president of human resources.

"The center was started because there was a critical nursing shortage, and we looked at it as a way to attract nurses and other employees to our institution," Hanson said.

"Once we saw the value of the child development center, we have been extremely pleased to continue to provide this as a service to our employees."

Ziefle, a Peoria resident, said being able to use the center for the past eight years has been invaluable.

"The day I found out I was pregnant with my second child, I signed up on a waiting list because I wanted to make sure there would be room,"



Community

Above, teacher Cecily Baker talks to some of her pupils at the Sun Health Child Development Center. At right, volunteer Mary Mattingly plays with some of the pupils.

said Ziefle, whose son, Tommy, has attended the center for five years.

Mary Martineau, who also is

a registered EEG technician at Boswell, has two daughters at the center.

See CARE, Page 6



Mark Henle / Staff photographer

CARE

From Page 1

"It's more than just convenience. The center does an excellent job," Martineau said. "I enjoy the special events, like the Thanksgiving feast and the Christmas performance."

Since the center doesn't take children until they are a year old, Martineau said she used other child-care arrangements until her child was old enough to qualify for the Boswell center.

"You get really disillusioned using private home care because people quit on you," Martineau said. "It's nice to be able to count on the center."

The center, which is licensed by the state for 78 children, charges lower fees than area child-care centers. For example, the full-time cost for a 3-year-old is \$64 per week.

Sun Health Corp., which owns Boswell and Del E. Webb hospitals, subsidizes the center by providing the building and maintenance. Fees charged to parents pay for the employees' salaries, supplies and utilities.

Unlike many child-care centers, the Sun Health center gives parents a say in how the center operates. A parent advisory group discusses the center's programs and staffing.

Another reason that Ziefle and Martineau believe that the center is special is because of its emphasis on intergenerational programs — mixing children with senior citizens.

Sun City volunteers, who receive special training, donate about 100 hours a month working with the children.

"Without the volunteers, the children would not receive as much one-on-one attention as they do," Hanson said. "They provide the extra tender loving care and

act as surrogate grandparents."

In addition, the children regularly visit with residents of nearby nursing homes.

Young children and the elderly both enjoy arts and crafts and music, said Jamie Davis, director of the Sun Health Center.

"They are at the same level physically," Davis said. "They are not real independent, their hands are not real steady, and they enjoy social settings."

Because the Sun Health center has a long waiting list, there are plans to move into larger quarters. Besides serving more children, the center also hopes to provide new services for infants and sick children.

But Davis said \$300,000 is needed to remodel and furnish a vacant office building adjacent to the existing center.

The Sun Health center is one of only a few child-care centers in the Valley that are situated at the work place.

Others include Phoenix Memorial Hospital, John C. Lincoln Hospital & Medical Center, Arizona State University in Tempe, ASU West, Circle K Corp. and the state of Arizona.

"It requires a major investment for companies," said Karen Woodford, vice president of Summa Associates, a national child-care consulting company. "It's good for the bottom line because it helps with recruitment of employees, boosts their morale and reduces absenteeism."

While the number of employer-sponsored centers is low, Woodford said a growing number of businesses are helping meet child-care needs in other ways. Examples are subsidizing the cost of care, providing referral services, training child-care workers and helping with sick child care.

Helping hands

Junior volunteers sign up for summer hospital duty

By **KIMBERLY HICKS**
Daily News-Sun staff

Ginger Faulkner said she never knew a wheelchair could be so confusing.

"I didn't know it had all these safety devices," she said, laughing, as she examined the braking mechanism. "It's a lot harder than it looks."

The Glendale teen is among 75 students aged 13-to-18 volunteering this summer at Walter O. Boswell Memorial Hospital through the Sun Health Junior Volunteer Program.

"I'm not sure about my career plans," said Faulkner, 13. "My aunt is a nurse and I really look up to her. I wanted to see what she does."

The Junior Volunteer Program, now in its 22nd year, introduces teens to a health-care setting and exposes them to potential careers in the medical field.

In turn, the team of junior volunteers provides supplemental services to hospital patients and their families, visitors and staff. Their daily duties range from greeting patients, serving meals from the coffee cart and making patients comfortable to delivering messages and assisting with clerical work.

"This gives them a chance to get some hands-on experience," said Jane Harker, director of volunteer services at Boswell. "It's fun, and it's a real service. And many of them are interested in pursuing a health-care career."

For 16-year-old Andrew Dupuy of Peoria, being able to volunteer in the hospital beats working in a fast-food restaurant or passing time in the mall

with his friends.

"You don't get paid for this, but you get experience," said Dupuy, adding that he is struggling with possible career choices. "I don't know what I want to be yet. This might open up a few opportunities."

Stacy Richardson, 14, said it is a productive way to cure summertime boredom — even if some of her friends scoff at the idea.

"At first some of them think it's stupid," said the Glendale teen. "But after I tell them about it they think it sounds fun. And then they want to try it."

On Monday, the teens completed their first day of orientation: a three-hour learning session topped off by a not-so-popular tuberculin skin test.

"I knew we had to do this, but it hurt anyway," said Faulkner as she rubbed her sore arm.

The teens also practiced pushing one another in a wheelchair, and they were outfitted with uniforms.

They will begin on-the-job training next week, Harker said.

Several of the junior volunteers are returning from last summer, including Michelle Wiley, who admitted the job can be intimidating at times.

"I saw a man have a seizure last year. He was making these gasping noises. It was pretty scary for me," she said. "But this is interesting and it can be fun, and I am getting work experience."

Wiley said she hopes to work as an X-ray technician someday.

Many of the returning volunteers said they enjoy working with senior patients — some of whom are more than five times their age.

OVER



Rick D'Elia/Daily News-Sun

Hospital volunteer Jennifer Samora prepares taco salads for patients in the dietary kitchen at Walter O. Boswell Memorial Hospital.

"They are very nice, very complimentary and they tell great stories," Richardson said.

Jessica Cantrill, 17, of Phoenix, has spent the past four summers volunteering in Boswell. For the aspiring physical therapist, it's a valuable ex-

perience.

"You get used to the hospital atmosphere. And it's a new experience every year. You meet a lot of people," she said. "And you get used to what can happen. You never know what's going to happen next."

Boswell chaplain

always on call

Quaker cleric couldn't quit, finds satisfaction in helping

By KIMBERLY HICKS
Daily News-Sun staff

Two years ago, after serving 43 years as a Quaker pastor, Ernest L. Thompson was ready to retire.

But instead of relaxing in the Whittier, Calif., retirement cottage he had already picked out, Thompson is spending his golden years in Walter O. Boswell Memorial Hospital — not as a patient, as the chaplain.

"I had the key (to the cottage) in my pocket," he said, "and then I got a call from some friends in Sun City who said Boswell needed a chaplain."

Today the soft-spoken, 68-year-old cleric is a familiar face in the corridors and patient rooms of the Sun City hospital, where he offers spiritual guidance to patients and their loved ones.

"I'm pretty ecumenical, really. You kind of have to be in this setting," he said.

Since accepting the position in August 1991, Thompson has prayed with or visited patients of all faiths — including Christians, Jews and Baha'i.

"Sometimes I will pray in the room if a patient requests it. Other times, I'll ask them if they want me to pray for them, and I will. Or I'll just visit with them."

Thompson, who is always on-call, begins each day by reviewing the patient list. He makes note of the patients with no religious preference and those who are Protestant but do not list a specific church.

Then he makes his rounds, giving those who are interested copies of prayers and a brochure that explains the hospital's chaplaincy program.

"I don't push myself onto them," he said. "I always tell them that I am here if they need anything."

Often, they do.

Once a dying patient's wife called on Thompson to baptize her husband.

"The wife had no record of him ever being baptized," Thompson explained.

Another time, a patient told Thompson he was in pain and wanted to die.

"He asked me to pray that he died," Thompson said. "I told him that I hadn't been given that authority, but I would pray for him to be given

'Sometimes I will pray in the room if a patient requests it. Other times, I'll ask them if they want me to pray for them, and I will. Or I'll just visit with them.'

**Ernest L. Thompson
Boswell hospital chaplain**

strength and that God's will be done. The next day, he died."

Thompson arranges the rites of baptism and Holy Communion for patients, provides personal and family counseling and offers Scripture reading.

He also tells members of the local clergy when someone from their congregation is admitted to the hospital.

He is often the final link between a dying patient and their minister, priest or rabbi.

"As a general rule, I don't administer last rites. I will call in someone who can do it," he said. "But I have spent a couple of nights here. ... I've been called into the room three or four times when a patient has died, to be with the family at the time of the death."

Thompson said he draws strength from his hope for eternal life.

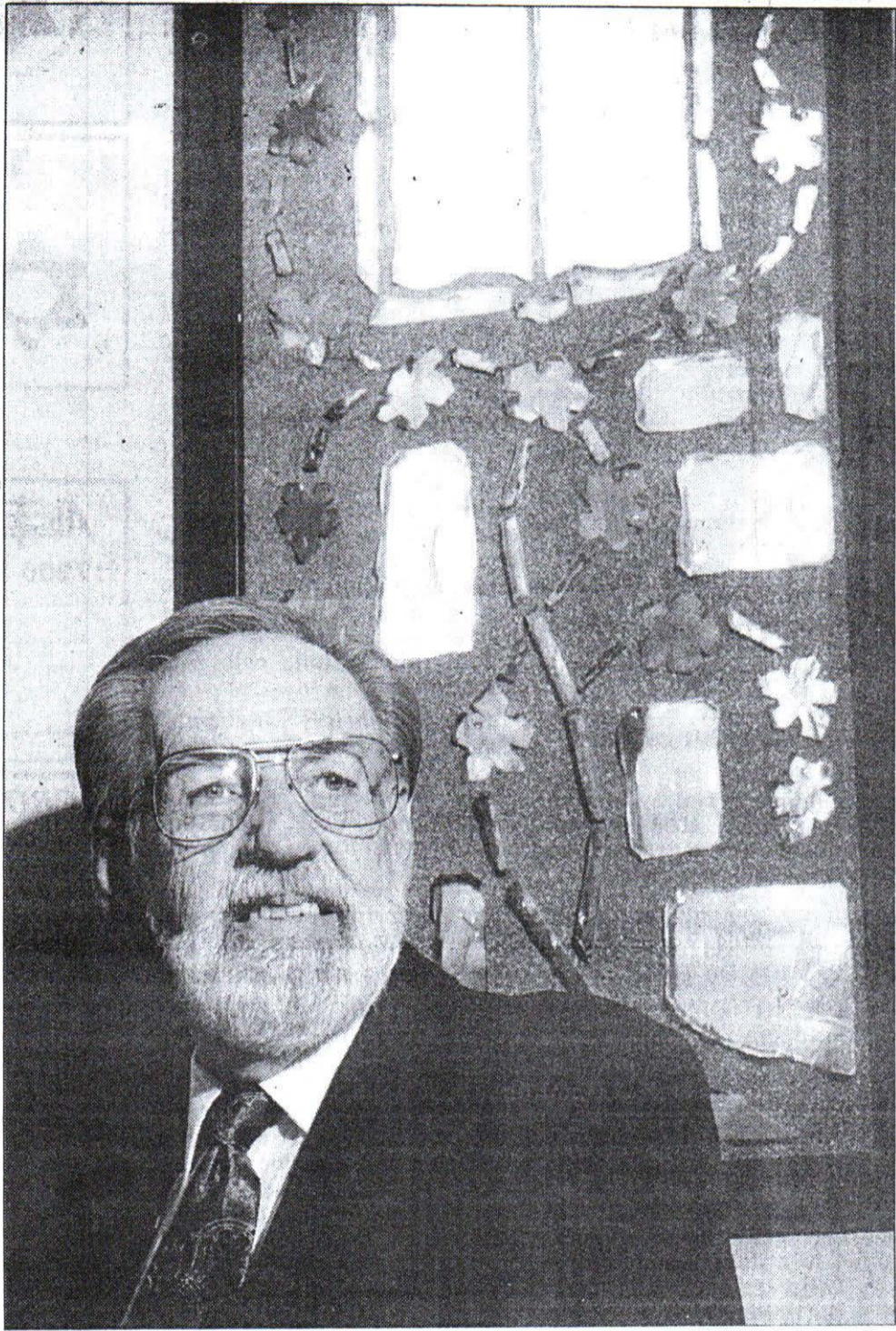
"I feel that God gave me the insight and the strength to do this," he said. "And many people are very thankful when I pray for them. That's encouraging."

"I get so excited to see people anxious to go to heaven. They're not afraid or worried about what is going to happen."

He said his greatest satisfaction is knowing he can help some people.

Thompson is the only staff chaplain in the Sun Cities and Youngtown; Del E. Webb Memorial Hospital in Sun City West and Vencor Hospital in Youngtown use several members of the local clergy as chaplains, either on a rotating or on-call basis.

Looking back on the years he was the pastor of small, struggling churches for the Religious Society of Friends (Quakers), Thompson said he appreciates



Rick D'Elia/Daily News-Sun

Ernest L. Thompson was a Quaker pastor for 43 years at churches in Idaho, Iowa, Colorado, Kansas, Oregon, California and Arizona. Today he is the chaplain at Walter O. Boswell Memorial Hospital in Sun City.

his hospital ministry.

"I am so excited about this ministry, I almost wish I'd had it years ago," he said. "With this, I go to the patient. It's kind of like having a ready-made

congregation. ... I just feel real thankful God has allowed me to do this. In my senior years, I have something like this to do — and it beats sitting around in a retirement cottage."

Program reassuring to local residents

By J.J. McCORMACK
Daily News-Sun staff

When the phones are ringing off the hook in room 306 at Walter O. Boswell Memorial Hospital, the operators are happy.

That's because each call represents "reassurance."

More than 300 calls are placed to room 306 every weekday morning. The room is the headquarters of Boswell's Telephone Reassurance Program and the calls are placed by Northwest Valley residents who live alone and want someone to do a daily welfare check.

"It's a wonderful daily welfare check for people who live alone," said Jane Harker, volunteer services director at Boswell.

More than 300 people currently participate in the free service, which debuted in 1971. The service started with one volunteer and one phone line. Today, 14 regular and 10 substitute volunteers staff the Telephone Reassurance office from 7 a.m. until 10 a.m. 365 days a year.

"We can add additional phone lines and additional volunteers. ... Our ability to add quite a large number of additional participants is certainly there," Harker said.

Volunteer Shirley Goodman said she would like to see the program expand but "a lot of people just don't know about it."

Telephone Reassurance is part of a regional network of services that makes it possible for Sun City area residents to remain in their homes, Harker said.



Stephen Cherek/Daily News-Sun

Shirley Goodman, a volunteer for the Telephone Reassurance Program at Walter O. Boswell Memorial Hospital in Sun City, answers a call from one of more than 300 people who use the free service daily.

Recently, a Telephone Reassurance Program was launched at Del E. Webb Memorial Hospital in Sun City West. The Boswell program serves Northwest Valley residents within a 10-mile radius of the hospital, including Peoria and other adjacent communities.

Telephone Reassurance operators keep busy answering a steady stream of calls first thing every morning.

"During the high-volume time, we answer three or four calls a

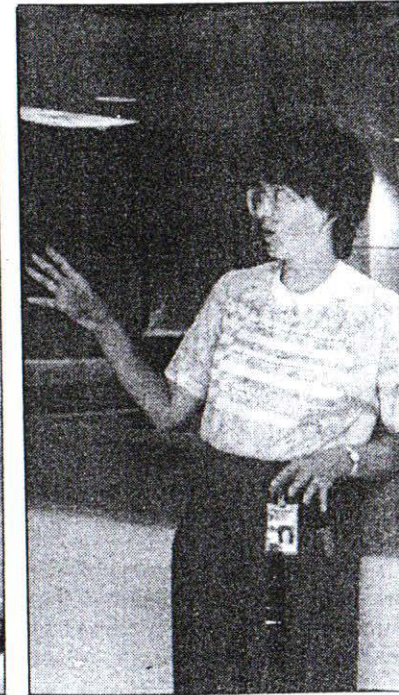
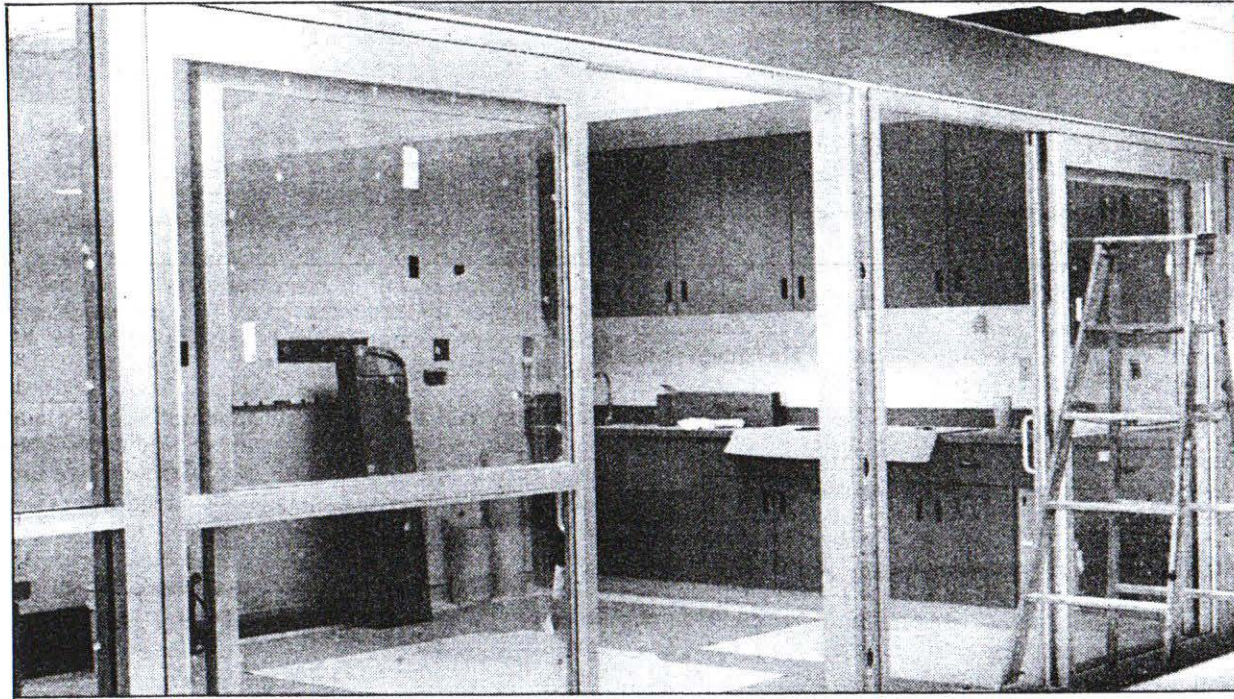
minute," said Trisha McBurnett, a Telephone Reassurance volunteer for the last six years.

If by 9 a.m., a Telephone Reassurance subscriber has not called in and spoken to one of the volunteer operators, a call goes out to the subscriber to make sure he or she hasn't fallen ill or had an accident. If no one answers at the subscriber's home, references are called to try and pinpoint the reason why a program operator did not receive a call.

When McBurnett is manning a phone, callers hear her bid them a cheerful "good morning" then say "it's good to hear from you this morning, make it a great day," before signing off and taking the next incoming call.

"It's more than just a cold hello, goodbye thing," McBurnett said.

For information about the Telephone Reassurance Program and volunteer opportunities, call 876-5387.



Frances Guarino/Daily News-Sun

Chris Modena, right, manager of the emergency care services at Walter O. Boswell Memorial Hospital, explains

changes in the remodeled emergency services care department.

Tours showcase emergency room

Daily News-Sun staff

SUN CITY — There's massive surgery under way in the emergency care services department at Walter O. Boswell Memorial Hospital, and Sun Citians are invited to chart the results.

Free tours of the renovated emergency room will begin every 10 minutes between 1 and 5 p.m. Oct. 11. The \$1.8-million-plus renovation was funded primarily through donations from the community to Sun Health Foundation.

The expansion doubles the number of private treatment rooms from seven to 14, with a total of 20 beds. The department, which will be one of the largest in the

Valley, has jumped in size from 7,507 to 10,868 square feet.

Other emergency room facts:

■ About 35 percent of all patients who are treated in the Boswell emergency room are admitted to the hospital. The national average is about 25 percent.

■ The department is an Advanced Life Support Base Station for the Sun City Fire Department and the El Mirage Fire Department. Paramedics responding to emergencies can communicate from the scene directly with emergency physicians on duty at the hospital.

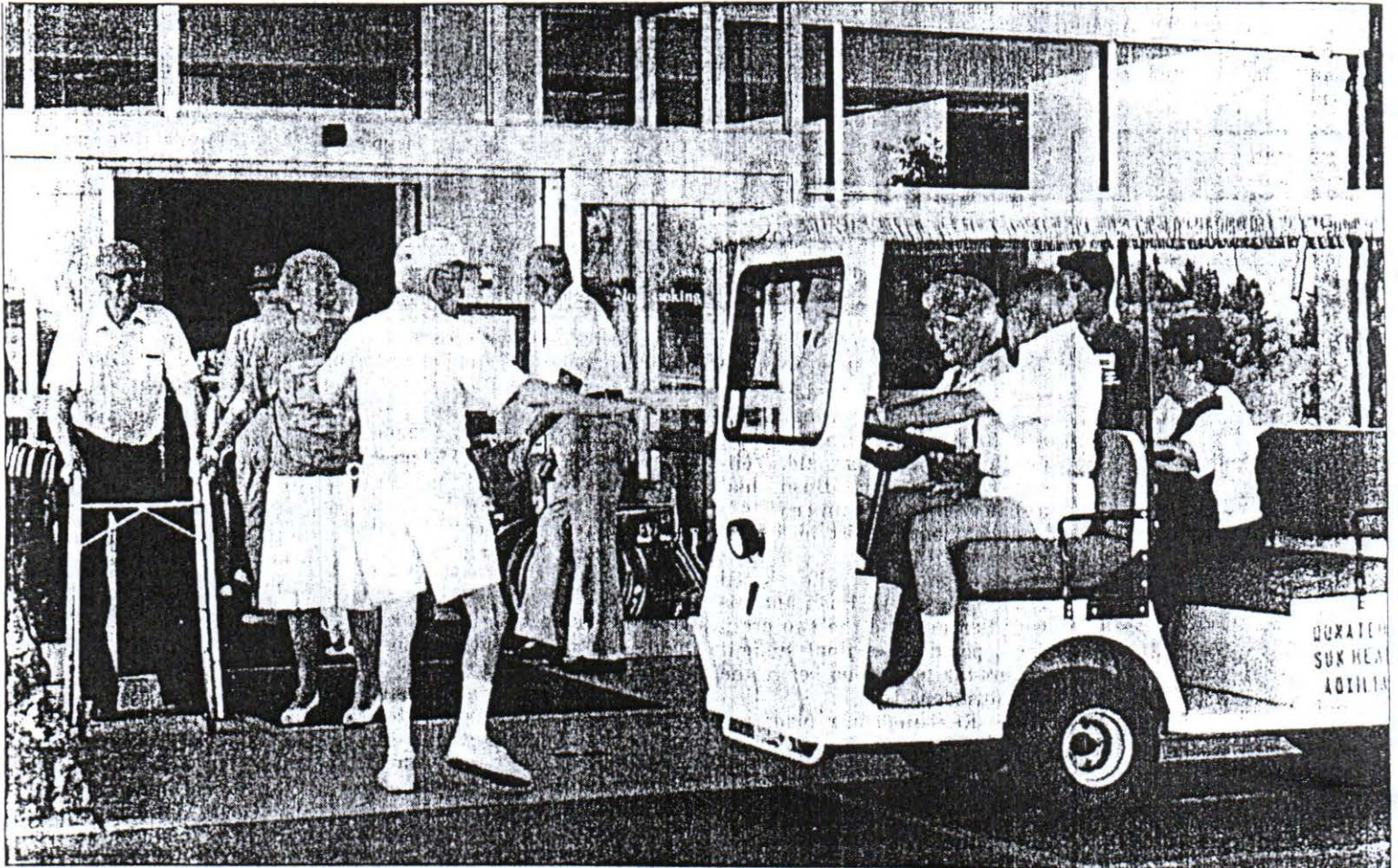
■ The facility will expedite treatment with a new device called the MedStation

System, a machine which looks and operates much like an automatic teller and can disseminate and document patient medications.

The Oct. 11 tours will feature emergency-related displays set up to increase awareness of the emergency care process, and ways to avoid future visits to the emergency department will be discussed.

Guests are asked to meet for tours outside the emergency department on the patio east of the hospital. Shuttle service will be provided from the southeast corner of the Support Services Building parking lot.

For information, call 876-5325.



Frances Guarino/Daily News-Sun

Boswell Hospital volunteer George Chandler, left, directs people to a courtesy cart driven by Phil LaPlaca.

Hospital volunteers fill summer gaps

By JACQUE PAPPAS
Daily News-Sun staff

SUN CITY — Phil LaPlaca spends his Tuesdays driving up and down the hill leading to the entrance of Walter O. Boswell Memorial Hospital.

"We call it cardiac hill or agony hill because it's so steep and really hard for people to walk up," said LaPlaca, 74.

LaPlaca is a volunteer courtesy cart driver. He drives a golf car and escorts hospital visitors and patients to and from their cars in the parking lot.

"I think the reason I enjoy doing this so much is because the people are so grateful for the service. I've been blessed with good health and I am glad to share my good fortune with those who need the help," LaPlaca said.

La Placa is one of the hundreds of Sun Health Auxiliary volunteers who are working this summer during a time when free help is stretched thin.

Although the patient census is down at both hospitals (Boswell and Del E. Webb Memorial Hospital in Sun City West) during the summer, volunteers are still needed, said Jane Harker, director of volunteer services at Boswell.

"We have a continuing need for volunteers and that need is greater in the summer months because we have many volunteers who leave. Volume does not necessarily affect the need for volunteers at the hospital. If we have helped one person, our time is well spent," Harker said.

This summer Boswell needs even more extra volunteer help, Harker said.

Because the hospital's emergency room is being remodeled, volunteers have assumed a number of additional responsibilities by escorting visitors and family members around the hospital.

Outpatient surgery patients, endoscopy patients and others who usually park on the southwest side of the hospital, now have to park near the entrance and have a longer walk to their treatment areas, Harker said.

To accommodate the increased number of people using the main entrance, courtesy cart hours have been extended from 8 a.m. to 4 p.m. to 6 a.m. to 8 p.m.

"At a time when many volunteers are going away for the summer, we are looking at them more and more to assist in additional roles with patients and families."

See Student volunteers, A5

Junior volunteers fill halls of local hospitals

Annual program gives exposure to medical field

By ANNE RYMAN
Sun Cities Independent

Giselle Limas volunteers at Boswell Hospital because she says she likes to help people. Her reason may sound similar to why many people donate their time, but she is different from most volunteers in the Sun Cities.

Giselle is 14 years old.

She and 80 other students participate in a 10-week Junior Volunteer Program at Boswell and Del Webb hospitals where they greet patients and visitors, copy medical records, deliver food, transfer medication carts and visit with patients.

Boys and girls ages 13-18 have lent a helping hand in the programs at Boswell since 1972 and at Webb



More than 80 students volunteer at local hospitals. From left , Alma Sustalta, Christine Dominguez, Auxillary volunteer Mike Rockett, Monique Ollver and Amanda Hernandez.

since 1988 and come primarily from the Peoria and Dysart school districts.

All volunteers attend a one-day orientation where they learn about the duties and responsibilities of being volunteers and receive one-on-one training with adult

volunteers in specific areas of the hospital. While they help in most areas of the hospital, volunteers do not provide direct medical or personal care of the patient, says Jane Harker, Volunteer Service director at Boswell Hospital.

"All our volunteers act in a

"They're very caring and they want to make a difference in someone else's life."

—Jane Harker, Volunteer Services director

supplementary role by providing extras to make a patient's visit more pleasant."

These could range from filling a patient's pitcher with fresh water to getting reading materials to filing, typing and computer work.

The program offers students the opportunity to explore the health care field and the students help fill the void left by senior volunteers who leave for the summer, says Jean Stahl, Volunteer Services director at Webb Hospital.

"Some think they want to go into the health care field and want to see what it's like."

Holly Leno, a junior at Peoria High School who volunteers at Boswell Hospital, aspires to a career in medicine. "I wanted more experience in the medical field because I want to become a doctor,"

she says. She says she wants to volunteer in all areas of the hospital but wants to one day provide care in the emergency room as a doctor.

Josh Bradley, an eighth grader at Skyview Elementary School, isn't sure if he wants to make a career of medicine, but he's thinking about it.

"I want to see what it's like and learn more about it."

For Jennifer Magee, an eighth grader at Sundance Elementary School, volunteering runs in the family. Her mother works as a registered nurse at Boswell Hospital and her sister and father volunteer there. This will be her first year as a volunteer and one she has anticipated.

See VOLUNTEERS, Page 3

Volunteer

"I've wanted to be a volunteer for three years," she says.

Some students like volunteering at the hospitals so much they return at the next summer. Melissa and Ana Camacho, sophomores at Centennial High School, volunteered last year.

"I like helping other people," Ana says.

Many of the junior volunteers come away with fond memories. Giselle Limas recalls the special moments she shared with a lady who had terminal cancer.

"I used to talk to her and she had fascinating stories to tell. She'd tell how her family coped with the Depression. She knew she was dying, but she didn't think about it."

THE WESTER Nov. 22-28, 1990

Boswell Hospital's Namesake A Military, Business Leader

by Marie Scott

During 1990 the Walter O. Boswell Memorial Hospital observes its 20th anniversary of providing health care services to the northwest Valley.

The hospital's board of directors, medical staff, employees, volunteers and many other friends also celebrate the life of the hospital's namesake—a distinguished military officer and business executive who made significant contributions to the development and economy of western Maricopa County.

Walter Osgood Boswell was born on Dec. 19, 1878, in Penfield, Ga., as the eldest of ten children of Joseph and Minnie G. Boswell. He attended the University of Georgia and the U. S. Military Academy at West Point prior to receiving his commission in 1902 as a second lieutenant.



Walter O. Boswell
1878-1953

enant of infantry in the U. S. army. After his marriage in 1909 to Ann Decker Orr of Pittsburgh, Penn., he served during 1910-1915 Aide de Camp to famed Gen. John J. "Blackjack" Pershing. He returned to the University of Georgia as a professor of military science from 1916-1917 and then served, until the end of World War I as assistant operations officer with the First U. S.

Infantry Division in France.

His military accomplishments included his distinguished graduation from the Command and General Staff College and the Army War College. He served as executive officer in G-2 Intelligence with the War Dept. General Staff and retired as a lieutenant colonel and as executive officer of the 22nd Infantry Regiment at Fort MacPherson, Ga.

Lt. Col. Boswell was in line to become Chief of staff for Gen. Pershing when he was persuaded to take early retirement from the Army in 1931 to assume duties as vice president and general manager of Arizona Operations for the J. G. Boswell Co. It was during this period that Mr. Boswell and two of his brothers expanded the company's farming, cotton ginning, oil milling and cattle-feeding operations in Maricopa, Pinal and

Pima counties through farmland acquisition and cotton-gin construction.

A lease was negotiated for the expansive Marinette Ranch in northwest Maricopa County shortly after Mr. Boswell became general manager of the J. G. Boswell Co.'s operations. Later this property, at the instigation and recommendation of Walter O. Boswell, was bought by the company, bringing the company's total land holdings in western Maricopa County to 20,000 acres. It was on part of this land that Del E. Webb would begin development of Arizona's Sun Cities in the 1960s. Mr. Boswell retired in 1946 from the J. G. Boswell Co. He died in 1953 in Phoenix and is survived by two of his three sons and ten grandchildren.

In 1966, the James G. Boswell Foundation donated \$1.2 million toward the construction of the planned hospital in Sun City. There were three conditions: 1) The hospital would serve not only Sun City but also the entire northwest Valley; 2) that it have the finest medical facilities available at that time; and 3) that it be named in memory of Walter O. Boswell.

Ground was broken for the hospital on Jan. 24, 1969, and the Walter O. Boswell Memorial Hospital was dedicated on Nov. 6, 1970. It opened to serve the community on Nov. 16, 1970.

Boswell honoring longtime employees

By Connie Cone Sexton
Staff writer

SUN CITY — Four women who each have worked 20 years continuously for Walter O. Boswell Memorial Hospital or its parent organization, the Sun Health Foundation, sat in the lobby of the hospital giggling.

Occasionally, one of the hospital volunteers manning the information counter threw them a "let's be quiet, shall we?" look.

Helen Bartholomew — one of the guilty four — raised her hands in an effort to bring a more serious tone to the conversation.

The foursome settled down a bit as each woman was asked to think back on the early years of the hospital.

The women — and three men — are being honored today for having worked for Boswell or the parent company since Boswell's opening day Nov. 16, 1970. A celebration of the hospital's anniversary was scheduled for 11 a.m. in front of the hospital, 105th Avenue and Thunderbird Boulevard.

Frances Combs, Donna Parkinson, Vernadell "Verni" Verhoeven, George Villasenor, Gary Turner, Cosmo Dello and Bartholomew were to be given special recognition during the event.

On Tuesday, three days before the ceremony, the women seemed a bit shy about the pending celebration. "This has just all been a lot of fun," Parkinson said about her work. "They never told me I could quit," she said, and laughed.

Twenty years ago, Parkinson was assigned to the hospital's recovery room as one of the 13 original employees in the surgical suite.

"Lordy, in those days you did everything. We even scrubbed the floors," she said.

"And in those days, we went after our own patients when it was time for their surgery," she said.

Parkinson, who has worked as the operating room supplies coordinator for the past eight years, said she never tires of dealing with the patients. She said it has kept her young. Although she declined
See ANNIVERSARY, Page 2



Peter Schwepker / Staff photographer
Four employees of Walter O. Boswell Memorial Hospital gather to exchange memories: (from left) Helen Bartholomew, Vernadell Verhoeven, Frances Combs and Donna Parkinson.

ANNIVERSARY

From Page 1*

to give her age, she winked and admitted to being "over 40."

Combs, 50, started as a nursing assistant and was there Boswell's first night.

"Not too many people even knew we were open nights," she said. "But we had six patients that night and 12 the next night. From then on, it was gangbusters."

Combs later became a registered nurse. She now works at Boswell's sister facility, Del E. Webb Memorial Hospital in Sun City West.

Sitting across from Bartholomew, Combs — again — erupted in laughter. "Now, Helen," she says, shaking her finger at Bartholomew. "you were known as our 'mother.'"

Bartholomew, 53, nods. During her first years on the job at the hospital, she was the nursing in-service instructor, helping to conduct management training and orientation services.

"I tried to look after everyone," she said. She currently directs Sun Health's CHOICE health and lifestyle enrichment program. Boswell, like Del E. Webb, is part of the non-profit Sun Health Founda-

"We were a very close group here at the hospital. Everybody knew everybody else. It was just like an extended family."

Vernadell Verhoeven
Boswell Hospital employee

tion.

Those early days were fun but sometimes left workers flustered, Bartholomew said.

She remembered being in the copy center of the hospital, trying to duplicate the policies and procedures manual. The copier overheated.

"There were pre-opening tours going on and I coincidentally was copying the fire procedure section of the manual," Bartholomew recalled. "This old copy machine I was using started smoking as hordes of people started going by on tour. I slammed the door, and all I could think of was 'I'm burning down this brand new building.'"

She was safe; there was no fire.

"The maintenance people came and unplugged the machine," Bartholomew said.

Villasenor and Dello could not be reached for comment.

Villasenor has worked in the materials center since Sept. 16, 1970. Dello also joined the staff before the hospital opened. He started in the clinical laboratory as a staff technologist. Today, he is project coordinator in Sun Health's information systems.

Verhoeven, 59, started as a staff nurse in the emergency services department.

"We were a very close group here at the hospital. Everybody knew everybody else. It was just like an extended family," she said, smiling at the three other women sitting with her.

Verhoeven has worked the past eight years as a nurse epidemiologist, dealing with various patient-care departments on procedures to minimize infections.

She said the past 20 years have brought numerous changes to the hospital. "Change stands out the most in my mind," she said. "Growth, innovation, new depart-

ments, the change in the medical climate and governmental regulatory issues."

Turner, the longest-tenured Boswell employee, has kept his eye on the hospital's finances. He joined Boswell on June 1, 1970, as an assistant administrator for financial services. Today, he is senior vice president and chief financial officer for Sun Health.

"We were open more than five years before we ever had a month in the black because of the economic stability of the country," said Turner, 50.

"It was a very tenuous six years, but we attribute part of our success to the community that allowed this organization to grow and meet the community's needs through their efforts and donations," he said.

"There was never a question of whether there was a demand for our services. The question was how to meet the need with the resources available," Turner said.

Boswell is supported by the 2,400-member Sun Health Auxiliary, a hospital volunteer organization. "That is really an example of democracy," Turner said.

THE WESTER
Nov. 8-14, 1990



Boswell Hospital Historical Highlights

The Walter O. Boswell Memorial Hospital opened in 1970 and continues to be supported by northwest Valley residents who recognize that maximizing health and wellness is central to the lifestyle for which area communities are known.

Here are a few facts about the hospital:

1. The Walter O. Boswell Memorial Hospital was dedicated on November 6, 1970. It opened to serve the community on November 16, 1970.

2. The hospital is named for Walter O. Boswell, a distinguished military officer and businessman who served as aide-de-camp to famed World War I General John J. "Blackjack" Pershing. He also was vice president for Arizona operations for the J. G. Boswell Company, which operated cattle and farming operations on the land where the Sun Cities now stand.

3. During its 20 years of service, Boswell Memorial Hospital has expanded to 325 beds, making it one of Arizona's largest non-government hospitals.

4. The hospital has an outstanding medical staff of more than 500 physicians providing care in more than 40 medical specialties. State studies show these physicians have more day-to-day experience in treating selected adult medical conditions (e.g., heart attacks, strokes, gastro-intestinal hemorrhages, etc.) than those at any other hospital in Arizona.

5. In 1989 the hospital provided 85,109 days of care. Admissions totaled 11,590 patients who stayed an average of 7.3 days. There were 6,264 surgeries performed, and 15,764 visits to the Emergency Services Department.

6. Both Boswell Memorial and its sister facility in Sun City West, are supported by the 2,400 member Sun Health Auxiliary, perhaps the largest hospital-volunteer organization in the nation. Through 1989, the auxiliary had provided a total of 3,457,421 hours of volunteer service to Boswell Memorial and other Sun Health Services. That total included 295,061 during 1989 alone.

7. The non-profit Sun Health Foundation, founded in 1971, has generated a total of \$36,360,953 through 1989 to help support Boswell Memorial and other health care services provided by Sun Health. That total includes \$4,916,336 in 1989 alone.

Through the years, the hospital has expended to become a 325-bed, four-tower medical center in response to the community's growing needs.

Those needs continue to be met today with the renovation of the hospital's Emergency Department after 20 years of life-saving care to approximately 250,000 patients.

Mutual Support

Some things, however, never change, like the hospital's commitment to quality health care and the staunch support that exists between hospital and community. This mutual support is culminated during a special event on Friday, Nov. 16, entitled "HANDS AROUND BOSWELL."

At precisely 11 a.m. that day, hundreds of volunteers, community neighbors and staff will join hands to encircle the hospital's front lawn in support and celebration. All area residents are invited to participate. Call 876-5325 for more information.

Aug. 15, 1966 - Organizational meeting for a community hospital in Sun City.

Jan. 24, 1969 - Groundbreaking for the Walter O. Boswell Memorial Hospital.

Nov. 6, 1970 - Boswell Memorial Hospital dedicated.

Nov. 16, 1970 - Boswell Memorial Hospital opens.

May 6, 1978 - Third tower dedicated.

Dec. 15, 1981 - Fourth tower begins accepting patients.

Nov. 16, 1990 - Boswell Memorial's 20th anniversary of service.

Boswell Patients To Receive Memento During Anniversary Month

Inpatients admitted to the Walter O. Boswell Memorial Hospital during November are receiving a memento acknowledging them as a "20th Anniversary Month Patient."

Boswell Memorial opened on November 16, 1970, and is observing its 20th anniversary of service during November.

Each patient receives an attractive tent card bearing the hospital's anniversary logo and a headline that reads: "You are a '20th Anniversary Month Patient' at the Walter O. Boswell Memorial Hospital." Inside the card is a greeting from George Perez, the hospital's executive vice president. On the back is a listing of historical highlights of the hospital.

Anniversary salute

November marks 20th anniversary of the birth of Boswell Hospital

Twenty years ago, the population of Sun City was half what it is today. Many had retired to Del Webb's experimental retirement community to enjoy the quiet, peaceful living available in this small town in the middle of the desert.

The retirement community had just turned 10 years old and was still considered quite a distance away from any large metropolitan area.

And, on Nov. 6, 1970, Sun Citians celebrated the opening of their first hospital, the Walter O. Boswell Memorial Hospital.

This month the hospital will mark its 20th anniversary and my



have things changed. Not just for the community, but for the hospital, as well.

What started from a small office located above a tire store in Peoria has since grown to become the community's — and one of the state's — largest health-related organizations.

Today, Boswell Hospital is part of an organization which operates a newer hospital in Sun City West, several other health-related services in the community and the nation's leading Alzheimer's research center.

Boswell Hospital and the Sun Health Foundation will celebrate the 20th anniversary of the hospital with a week-long series of events, Nov. 12-16.

The hospital is named for Walter Boswell, a distinguished military officer and businessman who served as aide-de-camp to famed World War I General John J.

See BOSWELL, Page 9



Boswell Hospital was named for Walter O. Boswell, whose family once owned the land where both Sun City and Sun City West now exist.

A brief history of Sun City's 1st hospital

Aug. 15, 1966 -- Organizational meeting for a community hospital in Sun City.

Jan. 24, 1969 -- Groundbreaking for Boswell Hospital.

Nov. 6, 1970 -- Boswell Hospital dedicated.

Nov. 16, 1970 -- Boswell Hospital opens.

May 6, 1978 -- Third tower is dedicated.

Dec. 15, 1981 -- Fourth tower begins accepting patients.

Nov. 16, 1990 -- Hospital celebrates 20th anniversary.

• BOSWELL

"Blackjack" Pershing.

He also was vice president for Arizona operations for the J.G. Boswell Company, which operated a cattle and farming business on the land where the Sun Cities now stand.

It was the Boswell Company which sold its land to Del Webb in 1959 so that the industrialist could begin building his newest community — Sun City.

The rest, as they say, is history.

But for 10 years after the first house was built in Sun City, the community lacked its own hospital. The nearest major health-care facilities were in Youngtown or in Phoenix.

Residents and health-care officials held their first "organizational" meeting to discuss building their own hospital on Aug. 15, 1966. After the necessary funds were raised, work began on Jan. 24, 1969.

Working for the hospital in the "early days" was a humbling experience, to say the least. Of all the employees on staff on opening day in 1970, seven still remain.

None of them could have predicted back then the tremendous success and growth enjoyed by the hospital over the 20 years.

Gary Turner is the longest-

tenured employee, having joined the hospital as assistant administrator for financial services on June 1, 1970. Today, he is senior vice president and chief financial officer for Sun Health.

"The original building had to be built within the limits of available finances from a consortia of banks," says Mr. Turner.

"Therefore, the space was limited to that required for patient-care services. That meant from the very beginning, most business office functions were located outside the hospital, first in trailers and then later in offices on Santa Fe Drive."

Mr. Turner says original plans called for the hospital to break even when it reached an average daily census of 100 patients, which would have been in 1973.

President Nixon, however, implemented a wage-price freeze as part of his Economic Stabilization Act and this, says Mr. Turner, meant the hospital could not cover its expenses.

"The effect was that we were not permitted to raise our rates to cover our costs until we had been in business for six years," he recalls.

"That kept us from arranging long-term financing until 1976, when we issued our first \$16.9 million in tax-exempt bonds.

Anniversary events

- Anniversary Ball, 6 p.m. Nov. 12, Lakes Club. Cocktails, silent auction, dinner, dancing and recognition of original hospital employees and staff members. Cost \$75. Call 876-5330.
- Sun Health Care Center marks its fifth anniversary with a 1950s dance contest 2-4 p.m. Nov. 8. Authentic 1950s music, refreshments.
- National Philanthropy Day celebration, 1:30 p.m. Nov. 16, Memorial Hall of Boswell's Support Services Building. Special salute to those who volunteer and donate to the hospital.

"The end result, though, is that we survived as a Medicare-dependent hospital without breaking even.

"That was possible only because of the community support we received from financial donations and volunteer service."

Helen Bartholomew, R.N., M.S.N., joined the hospital in 1970 and recalls reporting to work in the hospital's original offices located above the Western Auto Store in Peoria.

On her first day, she remembers bumping into another employee who promptly read her palm to "make sure I was going to fit into this organization."

With a laugh, she says, "I guess I did, because I'm still here 20 years later!"

Cosmo Dello arrived two weeks before the hospital opened its doors to the public. Working in the

Clinical Laboratory, he remembers opening day as being centered around the hospital's first inpatient, Sun Citian Stewart Beecher, who underwent cataract surgery.

"It was fairly quiet and we were awaiting activity," he says.

"And then it started hitting. We really started getting the patients during the next few days."

Vernadell Verhoeven started as a staff nurse in the Emergency Services Department.

She recalls she and the other nurses would walk through the empty hospital before it opened, unpack medical instruments and set up the equipment.

"In those days, we went after our own patients when it was time for their surgery," she says.

"We also used to clean the operating rooms. Even the night surgeons used to help us scrub the floor!"

Walter O. Boswell Memorial Hospital

FOR IMMEDIATE RELEASE

RE: A few trivial facts
about your hospital

CONTACT: Pamela K. Meyerhoffer
or Jerry Porter
(602) 876-5325

SUN CITY, Ariz. (Nov. 1, 1990) -- How well do you know the history and people of the Walter O. Boswell Memorial Hospital?

Employees of the hospital and other Sun Health services are testing their knowledge during a three-week trivia contest under way now through Boswell Memorial's 20th anniversary on Nov. 16. Play along and see how well you do on a few of the questions they are attempting to answer about the non-profit community hospital.

* * *

- 1) In 1966, under what organizational name was planning for the future Walter O. Boswell Memorial Hospital undertaken?
- 2) Who was the original president of the board of directors of that organization?
- 3) What organization made a \$1.2 million grant toward construction of the hospital in Sun City?
- 4) What were the three conditions attached to the grant?
- 5) Ground was broken for the Walter O. Boswell Memorial Hospital on what date?
- 6) Who was president of Boswell Memorial's board of directors at the time of the groundbreaking?
- 7) What two gentlemen turned the first shovelsful of dirt at the groundbreaking?
- 8) On what date was the Walter O. Boswell Memorial Hospital dedicated?
- 9) At the dedication, who presented the symbolic key to the hospital to Administrator W. A. Turner?
- 10) On what date did the Walter O. Boswell Memorial Hospital open?

-- more --

P.O. Box 1690, Sun City, AZ 85372 (602)977-7211

- 11) What was Walter O. Boswell's middle name?
- 12) When and where was Walter O. Boswell born?
- 13) Walter O. Boswell served as aide-de-camp to what famous U.S. Army general?
- 14) Who was Boswell Memorial's first official inpatient and for what procedure was the admission?
- 15) Who was the first president of the Sun City Community Hospital Foundation (now Sun Health Foundation)?
- 16) What famous entertainer headlined a Boswell Benefit Dinner on Feb. 16, 1972?
- 17) On what date was the hospital's third tower dedicated?
- 18) On what date were patients accepted on the hospital's fourth tower?
- 19) Name the individuals who have served as the administrator/chief operating officer of Boswell Memorial during its 20-year history.
- 20) What medical specialty does Boswell Memorial not currently offer that is offered in most community hospitals serving a general population?

ANSWERS

- 1) Sun City Community Hospital, Inc.
- 2) Burr Welch
- 3) The James G. Boswell Foundation
- 4) 1. The hospital would serve not only Sun City but the entire northwest Valley; 2. the hospital must have the finest medical facilities available at that time; and 3. the hospital must be named in memory of Walter O. Boswell.
- 5) January 24, 1969
- 6) William A. Chapman, Jr.
- 7) William W. Boswell, Sr., Walter O. Boswell's brother; and Sun Cities developer Del E. Webb
- 8) November 6, 1970
- 9) Brig. General James O. Boswell, son of Walter O. Boswell
- 10) November 16, 1970
- 11) Osgood
- 12) December 19, 1878, in Penfield, Georgia
- 13) General John J. "Blackjack" Pershing
- 14) Sun Citian Stewart Beecher for cataract surgery
- 15) William B. Gay
- 16) Bob Hope
- 17) May 6, 1978
- 18) December 15, 1981
- 19) W. A. Turner
Leland W. Peterson
V. Grace Jones
George Perez
- 20) Obstetrics

Walter O. Boswell Memorial Hospital

FOR IMMEDIATE RELEASE

RE: Facts, historical highlights
about Boswell Memorial Hospital

CONTACT: Linda Braverman
or Jerry Porter
(602) 876-5325

SUN CITY, Ariz. (Nov. 1, 1990) -- The Walter O. Boswell Memorial Hospital opened in 1970 and continues to be supported by northwest Valley residents who recognize that maximizing health and wellness is central to the lifestyle for which area communities are known.

Here are a few facts about the hospital:

1) The Walter O. Boswell Memorial Hospital was dedicated on Nov. 6, 1970. It opened to serve the community on Nov. 16, 1970.

2) The hospital is named for Walter O. Boswell, a distinguished military officer and businessman who served as aide-de-camp to famed World War I General John J. "Blackjack" Pershing. He also was vice president for Arizona operations for the J.G. Boswell Company, which operated cattle and farming operations on the land where the Sun Cities now stand.

3) During its 20 years of service, Boswell Memorial has expanded to 325 beds, making it one of Arizona's largest non-governmental hospitals.

4) The hospital has an outstanding medical staff of more than 500 physicians providing care in more than 40 medical specialties. State studies show these physicians have more day-to-day experience in treating selected adult medical conditions (e.g., heart attacks, strokes, gastrointestinal hemorrhages, etc.) than those at any other hospital in Arizona.

5) In 1989 the hospital provided 85,109 days of care. Admissions totaled 11,590 patients who stayed an average of 7.3 days. There were 6,264 surgeries performed, and 15,764 visits to the Emergency Services Department.

-- more --

P.O. Box 1690, Sun City, AZ 85372 (602) 977-7211

6) The hospital has achieved a worldwide reputation for excellence and leadership as a provider of adult health care, especially in the specialty of geriatrics. It frequently hosts foreign medical professionals and senior government officials who study the hospital as a model for successful health care delivery for the retirement-age adult.

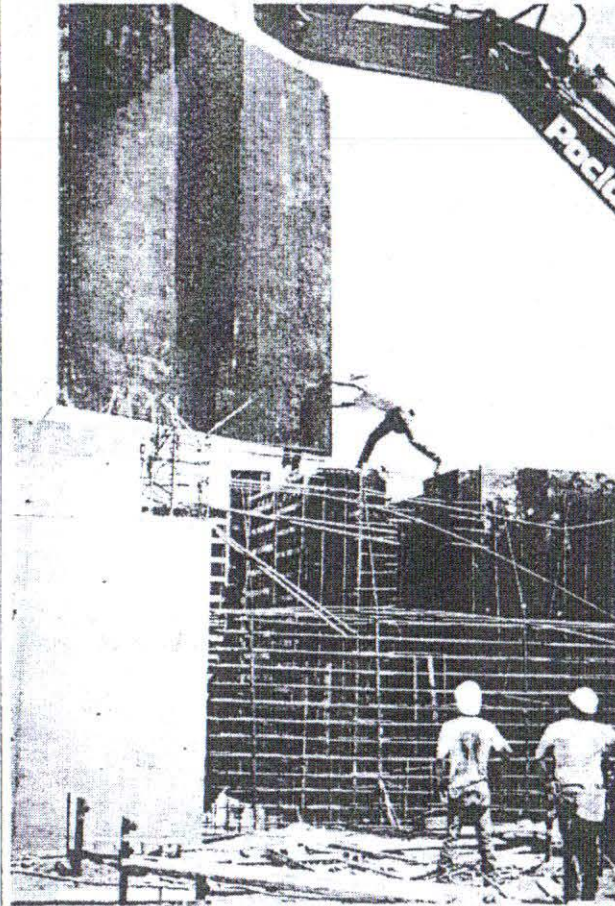
7) Both Boswell Memorial and its sister facility in Sun City West, the Del E. Webb Memorial Hospital, are supported by the 2,400-member Sun Health Auxiliary, perhaps the largest hospital-volunteer organization in the nation. Through 1989, the auxiliary had provided a total of 3,457,421 hours of volunteer service to Boswell Memorial and other Sun Health services. That total included 295,061 during 1989 alone.

8) The non-profit Sun Health Foundation, founded in 1971, has generated a total of \$36,360,953 through 1989 to help support Boswell Memorial and other health care services provided by Sun Health. That total includes \$4,916,336 in 1989 alone.

Historical Highlights
of the Walter O. Boswell Memorial Hospital

- Aug. 15, 1966 -- Organizational meeting for a community hospital in Sun City.
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- May 6, 1978 -- Third tower dedicated.
- Dec. 15, 1981 -- Fourth tower begins accepting patients.
- Nov. 16, 1990 -- Boswell Memorial's 20th anniversary of service.

Hold her steady ...



Tyson Kuhrt/Independent

Steady hands were needed to guide this steel plate into place as construction continues in the radiation/oncology building on the Boswell Hospital campus in Sun City. The new facility will be similar in size and scope to the radiation oncology center on the Webb Memorial Hospital's campus in Sun City West. A covered walkway is an added advantage, as patients can be escorted from the hospital to the radiation facility and will not need ambulance transportation when construction is complete.

Boswell Hospital filled big void

Sick were transported to Glendale

By JACQUE PAPPAS
Daily News-Sun staff

SUN CITY — It's hard to believe that a world-renowned retirement community existed without a local hospital for 10 years.

But the Walter O. Boswell Memorial Hospital in Sun City did not admit its first patients until 1970 when the community had more than 12,000 residents.

Since then, the hospital campus has grown from 10.6 acres to 69.5 acres and boasts some of the most advanced gerontology medical technology in the nation.

As Sun City was growing at a phenomenal rate in the early 1960s, it became obvious it was time to consider building a hospital to care for the many health needs of retirees.

"Residents with major health problems had to travel to Phoenix or Glendale to get help," said William A. Chapman, who was elected to the hospital board of directors in 1968.

Since there was no ambulance service in Sun City, Chapman said stroke or heart attack victims would often suffer undue hardship because of the long drive to the nearest hospital.

"It was scary to a certain extent," Chapman said. "There were very few doctors in the area and if something serious happened your life could have been in danger."

Sun Citizens Burr Welch and Tom Austin also were instrumental in getting started an in-depth study of the feasibility of planning, building, furnishing, equipping and staffing a hospital for the Sun City area.

In connection with the study, the Del E. Webb Development Co. conducted an opinion survey of Sun City residents who responded to the idea favorably.

By 1966 a group of community leaders formed a group called the Sun City Community Hospital.

Realizing that their original plan for a 61-bed, one-story facility was inadequate, the group was in a crunch for money.

But in February 1967, James G. Boswell II, president of the J.G. Boswell Co. that owned much of the land Sun City. See Hospital, Page 36.



—From Page 55

City is now built on, offered to grant \$12 million for the hospital project.

The generous gift of the Boswell Foundation was soon followed by the surprise announcement that Webb was going to expand Sun City development north of Grand Avenue.

On April 5, 1968, the 10.6-acre hospital site off of Thunderbird Boulevard and 99th Avenue was dedicated at a ceremony at which Del E. Webb and James Boswell were the featured speakers.

On Nov. 6, 1970, the great dream was fulfilled with the opening of Boswell Hospital.

Ten days later, the first five patients were admitted and Boswell was in operation with full 24-hour emergency room coverage.

Boswell has not stopped growing since.

"Without this marvelous talent and volunteerism we could draw on in Sun City, this hospital would have never gotten off of its feet," Chap-

man said. "No ordinary city could have made this work. It is these people who got together and worked together that made this hospital great. The Sun Cities in California and Florida never made it as big as we are because neither one of them could get a hospital."

Major expansions have taken place throughout the years including one in 1978 when the hospital was enlarged from 88,178 square feet to 393,581 square feet.

The number of licensed beds at Boswell has more than tripled since 1970 when the hospital had 104. By 1980 the hospital had 261 licensed beds and as of December 1989, Boswell had 325 licensed beds.

The number of admissions also has significantly increased. In 1972, the hospital saw 3,114 admissions. By 1980 there were 8,836 admissions for the year and in 1989 there were 11,590 admissions.

Chapman said the growth of the hospital and Sun City's success complemented each other.

"The hospital is what generated the large growth of Sun City. When we started talking about building a hospital, home sales started increasing by five times what they were," Chapman said. "We knew this hospital was going to get a lot of use both from Sun City residents and those in surrounding communities."

On April 3, 1981, Sun Health Corp. was established as an umbrella nonprofit corporation of Boswell. Sun Health later included Boswell's sister hospital, Del E. Webb Memorial Hospital in Sun City West, and a number of other local health care facilities.

From the first community

OFF AND ROLLING — Sun City dignitaries attend the opening of Walter O. Boswell Memorial Hospital on Nov. 6, 1970. Ten days later, the first five patients were admitted and Boswell was in operation with full 24-hour emergency room coverage.

"Without this marvelous talent and volunteerism we could draw on in Sun City, this hospital would have never gotten off of its feet. No ordinary city could have made this work. It is these people who got together and worked together that made this hospital great."

William A. Chapman
1968 board member
Boswell Hospital

health seminar held in 1971 to the first open heart surgery performed in October 1985, Boswell has made its mark in the medical field.

One of the most notable fixtures of the hospital is its volunteers.

The Boswell Memorial Hospital Auxiliary, now Sun Health Auxiliary, began with 31 founders and 127 charter members shortly before the facility opened.

Among the first projects of the auxiliary was soliciting funds for the Boswell building fund, said Marjorie Wilson, one of the original founders.

"We went to homes, churches and many other places trying to get support for this hospital. Most people were happy with the idea that the West Valley was finally going to get a hospital to serve the residents," Wilson said.

Shop marks 5th birthday

By JACQUE PAPPAS
Daily News-Sun staff

SUN CITY — Betty Harper remembers the first item sold at the Boswell Hospital Thrift Shop when it opened five years ago this month.

"It was a gold necklace with a pearl on it. I remember it well because it cost one dollar," Harper said. "I was so excited when we got that first dollar. I've kept it in a scrapbook ever since."

The thrift shop opened Nov. 5, 1984.

Harper, manager of the shop since its inception, has seen the shop grow from a one-room operation to a business that is expected to gross more than \$109,000 this year.

The building was once used as a Del Webb's sales office in the 1960s and early 1970s.

In 1979, the building was moved to a Sun City West site when the corporation moved its operation there.

In August 1984, when the idea of the thrift shop was conceived, Webb moved the building back to the 10226 Santa Fe location.

Although Webb donated the building for the thrift shop, Harper said it suffered much damage in the move. She said it took \$29,000 and about two months to repair the building.

"We were ready to open in October, but the county said there were repairs that had to be made before we could open. Meanwhile, I kept all of the donations we were getting in my garage and garages of my friends," Harper said. "We couldn't refuse a donation. That's what the thrift shop was and is all about."

The thrift shop, which donates all profits to the Sun Health Auxiliary, thrives on donations from residents in the Sun City area.

Gross sales for the thrift shop in 1984 were \$34,000.

Since it began, the thrift shop

'Our donations have been steady from the first day we opened our shop. Sun City people are very generous. They want to support the hospital. It has been wonderful watching the business grow.'

Betty Harper
Boswell Hospital Thrift Shop
manager

has contributed more than \$329,500 to the auxiliary, which uses the funds to purchase equipment for Walter O. Boswell and Del E. Webb Memorial hospitals.

Initially, the shop was open three days a week, but because of the volume of business, it opened five days a week.

In 1986, sales and additional inventory prompted the construction of a second building behind the original one. The parking lot also was paved.

"Our donations have been steady from the first day we opened our shop. Sun City people are very generous. They want to support the hospital. It has been wonderful watching the business grow," Harper said.

"When we first started, we had everything in one little building. It just looked like a disaster. We had to prove ourselves to get the new building and we did."

About 63 volunteers work at the shop, along with Harper and Kate Nieson, assistant manager. About 16 of those volunteers have worked at the shop since it opened.

The volunteers and Harper were honored Monday by the hospital auxiliary.

Sun City West opened a thrift



Daily News-Sun photo by Stephen Chernek

5 YEARS — Betty Harper, manager of the Boswell Thrift Shop, cuts a birthday cake celebrating five years of business.

shop in September 1988 and contributes the money to the hospital auxiliary and foundation.

Harper helped get the Sun City West shop on its feet as well.

The volunteers who work with Harper say her contributions have been indispensable.

"She puts in a lot of hours and is just fantastic with the volunteers," said Geri Talacek, who has volunteered at the thrift shop from its beginning.

"The first week the shop opened it was very crowded, but at the same time it was excit-

ing. I never worked in a shop like this," Talacek said. "This has been the greatest experience of my life."

Talacek said Harper has been a great asset in making the thrift shop a success.

"She is always doing something for the thrift shop — even at home."

Harper said she is not surprised by the thrift shop's tremendous growth.

"I knew from the minute the thrift shop opened that it would be a good moneymaking project for the hospital," she said.

Boswell starts donor garden

By JACQUE PAPPAS
Daily News-Sun staff

SUN CITY — After spending 16 years as a board member with Walter O. Boswell Memorial Hospital, Bob Hoover decided to contribute something special in the name of health care.

Hoover, a member of the Sun Health Foundation board of trustees, has been working with others for the past eight months to establish a garden dedicated to some donors to the hospital.

Residents who donate \$1,000 or more to Boswell Hospital will now be recognized for their contributions.

The new Boswell Recognition Garden was dedicated Wednesday afternoon with the unveiling of a stainless steel and brass sculpture.

The garden, just east of the hospital's main lobby entrance at 10401 W. Thunderbird Blvd., is the first project devoted to Boswell donors since the hospital opened in 1970.

Hoover and his wife, Ruth, decided to add a focal point to the garden and donated a \$5,000 sculpture entitled "Healers of Four Directions" — four stylized human figures that represent comfort and healing.

"I got interested in raising money for the hospital because I've always been concerned with other people," Hoover said. "I think the greatest joy my wife and I have is when we help somebody, especially people in need."

A separate plaque has been reserved for individuals or organizations who contribute \$5,000 or more to this year's fund drive. The plaque, which is situated on the sculpture donated by the Hoovers, has 32 more spaces.

Cast bronze plaques, engraved with the names of people who donate \$1,000 or more will line the garden walkway as the number of donors increases.

Art Matthies, president of the foundation, said miniature bronze replicas of the sculpture will be presented to the first 36 donors who give \$5,000 or more.

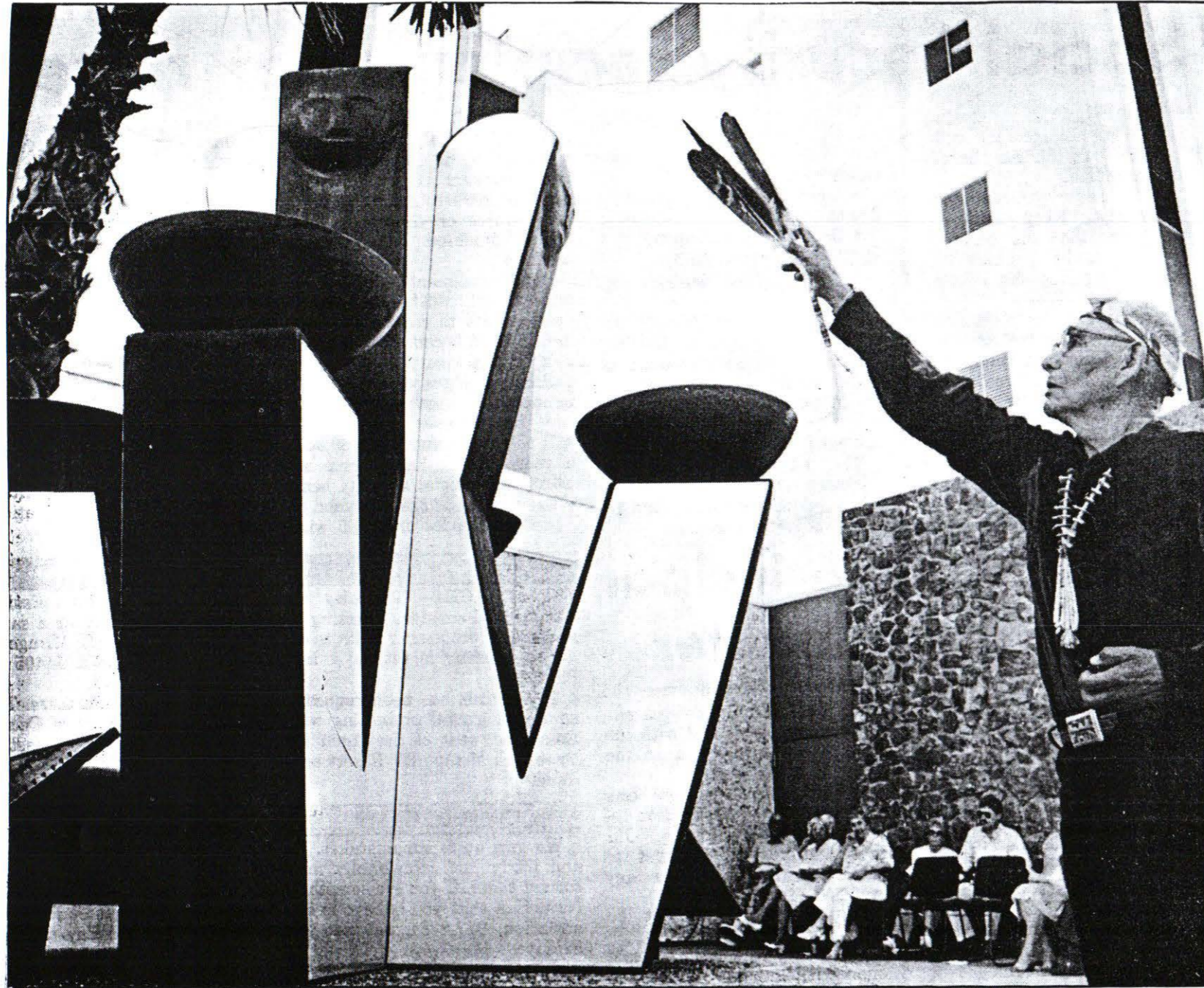
"The four feelers of the sculpture represent the individual health and welfare of the community. This will be a continuing thing and I hope it will encourage more Sun Citians to donate to their hospital," Matthies said. "We hope that some day this whole walkway will be lined with donor plaques."

Pamela Meyerhoffer, executive vice president of the Sun Health Foundation, said the sculpture has a Southwestern flavor to complement the garden desert plants.

She said the foundation commissioned American Indian artist Fred Begay of Santa Fe, N.M., to build the sculpture.

The foundation was organized to raise monies for needed hospital equipment.

Last year, the foundation donated funds to purchase equipment for laser vascular surgery.



Daily News-Sun photo by Stephen Cherne

INDIAN BLESSING — John Smith, a Navajo elder from an Arizona reservation, uses eagle feathers to bless a brass and stainless steel statue, "Healers of Four Directions" by his great-nephew, Santa Fe, N.M., sculptor Fred Beagy, at

a dedication service Wednesday for the statue and the new Recognition Garden in front of Walter O. Boswell Memorial Hospital. Plaques in the garden bear the names of people who have donated \$1,000 or more to the hospital.



News-Sun photo by Stephen Cherek

QUIET PLACE — Jerry Miller, left, and Dick Lutzke look over a Bible resting on the altar they helped build for the Del E. Webb Memorial Hospital chapel. Miller, president of the Sun City West Woodworking Club, Lutzke and two other club members built the polished birch plywood altar with copper trim.

Hospital chapel can be medicine for the soul

By CHRISTINE SELIGA
News-Sun staff

SUN CITY WEST — A hospital is a place of physical healing. But people's emotional and spiritual well-being can also need repair.

The newly furnished chapel at Del E. Webb Memorial Hospital will help fulfill those spiritual needs, said Joann Landmark, chairman of the chapel decoration committee.

The chapel is in a room off the hospital lobby and can seat 20 to 25 people. An organ, planter, altar and lectern are part of the chapel furnishings.

Landmark said that when the final furnishings are added, the chapel will be beautiful.

"The atmosphere we want to achieve in the chapel is one of peace, quiet and serenity where people can go and pray or meditate as they wish," she said.

A chapel dedication service and open house for local clergy is planned for September.

Four members of the Sun City West Woodworking Club built the altar, which is 3 feet tall and 5½ feet wide. It took 120 hours to build, club president Jerry Miller said. Miller, Dick Lutzke, Vincent Marchese and Karl Krug worked on the piece.

The altar is made of birch plywood and trimmed with a copper band. Miller said he and his fellow club members tried to match the wood in the chairs and lectern that were already in the chapel.

The men from the woodworking club also built a planter and are building a frame for a stained glass picture that will hang over the altar.

The picture, called "The Dove of Peace," was

designed by Alice Olsen. Because the chapel is non-denominational, Landmark took the design to all the community's major religious groups.

"It was approved by all the religious faiths here in Sun City West," she said.

Several religious books were donated to the chapel.

Beth Emeth congregation donated the Holy Scriptures according to the Masoretic text.

The Leland W. Peterson family donated a large print Bible and a Spanish Bible. Peterson is the senior vice president and chief executive officer of Sun Health Corp., which owns the hospital.

Landmark said donations for furnishing the chapel were given by the Sun City West Men's Social Club, the Veterans of Foreign Wars Post 10695, Sunland Memorial Park and Mortuary, and Menke Funeral Home.

Landmark said she became involved in the project in April 1988 when she wrote the hospital and said she was interested in working with a committee to furnish the chapel.

She became the committee.

Grace Jones, vice president of the hospital, said Landmark was a driving force behind the project.

"That's something she wanted to do and that's something we needed done, so it's been a wonderful relationship," Jones said.

Landmark said the project came together because of the help and generous donations of many people.

The chapel still needs vertical blinds to cover its glass block windows. Landmark said people who want to make additional donations can call Tim Donnelly at the Sun Health Foundation, 876-5330.

Starly News - Sun Fri - Aug. 11, 1989 C-1

Alzheimer's group offers patient care

By JACQUE PAPPAS
News-Sun staff

SUN CITY — The only support group in the West Valley for spouses and friends of Alzheimer's patients has met in Sun City on a regular basis since 1980.

Anywhere from 25 to 50 members attend the two-hour meetings, which take place once a month.

Although the support group has been a success, Sun Health Corporation officials say there are many more eligible area residents who could benefit from the sessions.

"Just knowing the nature of the disease we thought that people are possibly not coming to the support group because they do not want to bring their spouse or they do not want to leave them at home," said Helen Bartholomew, director of the Sun Health Choice, Health and Lifestyle Enrichment Program. "A number of support groups throughout the country arrange for the Alzheimer's patients to be cared for and this is what we are doing here."

In an effort to encourage friends and family of Alzheimer's patients to attend the free support group sessions, Sun Health is offering day care service as part of a respite care program.

Sun Health Care Center, 10601 Santa Fe Drive, now allows for individuals with Alzheimer's disease to receive professional day care while friends and family attend the support group meetings.

Theresa Jardine, who is in charge of the day care service, said the program provides a helpful alter-

native for caregivers and is designed for those who require professional temporary care.

Respite, or overnight care, is available at several care centers for up to 30 days when the caregiver needs to be away for such reasons as traveling, college graduations, family weddings or reunions.

But the new program is designed specifically for those Alzheimer's patients whose spouse or family attend the support group meetings, Jardine said.

"We have different activities planned for the different levels of care needed. Our schedule will be very flexible," Jardine said. "The problem is that not many people who could use this service know about it. We want to let them know that this is here to help them."

Jardine said those interested in using the care service are welcome to a free first-visit introductory offer.

Following the first free visit, each session costs \$10 per-person for a supervised two-hour stay.

"The spouse or caregiver has to deal with the Alzheimer's patient at all times and it can be extremely frustrating to do 24 hours a day," Jardine said. "It's nice for them to be able to go to the support group and get away. Sometimes it's difficult for a family member to get help."

Jardine said volunteers from the Sun Health Auxiliary will help her with program activities.

Since the support group meets near the Walter O. Boswell Memorial Hospital, the care center is in a



News-Sun photo by Stephen Cherneck

HELP IS HERE — Sun Health Care Center is offering day care for individuals with Alzheimer's disease while their friends and family attend local support group meetings. Theresa Jardine is coordinating all activities for the new service.

convenient location said Marilyn Porter, support group coordinator.

"I think it's a very good idea and if they can educate people to use it. We have had situations where the Alzheimer's patient is at the meeting and sometimes it does not provide a comfortable atmosphere for the spouse," Porter said. "By having this respite care they can enjoy the meeting, relax and be a part of what's going on."

Porter said the first half of the two-hour meetings are usually spent talking about problems and sharing information on the disease.

Guest speakers lecture during the second half of the meeting. At the next session, a lawyer will be speaking and giving tips on how to avoid legal problems involving the Alzheimer's patient.

The next Alzheimer's Support Group meeting is scheduled for 1:30 p.m. to 3:30 p.m. Monday, June 26, in Memorial Hall at the Boswell Support Services Building, 13180 N. 103rd Drive.

Day care reservations are required at least 24 hours prior to each monthly meeting. Call Jardine at 974-7949.

Tuesday, May 30, 1989

Gift shops help hospitals

By CHRISTINE SELIGA
News-Sun staff

SUN CITY — They are not expensive boutique items but the merchandise bought at the Sun Health Auxiliary gift shops translates into over \$75,000 the auxiliary can use to buy medical equipment.

The gift shops are tucked away in Sun City's Walter O. Boswell Memorial Hospital and Sun City West's Del E. Webb Memorial Hospital.

"There are people who come to us specifically because they like the things we have," said Carol Barenbrugge, gift shop manager.

Webb gift shop manager Barbara Gerould said regulars outside of the hospital come to the shop. She heard that people were asking at the hospital front desk about the store when it was closed one Monday.

"So apparently there are people who just come over to the shop," Gerould said.

There is no sales tax.

"We have no sales tax in the shop because it's part of the hospital proper," Barenbrugge said.

Magnets are a big seller. The shops also have collectors items such as porcelain dolls, flowers, greeting cards, nightgowns, dental floss and chocolate bars.

About 60 volunteers work two and three at a time in the Boswell shop. The Webb store, which opened in January 1988, has about 30.

"I don't know if there's an organization in the world that can have volunteers that are so

capable," auxiliary public relations chairman Midge Rosenberg said.

Webb gift shop manager Barbara Gerould said the store is convenient for people in the hospital and local residents.

Regular hospital employees use the shops.

"It's definitely a service for the patient as well as the hospital employees," Barenbrugge.

The Boswell gift shop has a traveling cart that goes through the hospital and the Webb shop is starting a similar service.

Patients look forward to the cart.

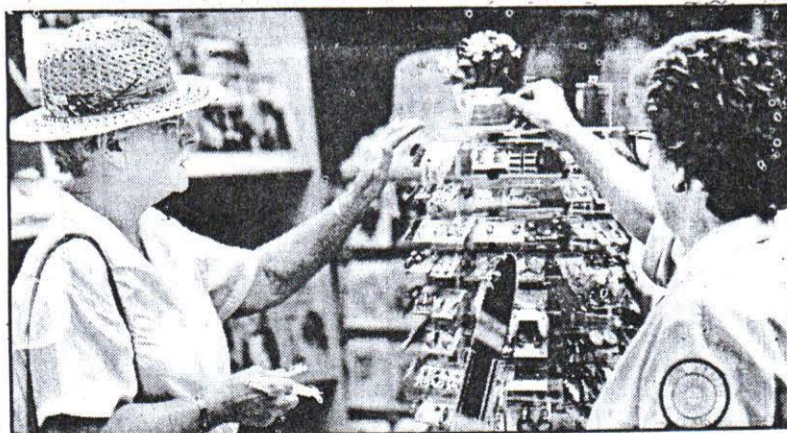
"It's great. It breaks up the day, the monotony as far as the patients are concerned," Barenbrugge said.

Last year the Boswell gift shop gave \$75,000 to the Sun Health Auxiliary. From May 1988 to last April the shop had sales of \$150,000.

Since its opening the Webb shop has been able to pay back about \$8,000 in start up money the auxiliary gave it, Gerould said.

The Boswell gift shop, 10401 Thunderbird Blvd., Sun City, is open 9 a.m. to 6 p.m. Monday through Friday and 11 a.m. to 5 p.m. Sunday.

The Webb shop, 13902 W. Meeker Blvd., Sun City West, is open 9 a.m. to 8 p.m. Tuesday, Wednesday and Thursday and 9 a.m. to 4:30 p.m. Monday, Friday and Saturday. It is closed on Sunday.



SHOPPING AROUND — In the gift shop at Del E. Webb Memorial Hospital, Muriel Samuel of Montreal, selects a pair of earrings, helped by volunteer Gerry Orr.

OVER



News-Sun photos by Stephen Cherek

CHECKING THE STOCK — Volunteer Harriet Trask checks the stock inventory under the counter. Sun Health Auxiliary operates a gift shop at both Boswell and Del Webb Hospitals.

Hospital beds: 1,093 by 1991

Competition increases; patient load decreases in Northwest Valley

By DOUG DOLLEMORE
News-Sun staff

SUN CITY — Bedpans gathering dust, empty rooms and patients going elsewhere for care.

That's the nightmare that haunts Northwest Valley hospital administrators who are concerned about increasing competition and decreasing patient loads.

In the past 10 months, two hospitals have opened in the Northwest Valley.

Phoenix General Hospital—Deer Valley, a 101-bed facility began operation in November 1987. Two months later, the 40-bed Del E. Webb Memorial Hospital opened in Sun City West. And next month, Arrowhead Community Hospital will open, adding another 84 beds available for Northwest Valley residents.

In the next three years, Del Webb will add another 163 beds and Arrowhead will add about 36. In all, there will be 1,093 beds available at six hospitals in the Northwest Valley by 1991.

"I think the facilities that are being built out there clearly represent additions to capacity at a time when current capacity isn't being fully utilized," says Clarence Teng, chief operating officer of Samaritan Health Service, which owns Thunderbird Samaritan Hospital in Glendale.

The 150-bed facility at 5555 W. Thunderbird Road is three miles from Arrowhead Community Hospital, four miles from Deer Valley and about eight miles from Walter O. Boswell Memorial Hospital.

Thunderbird is one of the most profitable hospitals in the West Valley, according to state Department of Health Services records. In its last rate increase application, Thunderbird estimated it would have an average daily occupancy of 65 percent and show a profit of \$6.1 million this year.

Other established hospitals also are doing well, too, according to DHS records. In April, for example, Boswell estimated it would earn a profit of about \$1.16 million this year and have an occupancy of 72 percent. In a September 1987 DHS filing, Valley View Community Hospital, a 104-bed facility in Youngtown, projected that about 50 percent of its beds would be filled this year and a net income of \$418,000.

But the newer hospitals aren't doing as well. Sun Health Corp., which operates Boswell and Del Webb, projects that Webb will lose about \$3.85 million in 1988. Officials anticipate Deer Valley will lose about \$2.1 million this year, says Wayne Allen, Deer Valley's chief financial officer.

Arrowhead anticipates a loss of \$2.36 million during its first full year of operation, according to records filed with the DHS.

Administrators predict tough times ahead. Experts believe that more than 2,000 hospitals

nationwide will close their doors in the next decade, says Larry Mullins, executive vice president of Arrowhead Community Hospital. Some of those closings may occur at Northwest Valley hospitals.

"We're going to see some fallout in the health care industry in the Valley as well as the state and the nation," Teng says. "Not all the hospitals in this country are going to survive. I don't think Phoenix, Ariz., is going to be any exception to that."

"I don't know how these hospitals are going to do it," agrees Gary Turner, senior vice president of Sun Health. "They might just have to close up their doors and wait until the population expands enough to support the facilities."

When Del Webb, Deer Valley and Arrowhead were in the planning stages in the early 1980s, experts predicted the population in the Northwest Valley would increase about 5 percent annually for about 15 years.

But that growth has been slower than expected, administrators say. The need for new hospitals may have been overestimated, Teng says.

"A number of things have resulted in those projections not being achieved; one being the population didn't grow as fast as everybody thought," Teng says. "Second, the utilization rate has declined. Those two things have reduced the level of demand significantly."

Private insurers and Medicare are paying less for services and requesting that more services be done on an outpatient basis, administrators say.

"What has happened in the hospital industry is the way we're paid has turned around 180 degrees, but the expectations of the public haven't changed," Mullins says. "They still want quality health care. They still want high-tech care. They still want a good labor force to deliver that care. Yet at the same time, third-party payers — insurance companies and Medicare — have substantially minimized their payouts in terms of when

See HOSPITAL, DD3 *over*



Samaritan Health Service photo

CLARENCE TENG — The chief operating officer of Samaritan Health Services.



Photo courtesy of Sun Health Corp.

WALTER O. BOSWELL MEMORIAL HOSPITAL — Built in 1970, the 355-bed hospital at 10401 Thunderbird Blvd., Sun City, was operating at 90 percent of capacity during the winter months prior to the construction of Del E. Webb.

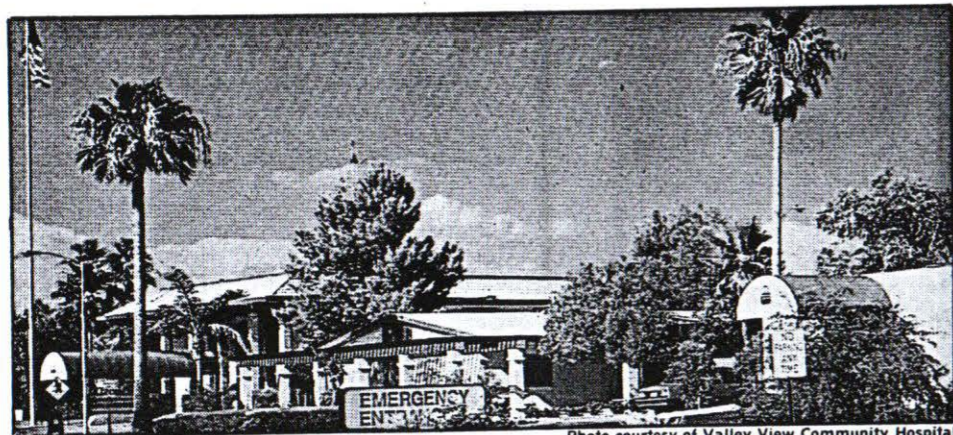


Photo courtesy of Valley View Community Hospital

VALLEY VIEW COMMUNITY HOSPITAL — The 104-bed hospital at 12207 N.-113th Ave., Youngtown, projected last year it would lose about 3.4 percent of its patients when Del E. Webb Memorial Hospital opened in Sun City West.



Photo courtesy of Sun Health Corp.

DEL E. WEBB MEMORIAL HOSPITAL — This Sun City West facility will lose about \$3.85 million this year. But officials hope the hospital at 14502 W. Meeker will break even by 1991. The hospital has a 203-bed capacity.

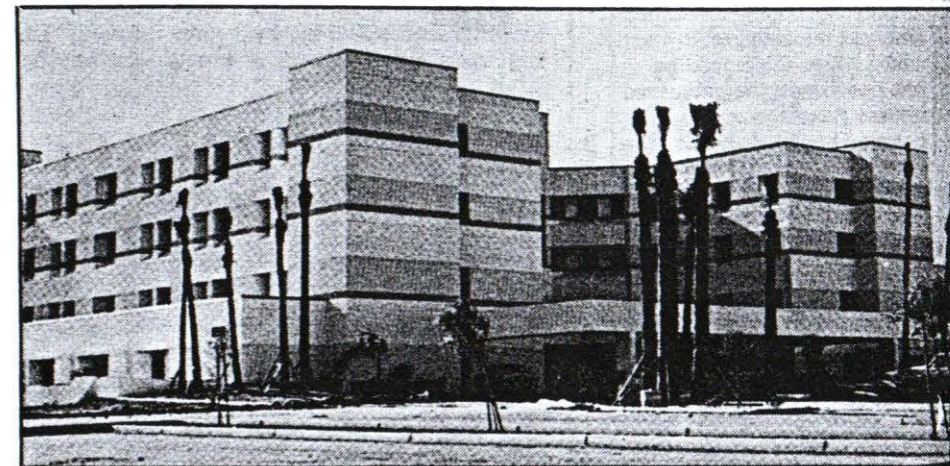


Photo courtesy of Deer Valley Hospital

DEER VALLEY HOSPITAL — The 101-bed facility at 19829 N. 27th Ave., Phoenix, has had financial troubles since it opened last November. It was scheduled to be closed, but later the hospital's board of director voted to keep the facility open.

Hospital administrators predicting tough times

—From DDI
and how they pay hospitals.”

Because of that squeeze, financing for new hospital construction is difficult to obtain, Turner says.

“I can tell you right now that there’s no way anybody can get financing for a new hospital unless they have deep pockets and substantial equity,” Turner says. “Arrowhead, Del Webb and Deer Valley couldn’t be built today because you couldn’t get financing.”

Of those three hospitals, Deer Valley has come the nearest to closing.

Questions about the hospital’s future were raised even before it was opened.

“The Department of Health Services is ... concerned over the projected low occupancies of 21 to 33 percent at (Deer Valley) and also the potential impact at the existing hospital (Phoenix General) located on West Indian School Road,” according to a DHS press release issued before the hospital opened. “The combination of low occupancy, high charges and high costs provide an adverse affect on the community served and may compromise the future viability of both the new and existing facilities.”

After it opened in November 1985, Deer Valley lost \$344,000 in the first six weeks of operation, according to an audited financial statement filed with DHS.

“We were in a situation where we knew we didn’t have the volume to support two hospitals. We recognized that,” Allen says. “The facts and figures were out there. But there was hope that the problem would go away and correct itself. We kept hoping occupancy would go up. Finally, we had to swallow the bitter pill.”

The hospital’s board of directors voted to close the facility in July. But later, the board decided to close Phoenix General and keep Deer Valley open. Finally, the board chose to keep Deer Valley open as a full service hospital, while converting Phoenix General to a minimum care facility.

Today, Deer Valley’s occupancy hovers around 50 percent and Allen says the hospital will be competitive.

“If we had continued the way we were, we would have been in serious trouble,” Allen says. “Under this arrangement, we plan on staying in business forever.”

Del Webb will be open for a long time, too, Turner says.

Despite losing \$3.85 million in its first year and a projected \$1.9 million in 1989, the hospital should break even by 1991, Turner says. To cope with those losses, Sun Health is holding \$15 million in government securities.

“I don’t know what these other hospitals have done, but from what I read in the news-

paper I don’t see them doing the type of planning that we’ve done,” Turner says. “I don’t think they have allocated the resources that we have for the anticipated shortfall in working capital we project over the next four or five years.”

In August, occupancy at Del Webb was about 62 percent. Turner expects that rate to increase about 13 percent a year.

“Our concern was if the demand would be there. We opened Del Webb, and yes, it was,” Turner says. “We’ve had a 15-percent increase in overall volume and a 20-percent increase in emergency room visits since it opened. That’s substantially more than what we projected.”

Del Webb has relieved pressure on Boswell, where occupancy was running close to 90 percent in the winter months prior to the new hospital’s opening, says Lee Peterson, a senior vice president at Sun Health.

“If we hadn’t added capacity, there are many patients we couldn’t have served at Boswell,” Peterson says. “If we didn’t have the beds available at

Del Webb in February, we couldn’t have cared for those patients locally.”

Information about Webb’s impact on Valley View is not available. Duane Vorseth, Valley View vice president and administrator, declined to be interviewed.

However, in documents filed with the DHS in 1987, Valley View Vice President William Lutz wrote, “We anticipate a 3.4 percent decrease in patient days related to the new hospital. This is based on the small market share in the primary service area. An increase in marketing efforts should keep such losses to a minimum.”

The impact of Arrowhead on surrounding hospitals also should be minimal, according to DHS documents. The hospital, which opens Oct. 17, projects it will have an occupancy of about 38 percent during its first year, and about 54 percent in its second year.

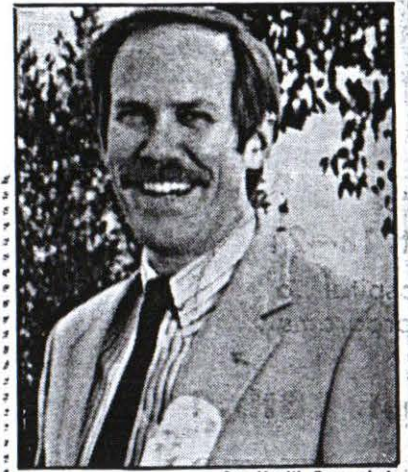
“I think with the projections for the population base in the future in the Northwest Valley, I think everything is going to

work out OK,” Mullins says. “But I think we’re going to have a very difficult time in the next couple of years due to the slowdown in economic growth.”

But Mullins also foresees

other hospitals having trouble.

“I think we, as an industry, will get through it,” Mullins says. “But I think it will be an extremely difficult era ahead of us.”



Sun Health Corp. photo

LEE PETERSON — A vice president of Sun Health, the non-profit corporation that operates Boswell and Del Webb Memorial Hospitals.



Arrowhead Community Hospital photo

LARRY MULLINS — The administrator of Arrowhead Community Hospital in Glendale predicts hard times.

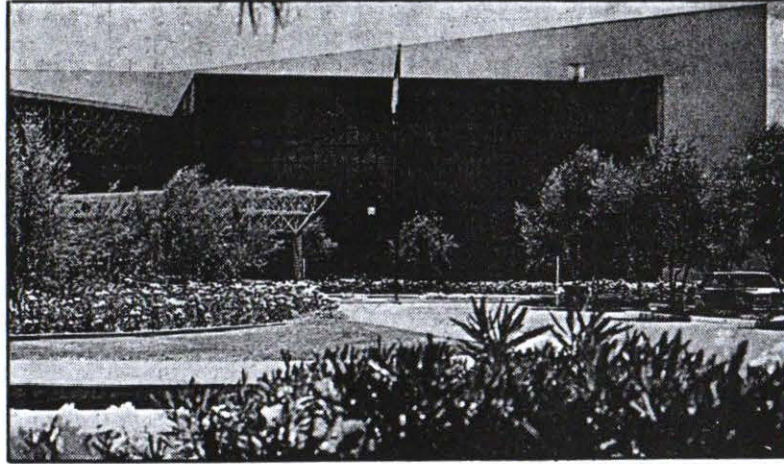


Photo courtesy of Samaritan Health Service

THUNDERBIRD SAMARITAN HOSPITAL — Opened in 1973, this 150-bed facility will have a net income of about \$6.1 million this year. Occupancy averages about 65 percent.

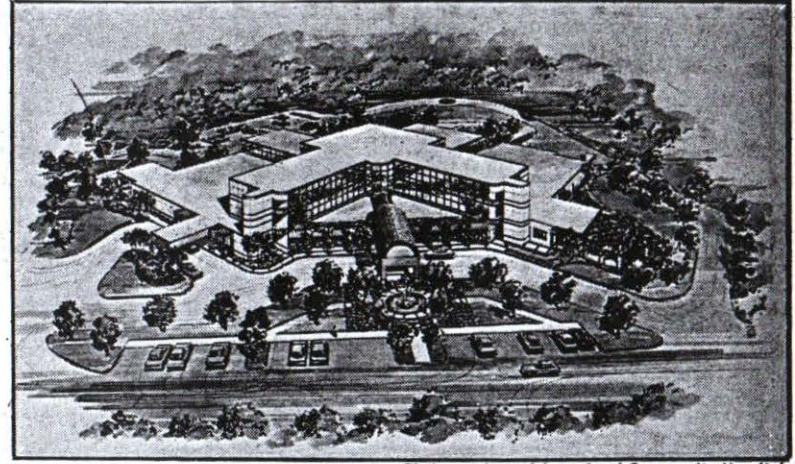


Photo courtesy of Arrowhead Community Hospital

ARROWHEAD COMMUNITY HOSPITAL — This new hospital at 18701 N. 67th Ave., Glendale, will open Oct. 17. The 84-bed facility projects a \$2.36 million loss during its first year of operation.

Boswell given \$1 million for renovations

Hospital credits William Chapman Jr. for obtaining grant

By JACQUE PAPPAS
News-Sun staff

SUN CITY — William Chapman Jr. had visions of a community health care facility 20 years ago, when the closest thing to a hospital in Sun City was a promise of land and a foundation's grant of \$1.2 million.

Chapman, first president of the Walter O. Boswell Memorial Hospital volunteer board of directors, was instrumental in obtaining the initial grant from the James G. Boswell Foundation.

Now, about 150,000 patients later, the foundation that provided the initial grant to build the hospital is supplying an additional gift of \$1 million for Boswell renovations.

And hospital and foundation officials credit Chapman once again as the driving force in obtaining this newest grant.

Chapman announced the gift at a recent meeting of the volunteer board of directors of Sun Health Corp., which operates the hospital and allied health services.

At the meeting, Sun Health President W.A. Turner read the text of a letter Chapman had received from J.G. Boswell II.

"I am happy to report that the trustees of the James G. Boswell Foundation have agreed to supply the funds required to refurbish the Walter O. Boswell Memorial Hospital. To this end, we will make available \$1 million over this year and in 1989.

"Our approval was based in large part upon your (Chapman's) own dedicated efforts to not only see that the hospital was constructed, but playing a large part in the role of making this a truly wonderful memorial to my late uncle."

Boswell said a first payment of \$500,000 will be sent in mid-June and the second payment will be mailed a year later.

The foundation has provided major charitable funding to help finance construction programs, including the initial grant of \$1.2 million.

The new grant will be used to enlarge and remodel the hospital's lobby and to refurbish patient rooms, family lounges, corridors, the cafeteria and other areas. Work is expected to begin this summer.

Boswell officials said Chapman was responsible for obtaining the grant as well as \$7 million in other charitable funds to support health care services

in the Northwest Valley during the past 20 years.

Chapman, now vice chairman of Del E. Webb Memorial Hospital in Sun City West, said he is proud of his involvement with the non-profit hospital since before it opened for service in November 1970.

"Over the years I've established an association with the Webb foundation and the hospital. I am proud of that and am so flattered to be acknowledged," Chapman said. "I started more than 20 years ago and have seen additions to the hospital as the community grew."

An interior renovation project had been budgeted at the hospital that would take place during the next three years, Chapman said.

In accordance with a stipulation of the foundation grant, he said the funds that had been earmarked for that renovation are to be held in reserve.

"This is a special need. You've got to refurbish things that wear out and some things in the hospital have been there for as long as I have," Chapman said.

Renovations will begin this summer on the lobby area in

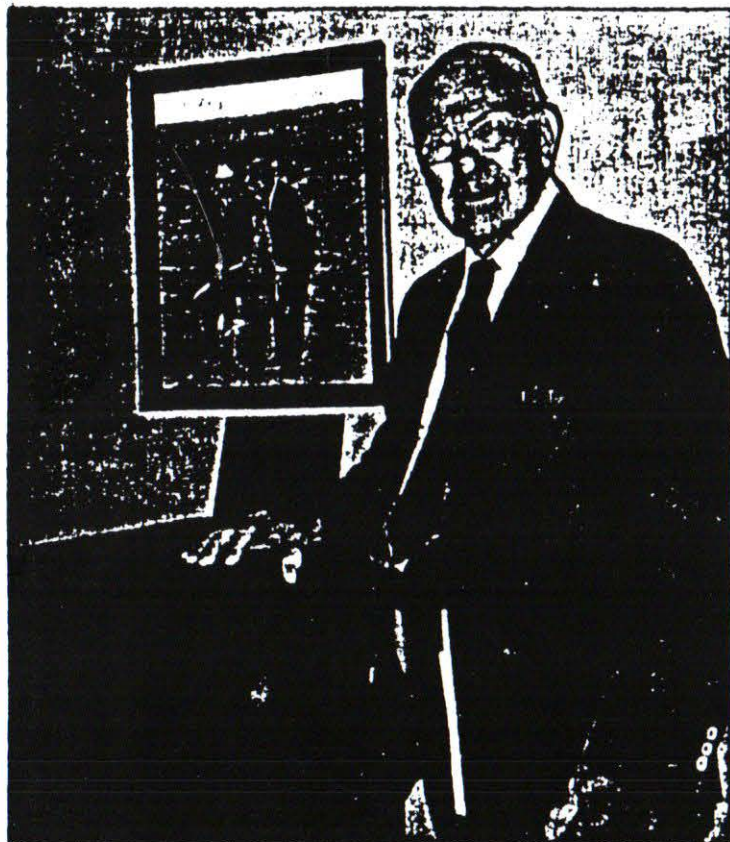
the entrance of the hospital, said Grace Jones, chief operating officer of Sun Health's Extended Care Service.

By the end of the year, work should be completed on the ground floor, first floor and the nursing unit area on the second floor, Jones said.

Jones, chairwoman of the interior design committee, said color schemes for the different areas of the hospital have already been selected with the help of a professional interior designer.

Sun Health officials say Chapman deserves much of the credit for obtaining the finances to fund the project.

"The board deeply appreciates this most generous gift of \$1 million from the James G. Boswell Foundation and is gratified by the efforts of Bill Chapman to encourage the foundation's support of the Walter O. Boswell Hospital," said Haakon Bang, chairman of the corporation. "Bill Chapman always comes through. The board as well as patients, the staff and the community should recognize his outstanding contributions in support of the betterment of health care services."



News-Sun photo by Jacque Pappas

BOSWELL RENOVATIONS PLANNED — Sun Citian William A. Chapman Jr. stands in front of a photograph of William W. Boswell Sr. and Del E. Webb during a groundbreaking ceremony in 1969 for the Walter O. Boswell Memorial Hospital. Chapman, the first president of the hospital's volunteer board of directors, was responsible for obtaining an initial grant to build the hospital and has now announced the James G. Boswell Foundation has awarded a \$1 million grant for renovations.

Boswell to introduce video education program

By JACQUE PAPPAS
News-Sun staff

SUN CITY — A new program geared to close the gap between modern technology and the human touch will soon be initiated at Walter O. Boswell Memorial Hospital, education department specialists say.

This fall, a series of programs will be aired that will keep staff informed on medical updates and patient care issues, said Madeleine Lutz, education director for Sun Health Corp.

"Continuing medical education is so important, with the constant growth in technology and sophisticated equipment," Lutz said. "You can no longer learn at only one time in your life. Learning is a lifelong process necessary for all individuals to maintain current knowledge in their fields."

Technical knowledge currently increases an average of 13 percent each year and will increase about 40 percent annually in the future,

Lutz said.

Since 1984, Boswell has offered staff a comprehensive package of training courses in customer relations, Lutz said.

These courses featured special seminars, lectures and experimental activities, she said.

And with the use of special closed-circuit televisions, Boswell employees will soon be provided many of the same services and the task will be accomplished more quickly, efficiently and closer to staff and their workplace, she said.

About 18 closed-circuit televisions will be placed throughout the hospital to accommodate staff members in all areas, Lutz said.

If staff members are unable to view the programs on the televisions, they can rent individual video players in the education department's video library, she said.

The library has more than 700 video tapes available to staff.

She said the video programs will be aired at different times so all

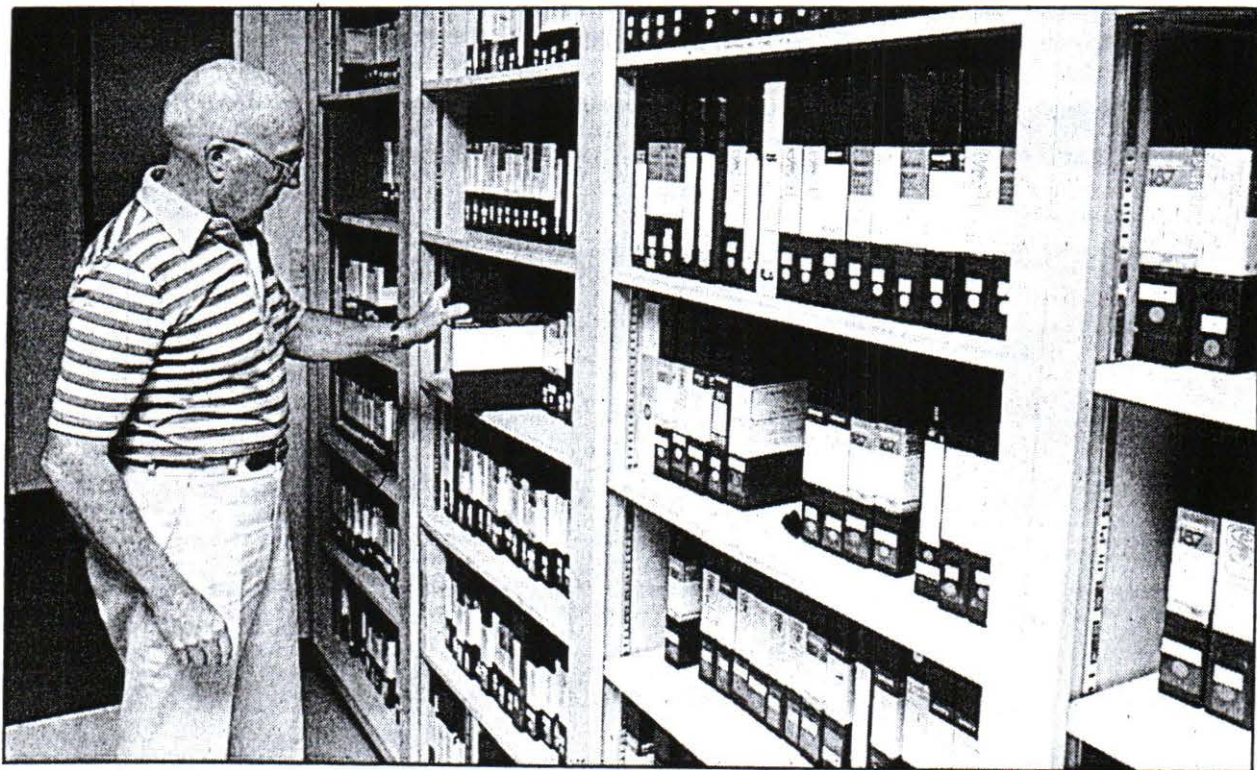
staff members can learn about the latest medical education updates that were communicated in the past through workshops and seminars.

This will be particularly helpful for second- and third-shift staff who are not able to participate in the daytime presentations, Lutz said.

The programs will be shown on a channel called Staff Waves (Channel 17) and a schedule of programs will be available to hospital staff so they can plan viewing time accordingly, Lutz said. The programs will not only concentrate on technology but also assist staff in understanding and meeting the expectations of the hospital's patients.

"It's critical to have technical skill and proficiency, but it's also important that you know how to relate to people," Lutz said. "You must be good at how you do something as well as what you do."

Lutz said one program will deal



Chet Anderson of Sun City, a media aide at Walter O. Boswell Memorial Hospital, selects one

of nearly 750 video tapes in the hospital's library.
(News-Sun photo by Stephen Cherek)

OVER

with the dynamics of aging to help employees understand different coping strategies and the physiological changes of aging.

This program will especially help those who deal exclusively with the very ill to explore normal aging and how people successfully achieve it, she said.

Among other topics that will be covered to aid staff in responding to the needs of hospital patients are telephone courtesy, handling complaints and patient privacy.

Although the education department has many programs for staff in the making, hospital patients have a special closed-circuit television channel of their own.

"Our patient channel is very successful. The programs aired help the patients alleviate many of the fears they have about their particular problem," said Mary Andreacchi, the department's media technician. "It's there whenever the patient wants it and is always played the next day just in case they missed a program they wanted to see."

The 20-minute patient programs are aired on a channel called Healthline, Andreacchi said.

The programs, which are offered 10 hours a day Monday through Friday, deal with all sorts of health topics from salt and hypertension to heart catheterization, she said.

Andreacchi said one of the most successful programs is an in-house production that informs patients about Boswell and what they should expect during their stay in the hospital.

"The program gives patients the reassurance and security they need and lets them know what is available to them in the hospital," she said.

Although many of the programs come from national hospital education networks, Andreacchi said some are produced in the audio section of the education department.

After department specialists determine patient needs, Andreacchi starts writing scripts, shooting



With a script as her guide, Mary Andreacchi, media technician at Walter O. Boswell Memorial Hospital, edits an in-house video production for use on the hospital's closed-circuit television station. (News-Sun photo by Stephen Chernek)

film and working on video production.

And usually there is no need to go any further than the hospital to find people to play different roles in the productions, Andreacchi said.

"We try to get volunteers and staff in natural roles for our productions. They have a really good time and get a real kick out of it,"

Andreacchi said.

Anne Borgerding, patient education specialist, said the committee for the patient channel may look into some entertainment-type programming for patients.

"Humor has a positive effect on people in hospitals," Borgerding said. "We want to do all we can to make our patients feel at home when they are in the hospital setting."



Walter O. Boswell Memorial Hospital

10401 Thunderbird Blvd., P.O. Box 1690, Sun City, AZ 85372 • 602-977-7211

... Report to the Community

Boswell broadened spectrum of care in '85

When 1985 drew to a close, the Boswell Memorial Hospital had completed one of the most positive and exciting 12 months in its history.

It had been a year during which the 355-bed, non-profit health care center achieved a new plateau in its evolution into a major medical center. With the addition of open-heart surgery services to its spectrum of care, Boswell was able to provide local heart patients with the one major surgical service that they most often require -- and to do so right in their own community.

Rapid area-population growth continued throughout 1985. The hospital kept pace with this growth, admitting more patients and providing more patient days of care than at any time in its history. The hospital campus underwent further development to assure residents a wide spectrum of care.

And, as the Boswell Memorial Hospital observed its 15th year of community service, it realized a second consecutive year of strong fiscal stability. It was a favorable contrast to the 13 preceding years during which the hospital had accumulated a \$3.1 million operating deficit.

High seasonal demand kept census at near-capacity level

The influx of new residents to the northwest Valley and continued high numbers of seasonal visitors kept the inpatient census operating at near-capacity levels during peak periods in 1985.

High census levels have continued into 1986, with an all-time high census of 353 inpatients in the 355-bed hospital on Jan. 21. That translates to an occupancy rate of 99.4 percent on that day.

By contrast, an 85-percent occupancy rate (302 census) is considered optimum for the Boswell Memorial Hospital. This is to allow room for emergency admissions, separation of male and female patients, and assurance of availability of specialty beds in intensive care, coronary care and rehabilitation.

The high winter census resulted in the postponement of some elec-



Members of the 1,900-member Boswell Hospital Auxiliary greet the nation on ABC television's "Good Morning, America."

As 1986 began, however, storm clouds were brewing that threatened to darken the outlook for the hospital's future financial health.

"Federal payments for the treatment of Medicare patients have become increasingly restricted," says Sun City resident Haakon Bang,

Ph.D., the hospital's volunteer chairman of the board.

"The Boswell Memorial Hospital, with approximately 85 percent of its patients covered by Medicare, will find it increasingly difficult to attain future levels of success such as that achieved last year through efficient management and cooperation with physicians, employees and patients," Dr. Bang says.

Perhaps the most celebrated medical highlight of 1985 came in October when the Boswell Memorial Hospital began providing open-heart surgery. Through December, 19 procedures had been performed, and more than 60 have been completed in 1986.

"Considering that one in three retirement-age residents has heart or blood vessel disease, the importance and need for local availability of this service becomes clear," says W. A. Turner, hospital president.

"Further evidence of the medical value of the program," Turner continued, "is the fact that more than one out of every two Boswell Memorial Hospital patients is di-

agnosed as having some form of cardiovascular disease."

Turner said the availability of open-heart surgery, coupled with Boswell's excellent coronary care unit and cardiac rehabilitation program, will benefit patients who otherwise had to seek surgical care outside their own community.

He added that the hospital annually treats more patients for heart failure and shock, heartbeat irregularity with disorders of the heart muscle, and stroke than any other hospital in Arizona.

Throughout the year, the hospital's campus underwent continued development to help make specialized health care services more available for thousands of predominantly retirement-age residents.

The 128-bed, non-profit Boswell Extended Care Center opened in November west of the hospital. Operated in affiliation with the hospital, the Boswell Extended Care Center is a Medicare-certified skilled nursing facility that emphasizes rehabilitation to maxim-

(continued on page 3)

1,300 register for Senior Care

More than 1,300 area residents have registered for participation in the Boswell Senior Care program, a charitable plan offered by the Boswell Memorial Hospital to assist Medicare recipients with limited incomes who otherwise might forego necessary care because of financial considerations.

Introduced in 1985 by the non-profit hospital's volunteer board of directors, the Boswell Senior Care Program has been extended at least through 1986.

The program is available to Medicare beneficiaries who require inpatient care and have annual

household incomes of less than \$15,000.

When eligibility is determined, the patient may select one of the cooperating members of the hospital's medical staff to serve as their primary-care physician.

Participating physicians have agreed to utilize Medicare's "Part B" schedule of customary charges for providing inpatient care. This schedule is generally less than what the physicians ordinarily would charge. Medicare then pays 80 percent of the physician's fee as determined by its schedule of charges.

The patient still has the 20 percent co-payment responsibility, but that amount is generally less than what ordinarily would be charged.

In addition, the hospital waives both the Medicare deductible (currently \$492 per stay) as well as any co-payments.

"Under the Senior Care program, it's possible that you could owe the hospital absolutely nothing when you go home," says V. Grace Jones, executive vice president of the Boswell Memorial Hospital. She said that charges for personal items, such as guest meal trays, remain the patient's responsibility.

Application forms are available in the hospital's business office or by calling the Boswell Senior Care information line at 876-5311. Applicants will be asked to verify household income annually by supplying a copy of an income tax return or similar document.



Skilled surgical care is a hallmark of the Boswell Memorial Hospital.

Heart disorders lead list

Conditions related to heart disease, prostate problems and cerebrovascular disorders led the list of the 10 most common medical conditions diagnosed at the Boswell Memorial Hospital in 1985.

Congestive heart failure topped the individual diagnosis list with 470 cases. Another heart-related condition, intermediate coronary syndrome (unstable angina, impending heart attack), was third with 289. These two "top 10" diagnoses, when combined, totaled 759 cases.

Second on the list was hyperplasia, an increase in the growth of normal cell tissue) of the prostate, with 431 diagnoses. Prostate cancer was fifth with 187 cases. Together, they totaled 618 prostate-related cases.

Various cerebrovascular diseases, which includes strokes and related conditions, also were common diagnoses. These numbered 146 diagnoses of unspecified cerebral artery occlusions (major strokes), 145 diagnoses of unspecified transient cerebral ischemia

(strokes of lesser severity) and 139 cases of acute, but non-specific, cerebrovascular disease. Together, these diagnoses totaled 430 cases.

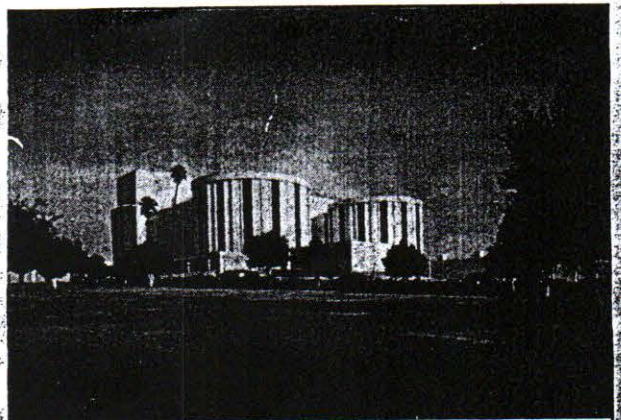
In each of the top ten categories, more persons were treated during the first half of the year than during the second half. This can be traced to the seasonal fluctuation in the numbers of local residents and winter visitors.

The state survey "Comparative Hospital Costs" shows that the Boswell Memorial Hospital annually treats more cases of heart failure and shock, heartbeat irregularity with disorders of the heart muscle, and stroke than any other hospital in Arizona.

"Our physicians and staff have gained a tremendous amount of experience through the years in treating these conditions," says V. Grace Jones, the hospital's executive vice president. "That collective experience in treatment and rehabilitation is used to benefit every patient who requires the services of the Boswell Memorial Hospital."

'Top 10' Diagnoses in '85

1. Congestive heart failure	470
2. Hyperplasia (increase in normal cell tissue) of prostate.....	431
3. Intermediate coronary syndrome (unstable angina, impending heart attack).....	289
4. Volume depletion disorder (blood loss).....	225
5. Malignant neoplasm (cancerous tissue growth) of prostate	187
6. Pneumonia, organism unspecified.....	184
7. Unilateral inguinal hernia	157
8. Cerebral artery occlusion, unspecified (stroke).....	146
9. Unspecified transient cerebral ischemia (small stroke).....	145
10. Acute, but ill-defined, cerebrovascular disease	139



Facts about Boswell Memorial Hospital

Number of Beds	355
Description	Medicare-certified, general acute-care community hospital
Services	Inpatient and outpatient medical/surgical care, including open-heart surgery; rehabilitation services; diagnostic and laboratory testing; 24-hour emergency room
Accreditation	Maximum awarded by the Joint Commission for the Accreditation of Hospitals
Tax status	Non-profit
Date of opening	November 16, 1970
Medical staff	400 physicians representing more than 30 specialties
Employees	1,320
Volunteers	1,913
Governance	A volunteer board of directors whose members are drawn primarily from the local service area and who receive no remuneration for their services and expertise
Officers	Haakon Bang, Ph.D., chairman of the board; John J. Brennan, M.D., chief of the medical staff; Murray Healy, president, Boswell Hospital Auxiliary; Stanley E. Hungerford, president; Sun Health Foundation; V. Grace Jones, executive vice president; W. A. Turner, president



The hospital's professional nursing staff provides each patient with that extra sense of caring.

...Cooperation, contributions cited for advances in service during '85

Continued from page 1)

patient independence and movement.

is designed and intended to help patients who no longer require the acute care services of a hospital but need a period of convalescence and rehabilitation before returning home.

In 1985, an increasing number of physicians were attracted to the Boswell Memorial Hospital. As membership on the hospital's medical staff neared 400, construction is completed for the Boswell Medical Plaza, which is the third medical office complex to be erected on the campus and conveniently located for local residents.

Recently, the hospital completed a second full year under Medicare's Diagnosis Related Groups (DRG), a federally mandated hospital prospective-payment system that fixes per-stay payment fees according to diagnosis.

Unlike some health care facilities, the Boswell Memorial Hospital has accomplished this major transition with relative ease, doing so without sacrificing quality of patient care. Bounded by this success, the hospital's volunteer board of directors extended the DRG system to cover the hospital's non-Medicare patients as well.

Implementation of the program improved the hospital's efficiency and streamlining its billing procedures.

The board took additional action, in cooperation with participating local physicians, to extend through 1986 the charitable Boswell Senior care Program.

Under the program, which had

been implemented on a trial basis in 1985, the deductible and any co-payments are waived for Medicare inpatients whose annual household incomes total less than \$15,000. The patient also may select as his or her physician a cooperating member of the medical staff who will utilize Medicare's "Part B" fee schedule for inpatient care, 80 percent of which is paid by Medicare.

This fee schedule often is lower than physicians' service charges, meaning the patient's 20 percent co-payment responsibility frequently totals a lesser amount.

Approximately 1,300 area resi-

dents have applied for participation in the program.

The Boswell Memorial Hospital made tremendous advances in service in 1985 because of the cooperation and contributions of the volunteer board of directors, the medical staff, employees, patients and volunteers.

"The contributions of these individuals, as well as the skills of our management and the efficiency of our hospital's design, were crucial to the overall success," Dr. Bang says.

"Together," he adds, "they made 1985 a very good year for the Boswell Memorial Hospital!"

Medicare funding

Repeat of '85 success unlikely

The financial success the Boswell Memorial Hospital has realized the last two years likely will be increasingly difficult to achieve in the future because of the federal government's "ratcheting down" of payments for treatment of Medicare patients.

Under Medicare's Diagnosis Related Grouping (DRG) system, fees to hospitals are limited to a fixed amount for each of 470 diagnoses. Approximately 85 percent of the Boswell Memorial Hospital's patients are Medicare beneficiaries.

"Our percentage of patients treated under Medicare is so high that Boswell's income, for all intents and purposes, is fixed by the federal government," says Haakon Bang, Ph.D., the hospital's volun-

teer chairman of the board.

Dr. Bang notes that the federal government initially froze 1986 payments at the DRG levels for 1985. Subsequently, payments were reduced by 1 percent under the Gramm-Rudman-Hollings budget bill approved by Congress.

"The government is ratcheting down the number of dollars available for the treatment of the nation's retirement-age citizenry," Dr. Bang warns. "Meanwhile, there are no such government controls on the prices the hospital must pay for supplies and equipment."

"As a result the Boswell Memorial Hospital is finding the gap narrowing considerably."

Dr. Bang stresses the hospital is

1985 Record of Patient Services

	1985	1984
Total days of care.....	91,602	87,631
Total admissions.....	12,192	11,524
Average length of stay (days).....	7.5	7.6
Departmental Services		
Operating room visits.....	6,110	7,496
Emergency room visits.....	15,935	14,408
Laboratory tests.....	368,778	338,465
Cardiology examinations.....	34,309	31,874
Neurophysiology.....	1,186	1,241
Pulmonary functions.....	20,023	17,132
Respiratory therapy.....	143,999	129,047
Radiology examinations.....	53,637	51,085
Nuclear medicine.....	2,993	2,319
Medication units.....	1,200,631	1,080,013
Physical therapy.....	57,965	60,135
Occupational therapy.....	15,860	15,572
Speech therapy.....	5,253	5,594
Nephrology.....	639	684
Meals served.....	621,872	637,553

dedicated to working within the financial limitations imposed by the government. However, volunteer and financial support from the community will continue to be "absolutely necessary to help offset costs of equipment and other services that benefit the health of local residents," he says.

"The community has generously supported the Boswell Memorial Hospital throughout its history," Dr. Bang says, noting the particular importance of that support during the 13 years when the hospital operated at a deficit. "We have every reason to believe that our neighbors will continue to support us in the future."

Institute likely to become center for Alzheimer's study with scientist's appointment

The Institute of Biogerontology Research (IBR), to be developed on the Boswell Memorial Hospital campus, is expected to gain national prominence as a center for the clinical investigation of Alzheimer's Disease with the appointment of a nationally renowned researcher as its senior research scientist.

Joseph Rogers, Ph.D., of Harvard University's Alzheimer's Research Laboratories, will assume the post Nov. 1. The laboratory, at which he is a principal investigator, is one of only 10 centers in the nation researching Alzheimer's Disease under grants from the National Institute on Aging.

Alzheimer's Disease is a progressive disorder that destroys brain cells and causes severe disorientation. It is the fourth-leading cause of death in the United States, with most of the victims age 50 or older.

"Dr. Rogers' research interest in Alzheimer's Disease is singularly appropriate to study here in the Sun Cities area," says Haakon Bang, chairman of the board of Sun Health, which is the coordinating organization for the project. "He brings to IBR an outstanding background and training as a neuroscientist."

Since receiving his doctorate from the University of California at San Diego, Dr. Rogers has served as a consultant on aging research to Scripps Clinic, La Jolla, California. He also is an assistant professor of neurology at the University of Massachusetts.

He is a member of several professional societies, serves as a reviewer for various scientific publications and received the National Faculty Scholar Award from the Alzheimer's Disease and Related Disorders Association.

IBR holds "tremendous potential benefits for identifying causes of age-related diseases and improving treatment for local residents," Dr. Bang says, adding that research will be conducted into other appropriate disorders.

Final plans for development and construction of IBR are being reviewed by the planning committee and board of Sun Health.

The center was made possible when a \$2 million clinical-research endowment was earmarked from Sun Health's 1984 revenues. The Sun Health Foundation plans a capital campaign to help fund the center's initial construction and ongoing operation.

1985 Statement of Operations

	1985	1984
REVENUES, after Medicare contractual adjustment, from inpatient services		
outpatient services.....	\$60,686,788	\$54,479,572
OR, a total of.....	3,741,891	4,225,155
BUT, of this, because of inability of some patients to pay full costs, we did not receive	\$64,428,669	\$58,704,727
SO, collections totaled.....	835,502	751,655
IN ADDITION, we received other revenue	\$63,593,167	\$57,953,072
THEREFORE, our total operating income was	925,261	1,147,580
WE INCURRED EXPENSES	\$64,518,428	\$59,100,652
for salaries, wages, fees and benefits.....	\$26,133,488	\$24,659,577
for supplies and services.....	21,505,978	17,260,912
for financing costs.....	5,968,999	6,139,810
for depreciation and amortization of our facilities.....	3,433,379	3,142,108
SO, our total expense for rendering services to patients was	\$57,041,844	\$51,202,407
GIVING, an operating income of	\$ 7,476,584	\$ 7,898,245
IN ADDITION, we received		
nonoperating revenues.....	551,207	(115,601)
extraordinary gain.....	1,029,748	0
THEREFORE, the amount remaining to enhance patient services, reinvest in new equipment, update facilities and make debt payments is	\$ 9,057,539	\$ 7,782,644

Auxiliary continues expansion of services

Arizona's largest hospital-volunteer organization continued to expand its services in 1985, filling a crucial role in making patients' stays at the Boswell Memorial Hospital more enjoyable.

The 1,913-member Boswell Hospital Auxiliary provided 250,585 hours of volunteer service last year, surpassing for the first time the one-quarter-million-hour mark in a single year. The hourly total represented an increase of almost 9 percent over that of 1984.

Since the auxiliary was formed in 1968, a total of 2,457,545 volunteer hours have been donated on behalf of the Boswell Memorial Hospital.

Rose Ann Miller served as auxiliary president in 1985. She was succeeded in 1986 by Murray Healy.

"1985 was an exciting and rewarding year for the Boswell Hospital Auxiliary," Mrs. Miller says. "We have such a fine group of men and women who so eagerly give of themselves to benefit others. It was a great privilege for me to serve as president and to work with each of them as well as the hospital staff."

Volunteers serve in 115 areas in the hospital. Among the new additions to their responsibilities is that of host/hostess in the emer-

gency department. Other new or expanded areas of service include the business office, payroll office, material center and personnel.

Auxiliaries also served in such roles as scorers, marshals and concessions operators at the Senior PGA Tour ROUNDUP golf tournament in Sun City West. The event was hosted by the Sun Health Foundation for the benefit of the Boswell Memorial Hospital.

The auxiliary continued its history as a most generous supporter of local health care services by contributing \$150,000 to the Boswell Memorial Hospital for the purchase of sophisticated medical equipment.

Funds were earmarked for a dual photon densitometer, which measures bone mass and is an aid in the diagnosis of osteoporosis; and an automated urinalysis workstation, which speeds and enhances testing of urine samples.

Between 1968 and 1985, the auxiliary had donated \$1,450,323 to the Boswell Memorial Hospital.

Fund-raising programs conducted by the auxiliary during 1985 included the hospital's gift shop, the Thrift Shop, 10226 W. Santa Fe Drive; the Sun Bowl Gallery, 10741 W. Peoria Ave.; the Thunderbird Gallery, 13626 N. 99th Ave.; the annual Festival of Trees,

which was a panoramic display and sale of specially decorated Christmas trees, plants and holiday foods; and sales of gifts and craft items.

"Our volunteers are simply wonderful," says Haakon Bang, Ph.D., the hospital's chairman of the board. "What else can be said?"



Boswell's volunteers provide such services as operation of the parking lot courtesy cart (left) and visiting local newcomers. The



volunteers play an integral role in making patients' stays at the hospital more enjoyable.

Sun Health Foundation broadens fund-raising scope

A year of changes and increased activity challenged the Sun Health Foundation in 1985 as the charitable fund-raising organization broadened its philanthropic responsibilities to include not only the Boswell Memorial Hospital campus but also Sun Health's other non-profit affiliates as well.

The organization's name was changed from the Boswell Hospital Foundation to the Sun Health Foundation to better represent the scope of its fund-raising interests.

Contributions received by the foundation are used to fund purchases of sophisticated new and replacement equipment for patient care. At the donor's request, monies also may be used for capital campaigns to expand services and reduce debt.

Beneficiaries of the foundation's efforts include not only the Boswell Memorial Hospital but also the Del E. Webb Memorial Hospital under construction in Sun City West, the planned Institute of Biogerontology Research on the Boswell campus, the Boswell Extended Care Center, Community Health Education Programs, and Western Maricopa Residential and Ambulatory Care Facilities, which includes Coordinated Home Health Services and the ProCare/Boswell Homemaker Program.

"With this expanded responsibility, we wish to reassure our donors that we strictly comply with their wishes when gifts are designated for a specific Sun Health affiliate or service," says Stanley E. Hungerford of Sun City West, foundation president. Hungerford succeeded Sun Citian Charles F. Dusing, who served as the 1984-'85 president.

The year closed with the foundation recording one of its most successful campaigns ever to fund equipment purchases for a single patient-care program. Almost \$150,000 was raised on the strength of outstanding community support as well as employee contributions to help support introduction of open-heart surgery at the Boswell Memorial Hospital.

"We very much appreciate the community's outstanding generosity in support of the much-needed, open-heart surgery program," Hungerford says. "This is the kind of care that eventually could touch all of us, so we thank our contributors — both individuals and business — most sincerely."

Overall, contributions to the foundation in 1985 totaled \$979,189, a 25.9 percent increase from the previous year's gifts of \$777,547. The 1985 total includes \$140,297 in donations to the Life Income Plan, a pooled-income program which permits participants to receive interest income from the gift for life while also realizing substantial tax advantages.

While community support was superb in 1985, Hungerford pointed out that the hospital's outstanding indebtedness still totals well in excess of \$60 million. Continued support is necessary to help reduce the debt as well as for equipment purchases, he said.

One of the principal responsibilities assumed by the foundation in 1985 was a capital campaign for the Del E. Webb Memorial Hospital. The community fund drive is proceeding well in its effort to match a \$3 million grant received

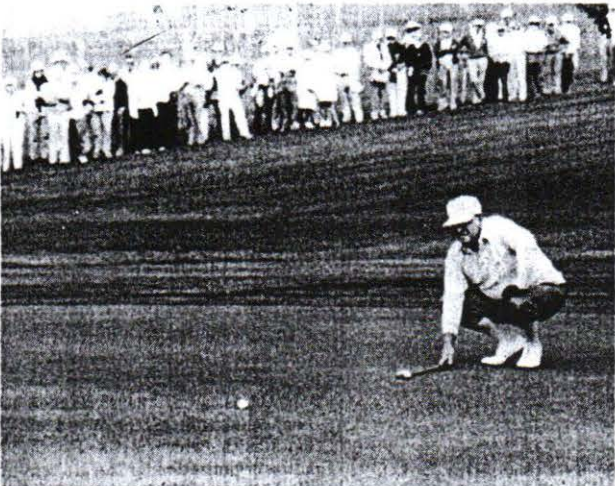
from the Del E. Webb Foundation.

Other activities of the foundation in 1985 included increased membership in the Sun Health Society (formerly the Boswell Society), open to contributors who annually give at least \$100 to the foundation. Membership increased from 1,500 households to almost 2,000 households in 1985, and Hungerford says a goal has been established to eventually enroll a membership of 10,000. That would represent approximately one-fourth of the Sun City population.

The foundation also sponsored the second Senior PGA Tour ROUNDUP golf tournament as a benefit for the Boswell Memorial Hospital. (The third annual ROUNDUP was played in March 1986.) The second Comestible festival fine foods fair, hosted by the foundation, proved successful.

"Community support of the hospital and affiliated services continues to be necessary to assure funding for programs that benefit ourselves and our neighbors when they need medical care," Hungerford said. "When each of us supports the foundation, we're really helping ourselves."

Details about any of the foundation's programs are available by calling 876-5330.



Billy Casper lines up a putt at the Senior PGA Tour ROUNDUP golf tournament. The event is sponsored by the Sun Health Foundation.

Extra 1W-B Monday MARCH 3, 1986

The Arizona Republic



These pins were awarded to four of the volunteers recognized for their service to Boswell Memorial Hospital.



Erma Trask



Georgia Provan



Marjorie Clifford



Marjorie Wilson

Volunteers honored for hospital work



Charles Krejcsi/Republic

Honored for volunteer service at Boswell Memorial are (from left): Erma Trask, 6,000 hours; Georgia Provan, 7,000 hours; Marjorie Clifford, 11,000; and Marjorie Wilson, 13,000.

Gold pins representing more than 1,000 hours of volunteer service to Boswell Memorial Hospital were presented to 425 of the 1,900 members of the volunteer auxiliary at the Lakes Club last week.

Marjorie Wilson received a gold pin for 13,000 lifetime hours of volunteer service working in admitting and materials, more than any other member.


A full-time employee works about 2,000 hours a year.

Cleta Morse received a 12,000-hour pin for her work in the Sun Bowl and Thunderbird Residents' Galleries, which are operated for the benefit of the hospital. Marjorie Clifford, who works in the hospital gift shop, received an 11,000-hour pin. Georgia Provan received a 7,000-hour pin for her work in admitting, and 6,000-hour pins were awarded to Erma Trask, chairwoman of the pharmacy volunteers, and Harold William for his work in physical therapy.

Pins for 5,000 hours were presented to Ruth Bean, Betty Benson, Romain Deininger, Ruth Hinz, Georgina McGillivray, and Rose Ann Miller.

"The unflinching and dedicated efforts of our volunteers have added immeasurably to the quality and delivery of the care," hospital president W.A. Turner said.

Hospital volunteers last year donated 250,585 service hours.



Walter O. Boswell Memorial Hospital

10401 Thunderbird Blvd., P.O. Box 1690, Sun City, AZ 95372 • 602-977-7211

... Report to the Community

A year of transition ends with optimism

The Boswell Memorial Hospital began 1984 with visions of uncertainty. The year ended with outlooks of optimism.

1984 would be a year in which the hospital, the principle source of health care services for thousands of retirement-age residents, would face what was, perhaps, the single most significant challenge since its opening almost 14 years earlier.

New federal regulations governing payments to hospitals for treatment of Medicare inpatients had undergone a radical revision as part of a three-year phase-in program. A national prospective-payment system was implemented that limits by diagnosis the payments for care given Medicare patients. Under this system, payment levels were fixed regardless of the lengths of patients' hospital stays and whether the fees covered hospitals' incurred costs of providing care.

Under the Diagnostic Related Groupings (DRG) prospective-payment system, hospitals that keep their costs below preset payment levels can retain a portion of the savings. Thus, incentives exist for hospitals to be efficient and cost effective. Conversely, losses resulting from expenses exceeding the payments must be absorbed and cannot be billed to patients.

The DRG system was established as part of the Tax Equity and Fiscal Responsibility Act (TEFRA) passed by Congress in 1982. Its intent was to maintain the solvency of the troubled Medicare insurance program for persons 65 and older by imposing payment lids to slow the rate of increase in federal health care expenditures.

But how would the Boswell Memorial Hospital, with almost 85 percent of its inpatients covered by Medicare, fare under this new program? Could the hospital even survive? And, most important, what of the patients and the community the Boswell Memorial Hospital serves?

Not since the hospital opened in 1970 to serve a fledgling retirement community had the future been viewed with such mystery.



But 1984 also was a year of unparalleled cooperation. The hospital, its medical staff, employees, the federal government, patients and volunteers worked together to meet the challenge for the continuing benefit of the community. When 1984 ended 366 days later, the Boswell Memorial Hospital had recorded the most successful financial year in its history. Nationally, Medicare and those who rely on the program

also had benefited. Fears that the Medicare fund would be bankrupt as early as 1987 were allayed, and the insurance program is now considered solvent through at least the end of the century.

Bartlett S. Fleming, associate administrator for management and support services of the U.S. Health Care Financing Administration, which oversees Medicare payments, underscored this good news for Medicare during an address in April at the Boswell Memorial Hospital by saying "a crisis was averted."

The chairman of the board of the Boswell Memorial Hospital, Haakon Bang, Ph.D., of Sun City, emphasizes that the hospital elected to begin participation in the DRG system on Jan. 1, 1984 — six months earlier than federally required.

"We realized there was a risk," Dr. Bang says, "but we had confidence in our management and medical staffs as well as faith in our employees and volunteers that we could make this system work for the benefit of the patients and this community."

"And it did work. In our planning we anticipated the change, prepared for it and survived it. We've fulfilled our responsibility to remain solvent and protect the equity in the hospital. Medicare is happy, and so are we." Indeed, 1984 was a good year.

1984 Statement of Operations

	For the period ended December 31	
	1984	1983
REVENUES, after Medicare contractual adjustment		
from inpatient services	\$54,479,572	\$49,145,615
outpatient services	4,225,155	4,516,587
OR, a total of	\$58,704,727	\$53,662,202
BUT, of this, because of inability of some patients to pay full costs, we did not receive	751,655	569,445
SO, collections totalled	\$57,953,072	\$53,092,757
OTHER revenue totalled	1,147,580	1,116,849
THEREFORE, our total operating income was	\$59,100,652	\$54,209,606
WE INCURRED EXPENSES		
for salaries, wages, fees and benefits	\$24,659,577	\$25,827,350
for supplies and services	17,260,912	19,892,481
for financing costs	6,139,810	5,406,950
for depreciation and amortization of our facilities	3,142,407	3,380,357
SO, our total expense for rendering services to patients was	\$51,202,407	\$54,507,138
IN ADDITION, we received non-operating revenues (losses)	(115,601)	298,247
THEREFORE, the amount remaining to reinvest in new equipment, update facilities and make debt payments is	\$ 7,782,644	\$ 715
OF WHICH, funds have been earmarked as follows:		
for recovery of cumulative losses	3,100,000	0
for future bond retirement	2,400,000	0
for clinical research	2,000,000	0
SO, our remaining balance is	\$ 282,644	\$ 715

Revenues earmarked for community benefit

Reinvestment of 1984 revenues has been carefully considered to maximize the benefits to the communities served by the Boswell Memorial Hospital, says Haakon Bang, Ph. D., the hospital's chairman of the board.

The \$7.5 million realized through cost-effective operation of the hospital will be used as follows:

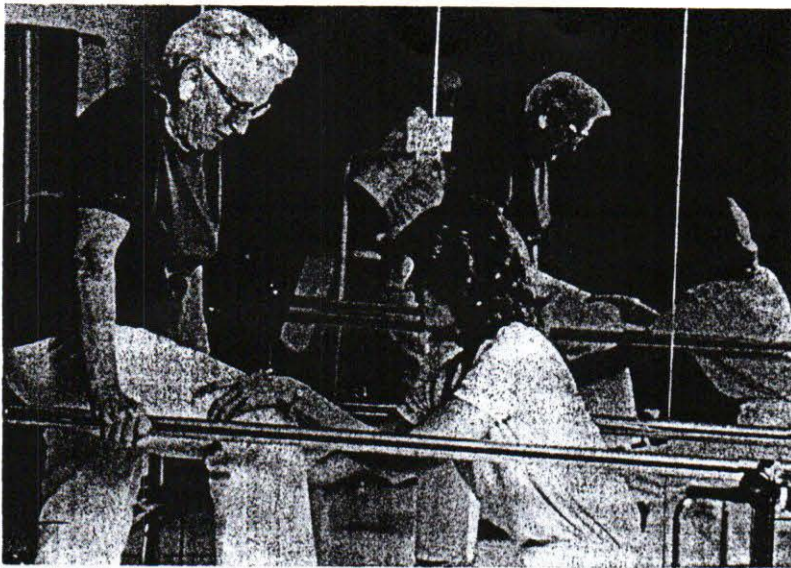
- \$3.1 million will be used to eradicate completely the accumulated operational losses incurred by the hospital since its opening in 1970. Prior to implementation of Medicare's new prospective-payment system, the hospital had been reimbursed by Medicare at cost-minus levels. Thus, payments were somewhat less than the actual cost of pro-

viding patient care and resulted in accumulated annual losses.

- \$2.4 million will be held in reserve for future retirement of bonds. These funds will be applied toward the \$45 million outstanding debt for constructing and equipping the Boswell Memorial Hospital.

- \$2.0 million will be reserved for the establishment of a gerontological biomedical research center. The proposed center will be located on the campus of the Boswell Memorial Hospital (see related story).

Dr. Bang stressed that each reinvestment program will have long-term benefits for the hospital and the community by either reducing debt or enhancing patient care.



Auxiliary records milestones, expands services in 1984

1984 was a year of milestones and expanded services for the Boswell Memorial Auxiliary, as Arizona's largest volunteer hospital organization continued its crucial role in making patients' stays at the Boswell Memorial Hospital more enjoyable.

The auxiliary, which grew to a record membership of 1,913 men and women during its 16th year of operation, recorded a major milestone in 1984 when it became the first hospital organization in the state to pass 2 million hours in cumulative volunteer service.

"That's equivalent to one per-

son working 40 hours, 50 weeks a year, for 100 years!" notes Winifred Culler of Sun City West, 1984 auxiliary president. Sun Citian Rose Ann Miller is the current president.

A time capsule containing memorabilia of the auxiliary was sealed in 1984 and will be opened when the organization records its 10 millionth hour of service in the early 21st century.

Those hours will continue to mount quickly. Auxiliaries volunteered more than 230,000 hours of service in 1984 in 108 areas within the hospital and the com-

munity. That's an increase of almost 6,000 hours over 1983.

Volunteer service is an important reason why the Boswell Memorial Hospital has consistently maintained rates well below the average of those of other Valley hospitals, says W.A. Turner, hospital president (see related story).

Among the new areas of service were the Senior PGA Tour ROUNDUP golf tournament, hosted by the Boswell Memorial Foundation, and the auxiliary's Thrift Shop, which opened on Santa Fe Drive east of 103rd Avenue.

In addition, the debut of the Festival of Trees, a panoramic, sponsor-underwritten display and sale of specially decorated Christmas trees, plants and holiday foods, proved highly successful.

The auxiliary continued its history as a most generous supporter of local health care services by contributing more than

\$147,000 to the Boswell Memorial Hospital. Funds were earmarked for satellite video-receiving equipment to enhance staff education, as well as new and replacement equipment for patient care.

Since its founding, the Boswell Memorial Auxiliary has donated more than \$1.3 million to the Boswell Memorial Hospital.

Boswell simplifies billing by extending DRG system

The Walter O. Boswell Memorial Hospital has developed a plan to simplify its rates by extending the Diagnostic Related Groupings (DRG) prospective-payment system, introduced by the Medicare program in 1983, to billing for all inpatient services.

When put into effect this summer, the new policy will help Boswell Memorial inpatients by making their hospital bills much easier to read and understand, and will improve the hospital's efficiency by streamlining its billing system.

In essence, Boswell Memorial patients will be billed a flat rate, based on the appropriate diagnosis, for each hospital stay. The new billing method is not a rate increase; the hospital has held the line on rates since its last adjustment in August, 1983. It could more accurately be called a rate simplification, one which is in keeping with the stated objectives of federal and state government and consumer groups interested in containing health care costs.

"This change will make hospital bills much more straightforward for our patients and their insurers. It will save us considerable time and money, and help us continue to provide quality care without any increase in rates," said Lee Peterson, executive vice president of the hospital.

Boswell Memorial is the first hospital in Arizona to move to a DRG-based billing system for all patients, and the first hospital in the entire nation to voluntarily do so, according to Henry Bachofer, an official of the American Hospital Association in Chicago.

The simplified billing approach includes provisions to adjust the basic rate per diagnosis for exceptional cases. For example, a non-insured patient whose hospital stay was considerably shorter than the average for his diagnosis would be billed less than the average charge, while a patient whose length-of-stay was more than twice the average for his DRG would be billed more than the average charge on a flat-rate-per-day basis.

84 success

Physicians' cooperation noted

Cooperation from the outstanding medical staff to ensure continued quality patient care while maximizing efficiency of resources and services was among the principal reasons why 1984 was the best year financially in the Boswell Memorial Hospital's history.

Management and staff worked closely with the physicians, their patients and patients' families throughout the year as the hospital made the conversion to Medicare's Diagnostic Related Groupings (DRG) prospective-payment system.

Concentrated efforts to guarantee the most effective utilization of hospital acute-care treatment resulted in a reduction of almost a full day in the average length of patients' hospital stays.

Availability of outpatient services, home care and extended care centers continued to be cost-

effective options that physicians and patients could consider once inpatient hospital care no longer was required.

As a result of this intense effort, coupled with long-standing practices to contain costs, a state-published survey confirmed that average charges at the Boswell Memorial Hospital are well below those of most other Valley hospitals. Free copies of the consumer guide, "Comparative Hospital Costs," are available at reception areas in the hospital.

"We are most appreciative of all the assistance and cooperation the medical staff physicians have given the Boswell Memorial Hospital during this transition period to the DRG system," says Haakon Bang, Ph.D., the hospital's chairman of the board.

Responding to opportunities to meet the health care needs of

the growing northwest Valley population of retirement-age residents, the hospital's medical staff increased to 341 physicians at the end of 1984, up from 305 the previous year.

In addition, the physicians kept abreast of many of the latest developments in research and treatment through well-attended continuing medical education programs presented in association with the hospital's education department.

Among the highlights of the year was the Walter Sittler, M.D., Memorial Lecture, presented in conjunction with the hospital's 14th anniversary and to honor the memory of Boswell's first chief of staff. The address was delivered by Walter M. Bortz II, M.D., president of the American Geriatrics Society, which has its western division headquarters at the hospital.

Survey:

Boswell's charges among area's lowest

The Walter O. Boswell Memorial Hospital continues to be one of Arizona's leading hospitals in the treatment of heart disorders, stroke, lung cancer, bronchitis, emphysema and pneumonia, and its average charges again are substantially lower than those at most other Phoenix-area hospitals. These are some of the highlights of "Comparative Hospital Costs," a recent study published by the Arizona Legislative Council.

The study compares charges for 38 different illnesses at all Arizona hospitals with more

than 50 beds. In the large majority of categories, Boswell Memorial Hospital's average charge per patient is well below the overall average of the 25 other hospitals in its "health service area," a state-designated region which includes most of Maricopa, Pinal and Gila counties.

This achievement is directly related to the hospital's success at holding the line on rates. Boswell Memorial has not increased its rates since August, 1983, 22 months ago, and no increases are anticipated in the short term.

In the period covered by the report, July through December of 1984, the hospital treated a total of 230 patients in the category of cerebrovascular disorders (strokes), many more than any other facility in the state. Boswell Memorial's average charge of \$4,330 was 26 percent lower than the average for other hospitals in its health service area of \$5,881.

In the category of lens procedures (cataract removal), the hospital's average charge of \$1,330 was the absolute lowest of the 19 hospitals listed, and was

more than 49 percent lower than the area average of \$2,610.

In the category of heart failure and shock, Boswell Memorial treated 200 patients, again substantially more than any other hospital in Arizona. The hospital's average charge was \$3,803, 18 percent lower than the area average of \$4,621.

"This excellent cost performance is due to the efficient design of our modern hospital, the productivity of our medical staff, employees and volunteers, and our strong community support," said Haakon Bang, Ph.D., chair-

man of the hospital's board of directors.

"We are encouraged by this latest indication of our success at cost containment, and it will give us greater incentive to continue serving the health needs of our community while squeezing the most value from every dollar we spend," Dr. Bang added.

Copies of "Comparative Hospital Costs" are available at all information desks throughout Boswell Memorial Hospital and from the Department of Public Relations at 876-5390.

Research center planned for gerontological studies

Development of a gerontological biomedical research center on the Boswell Memorial Hospital campus holds "tremendous potential benefits for identifying causes of age-related diseases and improving treatment for local residents," says Haakon Bang, Ph.D., the hospital's chairman of the board.

Funds totaling \$2 million have been earmarked from the hospital's 1984 revenues for establishment of the center, Dr. Bang says.

The Boswell Memorial Hospital in Sun City, in cooperation with its outstanding medical staff, has emerged as a nationally recognized leader in the treatment of ailments that frequently afflict retirement-age citizens.

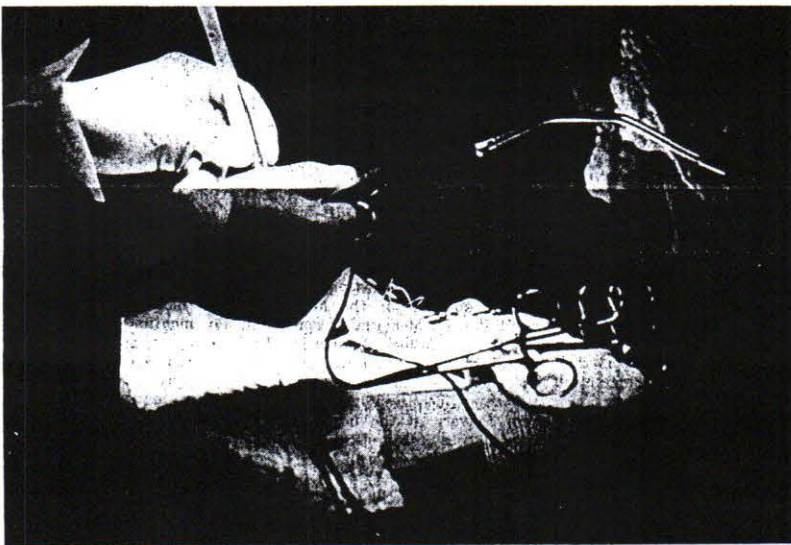
"Yet, there is much still to be learned about the causes, treatments and cures for such diseases as prostate problems, Al-

zheimer's Disease, osteoporosis and other diseases related to aging," Dr. Bang notes.

It is hoped that the medical staff, along with their patients, on a voluntary basis, will work together to study, analyze and reduce the incidence of these diseases as well as improving options of treatment, he adds.

Additional study is necessary before construction of the center gets under way. Areas requiring exploration include financing, availability of grants, possible cooperative interest among leading universities across the nation, staffing and whether study should be limited to specific diseases.

"Wouldn't it be a blessing if new medical discoveries were made here to improve the quality of life for patients at our hospital and in other communities!" Dr. Bang says.



Boswell's Senior Care to benefit Medicare inpatients

The Boswell Memorial Hospital has introduced a cost-saving program that is expected to benefit many Medicare-eligible recipients with limited financial resources who require inpatient medical care.

The non-profit community hospital, in cooperation with many local physicians, has implemented the Boswell Senior Care Program on a trial basis through 1985.

Under the program, a qualifying Medicare inpatient may select his or her physician from among cooperating members of the hospital's medical staff. Rather than charging their usual service fees, cooperating physicians agree to accept Medi-

care's "Part B" schedule of customary charges, which usually are lower.

Medicare then pays 80 percent of its customary charges to the physician. In turn, the qualifying inpatient benefits because the 20 percent co-payment responsibility is based on a lesser fee schedule.

The Boswell Memorial Hospital further aids the Boswell Senior Care Medicare beneficiary under the program by waiving the \$400 hospital deductible for inpatient care.

The Boswell Senior Care Program is available to persons with Medicare insurance whose annual household incomes total less than \$15,000. The plan par-

ticularly benefits eligible persons who need acute-care services but do not have private insurance to supplement Medicare coverage.

Participating physicians and the hospital continue to bill private insurers who cover deductibles and co-payments for patients under supplemental insurance plans.

Applicants for the program must complete a brief eligibility form confirming their financial status. The form, updated annually, is reviewed confidentially and kept on file in the hospital's admitting office.

Participants in the Boswell Senior Care Program receive a specially coded Boswell Memori-

al Hospital identification card indicating their eligibility.

In short, your benefits upon qualification as a Boswell Senior Care Program inpatient include: 1) your selection of a cooperating staff physician, 2) reduced co-payment responsibility and 3) waiver of the \$400 hospital deductible fee.

Details of the program are available by calling the hospital's Senior Care Program information line at 876-5311.

Hundreds of northwest Valley residents and other Medicare-eligible patients potentially could benefit from the program, says Haakon Bang, Ph.D., chairman of the Boswell Memorial Hospital's volunteer board of di-

rectors. Dr. Bang notes that Medicare covers approximately 85 percent of the 355-bed hospital's inpatients, one of the highest percentages in the nation.

"The Boswell Senior Care Program is a reflection of the board's and medical staff's concerns that acute health care services be available to our community at the lowest cost possible," Dr. Bang says.

As reported in "Comparative Hospital Costs," a state-published patient guide to hospital service fees, the average inpatient charges at the Boswell Memorial Hospital are substantially lower than those of most other Arizona hospitals (see related story).

Repeat of '84 success not likely, hospital says

Although the Boswell Memorial Hospital recorded its best year ever in 1984, officials of the 35-bed health care center do not anticipate similar levels of financial success in the future.

The federal government's three-year phase in of Medicare's Diagnostic Related Groups (DRG) prospective-payment system is designed to reduce significantly differences in fees paid to hospitals and the cost of providing care, explained W. A. Turner, president of the hospital.

In addition, payment factors that include regional differences in fees and hospitals' experiences in cost of treatment are planned to be eliminated by 1987, Turner says.

In their place will be a standard payment for the treatment of each case by diagnosis that will be applied nationally to all hospitals.

This will have a dramatic effect on the availability of funds for expansion of services in high-growth areas such as the Sun Belt, Turner explains: The East and Midwest, where health care delivery systems are well established, will feel the effect to a much smaller degree.

Turner says it is too early to anticipate how the hospital will fare financially in 1985, but he did express concerns over government proposals to freeze Medicare payments to hospitals in 1986. He stressed that the freeze does not consider rising costs of care and supplies.

However, Turner stressed, the Boswell Memorial Hospital is committed to working within the financial limitations of the DRG system.

He compared the reinvestments of 1984's record revenues to practices of citizens saving for their retirements when they anticipate living on fixed incomes.



Foundation: A story worth telling

The Boswell Hospital Foundation... a story worth telling. It is the story of how a unique community was challenged to meet its growing needs for health care services. It is the story of how that community responded to the challenge.

And, it is the story of ongoing support for what they, members of the local community, developed for their continuing benefit the 355-bed Boswell Memorial hospital in Sun City, recognized as one of the nation's leading adult health care centers.

Soon after the Boswell Memorial Hospital opened in 1970, it became apparent that the new hospital must expand to keep pace with the rapidly increasing health care needs of a growing community.

Only a steadily expanding capital base would make such expansion possible, and an important source for capital was voluntary contributions from the community.

A separately managed philanthropic foundation could assume these fund-raising responsibilities so that the hospital administrators could focus their skills on patient care and hospital management. As a corollary, a largely volunteer organization could help to minimize fund-raising costs.

The result was the formation in 1971 of the Boswell Hospital Foundation, a non-governmen-

tal, non-profit, tax-exempt organization that generates philanthropic support for the non-profit Boswell Memorial Hospital. The foundation's mission is to raise financial aid for the operation, maintenance and extension of facilities for health care delivery at the hospital, including capital projects and equipment needs, as well as for debt reduction.

Today, the Boswell Memorial Hospital needs continued community support. With one of the nation's highest percentages (85) of Medicare patients, the importance of the community's contributions through volunteer services and financial gifts is significant.

"This ongoing support has been, and continues to be, absolutely necessary in order to assure our hospital's ability to keep pace with rapid medical advances and the health care needs of an expanding population," says Sun Citian Charles F. Dusing, foundation president.

In addition to capital campaigns, the foundation generates donations that largely fund the purchases of new and replacement equipment for patient care. For example, the non-invasive vascular laboratory, equipped through community gifts, detects carotid artery blockages that could signal impending strokes.

Other equipment purchases

made possible with donor gifts include a digital subtraction angiography medical-imaging system for monitoring vascular health, a microtome and accessories to aid processing of surgical biopsy specimens, a magnetic tape drive to increase storage and speed retrieval of clinical laboratory data, and a spiroscope for enhanced screening of pulmonary functions.

In 1984, contributions totaled \$777,547. An additional \$125,392 in gifts were made to the Life Income Plan, which allows participants to make tax-deductible contributions of cash or securities, avoid capital gains tax and still earn interest income from the gift. More than \$2.5 million is invested in this program. The principal is transferred from the fund to the hospital only upon the death of the participant or a stipulated beneficiary.

Since the formation of the Boswell Hospital Foundation in 1971, more than \$13 million in philanthropic gifts have been contributed to support the Boswell Memorial Hospital.

Residents, businesses, physicians, hospital employees and patients are among the thousands who have provided this generous support.

The Boswell Hospital Foundation. Indeed, a story worth telling.

Facts about the Boswell Memorial Hospital

Number of beds:	355
Description:	Medicare-certified general acute-care community hospital
Services:	Inpatient and outpatient medical/surgical care; rehabilitation services; diagnostic and laboratory testing; 24-hour emergency room
Accreditation:	Maximum awarded by the Joint Commission for the Accreditation of Hospitals
Tax status:	Non-profit
Date of opening:	November, 1970
Service area:	Northwestern Maricopa County
Medical Staff:	341
Employees:	1,256
Volunteers:	1,913
Governance:	A volunteer board of directors whose members receive no remuneration for their services and expertise
Officers:	Haakon Bang, Ph.D., chairman of the board; Teresita Co Barnett, M.D., chief of the medical staff; Charles F. Dusing, president, Boswell Hospital Foundation; Rose Ann Miller, president, Boswell Hospital Auxiliary; Leland W. Peterson, executive vice president; W.A. Turner, president

1984 record of patient services

Total days of care	87,631
Total admissions	11,524
Average length of stay (days)	7.6
Departmental Services	
Operating room visits	7,496
Emergency room visits	14,408
Laboratory tests	338,465
Cardiology examinations	31,874
Neurophysiology	1,241
Pulmonary functions	17,132
Respiratory therapy	129,047
Radiology examinations	51,085
Nuclear medicine	2,319
Medication units	1,080,013
Physical therapy	60,135
Meals served	637,553

Ground broken for Boswell facility

Dozens of local residents and dignitaries were present today as ground was broken for the Boswell Extended Care Facility, a 128-bed, non-profit skilled nursing center to be built on the campus of Boswell Memorial Hospital.

The facility will provide multilevel nursing care that includes skilled, intermediate and rehabilitation care services. It is expected to employ approximately 90 registered nurses, licensed practical nurses, nursing aides and support staff.

The facility is intended to assist hospital patients make speedy recoveries, permit them to be discharged quickly and to aid them in resuming their independent lifestyles.

SPEAKERS AT the ceremony included county Supervisor Hawley Atkinson; Haakon Bang, volunteer chairman of the Sun Health board; Robert Lane, volunteer chairman of the board of Western Maricopa Residential and Ambulatory Care Facilities Inc., the non-profit Sun Health affiliate that will manage the center; and Fred Kuentz, chairman of the board of Del E. Webb Development Co.

Said Bang: "As we look to the future, let's not forget our roots. Fourteen years ago, another commitment of care and services became a reality with the opening of Boswell Hospital. The spirit and support that brought that

dream to life also lives today as the Boswell Extended Care facility is born.

"It will be exciting to watch this new facility develop and grow in the years to come."

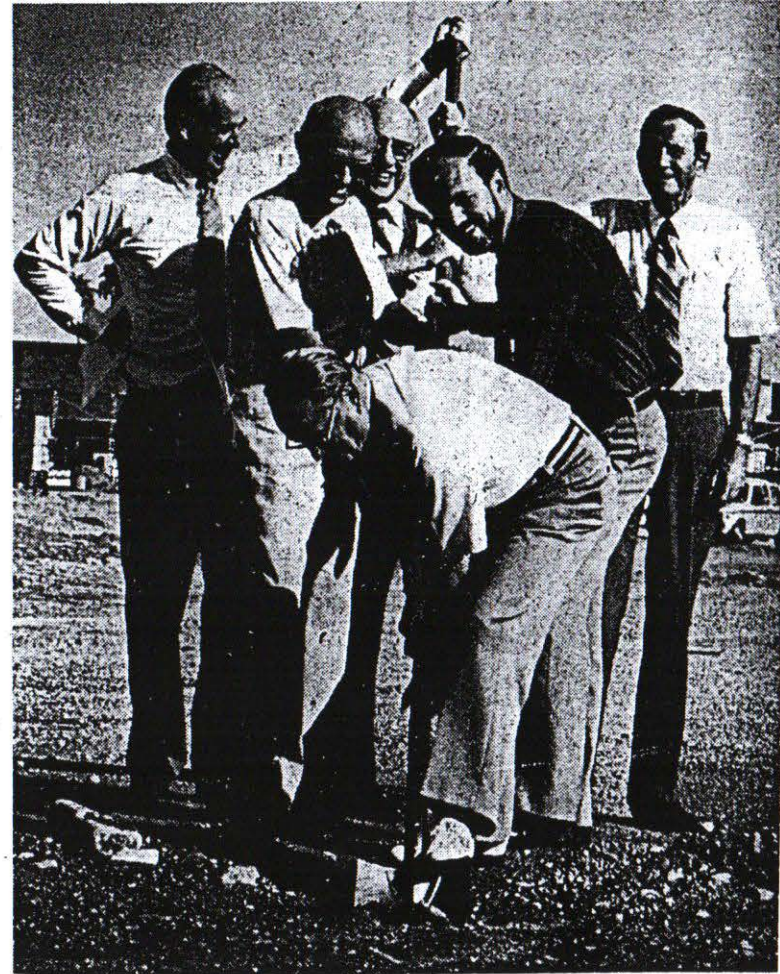
LANE SAID the center will enhance cost-effective delivery of health services to the area by providing levels of care that best suits patients' individual conditions.

"We fully anticipate that the availability of extended care services will permit many patients at the Boswell Memorial Hospital, and at other health care centers, to be discharged more quickly than in the past," Lane said.

"In appropriate cases, patients can continue their convalescences at the Boswell Extended Care facility and still receive skilled care—but at a cost that is correspondingly less than that of a full-service hospital," Lane added.

SCHEDULED to open in the early summer of 1985, the single-story, 57,000-square-foot facility will be built on 2.75 acres just west of Boswell Hospital. When completed, the building will feature seven wings emanating from a central core.

Del E. Webb Construction Services Co. is general contractor for the estimated \$5 million project. Devenney and Associated Ltd. is the architectural firm.



Using a shovel with a 10-foot handle to break ground for Boswell Extended Care Facility are from left, Austin Turner, Sun Health president; Robert Lane, Western Maricopa Residential & Ambulatory Care Facilities Inc. chairman; Fred Kuentz, Devco chairman; Haakon Bang, Sun Health chairman; Nick Devenney, Devenney & Associates president; and Hawley Atkinson, Maricopa County supervisor. (News-Sun photo)

News Sun Sept 11, 1984

Boswell series writer fields 'leftover' questions

By **ROBERTA LANDMAN**
Staff Writer

The exigencies of newspaper work and space saw a composing room knife chop what reader phone calls indicate was essential to my recent series on Sun Health Corp. (News-Sun, Aug. 2, 3, 4).

First, what readers read in stories No. 1 and 2:

—Denial of rumors that Boswell Memorial Hospital is being sold by parent corporation Sun Health.

—**EXPLORATION** of the history of the 1981 reorganization that formed Sun Health.

—A report of the financial and service relationship of the parent company and its affiliated corporate entities to the hospital.

—A report of investments Sun Health says are keeping the hos-

INSIGHT

pital and allied health agencies economically viable.

NEXT, WHAT readers found in story No. 3: a report on community involvement in Boswell Memorial Hospital—investment in time and donated money that Sun Health also says keeps the hospital and allied health services financially healthy.

Finally, what readers did not get to read and what phone callers want to know is a Sun Health official's answer to a "what if" question.

The hospital is not being sold, but what if it were to be sold? What would happen to what Sun Health calls the community's "vested interest"?

SPEAKING IN the quoted excerpt cut from story No. 3 is Gary Turner, Sun Health Corp. senior vice president and chief financial officer.

"Repeating that no sale of non-profit, tax-exempt Boswell Hospital is being contemplated, either to a not-for-profit or for-profit firm, Turner answered the question by providing an example from his own career.

" 'If an organization is dissolved, legitimately, leftovers must go to other tax-exempt organizations,' Turner said.

" **'LEFTOVER'** assets cannot be transferred to a new owner of a hospital,' said Turner. 'That's illegal.'

" 'Twenty years ago, Samaritan Health took over a non-profit community hospital near the Grand Canyon,' said Turner, who was involved in closing out that hospital's books and records.

" 'There was \$70,000 left over after bills were paid...basically donated money,' Turner recalled. This sum, he said, was given 'to

a non-denominational church up there on the rim.'"

THE SUN HEALTH series was prompted by letters from readers, worried readers who have associated media accounts of parent company SamCor's disclosed negotiations for sale of its 12 Samaritan Health Services hospitals with Sun Health and Boswell Memorial Hospital.

My series appears not to have quieted a rumbling of distrust in those who have called me this week—distrust triggered by a possible SamCor hospital sale to a for-profit firm; by reported SamCor management excesses; by a state investigation into not-for-profit, tax-exempt hospitals and other organizations; and, perhaps most important, by Sun Health information that somehow has not been reaching the public.

To continue perhaps, perhaps a lack of public information

is Sun Health's fault, for though officials cordially and patiently gave me much of their time, they admit to having not known how to make a story of company business "interesting" to the public.

PERHAPS WHAT seems a scarcity of information about the inner workings of Sun Health is this publication's fault, for not thinking to ask enough informational questions since 1981 and reorganization.

Or perhaps the fault for a public ignorant of Sun Health Corp. information lies with a public that doesn't ask questions until some other business begins to make news in a negative sense.

Callers this week have registered surprise that there is such a corporate entity as Sun Health, though this newspaper reported the 1981 reorganization that spawned its birth.

WHAT HAS COME out of the Sun Health series is information, not a commendation to Sun Health for good management, and not an accusation that with reorganization into corporate entities something must necessarily be amiss.

What should come from the series, the letters that inspired it and the phone calls in its aftermath is a Sun Health more cognizant of keeping a surrounding public aware, a public that asks questions all along the way and a newspaper that maintains a liaison with the public and Sun Health to keep communication flowing.

Sun Health, which has welcomed the newspaper inquiries, is found by this writer to be guilty of having presumed it is operating in a fishbowl that is always easy to look through.

The fishbowl needs to be regularly freshened.



Boswell says it's confident of probe results

By ROBERTA LANDMAN
Staff Writer

A state investigation of the not-for-profit, tax-exempt status enjoyed by hospitals and other organizations does not worry Sun Health Corp. or the corporate entity from which it was created, Boswell Memorial Hospital.

"I think we're in a fishbowl," said Austin Turner of both hospital and parent organization's visibility to the community.

Turner, president of both Sun Health and Boswell Memorial Hospital, said through voluntarism alone, 1,700-strong, "nothing goes on in this hospital that somebody doesn't know about."

TURNER ALSO CREDITS community accessibility to Sun Health and Boswell Hospital inside information to the high density of Sun Citians who volunteer their time on the two organizations' boards of directors.

The state investigation of not-for-profit institutions, which Turner indicates will not adversely affect Sun Health or Boswell Hospital, has been approved by Senate President Stan Turley in cooperation with the staff of

House Majority Leader Burton Barr, R-Phoenix.

The investigation, "not a witchhunt" and not limited to tax-exempt hospitals, was prompted by disclosure of SamCor's plans to sell Samaritan Health Service and disclosure of the health-care conglomerate's "number of for-profit businesses in connection with non-profit," said Turley.

"WHERE DOES INCOME from these for-profit corporations go? That's what we'd like to know—and where the income came from to start them up," Turley told the News-Sun.

Turner answered the questions for the two for-profit Sun Health affiliates which ceased operation July 1, Sun City Patient Services Inc. and Western Maricopa Health Care Facilities.

Income to start the affiliates was borrowed with Sun Health's guarantee the loans would be repaid, Turner said.

"INCOME CAME FROM after-tax profits for services they provided." The "small profit after taxes ... was contributed or donated to the parent (Sun Health)," he said.

No other for-profit Sun Health entities

exist, Turner said.

Sun Health's Gary Turner, senior vice president and chief financial officer, has explained the two services did not jeopardize Sun Health and were dissolved because they did "not fit the criteria of being tax-exempt health care services" and did "not fit the purpose of providing health care."

IN ADDITION, SUN Health believed "we could meet our community responsibility without relying on non-related income," the chief financial officer explained. (News-Sun, Aug. 2)

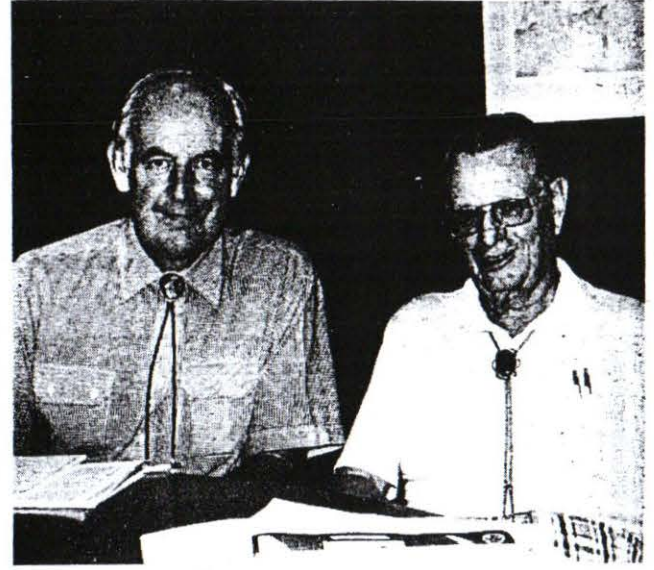
The investigation into tax-exempt, not-for-profit organizations is not grounded on the assumption that it is not legal for a given organization to be affiliated with for-profit entities.

Don Jansen, a staff attorney who spoke for a vacationing Barr, said researchers will examine whether "not-for-profit corporations have any legitimate business in affiliating with for-profit corporations. Maybe they do, maybe they don't," he said.

BARR, HE SAID, wants a review of state laws regulating non-profit organiza-

* Nonprofit, A7

8-7-84



Austin Turner, president of Sun Health Corp. and Haakon Bang, Sun Health and Boswell board chairman. (News-Sun photo)

over

* Nonprofit probe set

—From A1

with for-profit corporations. Maybe they do, maybe they don't," he said.

BARR, HE SAID, wants a review of state laws regulating non-profit organizations "to see if people can find out how they're operating and what is the justification to being tax exempt."

Referring to non-profit, tax-exempt hospitals, Jansen said "there have been charges or accusations that hospitals haven't been responsive to the public and don't disclose plans or organization information ..."

Researchers will look at "who is monitoring (a variety of) tax-exempt organizations, if any one," said Jansen.

AUSTIN TURNER said he knows who is monitoring non-profit, tax-exempt Sun Health and Boswell Memorial Hospital—IRS. "We're talking about taxes when we talk about non-profit."

When Boswell Memorial Hospital reorganized in 1981 to form Sun Health Corp., the Internal Revenue Service (IRS) had to be apprised of its purpose.

The purpose, to provide health care with no profit-making purpose, had to be specified in the request for tax-exempt status, said Turner.

"**AFTER THREE** years IRS checks back ... There is a checking process to verify we meet the objectives we set up."

Sun Health, he said, did not wait for the IRS checkup.

A year after reorganization the legal firm involved was asked to "come back and take a look—to see if we were following IRS objectives."

IN ADDITION, said Turner, the hospital's books were audited by independent auditors who "advised the board if the hospital corporation was in compliance with IRS requirements."

IRS, said Turner, regularly follows up Sun Health's proper maintenance of and purpose for non-profit tax exemption with questionnaires.

Turner said Sun Health auditors must prepare tax statements in accordance with both federal and state tax-exemption guidelines governing not-for-profit, tax-exempt organizations.

Turner: No sale in sight for Boswell

First in a series
By **ROBERTA LANDMAN**
Staff Writer

Disclosure of negotiations for sale of the Samaritan Health Services chain of 12 hospitals by its parent company SamCor, and the upheaval that prompted the resignation of SamCor head Stephen Morris in June have made some Sun Citians apprehensive.

Is Boswell Memorial Hospital's parent company, Sun Health Corp., planning a sale of the hospital? residents have asked.

"Without equivocation that has never been discussed in any board meeting or planning meeting," said Gary Turner, Sun Health Corp. senior vice president and chief financial officer.

TURNER IS NOT related to Austin Turner, president of both Sun Health Corp. and Boswell Memorial Hospital.

Prompted by publicity surrounding the SamCor hospital sales negotiations, Sun Citians also have asked for a clarification of Boswell Hospital's position in the Sun Health structure.

The chief financial officer explained the relationship of the parent company to the hospital—a planned relationship that he says keeps the hospital and at least one other Sun Health affiliate on their financial feet.

SUN HEALTH, CREATED in 1981 in a corporate reorganization of Boswell Hospital, is a "combining of Boswell Hospital, Boswell Foundation (fund-raising entity) and Sun Health properties," said Turner.

A proposed 120-bed Sun City West hospital, also to be part of Sun Health, has been stalled by denial of a certificate of need for construction.

Sun Health could not attract the criticism

aimed at SamCor for alleged excesses, Turner implies.

THE PARENT COMPANY owns no corporate jet air plane, he affirms, and "all of our equipment and furnishings are utilitarian. They're not plush; they serve a need."

Sun Health is based in the hospital's Support Services Building, built 1½ years ago "at one-third the cost of building hospital space," Turner said.

"Just a year ago, I finally got an office," said Turner, who has been chief financial officer since joining the hospital 14 years ago. "The whole administrative staff used shelled-in space (in Boswell) for 14 years."

AS TO WHAT Sun Health does with income its affiliates generate, Turner said, "We're not pulling money out of hospitals and health care agencies." The reorganization, he said, was initiated

so that it could produce income for placement in the facilities.

Turner also says a difference between Sun Health and SamCor lies in community involvement—1,700 watchful hospital volunteers and Sun Citians who are unpaid corporate and board members on hospital, Sun Health and affiliates' boards.

They watch both corporate pursestrings and quality of service, Turner indicates.

"PEOPLE HERE (in Sun City) are very conscious of how their money is used, and we are a direct reflection of that attitude.

"We're trying to give the community what it wants, and it certainly doesn't want an elaborate splash..." he said.

"Every month the board gets an operating statement with statistics and finan-

* Sun Health, B8

Over

Community Spirit In Action

by Jim Tatum

The dream of a hospital in the Sun City area began in 1966, and has rapidly developed into one of the countries most advanced and progressive medical facilities. Some 16 years later this monument to health care stands in the form of four white towers housing 355 acute medical and surgical beds in approximately 12,500 square feet of space. In addition, support services operate in another 6,500 square feet throughout the community. Originally planned as a 61 bed hospital for the medical needs of the Sun City residents, plans were soon expanded due to the result of a development grant from the James G. Boswell Hospital Foundation. With this

"This volunteer staff, soon to reach an all time high of 1,700 people..."

pledge came stipulations that the facility, equipment, and staff be the best obtainable; that it would serve not only Sun City, but the surrounding communities as well; and that it would be named the Walter O. Boswell Memorial Hospital in honor of one of the three Boswell brothers who originally farmed the area on which Sun City and Youngtown now stand.

Of unique distinction, Walter O. Boswell Memorial Hospital's nursing units are circular in design with the nursing station in the center, thus enabling staff to maintain constant contact and care with all patients at all times.

From its conception, Walter O. Boswell Memorial Hospital has been one of the most innovative health care facilities in the United States. Among its achievements is the extensive

work it performs in Ophthalmology, Joint Replacement, Pacemakers, Cardio-vascular Surgery and Rehabilitation. One out of three patients are heart patients with some degree of rehabilitation required.

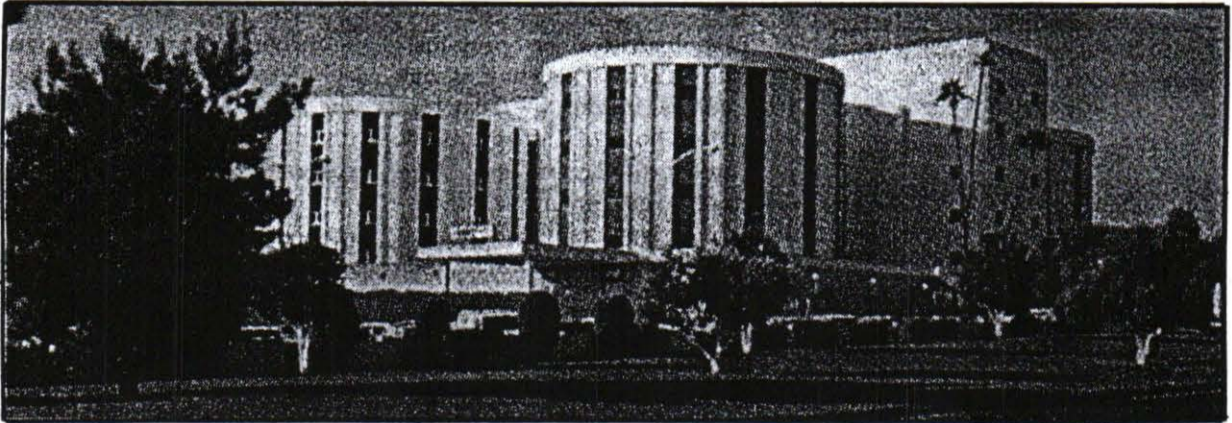
Jane Hibbitt, Director of Volunteer Services, says, "We refer to our volunteer services as the 'largest in Arizona'. However, it is larger than most services throughout the United States". She further states that the hospitals volunteers are the "most dedicated, sincere people I have ever been associated with". This Volunteer Staff, soon to reach an all-time high of 1,700 people (including 250 Male Volunteers), will log in excess of 200,000 hours of service this year. As if this is not enough, through their fundraising effort they have contributed over one million dollars to purchase special equipment and aid the hospital in its goal for superior health care.

"We are very proud of our volunteers," Ms. Hibbitt concluded, "they are a most dependable, and caring group of people who greatly enhance our services."

In 1970, when the hospital opened, Helen Bartholomew joined the staff to establish a Community Education program.

Never before incorporated in a health care facility, Walter O. Boswell Memorial Hospital sought to educate the individual community residents about their health and its care. In the past six months, some 6,000 people will have gone through the various courses offered, usually without fee, that the hospital provides. Courses and awareness programs are offered on Disease, Health Care, Preventive Measures, etc., in addition to support groups for

OVER



Walter O. Boswell Memorial Hospital

Alzheimers patients, and most recently Parkinson Disease Patients.

As a full service health care facility, Walter O. Boswell Memorial Hospital takes this title to the extreme. Offering a

"These facilities offer 24 hour ambulance and paramedic service . . ."

complete Rehabilitation program under the direction of Jenny Rose, the facility specializes in Cardiac, Respiratory, Physical Therapy and Acute Rehabilitation services. The facilities offer 24 hour ambulance and paramedic services.

in and out patient facilities, and accepts all insurance programs.

The four white towers of Walter O. Boswell Memorial Hospital offer strength, comfort and confidence to the members of the community in which it serves. It has assumed a responsibility for the community both through its educational programs and the service it provides to its patients both in and out of the facility.

The Hospital is located at 10401 Thunderbird in Sun City, Arizona. The telephone number is 977-7211. Interested readers who would like to devote their free time and join the volunteer services should contact Jane Hibbitt.



Roy Cosway

Ruth Bean, president of Boswell Memorial Hospital Auxiliary, left, and Edna Klinker, manager of the the 99th Avenue gallery.

Galleries prove bonanza for hospital

\$503,000 in medical gear bought through donations

By Thelma Heatwole N.W.B.

SUN CITY — Two Resident Galleries and Boswell Memorial Hospital Auxiliary members, working together, have produced a major community success story.

The figures speak for themselves. Ruth Bean, auxiliary president, said last week that the two galleries, the first one launched in 1969, to date have contributed \$503,000 to the hospital to purchase medical equipment.

When art is consigned to the hospital auxiliary, the auxiliary receives a third of the sales price of each item sold and two-thirds goes to the consignor.

Only residents of Sun City or Sun City West may consign articles to the galleries.

More than 600 consignors work with the two galleries, located at Sun Bowl Plaza, 10741 Peoria Ave., and Thunderbird Plaza, 18626 N. 99th Ave.

For some, talented in painting, silver work, sculpturing, knitting and sewing, it is an opportunity to derive extra cash to bolster fixed incomes. For others, it provides the therapy of being busy and productive.

As a result, the two galleries are bulging with handmade gifts, decor and apparel items. They glitter with paintings, bola

ties, hanging glass ornaments, beads, clocks of myrtlewood and sandstone and Japanese pictures.

"It's a showplace," says Edna Klinker, manager of the gallery at 13626 N. 99th Ave.

"When friends come to visit, this is where they bring them."

Consignors range from those who need the extra money to the affluent. They do not want their names connected with sales products to save the bother of calls at their homes, according to workers.

Recently, a woman consignor came in one of the shops to thank the auxiliary for the outlet for her work, which helped her finance the purchase of needed dentures.

One man, who works in lapidary, gives rocks of assorted sizes to the galleries — the small ones sell for 5 and 10 cents. In one year, his contribution to the hospital auxiliary amounted to more than \$300.

Some people give items outright to the gallery, simply because they want to make a contribution to the hospital.

One consignor said, "There's a limit on how much you can give away to relatives."

Bean, former executive director of a social agency in Boston, said the operation must be well organized.

There are about 1,500 volunteers. Some receive and record items; consignors set the price for their products. Others are in sales, and some are bookkeepers.

All help in the galleries, except for two managers, are volunteers.

A 90-year old woman consignor specializes in afghans, while the youngest consignor, age 28, lives with her parents and contributes ceramic Easter items.

Bean said another big factor in the success of the galleries is that the shopping center space is provided by Prudential Life Insurance Co. for a token amount.

Both galleries are open from 9:30 a.m. to 5 p.m., Mondays through Saturdays.

Patrons never know precisely what new items may appear at the shops.

Recently, a beautifully decorated 2-foot-high beer stein sold for \$25.

Big sellers are baby items like soft toys and knitted garments.

"Grandparents like to knit," Klinker said. "And they like to buy for grandchildren."

One specialty for children is a *Teach Me* book, made of old sheets, with "pages" containing such aids as a zipper to zip and a button to button. The book sells for \$4.50.

There are the popular magnets in a wide array of motifs; yarn "God's eyes"; lined wastepaper baskets made of *Arizona Highways* magazine pictures; and flower arrangements.

It's no wonder that an excited woman shopper exclaimed from across the store to her friend, "Isn't this a fun shop?"

Founders recall society's birth

4-28-82
Debra
Dean

Louis Gibb and Deb Loudon are back at the kitchen table, reminiscing about how it all began—how in 1975 they had sat in the same chairs, at the same cream-colored table, played off each other's ideas and given birth to the Boswell Society.

The seed had been planted earlier when Mrs. Loudon had attended a board meeting at Boswell Hospital and listened to talk of the hospital's then-huge \$2 million debt. On the way home she pondered and later she doodled with pencil and paper.

"I figured," she recalls nearly a decade later, "if we could start a group, a prestigious annual-giving society of some sort, with broad participation, we might wipe out that debt in two or three years."

Her husband, the late C.C. Loudon, had been a trustee of Hiram College in Ohio which had a President's Forum, an exclusive club of major donors. "I figured if they could do it, why shouldn't we?" she said.

ENTER LOUIS Gibb. He had just retired as vice president for development (that means fund raising) at Ohio Northern University and had just moved to Sun City. He approached the fledgling Boswell Hospital Foundation with "How can I help?" and was put to work as assistant to the president.

Gibb's first assignment from then-president Lyle Hurd was to organize an annual-giving program. "See Deb Loudon, she has an idea," Hurd urged.

BOSWELL SOCIETY

So they sat in Mrs. Loudon's airy, white and yellow kitchen and brainstormed the Boswell Society from dream to reality.

"It was her idea," Gibb said.

"BUT HE was the expert who made it fly," she retorted.

Fly it did. "We began the program in the fall of 1975," Gibb recalled. "That next spring, 1976, we had the first Boswell Society luncheon. We wanted to honor all those who had contributed \$100 or more the year before, and we had 696 on our invitation list. It seemed to be working."

That luncheon has become an annual event. This year's by-invitation-only affair will be held Thursday and Friday in Sundial Center.

The luncheon has been spread over two days to accommodate the whopping 5,653 Sun Citians who as individuals or households contributed amounts ranging from \$100 to \$40,500 during 1981.

SO THE Deb and Louis Show is a howling success. But there's more to these two.

Mrs. Loudon has quietly become part of the Boswell fabric and helped in big and little ways.

She served a four-year term on the hospital board and wrote a history of the organization. She was a

charter member of the foundation board and she prepared the first card file of prospective donors.

"Oh, heavens," she said from the kitchen table. "Don't tell anyone this. I'd be so embarrassed. I had this old, old typewriter with a carriage this wide," and she spread her arms. "The keys stuck; it was awful. But I took the phone book and typed separate cards for everyone in Sun City. The cards looked terrible."

TERRIBLE OR not, Mrs. Loudon's cards were the source for everyone who solicited on behalf of Boswell Hospital.

She is also a life member of the Boswell Society, the highest level a donor can attain.

Gibb is no slouch, either. For his seven years as the professional with an otherwise volunteer fund-raising group, he has been instrumental in raising some \$6.6 million in outright gifts and nearly \$2 million for the foundation's pooled-income funds.

At the end of this month he will retire for the second time, the better to improve his ground strokes.

BACK AT the kitchen table, Mrs. Loudon looked across the years and the satisfactions. "I'm proud of what the foundation and the Boswell Society have become," she stated.

And Gibb nodded and said, "You have every right to be, Deb."

Matching funds offered Boswell in tower drive

Susan Meulendyk
Wednesday Editor

The heat is on in the drive to raise \$1.5 million for the Boswell Memorial Hospital fourth tower.

The James G. Boswell Foundation in California, a long-time benefactor of the hospital, has offered \$1 (up to \$1 million) for every \$1.50 collected locally, hospital officials announced yesterday.

About \$1.2 million has been raised to date for the 84-bed tower, which is under construction and expected to open late 1981 or early 1982.

Rose Hodgson, president of the Boswell Hospital Foundation, said "Our foundation will go all-out to reach the \$1.5 million goal. We expect a ready response" to letters mailed recently to Sun City and Sun City West homes requesting pledges.

John Mead, president of the hospital corporation, said the combination of local pledges and matching funds "will have a big bearing on being able to secure the necessary additional financing for the construction project at the lowest possible cost. Those savings will help hold hospital charges lower."

The tower is expected to cost

\$13.5 million, raised by a bond issue, bringing the hospital's total bond debt to \$37.5 million.

The James G. Boswell Foundation has been a major benefactor of the hospital, planning coordinator Bill Chapman said. The hospital has received a total of \$3.9 million since its inception. Chapman engineered the million-dollar-challenge.

In conjunction with the challenge announcement, hospital officials also outlined expansion goals for the near future.

Besides equipping the fourth tower, non-medical support and education services are being moved out of the hospital itself to nearby buildings acquired last year from DevCo.

Space taken by those services in the hospital will be remodeled to accommodate acute-care services.

Operating rooms and related facilities will be added to the east side of the hospital.

Needs in Sun City West will be met for the time being with a temporary building on the site slated for the proposed medical arts center.

One of three buildings planned there is expected to be leased and "under way" by the end of the year, spokesmen said.

Boswell offers fund \$1 million

Californian James G. Boswell challenged the Sun Cities this week to raise \$1.5 million toward the Boswell Memorial Hospital's Tower Four Fund and offered to contribute, through the James G. Boswell Foundation, up to \$1 million if the goal is met.

Boswell's offer is to match every \$1.50 the community gives with \$1, with a maximum set at \$1 million.

A member of the Boswell family which originally owned the Marinette Ranch, on which Sun City is built, James Boswell is president of a farming empire with headquarters in Los Angeles.

After collecting or getting pledges

for approximately \$1.1 million from the community by last week, campaign workers are now pushing for another \$400,000.

WILLIAM CHAPMAN, who arranged the challenge, explained that the Boswell Foundation has been the hospital's largest single benefactor, beginning with a donation in 1966 of \$1.2 million to get the facility started. Subsequent contributions bring the total from the Foundation to \$3.9 million. If the community-wide goal is met as anticipated, Boswell's total donation to the hospital will be \$4.9 million.

Letters explaining hospital officials' reasons for trying to raise as much

money as possible will be received by Sun City and Sun City West residents soon.

In addition to building the fourth nursing tower for 84 more patient beds, hospital officials expect to expand operating rooms and other acute care services during the current construction and remodeling project.

"THE MORE WE CAN do now, the less it will cost," Chapman said. "With inflation as it is, every delay of 6 months means an increase of 6 to 7 percent in cost of construction. Also, the more we raise, the less we have to borrow.

"In the long run, it means keeping

costs to patients down as much as possible," he added.

Six phases of future expansion of Boswell into a 59-acre complex of health services and facilities are in planning stages. A tentative master site design released earlier this month shows how hospital officials expect to use property it acquired last June from the Del E. Webb Development Co.

LONG-RANGE PLANS CALL for buildings to house an education center and data processing, ambulatory and administrative services, long term and residential care, a fitness center, an agency office building and a day care/hospice center.