

DAILY NEWS-SUN

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WEEKEND EDITION

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SURVEY

Sun City's Banner Boswell named one of top U.S. urban hospitals

STAFF REPORT

The Leapfrog Group has named Banner Boswell Medical Center to its annual list of Top Urban Hospitals. The recognition showcases Banner Boswell's commitment to Leapfrog's vision of providing the safest, highest-quality health care for consumers and purchasers alike, according to hospital officials.

"Our main focus is to provide exceptional care, service and safety to our patients," said Dave Cheney, chief executive officer at Banner Boswell. "It is truly an honor to

be recognized by The Leapfrog Group for all the hard work our team of physicians, medical staff and volunteers do each day to deliver excellent patient care."

Banner Boswell was one of 98 Top Hospitals recognized and selected from hospitals participating in The Leapfrog Group's annual survey.

The selection is based on the results of The Leapfrog Group's annual hospital survey, which measures hospitals' performance on patient safety and quality,

"Our main focus is to provide exceptional care, service and safety to our patients."

Dave Cheney
Chief Executive Officer
Banner Boswell

focusing on three critical areas of hospital care: how patients fare, resource use and management structures established to prevent errors. Performance across many areas of hospital care is considered in establishing the

qualifications for the award, including survival rates for high-risk procedures and a hospital's ability to prevent medication errors.

"Leapfrog's Top Hospital award is widely acknowledged as one of the most prestigious distinctions any hospital can achieve in the United States," said Leah Binder, president and CEO of The Leapfrog Group. "Top Hospitals have lower infection rates, better outcomes, decreased length of stay and fewer readmissions. By achieving Top Hos-

pital status, Banner Boswell has proven it prioritizes the safety of its patients, is committed to transparency and provides exemplary care for families and patients in Sun City."

The Top Hospital award is given to urban, rural and children's hospitals that publicly report their performance through the annual Leapfrog Hospital Survey and meet the standards defined by the organization.


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VF SC Boswell Hospital

Banner Boswell Nursing
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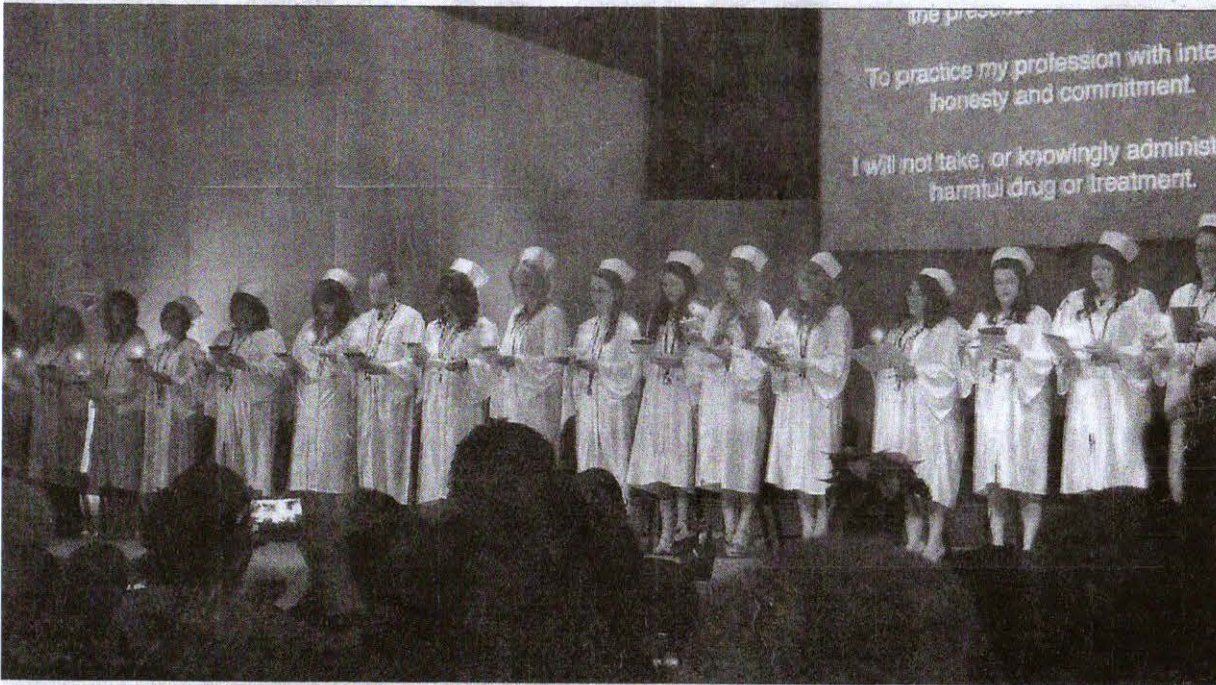
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Business A11 • Opinion A13 • Prime Times A15 • Columns A14 • Puzzles, A27, A28, A30, A31 • Classifieds A29

ECONOMY



Students from the Mesa Community College Banner Boswell Nursing program recite the Florence Nightingale Pledge at their RN pinning ceremony Dec. 10 at the Vineyard Church in Glendale. The class of 31 students was the final nursing class for the Banner Boswell Nursing Education Center. [Tina Gamez/Daily News-Sun]

Banner hospitals earn kudos for paperless records

STAFF REPORT

Three Banner Health facilities in the Northwest Valley have achieved Stage 7, the final stage in the adoption of electronic medical records as acknowledged by HIMSS Analytics, a wholly owned nonprofit subsidiary of the Healthcare Information and Management Systems Society.

The three Banner Health facilities in the Northwest Valley to achieve Stage 7 status: Banner Boswell Medical Center in Sun City; Banner Del E. Webb Medical Center in Sun City West; and Banner Thunderbird Medical Center in Glendale.

The Northwest Valley hospitals are three of 17 Banner hospitals to receive the acknowledgement.

HIMSS Analytics monitors and recognizes levels of EMR adoption and meaningful use in hospitals in the United States, Canada and other countries.

Banner Health's 17 Stage 7 hospitals are among only 82 hospitals in the nation at this top level of EMR use.

Banner is also recognized by Thomson Reuters as a Top Five Large Health System in the nation and as a Top Leadership Team/Large System by HealthLeaders magazine.

"While achieving HIMSS Stage 7 for 17 of Banner's 23 hospitals is an important organizational achievement, the most important beneficiaries are our patients," said Dr. John

Hensing, Banner Health's Executive Vice President/Chief Medical Officer. "Our meaningful use of enhanced electronic medical records is integrated into our patient care processes and even targeted to help our clinicians proactively recognize and treat specific and dangerous disorders such as sepsis and delirium."

In order to obtain the final stage in the EMR adoption, hospitals must be paperless and be able to share clinical information with other health care facilities, networks, clinics, employers, payers and patients.

At this stage, health care organizations also can store and analyze data to use to improve clinical outcomes and patient experience.

HIMSS Analytics surveyors conducted an on-site review of Banner's EMR technologies at Banner Good Samaritan Medical Center, located in Phoenix. Since nearly all Banner facilities have the same level of EMR adoption and usage, surveyors were able to judge facility capabilities across the system based on their findings at Banner Good Samaritan Medical Center.

Four more Banner Health facilities will achieve Stage 7 this summer once they have implemented using bar-coding technology for patient identification and medications administration.

The remaining facilities will achieve Stage 7 in 2013.

Banner Boswell earns NICHE designation for elder care

STAFF REPORT

Banner Boswell Medical Center has received recognition for its skills at providing optimal care to the geriatric population.

The Sun City hospital received the Nurses Improving Care for Health System Elders designation.

"When a member of our community is hospitalized, beyond their initial diagnosis they may have other conditions to which we must tailor their care needs," said Julie Nunley, chief nursing officer at the nonprofit hospital. "For example, our patients may have hearing or vision impairments not normally seen in a younger population, so we need to ensure that they are communicated with effectively to compensate for these conditions.

"This designation is nursing-driven and we expect it will hugely impact the care patients receive and can expect when they are here. While NICHE focuses on nursing care, Banner Boswell approaches improvement in care through a team approach through all disciplines."

The NICHE designation is earned after a hospital goes through an application process

and training. It is a program of the Hartford Institute for Geriatric Nursing at New York University College of Nursing.

As stated on the NICHE website, the program "is designed to upgrade the quality of care for hospitalized older adults by increasing awareness of geriatric issues, improving staff competence in geriatric care and supporting the implementation of hospital geriatric protocols."

Banner Boswell is one of only two facilities in the state to have this designation and the only one in the Valley.

"While Banner Boswell is not solely a geriatric hospital, our campus does specialize in diseases most commonly seen in the aging," said Barbara Minick, associate administrator at the hospital.

In addition to the NICHE designation, Nunley said the hospital is working on developing an acute care unit for elders. This pilot program will focus on the things that most impact elders — falls, skin ulcers, multiple prescription drugs and chronic pain. Pain alone can increase a person's chances of falling by 50 percent.

Banner Boswell Medical Center is at 10401 W. Thunderbird Blvd.

Meditation chapel remodeled to embrace all faiths

NORA AVERY-PAGE
DAILY NEWS-SUN

Banner Boswell Medical Center reopened its chapel this week, just in time for Ash Wednesday.

The newly remodeled space, now a non-denominational meditation chapel, offers both patients and their families a quiet space to think and escape the busy hospital atmosphere.

Chaplain Larry Weidner, the director of Spiritual Care, said that the remodel is more inclusive to all religions. Instead of pews, the room now contains individual chairs, and the art is not specific to one religion, but a trio of paintings on one wall incorporates symbols from all faiths.

"As a hospital, we minister to anyone that comes here," Weidner said.

Weidner pointed out that when the remodel was first proposed, he heard some complaints from people about the switch to a non-denominational, rather than Christian, chapel, but he thought it was

religions.

Loretta Tropea, a hospital volunteer from Peoria, said the room looked completely different when she stopped in to receive her ashes Wednesday morning.

"I think it's very nice," Tropea said. "They did a nice job."

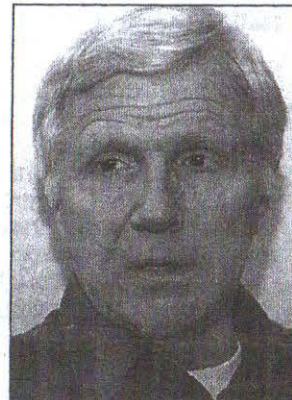
The chapel also includes a new water feature just inside the door on a newly constructed wall, which blocks out noise from the busy lobby, where the room is located, giving visitors more privacy.

"It's an environment that is quiet and peaceful and comfortable," Weidner said, adding that the new design is more accommodating if a family wants a private session with him.

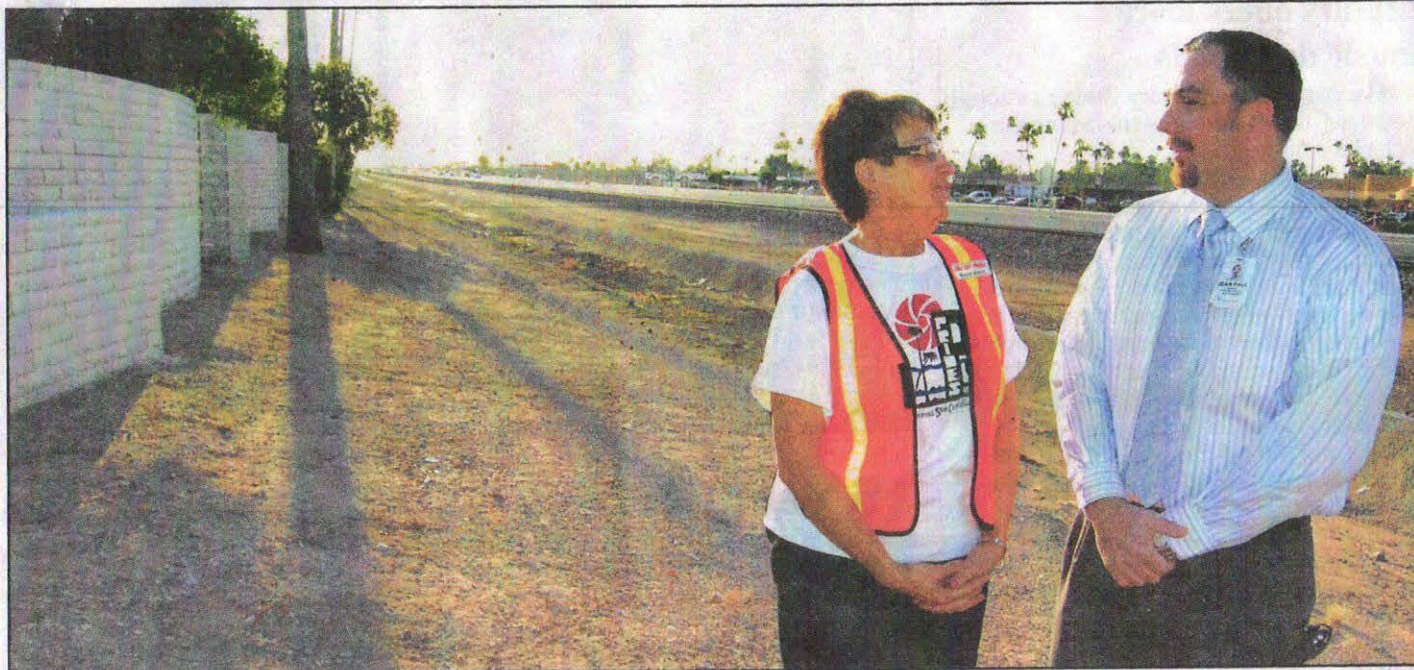
Chapel visitors can check out a library of more than 40 pamphlets on various supportive topics that Weidner said he has already seen circulating throughout the hospital in the hands of patients and families. There is also a special 'faith box' where handwritten requests for prayers can be placed



PHOTOS BY MOLLIE J. HOPPES/DAILY NEWS-SUN



Above, Heather Moore stops by the newly renovated meditation chapel at Banner Boswell Hospital on Ash Wednesday. Banner Boswell's Spiritual Care ministers distributed ashes during the reopening. Left, Banner Boswell Hospital chaplain Larry Weidner hopes everyone finds the remodeled meditation chapel to be inviting to those who seek solace there.



Independent Newspapers/Rusty Bradshaw
Bonnie Mirick, PRIDES member, and John Paquette, Banner Boswell grounds director, talk about the work that was done to clean the strip of land along Grand Avenue next to Boswell Memorial Hospital, 10401 W. Thunderbird Blvd. People can learn more about the Sun City PRIDES by viewing a video with Ms. Mirick on the Sun City Independent facebook account.

Grand land strip spruces up

Banner hires crews after ownership is determined

By Rusty Bradshaw
Independent Newspapers

Working together, the Sun City PRIDES and Banner Boswell Memorial Hospital completed some early spring cleaning along Grand Avenue.

PRIDES members wanted to get a strip of land on the north side of Grand Avenue between 107th and 103rd avenues cleaned. The area had visible debris and vegetation that had not been trimmed for some time.

"A couple of the palm trees there had

What do you think?

Are there other areas in Sun City needing special cleanup attention? Do you believe 99th Avenue needs sprucing up?

•Public forums: www.newszap.com

•E-mail: rbradshaw@newszap.com

"It was looking pretty bad, and that faces a major traffic artery, so it was not putting a good face on Sun City."

PRIDES leaders had initiated plans to send some of its volunteers to clean the area, according to Roger Aguirre, PRIDES president.

"But the county told us they did not want us doing that because it was not county property," he said.

When they tried to determine who owned the property, there were no clear answers at first. John Paquette, Banner's grounds director, said being new to the job — only six months — he had very little history on the properties.

"We have a couple guys who work for us that have been with the hospital 23 and 29 years, and they believed the property was owned by the railroad," he explained.

That turned out to be inaccurate when Burlington Northern Santa Fe officials said the land was not theirs.

"The logical assumption was that since it was on the other side of the wall, it did not belong to the hospital," Mr. Paquette said.

Land

Continued From Page 1

To get to the bottom of the matter, Mr. Paquette did extensive research with the Maricopa County Assessor's office and found that strip of land was indeed owned by the hospital. He explained the area on the south side of the wall is a separate plot from other hospital property. He added some of the ownership confusion could have come after Banner took over Sun Health and true ownership of that strip of land was lost in the shuffle.

"The hospital property goes all the way to the ditch," said Mr. Aguirre.

Once property ownership was determined, hospital officials contracted two vendors to clean up the area and trim vegetation, according to Mr. Paquette. The dead palm trees were also removed.

"There were chunks of concrete and things like that in there," he said. "It appears that people were using that as a dumping ground."

Ms. Mirick said the debris buildup and lack of shrubbery maintenance had been going on for years.

"That was the biggest thorn on our side," she said.

Mr. Paquette said the area is now on the

hospital's quarterly maintenance schedule.

"We want to do our part to keep Sun City beautiful," he said.

With the "thorn" now taken care of, PRIDES members will now focus on their regular individual and Saturday group work crews.

"We have no other areas that were a problem like this," Ms. Mirick said. "The rest of the community looks pretty clean."

But that does not mean the group has no other bigger projects to look into. Ms. Mirick said PRIDES members would like to see some improvements in the look of 99th Avenue.

"We would like to see some drought tolerant plants put in on the sides of 99th Avenue north of Grand, at least as far as Bell Road; if not farther," she explained.

PRIDES members also believe some river rock scattered along the sides would also be a nice touch. However, the group will have to work with Maricopa County Department of Transportation for the project.

"We'd just like to see more color along that route," Ms. Mirick said.

The group's Bell Road median landscaping committee is working on the next phase of that project, she explained. For more information, call 972-6558.

News Editor Rusty Bradshaw can be reached at 623-445-2725 or rbradshaw@newszap.com.

Banner Boswell celebrates 40 years



Submitted Photos
 More than 700 attended Banner Boswell Medical Center's 40th anniversary community celebration Nov. 6. The free event included a patriotic tribute to veterans, a health fair, classic car show, wellness lectures, free blood pressures checks and more. Community members also donated more than four boxes of food to benefit Banner Olive Branch Senior Center's food pantry. Clockwise, from top, Dave Cheney, CEO of Banner Boswell Medical Center, welcomed a crowd of hundreds; Banner Boswell's 40th anniversary community celebration included a variety of entertainers, including the Sun City Poms; among those honored was W. Austin Turner, the first CEO and administrator of Boswell Hospital when it opened Nov. 16, 1970; Peoria Boy Scout Troop 262 honored veterans with a presentation of colors; about 20 veterans in the audience were honored during the patriotic tribute;





Banner Boswell celebrates 40 years of health care

By Linda Tyler

Special to the Independent

Banner Boswell Medical Center is celebrating 40 years of excellence in patient care and community support through the Sun Health Foundation.

Because hospital's past, present and future are rooted in the community, a special celebration is planned and everyone is invited 9 a.m.-1 p.m. Saturday, Nov. 6 in the hospital's Support Services building and corresponding east and south parking lots located at 13180 N. 103rd Drive, in Sun City. The first 1,500 to register on www.bannerhealth.com/boswell40 or by calling 602-230-2273 will receive a free pedometer.

The festivities begin with a welcome and patriotic tribute to veterans at 9 a.m. in the parking lot led by Dave Cheney, CEO for Banner Boswell; Kathy Bollinger, president, Arizona West Region for Banner Health, and Ron Guziak, president/CEO for Sun Health. Presentation of the colors will be conducted by Peoria Boy Scout Troop 262. Other event highlights include a health and wellness fair, classic car show, refreshments, entertainment; and online health assessments, free blood pressure checks and diabetes edu-

cation in the new Family Resource Library. Additionally, free wellness lectures will be conducted in Memorial Hall (first floor, Support Services building) 9:30 a.m. on music therapy, 10:30 a.m. on laughter therapy, and 11:30 a.m. on pet therapy. Attendees are encouraged to bring a non-perishable food item to the event in support of Banner Olive Branch Senior Center.

"Banner Boswell's anniversary is a time to express appreciation to those who have made this milestone possible, including our community, staff, physicians, volunteers and many others," Mr. Cheney said. "Please join us as we celebrate our rich history, our progress today and our innovation that will help shape the future of health care."

"It's only natural that a hospital built by the community for the community celebrates this milestone with the community," Mr. Guziak said. "This is a day to celebrate not only the history of the hospital but also the history of support for this hospital through Sun Health Foundation and Sun Health Auxiliary."

Editor's Note: Linda Tyler is director, public relations, Banner Boswell and Banner Del E. Webb medical centers.



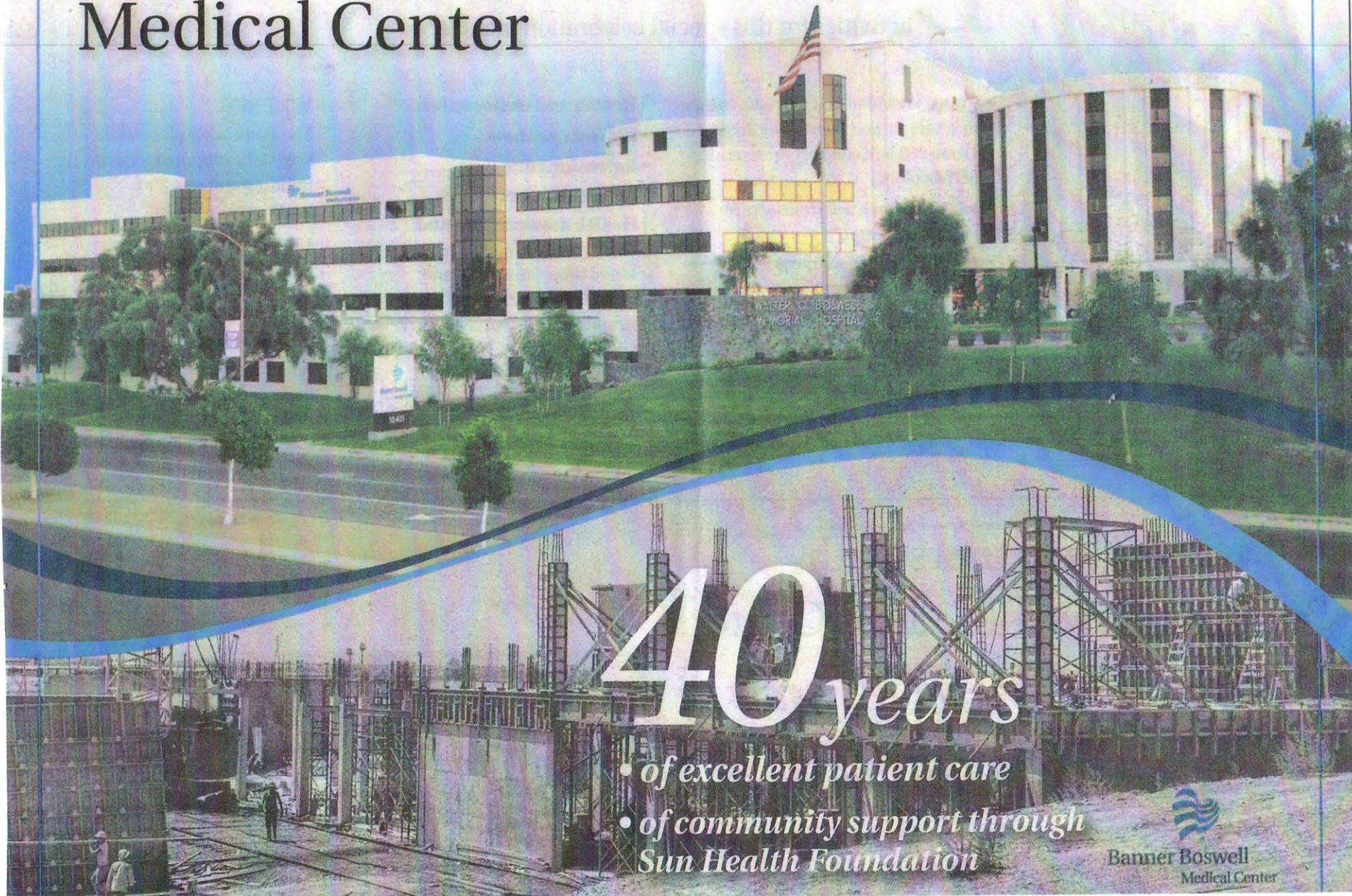
'Power Over Parkinson's'

More than 170 people attended the Power Over Parkinson's 2010 Community Educational Conference at Rio Vista Recreation Center in Peoria. The event was hosted by the Arizona chapter of the American Parkinson's Disease Association and presented by Banner Good Samaritan and Banner Boswell medical centers. Patients and loved ones gathered to learn the latest updates in research, medical treatments and surgical options from Banner Health experts on Parkinson's. During the event, the AzAPDA presented Banner Boswell Medical Center with special Community Partner Award. Russell Jaffe, administrative director of Banner Boswell Medical Center's Rehabilitation Services, accepts the award from Sharon Kha, board president of the Arizona Chapter of the American Parkinson's Disease Association. Visit www.azapda.org or www.bannerhealth.com.

Submitted Photo

BANNER BOSWELL

Medical Center



40 years

- of excellent patient care
- of community support through Sun Health Foundation

Yesterday, Today and Tomorrow

Banner Boswell Medical Center: YESTERDAY

BY PAULA HUBBS COHEN

In 1966, Surveyor 1 became the first U.S. spacecraft to soft-land on the moon, "The Sound of Music" won the Academy Award for Best Picture and some dedicated folks in Sun City began to develop a plan to create a hospital.

And create a very fine hospital they did, filing articles of incorporation for what was then known as Sun City Community Hospital. Next on the "to-do" list was funding such an enormous project, but as usual, Sun Citians sprang to the rescue. Locals went door to door, and funds rolled in from groups as diverse as the all-female Sun City Saints softball team and the James G. Boswell Foundation. Those first philanthropists and fundraisers were the precursors of the Sun Health Foundation.

"Traditionally, nonprofit hospitals have fundraising arms, and fundraising was certainly the genesis of the Sun Health Foundation back when the hospital was first established," said Ron Guziak, president and CEO of Sun Health Services, the parent corporation for the Sun Health Foundation. He added that, over the years, the Sun Health Foundation has united generous residents with local health care, resulting in the world-renowned



Boswell Hospital ground-breaking ceremonies – Jan. 24, 1969. Left to right: Owen Childress, John Meeker, Del Webb, Mrs. Koscick, Mrs. Wise, Austin Turner, Dr. Don DeCoursey, and William Chapman. PHOTOS COURTESY OF DEL WEBB SUN CITIES MUSEUM

facilities and services found at Banner Boswell, Banner Sun Health Research Institute and Banner Del E. Webb Medical Center, Banner Boswell's sister hospital in Sun City West.

Operating under the auspices of Sun Health, the Sun Health Foundation is the only foundation authorized to raise funds for these local Banner Health facilities, thanks to a unique arrangement between Sun Health and Banner Health.

For its first 38 years, Boswell was part of Sun Health, but a little more than two years ago, Sun Health sold its medical facilities to Banner Health,

Guziak explained.

"What was different in this transaction was that we had long been the beneficiaries of the extremely loyal Sun City community," Guziak said. "They've been dedicated to supporting us for decades, and the residents wanted to have a continued impact on operations."

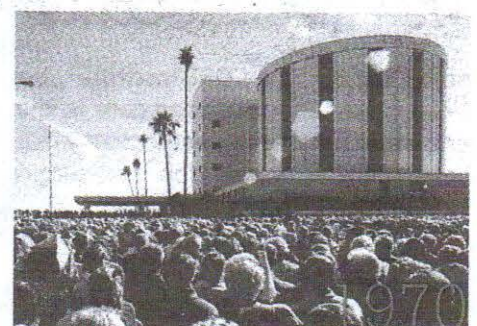
As a result, Banner and Sun Health continue to operate the Sun Health Foundation to support Banner Boswell Medical Center and Banner Del E. Webb Medical Center, as well as Banner Sun Health Research Institute and other local services. ■



William Boswell (center) lifts the first shovel of dirt at the 1969 ground-breaking ceremony. William Chapman of DEVCO is to his right, and Del Webb is to his left.



Boswell Hospital's first two towers are under construction and set to open in November.



Thousands attend dedication of Walter O. Boswell Memorial Hospital on Nov. 6, 1970.

Yesterday, Today and Tomorrow

Banner Boswell Medical Center: TODAY

BY PAULA HUBBS COHEN PHOTOS BY RICK D'ELIA

Banner Boswell Medical Center is a premier provider of cardiac, orthopedic and neuroscience care.

CARDIOVASCULAR

The nationally recognized Heart Center at Banner Boswell has consistently been at the forefront of advances in cardiovascular surgery, including coronary artery bypass and valve repair/replacement.

"We are a leader in state-of-the-art surgical techniques that provide surgeons the ability to perform heart valve replacements using very small incisions," explained Fredric H. Klopff, M.D., cardiologist and chief of staff. Klopff added that Banner Boswell has been a pioneer in the application of off-pump open-heart procedures, another top technical advance in cardiac care. "By eliminating the need to use a heart-lung machine, surgical risks are often reduced, and recovery times are shorter."

Along with leading-edge technology, the tightly knit team includes first

responders, Emergency Department staff and the Cardiac Catheterization Lab who expedite potentially life-saving treatment.

ORTHOPEDICS

Renowned as one of the most comprehensive joint replacement centers in Maricopa County, Banner Boswell's highly skilled orthopedic specialists care for injuries and disorders ranging from sports-related to arthritic, congenital and degenerative conditions affecting bones, joints, muscles, ligaments, tendons and cartilage.

"It's been rewarding for me to see so many patients respond well because of our team's innovative approach to recovery and rehabilitation," said John Thompson, D.O., orthopedic surgeon and medical director of The Joint Club, Banner Boswell's award-winning inpatient rehabilitation program. "As a result, more than 90 percent of our patients return home directly following their inpatient rehab without going to an extended care center."



Neurosurgeon David Pootrakul, M.D., uses Banner Boswell's new surgical microscope while performing back surgery with the help of neurosurgical technician Heather Hull.

NEUROSCIENCES

Banner Boswell's neuroscience experts offer extensive diagnostics, therapeutic interventions and neurosurgical treatment services for patients facing complex neurological conditions. In fact, Banner Boswell is one of only three centers in the Phoenix metropolitan area to offer deep brain stimulation, a surgical therapy used in the treatment of patients with Parkinson's Disease and essential tremor.

"Our pride in the full spectrum of

neuroscience care we provide has grown even stronger with the news that Banner Boswell was designated a Joint Commission Primary Stroke Center, the first nationally certified provider in the west Valley," said Darry Johnson, M.D., neurologist and medical director of the hospital's stroke program. "In my early years in medicine, there was little more than an aspirin to help meet a stroke head-on. Today, it's an exciting time in my world to offer hope." ■

Banner Boswell – a history

Feb. 17, 1967

J.G. Boswell Foundation grants \$1.2 million; facility to be named Walter O. Boswell Memorial Hospital.

May 8, 1968

Boswell Hospital Auxiliary (later Sun Health Auxiliary) is founded.

April 16, 1968

Residents begin hospital community fund-drive, becoming the precursors of Sun Health Foundation, which unites community philanthropists with local healthcare needs.

Dec. 16, 1969

Community fund drive reaches \$1 million goal.

Nov. 6, 1970

Hospital is dedicated.

Nov. 16, 1970

Hospital opens.

May 6, 1978

Third tower is dedicated/opens.

July 1981

Fourth tower is dedicated/opens.

Nov. 1, 1985

Opening of Banner Boswell Rehabilitation Center, *Honoring Norbert and Sonia Grove*.

2000

Banner Boswell's expansion opens, including the Heart Center.

March 2008

Expansion, renovation of several areas within Banner Boswell Medical Center is complete.

September 2008

Merger of Sun Health and Banner Health occurs.

May 2010

Women's Diagnostic Services relocates from the hospital to Banner Lakes Imaging for added outpatient convenience. Digital mammography arrives.

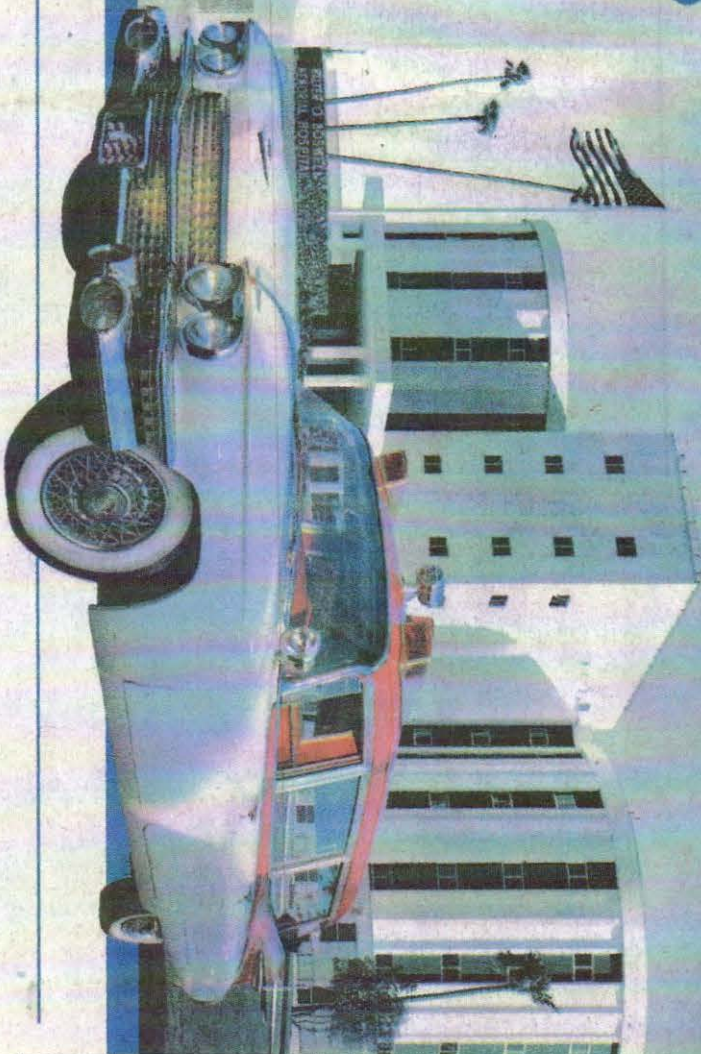
Congratulations

for

40 years of excellence

Bob Ramsey

1970 – 2010



Boswell hospital grew from grass-roots effort in Sun City



SUBMITTED PHOTO

More than 5,000 people attend the dedication of Walter O. Boswell Hospital in November 1970. That was about half of the population of Sun City that was founded 10 years earlier

In the few years after Sun City's genesis in 1960, residents and community leaders realized the need for convenient health services so they wouldn't have to drive into Phoenix.

But to long-time employees and the community, it has been much more than just a hospital filling a need — it's something they can be proud of.

After nearly a decade of planning and fundraising the Walter O. Boswell Memorial Hospital, now called Banner Boswell Medical Center, opened on Nov. 16, 1970.

That first day of its opening, Boswell had five admissions.

Kip Mackenzie, the director of culinary and nutrition services at Boswell, started at the hospital in 1974.

"When I started it was just two towers and we kind of stuck out in the middle of the desert," he said.

Mackenzie describes the hospital, which now has four towers and other expansions, as a landmark of the area.

"I think from the first day I started, Sun City looked at Boswell as their hospital," Mackenzie said. "They still think that about it. They take ownership and pride in it. I love working here after all these years."

Other veteran staff members echo Mackenzie about the community's love for the hospital.

Dr. Jon Hillegas started his practice at Boswell in July 1971, when construction on Phase II of Sun City had just begun.

"It's a very phenomenal, interesting story of growth," Hillegas said of the hospital. "Boswell's always been an anchor of the west side."

Hillegas said the hospital's willingness to keep up with technology has kept patients coming, combined with the easy-to-access location, so people don't need to travel far to get the care they need.

"We wanted to keep patients, and they wanted to stay here," he said. "You were offering something to the community that it certainly needed and they didn't have to go downtown for."

Hillegas, a general and vascular surgeon, said the quality of service offered by Boswell is great, which he appreciates as he grows older himself.

"I just hope and pray that, as I'm becoming a patient myself, that we maintain that quality," he said.

To better understand the history of a community hospital that has grown into so much more in its 40 years, it is important to think about the dynamic of Sun City, and of the country, at the time.

When Sun City was established in 1960, it was a unique idea of active retirement created by Del E. Webb.

The community he built sprouted out of the

desert and cotton fields on land from James Boswell and a new idea about aging was born, drawing more than 100,000 visitors to the grand opening.

As Sun City expanded, the need for a hospital grew as well.

The project's biggest financial infusion came in the form of a contribution from the James G. Boswell Foundation — a \$1.2 million grant with the stipulation that the hospital be named the Walter O. Boswell Memorial Hospital in honor of the late colonel, one of three brothers instrumental in developing a vast agricultural empire in this area.

Another \$1 million from a community drive helped get the project off the ground, a precursor of the Sun Health Foundation, the hospital's fund-raising arm.

More than 5,000 people attended the November 1970 dedication of the hospital, which was about half of the community population at the time.

Darl Bachmann, chairman of the board for the Sun Health Foundation, said it's interesting to

look back at how Boswell started in comparison to what it is now.

"It's pretty amazing that it all worked out the way that it did," he said. "This was a community effort, a really grassroots kind of thing. The community came together and said this is what we need because this is where we live now."

Banner and Sun Health merged in 2008, with Banner taking over the actual running of the hospitals, so Sun Health could focus on fund-raising, which is what they do best, and do best in this community, Bachmann said.

"It's an exciting time. There's definitely been a lot of change," said Bachmann, who has served on the board since 2003 and started his term as chairman this year. "It has been extraordinarily gratifying over the last six to eight months to talk to people who have been touched by Sun Health."

In April 1970, 14 physicians were the first to be named to the hospital's medical staff, compared to more than 800 physicians on staff in

SEE STAFF, A17

STAFF

FROM A16

2010. Banner Boswell also now has 1,600 active volunteers.

As a 38-year veteran of that staff, Jerry Theis, an oncology data specialist, has seen a lot of changes.

"In the early days, I knew all the physicians, I knew all the nurses," he said. "Not anymore. Grand Avenue used to just disappear into the desert."

Kristi Martin, and administrative assistant, also remembers when the Boswell staff was "so small, it was like a tight little family."

Martin, who has been working at the hospital for 33 years, said she has fond memories of company picnics and "bashes" held in a barn. Theis and Hillegas have vivid memories from their medical observations: Theis remembers finding the first tapeworm in the hospital in a butcher eating his own raw meat; Hillegas remembers participating in the first bypass surgery.

For the hospital's 25th anniversary, Theis said people "came in droves" and he thinks the community will continue to be active in the hospital.

Theis and Martin explained the dedication of the community comes from the quality of care Boswell offers. Martin said her mother recently had surgery on her 80th birthday at Boswell and she received a birthday card signed by the whole department.

"It's those little things that mean so much," Martin said.

"This population has very high expectations when it comes to health care. We cater to that," Theis said.

Dr. Terry Loftus, the chief medical officer at Boswell, has only been on staff there for two years, but the community involvement and appreciation is hard to miss.

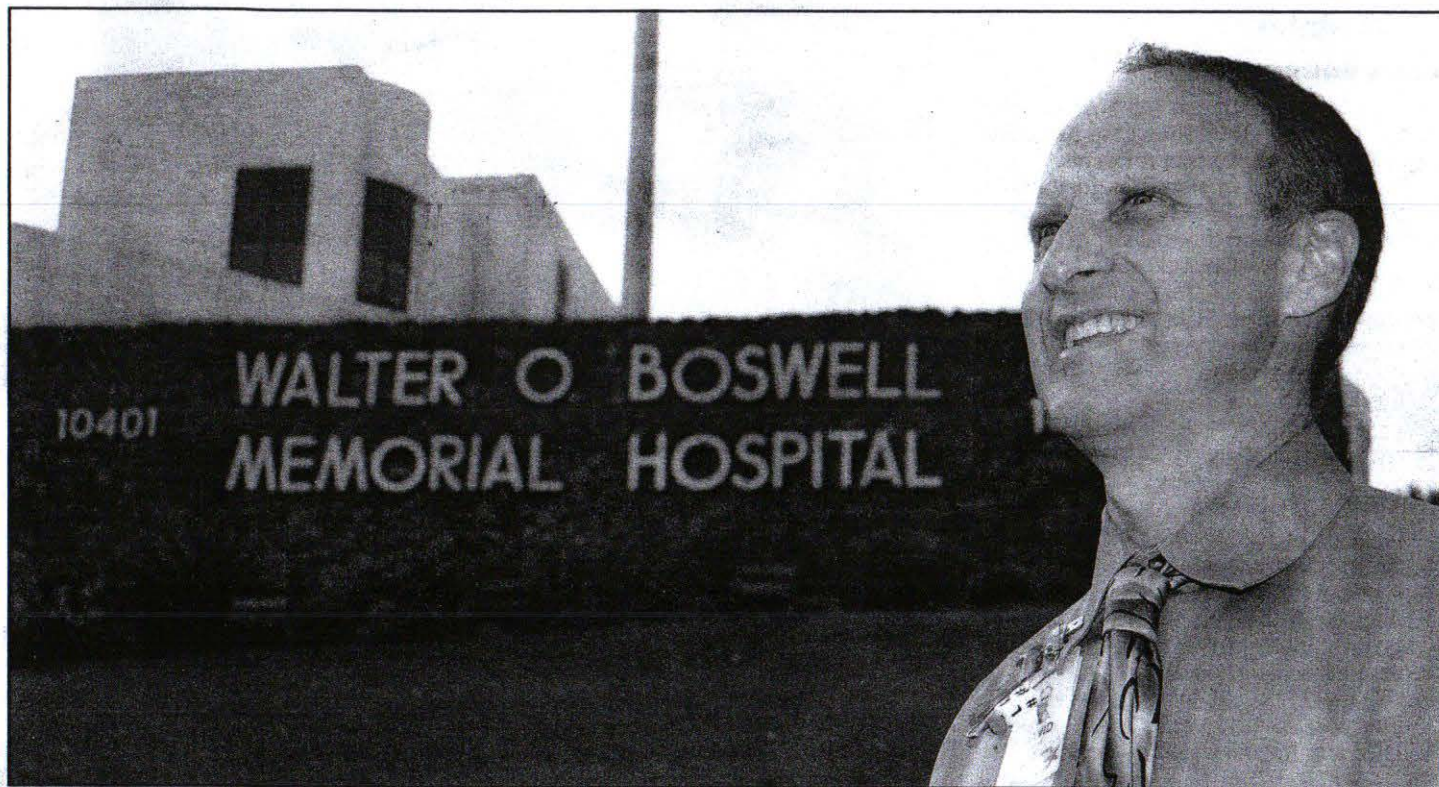
"You walk down the hall and you can feel it," Loftus said. "The thing that really struck me when I came out here is different than what I thought it would be. My perception of the small community hospital changed as soon as I came out here."

The hospital has grown up with the community, and grown up because it had to, Loftus said.

"It has small community flavor, but it's not," Loftus said. he finds himself reminding employees that Phoenix, the country's fifth largest metropolitan area has grown up around Sun City.

Loftus said he has worked at hospitals around the country, but Boswell has a unique dynamic, and the community is invested and really feels like they built it.

"You can't find the same loyalty and kinship anywhere else," Loftus said. "I don't think many hospitals have that. To be a part of this has really been an honor."



Independent Newspapers/Rusty Bradshaw

Boswell Memorial Hospital CEO Dave Cheney believes the hospital has provided quality care and, in conjunction with Banner Sun Health Research Institute, helped advance understanding of various diseases. Boswell Hospital is the flagship of the Sun Cities medical facilities.

40 Years: Boswell at middle age

By Rusty Bradshaw
Independent Newspapers

Boswell Memorial Hospital is at the middle age point, but far from having a “mid-life crisis” the facilities leaders have a clear idea of the path ahead.

Born from the farming community in the West Valley and the growth of Sun City in the early 1960s, Boswell Memorial Hospital grew to include a second facility in Sun City West, named after the Sun Cities founder, Del Webb; a thriving support unit in Sun Health Foundation; and a research institute. Hospital officials plan to continue the history

of quality patient care and will continue to look for ways to improve on it.

“Our future is built on our past and present, with vital support from our community, staff, physicians and volunteers,” said Dave Cheney, Banner Boswell CEO. “We’ve accomplished much in our 40 years, and the future promises more great things.”

Because the hospital’s past, present and future are rooted in the community, a special celebration is planned 9 a.m.-1 p.m. Saturday, Nov. 6 at the Hospital’s Support Services building and corresponding eats and west parking lots, 13180 N. 103rd Drive, and

everyone is invited. The first 1,500 to register on www.bannerhealth.com/Boswell40 or by calling 602-230-CARE (2273) will receive a free pedometer.

The festivities will begin with a welcome and patriotic tribute to veterans at 9 a.m. in the parking lot, led by Dave Cheney, Banner Boswell CEO; Kathy Bollinger, Banner Health Arizona West Region president; and Ron Guziak, Sun Health president and CEO. Peoria Boy Scout Troop 262 will present the colors.

See **Boswell** — Page 16

Boswell

Continued From Page 1 -

Other event highlights include a health and wellness fair, classic car show, refreshments, entertainment, online health assessments, free blood pressure checks and diabetes education in the new Family Resource Library. Additionally, free wellness lectures will be conducted in Memorial Hall at 9:30 a.m. on music therapy, 10:30 a.m. on laughter therapy and 11:30 a.m. on pet therapy.

Attendees are encouraged to bring a non-perishable food item to the event in support of Banner Olive Branch Senior Center.

"It's only natural that a hospital built by the community for the community celebrates this milestone with the community," Mr. Guziak said. "This is a day to celebrate not only the history of the hospital but also the history of support for this hospital through Sun Health Foundation and Sun Health Auxiliary."

The unexpected success of Sun City prompted residents and leaders of the Boswell farming enterprise to initiate talks with developer Del Webb to build a hospital.

"Sun City was then out on its own, with little in the way of medical facilities west of about 55th Avenue," Mr. Guziak said.

The Boswell family donated land and made a substantial financial gift, in the form of a \$1.2 million grant from the Boswell Foundation, as did the Del Webb Corp., to get the project started. The first proposed board for what was then called the Sun City Community Hospital met Aug. 15, 1966, ac-

Arizona Banner facility opening dates

Good Samaritan Medical Center, Oct. 1911
Page Hospital, Sept. 1958
Boswell Medical Center Nov. 1970
Desert Medical Center, April 1973
Behavioral Health Center, March 1980
Thunderbird Medical Center, Dec. 1983
Baywood Medical Center, Jan. 1984
Home Health, Sept. 1984
Sun Health Research Institute, 1986
Del E. Webb Medical Center, 1988
Hospice, Dec. 1993
Alzheimer's Residence, Feb. 1997
Heart Hospital, Nov. 2000
Estrella Medical Center, Jan. 2005
Alzheimer's Institute, 2006
Gateway Medical Center, Aug. 2007
Ironwood Medical Center, scheduled to open Nov. 2010
MD Anderson Cancer Center, scheduled to open fall 2011

cording to Mr. Guziak.

A 1965 feasibility study preceded the first board meeting and, in recognition of the Boswell's family's contribution, the facility was named the Walter O. Boswell Memorial Hospital, according to Linda Tyler, Banner Boswell spokeswoman. The facility was dedicated Nov. 6, 1970 and began taking patients 10 days later, she added.

In the years since, two new towers were added, as well as a support services building and a child development center. In addition, the emergency department was expanded, the child development center remodeled and several clinical areas were remodeled, Ms. Tyler explained. From a 95-bed facility in 1970, the hospital has grown to 430-beds.

"Boswell now employs 2,100 people, with more than 700 physicians and more than 1,600 volunteers," Ms. Tyler said.

In 2009, the latest year with full-year counts, Boswell had 22,000 inpatients and 90,000 outpatients, including those in the emergency department, according to Ms. Tyler.

Plans were developed for the second hospital in the late-1970s and the formation of Sun Health followed shortly thereafter.

"Sun Health was formed as a parent corporation for both hospitals," Mr. Guziak explained.

Then came the Sun Health Research Institute in 1986.

"The research institute was started as a research project by Dr. Joe Rogers and was housed in a small building on the back of the Boswell campus," Mr. Gusziak said.

While, Boswell and Del Webb hospitals are now under the Banner Health umbrella of operation, community leaders did not walk away from the hospitals and have no input into their existence. When Banner and Sun Health merged in Aug. 29, 2008, the Sun Health Foundation was retained and is still a fundraising arm for Boswell and Del E. Webb medical centers.

Boswell Timeline

1965 - Feasibility study
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
Nov. 6, 1970 - Hospital dedicated
Nov. 16, 1970 - Hospital began taking patients
July 19, 1976 - Ground broken for third tower
May 6, 1978 - Third tower dedicated, opened soon thereafter
May 1980 - Ground broken for fourth tower
1980 - Maricopa/Nursing, Banner Boswell Mesa Community College opens
July 1981 - Fourth tower dedicated
1982 - Support Services building added
1982 - Child Development Center opens
Oct. 11, 1992 - Emergency department expansion
Nov. 1, 1985 - Opening of what is now Banner Boswell Rehabilitation Center honoring Norbert and Sonia Grove
April 16, 1992 - Banner Sun Health Research Institute's first laboratory complex is dedicated
Sept. 1997 - Child Development Center remodel
2000 - Expansion of several areas, including the new Heart Center
2005 - Banner Lakes Imaging Center north of hospital opens
Spring 2007 - Second Banner Sun Health Research Institute research complex opens
Spring 2008 - Expansion of several clinical areas of the hospital

"This puts us in a pretty unique situation," Mr. Guziak said. "We have found no other medical facility that operates like this."

Jeff Nelson, Banner public relations director, said the merger was an opportunity for Sun Health to become part of the largest health care provider in the state, and one that shared similar values. The merger benefited patients by providing access to additional resources, he added.

"The best example of this is the multi-million dollar investment in a comprehensive medical records system at Banner Boswell and Del E. Webb medical centers," he said.

Patients have also benefitted from a focus on customer service. Mr. Nelson said that is showing through in satisfaction surveys and the increased amount of referrals to Boswell.

Mr. Cheney said Boswell will add iCARE technology in 2011 to provide another layer of monitoring and support for patients in the intensive care unit. The system — including special cameras, microphones and speakers in ICU rooms — gives physicians and nurses an opportunity to get assistance from off-site physicians in monitoring patients when necessary.

Boswell

Continued From Page 16

While Boswell and Del E. Webb medical centers are funded by the Banner Health network through capitalization, the funds raised by Sun Health Foundation provided supplementary funds other facilities do not have. Mr. Guziak said that gives Boswell and Del E. Webb additional resources for growth and improvement. It also gives community leaders a voice in the process.

"If we have an obligation for the financial support, that gives us a continued opportunity for input into the hospitals' future," he explained.

The Banner Health network is just 11 years old, having been born when Lutheran Health merged with Good Samaritan Health in 1999 and taking the Banner name. But like Boswell and Del E. Webb medical centers, Banner member hospitals provide a strong history of service in Arizona. Banner Good Samaritan Medical Center, 1111 E. McDowell Road, Phoenix, is celebrating its 100th year of operation in 2011. As part of the coming centennial, Good Samaritan officials are calling on Valley residents to share their experiences with the hospital that made a difference in their lives. To share stories visit www.bannerhealth.com/goodsma100.

Banner Health was born in 1999 when the Lutheran Health System merged with Samaritan Health. The Banner network includes medical facilities in seven states, including Alaska, Arizona, California, Colorado, Nebraska, Nevada and Wyoming.

Banner Boswell Medical Center celebrates 40 years of service

STAFF REPORT

Banner Boswell Medical Center in Sun City is preparing to celebrate 40 years of patient care and community support through the Sun Health Foundation.

A special community celebration is planned between 9 a.m. and 1 p.m. on Nov. 6 in the hospital's Support Services building and corresponding east and south parking lots, located at 13180 N. 103rd Drive.

The first 1,500 to register on www.banner-health.com/Boswell40 or by calling 602-230-2273 will receive a free pedometer.

The festivities begin with a welcome and patriotic tribute to veterans at 9 a.m. in the parking lot, led by Dave Cheney, Banner Boswell CEO; Kathy Bollinger, president, Arizona West Region for Banner Health; and Ron Guziak, Sun Health president and CEO.

Other event highlights include a health and wellness fair, classic car show, refreshments, entertainment; and online health assessments, free blood-pressure checks and diabetes education in the new Family Resource Library.

Additionally, free wellness lectures will be conducted in Memorial Hall, which is located



DAILY NEWS-SUN FILE PHOTO

Boswell Hospital staff members gathered for a group photo in front of the hospital in 1972. A community celebration is planned to celebrate Banner Boswell Medical Center's 40th anniversary. The event takes place from 9 a.m. to 1 p.m. on Nov. 6.

on the first floor of the Support Services building. The 9:30 a.m. session will feature music therapy, followed by the 10:30 a.m. session on laughter therapy and the 11:30 a.m. session

on pet therapy.

Attendees are encouraged to bring a non-perishable food item to the event in support of Banner Olive Branch Senior Center.

Reader's Digest gift honors 103-year-old Banner Boswell volunteer

By Lisa Guinn

Special to the Independent

Ruthie Culver, a 103-year-old Sun City resident who volunteers for Banner Boswell Medical Center, was more than surprised when she was picked to be featured in Reader's Digest's "Make it Matter" column in February. She was even more surprised when she found out that, as the monthly column's featured individual, the Reader's Digest Foundation awarded her a \$1,500 grant to give to the non-profit organization of her choice. Ms. Culver chose to direct the grant to Banner Boswell Medical Center through the Sun Health Foundation.

Banner Boswell and Sun Health Foundation recognized this gift Wednesday with the presentation of a plaque in Ms. Culver's honor on the Rose Garden Donor Wall outside the hospital's main entrance.

"The fact she gives of her time and talent so that Reader's Digest can honor her with a gift to the hospital is the best of both worlds," said Gina Ore, chief development officer, Sun Health Foundation. "The gift helps us to continue supporting the superior healthcare and services offered at Banner Boswell Medical Center."

Ms. Culver, who began volunteering at Banner Boswell at age 96, volunteers each Wednesday for the hospital's Environmental Services department, folding up to 1,000 clean towels during her four-hour shift.

To learn more about supporting Banner Boswell through Sun Health Foundation, call 623-876-5330. For more information on becoming a volunteer at Banner Boswell, call 623-876-5387.

Editor's Note: Lisa Guinn is public relations specialist for Banner Boswell Medical Center.



Submitted Photo

At the "Ruthie Culver Donor Wall" are, from left, Bobbie Mayo, director of Environmental Services; Julianne Mudric, director of Volunteer Services; Dave Cheney, CEO; Ruthie Culver, volunteer; Gina Ore, Chief Development Officer, Sun Health Foundation; Debbie Flores, Associate Administrator; and Gary Pastore, Chief Human Resources Officer.

Digital equipment saves time, money

JOY SLAGOWSKI
DAILY NEWS-SUN

Out with the old and in with the new seemed to be the theme during a media tour Tuesday of Sun Health Boswell Hospital's recent renovations and upgrades.

This part of the Boswell expansion and renovations represents some 25 percent of the \$111 million expansion under way throughout Sun Health, said Boswell CEO Nancy Burton.

Older equipment has been replaced with new, state-of-the-art, digital imaging equipment and patient admitting/recovery areas have been expanded.

Medical Imaging, nuclear medicine, endoscopy, infusion center and hyperbaric oxygen therapy departments

have undergone extensive renovations and updates.

Larry Bonno, administrative director of imaging, said the renovation has been in the works for the past 12 to 18 months.

"We have renovated several pieces and replaced other older items," Bonno said.

Among the upgrades in the imaging department are an eight-bay admitting/recovery area for invasive radiology procedures (such as angiograms, repairing clots, performing biopsies and inputting stents), an increase of five beds.

The remote control digital radiographic/fluoroscopic X-ray room replaces the hospital's previous 18-year-old machine.



PHOTOS BY MOLLIE J. HOPPES/DAILY NEWS-SUN

In the photo at top, images from a scanner can be sent electronically to radiologists so they can get results faster. Above, Nancy Burton, R.N., made-up this chart to show what the special procedures team does at Sun Health Boswell Hospital in Sun City.

Bonno said that the new technology allows the imaging to be done digitally, instead of with film and cassettes.

The switch will save

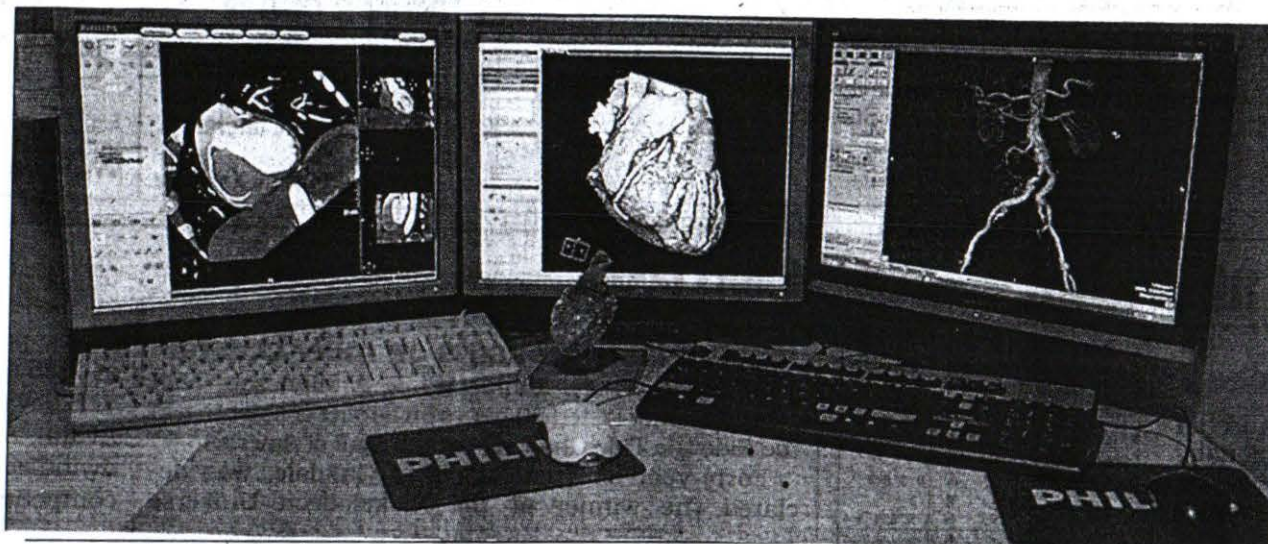
the hospital some \$800,000 annually, Bonno said, between the film, storage and staff to run the storage. Digital files also

eliminate human error in misfiled and lost images, he said.

Bonno calls the new

SEE BOSWELL, A7

Boswell unveils upgrades



BOSWELL: Hospital changes ease patient flow

FROM A1

64-slice CT scanner the department's "gem."

"It's able to take 64 images at one time, the longest scan we do now takes a minute," Bonno said.

The 64-slice CT scanner replaced the department's 10-year-old single slice scanner, decreasing the time for a typical abdominal scan from 10 minutes down to 30 seconds or one minute.

The 64-slice scanner also is able, with the help of special software, to reconfigure the images into a three-dimensional image to aid in various diagnostics. And with the quick speed,

the CT scan is able to do imaging on the heart, which, in the past, was a difficult organ to scan because of its near constant movement.

Nuclear medicine — which studies the function of different organs — also has a gamma camera which replaced the department's eight-year-old camera.

On the second floor, a second hyperbaric oxygen chamber is in place, utilizing digital technology.

Patients with severe wounds, including diabetics and those afflicted with flesh-eating bacteria, benefit from increased oxygen pressure which helps wounds heal.

Karen Monroe, a nurse in the department, said patients pass the time for the two-hour sessions by watching one of the 280 movies available in the department's library while inside the chamber.

The new digital chamber can be set up to vary pressure digitally, rather than pneumatically as is done with the department's 10-year-old chamber.

Endoscopy — where patients may undergo procedures such as colonoscopies — also has changes which ease patient flow.

All of the endoscopy equipment and monitors are high definition, giving improved resolu-

tion.

The infusion center, where patients undergo chemotherapy, chemo support, blood transfusions and other injections, also has been renovated.

The bright space gives residents a pleasant for supportive care, said Vickie Hale, clinical team leader.

"They can receive support here so they can live at home and maintain their normal routine," Hale said. "They can receive their therapy and not spend the night at a hospital and disrupt their routine," she said.

Joy Slagowski may be reached at 623-876-2514, or jslagowski@yourwestvalley.com.

Salute! Boswell celebrates 35th

By Charles Kelly

NORTHWEST VALLEY REPUBLIC

Sun Health Boswell Memorial Hospital marks its 35th anniversary today with a festive Italian street fair dubbed *Una Vita Bella*, or *A Wonderful Life*.

In its lifetime, the hospital has seen the region it serves grow from a semirural area into a bustling urban area.

In 1970, when the hospital was new, farm fields were common, and vehicles approaching Sun City often had to stop to allow sheep to cross the road.

Retired thoracic and vascular surgeon Thomas G. Daniel, M.D., who joined the Boswell staff in 1976, remembers the early days. Daniel recalls that during heavy rains a nearby wash would flood Thunderbird Road.

"The sheep from the surrounding farms would also be crossing there now and then, and you'd have to wait them out because they had the right of way," Daniel said.

"It's amazing to think about those days now, when you see that area built up so much.



Sun Health Boswell Memorial Hospital is 35 years old.

There was a wide area there that was strictly farmland."

Today's celebration will take place from 10 a.m. to 2 p.m. on top of the hospital's parking garage at 10401 W. Thunderbird Blvd.

In a nod to the 1960s that saw the rise of Sun City and led to the construction of Boswell hospital, a "Rat Pack" impersonator will give two shows featuring the verbal stylings of Frank Sinatra, Dean Martin and Sammy Davis Jr. Also, an accordionist will serenade street-fair goers as they enjoy Italian foods.

Boswell began life as a local community hospital for Sun City residents. Both the medi-

cal service it offers and the population it serves have changed greatly.

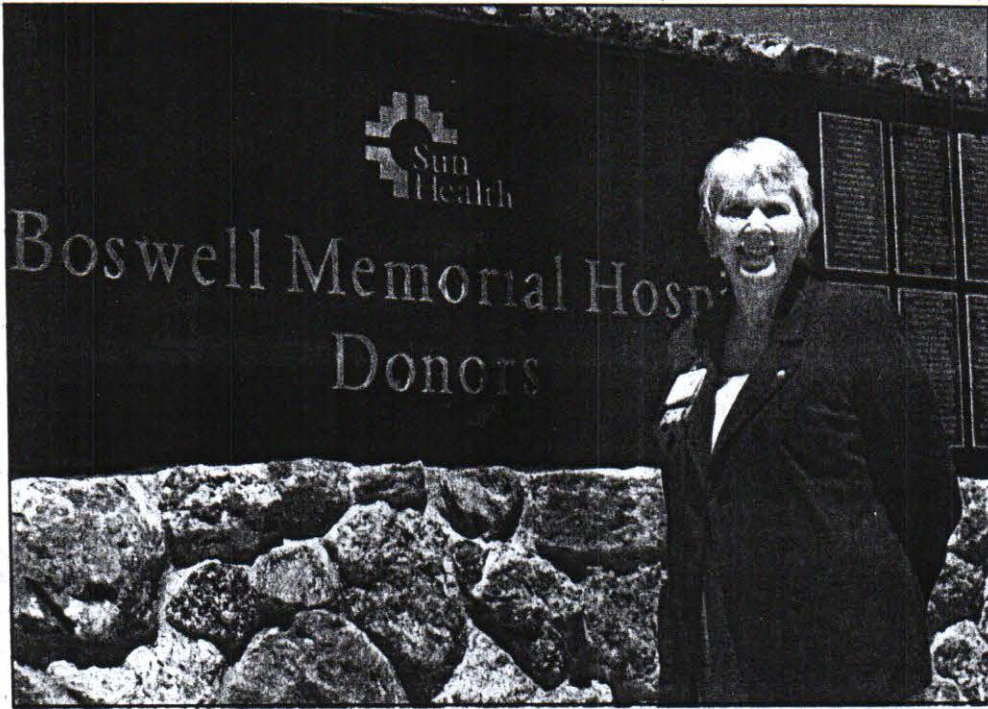
"I've always been impressed by the management of Sun Health Corporation and Boswell because they have always been ahead of the game," Daniel said. "They have seen things developing and have met the needs of their community."

When the hospital was completed in 1970, coronary-artery bypass surgery was still in its infancy. Today it is performed almost routinely at Boswell by physicians assisted by a surgical robot.

In 1988, Sun Health, a non-profit community-owned health care provider, added Del E. Webb Memorial Hospital in Sun City West to expand its service in the West Valley.

In the past 20 years, the combined population of the communities that Sun Health serves — Surprise, Sun City, Sun City West, El Mirage, Peoria and Youngtown — has quadrupled. In 1984, their combined population was 81,700. Today, it's more than 350,000.

Health Merger: Officials working to finalize deal



Nancy Burton, Sun Health Boswell Memorial Hospital CEO, stands near the plaques honoring donors to the hospital through the years. Sun Health will soon merge with Banner Health in a deal first announced last September.

Independent Newspapers/Dave Casadei

Completion expected by August

By Dave Casadei

Independent Newspapers

Sun Health's merger with Banner Health is almost complete.

The joining health organizations, which announced a letter of intent to merge September 2007, informed the public July 7 it received approval from the Federal Trade Commission to move forward with plans to finalize the deal.

"Between now and the end of August, Banner and Sun Health officials will be able to flush out all the details that will make for a smooth transition," said Bill Byron, Banner Health spokesman.

Pamela Meyerhoffer, Sun Health Foundation president, said the next month will consist of the two organizations' Board of Directors reviewing and approving final documents.

"This is a complex transition because of the size of both organizations and the paperwork involved," she said.

On the Web

This story is online at the Public Issues Forum. www.newsap/forums.com.

The due diligence process consumed most of the officials' from Sun Health and Banner Health time during the past 10 months waiting for the FTC to approve the transaction. The two groups shared as much public information about each other as they legally could so no one was in the dark about things, Ms. Meyerhoffer said.

While some aspects of Sun Health will carry the Banner name, Mr. Byron noted officials will respect and honor the Sun Health legacy.

"We understand the legacy of great care and other contributions Sun Health has made to the community and we plan to honor that," he said.

As part of that approach, officials are still working on the best way to rename the Sun

Health Research Institute with the inclusion of the Banner moniker. It will not become the Banner Health Research Institute, Mr. Byron noted.

"There is already a Banner Health Research Institute, although it has a different function than Sun Health's," he said.

The Sun Health Foundation, Sun Health Auxiliary and Sun Health Properties will retain their names and operate as independent nonprofit organizations.

Ms. Meyerhoffer pointed out donations continue to come in, despite the merger's announcement.

"We're really tracking pretty consistently with prior years," said Ms. Meyerhoffer, noting numbers are almost identical to last year. "We just want to thank the surrounding communities for their understanding and continued support."

See Merger — Page 3

Merger

Continued From Page 1

The fact Sun Health Auxiliary, Sun Health Properties and Sun Health Foundation will retain their name and remain nonprofits after the merger is complete is a big reason why donations continue to come in, she added.

She also believes the Sun Health Foundation not being directly involved in the merger transaction appeals to donors because its officials can monitor and assure donated money is applied toward what it was earmarked for.

In addition to Sun Health's patient-care related operations and employees, Boswell and Del E. Webb hospitals, the Research Institute, MediSun and other related healthcare services and facilities will join with Banner Health through this transaction, carrying on the Banner Health name in lieu of Sun Health.

Sun City West resident Bill Battis donates some of his time helping patients at Del E. Webb Hospital laugh through the Red Hot Clowns group in which he is a member. He believes the merger is perfect for both of entities.

"Sun Health will benefit from access to capital for ongoing programs and Banner will increase

its base of operations," he said. "They are both nonprofit organizations and therefore should share a common method of business skills. The larger size of the new organization should give them both an advantage in purchasing of supplies and equipment, and recruiting personnel."

Although he is optimistic with the merger, he voiced some fears.

"Will the new, larger, organization become less in tune with local culture, and interaction with the personnel working for them, or being treated by them?" he asked. "That will take some real management skill to keep the 'local' image they have at the present time. But it is doable."

Mr. Battis believes the Sun Health Foundation, Sun Health Auxiliary and Sun Health Research Institute will be affected over time, noting they are kept separate now to keep the 'local' touch in place as the new organization emerges.

"In time, they will have to be part of the big picture, and receive direction from the larger organization," he said. "Let's see what develops."

Mr. Battis called Sun Health a good part of the Sun City West community.

"The health services have been excellent and people have

been comfortable with the organization," he said. "People should be happy to see it grow and prosper through this merger. But don't forget, Banner is still the big dog wagging the tail, so over time Sun Health influence will diminish as the new organization grows."

Sun City West residents Bob and Diane Cheney have no worries about Banner from the standpoint of seniors and health care in the Sun Cities. But Ms. Cheney explained other worries are surfacing because Sun Health had other innovative programs such as the Special Adults in Peoria next to its Alzheimer's Unit on Plaza del Rio.

"We worry because these were experimental, they may not keep them up or keep them in the wonderful shape they are currently in," Ms. Cheney said. "It is important for seniors to know that if they have retarded adult children, they will be cared for somewhere after we cannot see to them anymore. It is also important to know that if we have a spouse with Alzheimer's but little ability to pay, that they will be tenderly cared for after we are gone if we go first."

Post comments in the Public Issues Forum at www.newszap.com. News Editor Dave Casadei can be reached at dcasadei@newszap.com.

Put in
"BOSWELL
HOSPITAL
2001" v. file

Former volunteer honored by center

The following item was submitted by Lisa Guinn, public relations specialist at Banner Boswell Medical Center.

More than 50 children and staff members at Banner Boswell Medical Center's Child Development Center honored Anne Goodard of Sun City on Monday at a flag-raising ceremony on what

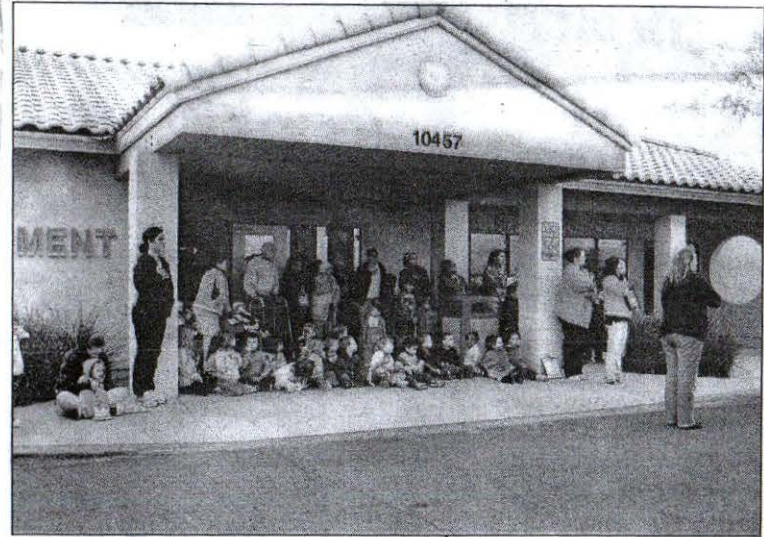
would have been Goodard's birthday. "Grandma Anne," as she was affectionately called, died in October. A volunteer since 1989, Goodard donated 11,400 hours to the Boswell campus in a variety of roles, but most notably in the infant room at the Child Development Center. She helped care for more than 100 infants over the years.

See **VOLUNTEER** Page 9



BANNER BOSWELL MEDICAL CENTER

Anne Goodard helped care for more than 100 children as a volunteer at Banner Boswell's Child Development Center.



More than 50 children, staff and friends honored Goodard during a flag-raising ceremony.

LISA GUINN

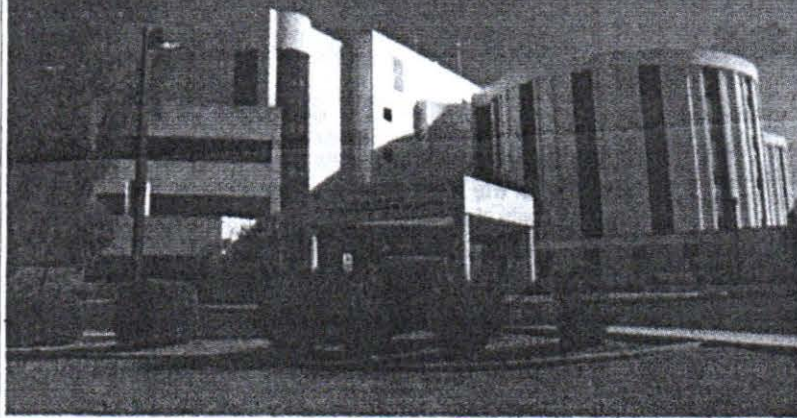
VOLUNTEER

Continued from Page 8

Longtime friend Jane Freeman of Sun City, who donated the center's flagpole in 1997, facilitated the donation of the military flag that was given to Goodard's family by the Veteran's Administration, honoring Goodard's service in the Coast Guard.

"The flag was given to Anne's sister, and she decided to donate it to the Child Development Center. It's what Anne would have wanted," Freeman said.

The ceremony included friends and staff sharing memories of Goodard, a performance of "You're a Grand Old Flag" sung by the center's preschoolers and the recitation of the Pledge of Allegiance.



The special edition on the 35th anniversary of Boswell Memorial Hospital can be found in today's Daily News-Sun.

Boswell Hospital turns 35 in style

Leaders reflect on past, reaffirm commitment

STAFF REPORT

It was not unusual 35 years ago for vehicles to stop on the road just outside of Sun City to allow flocks of sheep to cross from one farm field to another.

"In every direction you looked were neatly planted rows of crops," said Lee Peterson, Sun Health president and CEO, who began as an administrator at Sun Health Boswell Hospital in 1972 and was promoted to his current position in 1990. "The only structures visible across miles of farmland were the hospital's white circular towers."

The area has grown up, and with it so has Sun Health. Starting originally with Walter O. Boswell Memorial Hospital in Sun City 35 years ago this November, the West Valley-based health-care company has become a regional force.

"That was more than 30 years ago," said L. Birt Kellam of Sun City West, chairman of Sun Health's board of directors. "Much has changed since then. Sun Health, now the West Valley's largest health-care provider, has evolved into a nonprofit, community-based health-care network and been privileged to enjoy a level few other health-care providers in the nation ever approach."

Today, it still is common to come to a halt on any number of roads in the West Valley. Rather than stopping for sheep, however, drivers are yielding at traffic-controlled intersections for other vehicles — the vehicles of tens of thousands of people who now reside and work in the area's rapidly growing communities and bustling centers of commerce.

For years, Boswell was the only hospital in the region, and since its inception, it has undergone various shifts to cater to more modern medical delivery, officials said.



Burton



Foell



Kellam



Peterson

See **ROSWELL** A5

BOSWELL: Hospital grows with communities

From A1

"As Sun Health Boswell Hospital celebrates its 35th anniversary of service in November, it's timely to note how changes have benefited area residents," said Sandy Foell, chairman of the board for Sun Health Boswell Hospital. "For example, coronary-artery bypass surgery, which in 1970 still was in its infancy across the nation, today is performed almost routinely by physicians with advanced surgical procedures within the Sun Health Heart Center at Boswell Hospital.

"The heart center is the only Arizona facility to be named by Solucient in each of the past five years as one of the nation's 100 top cardiovascular hospitals."

Sun Health Del E. Webb Hospital opened in 1988. Since that time, digitized medical-imaging services, minimally invasive orthopedics, the introduction of obstetrics and gynecological care, specialized neurological care, behavioral health and many other medical specialties have continued the advancements locally available at one or both Sun Health hospitals.

Meanwhile, the face of the West Valley has changed. Surprise, Sun City, Sun City West, El Mirage, Peoria and Youngtown — the communities that constitute Sun Health's primary service area — have more than quadrupled their combined populations during the past 20 years to today's total that exceeds 350,000.

"It's readily apparent our

population is changing," Kellam said, "and area residents rightfully expect Sun Health to provide a broad range of health-care services. The senior segment of the population remains our root — just as it was 35 years ago — but we're also serving the needs of younger generations."

New residents mean more people visiting Sun Health's facilities. As the West Valley's appeal as a preferred area to live and work continues to attract thousands of new residents each year, the non-profit Sun Health network sets new records in service to area residents: In 2004, the 38,085 combined in-patient discharges from Sun Health Boswell and Del E. Webb hospitals represented a 7.9 percent increase over 2003 and a jump of 27.9 percent over 2002 totals.

- Surgeries at the hospitals increased 4.9 percent in 2004 and were up 18.1 percent in the past two years.

- Combined emergency department visits rose 4.2 percent in 2004 but also reflected a staggering rise of 26.6 percent increase over 2002 total visits.

- The combined number of Emergency Department visitors treated at Sun Health's hospitals — 75,600 in 2004 — would fill the seats in Arizona State University's Sun Devil Stadium.

- Even with the growth in all ages of the resident population, almost 69 percent of the combined discharges at Sun Health Boswell and Del E. Webb hospital through the first half of 2005 were

Medicare beneficiaries.

- About 62 percent of the in-patient admissions at Sun Health Boswell and Del E. Webb hospitals come through the emergency departments.

"As these numbers indicate, the face of the West Valley has changed significantly in 35 years," said Nancy Burton, a registered nurse and acting administrator of Sun Health Boswell Hospital. "People, however, are more than numbers. They are individuals — family members, friends and neighbors — who have specific health-care needs. And Sun Health is taking the proactive and positive steps necessary to ensure their needs are met in the future, just as those needs have been met consistently in the past."

Planned expansions at Sun Health's two hospitals require an investment of \$80 million. These expansions are aimed at alleviating overcrowding and enhancing services. Renovations to add patient-care beds at Sun Health Boswell Hospital already are under way.

Groundbreaking festivities for a new patient-care tower at Sun Health Del E. Webb Hospital will be scheduled in 2006.

Increasing numbers of physicians are being attracted to the West Valley to care for the growing population and practice in the technologically sophisticated and expanding hospitals. Since 2003, Sun Health has helped to recruit to the area upwards of 60 physicians in primary care and surgical specialties, and more than

650 physicians have admitting privileges at Sun Health's hospitals. Local residents are encouraged to develop a relationship with a personal physician. Assistance is provided with physician referrals through Sun Health's Web site — www.sunhealth.org — or the Sun HealthLine® at 623-876-5432 or 1-800-815-0115.

These physicians are supported by more than 4,400 Sun Health employees and 4,000 Sun Health Auxiliary members and volunteers. Already the second-largest West Valley-based employer, Sun Health is recruiting additional employees with clinical skills — nurses, pharmacists, technologists, therapists and others — to keep pace with the needs of the growing population.

Residents can help enhance their own well being by referring family members, friends and others in the health-care field to the non-profit network. Online applications can be made through Sun Health's Web site at www.sunhealth.org/careers.

"Yes, much has changed in the West Valley through the years, but some things remain true and constant," Peterson said. "While this 35th anniversary serves as a reminder of the commitment to excellence that began in mid-November 1970 with the opening of Sun Health Boswell Hospital, it is but a milepost in Sun Health's continuing journey and quest to meet the West Valley's needs as the local, nonprofit community health-care provider."

Boswell Hospital garners top 100 honors

JOY SLAGOWSKI
DAILY NEWS-SUN

For the fifth consecutive year, Sun Health Boswell Hospital was honored as being one of the Solucient Top 100 Cardiovascular Hospitals Benchmarks for Success.

"This recognition demonstrates once again our exceptional quality of cardiovascular care provided to our patients," said Nancy Burton, acting administrator of Sun Health Boswell Hospital. "Our team of providers is well deserving of this award."

Solucient is a national firm based in Evanston, Ill., that maintains the nation's largest health care database and provides patients and hospitals with information to measure cost, quality and market performance.

The study analyzed acute-care hospitals in seven areas

of performance as part of three comparison groups: teaching with cardiovascular residency programs (30 winners), teaching without cardiovascular residency programs (40 winners) and community hospitals (30 winners). Sun Health Boswell ranked among the top 30 community hospitals.

"We are the only hospital on the program in Arizona for five consecutive years," Burton said. "And there are only 13 nationally that have been successful five years in a row."

Among the findings from the analysis, Solucient officials found:

- If cardiovascular services in all acute-care hospitals performed at the same level as the hospitals with the nation's top cardiovascular services, 10,000 additional cardiovascular patients could

survive each year, and an additional 1,100 patients could be free of complications.

- 100 Top Hospitals Cardiovascular award winners were more likely than peer hospitals to provide revascularization to patients with the most severe heart attacks.

- Cardiovascular patients at winning hospitals return to everyday life faster than those at non-winning hospitals. Patients at the winning hospitals were released more than a half-day earlier than patients at peer hospitals.

- Average cardiovascular-related costs for benchmark hospitals were nearly 15 percent lower than at peer hospitals.

For information, visit <http://www.solucient.com>.

Joy Slagowski may be reached at 876-2514 or jslagowski@aztrib.com.

TUESDAY, FEBRUARY 1, 2005

Acute rehab to move out of Boswell

By Charles Kelly
The Arizona Republic

SUN CITY — To free up room for 40 much-needed inpatient beds, acute rehabilitation will be moved out of Sun Health Boswell Memorial Hospital by next year, Sun Health officials say.

Acute rehab will be transferred next door to the 128-bed Sun Health Care Center, where space will be created by phasing out long-term care. Arrangements are being made to transfer long-term care patients to other facilities.

The center, which will have 71 beds for skilled care, will be renovated to accommodate the 44-bed rehab operation, which will be called the Boswell Hospital Rehabilitation Center. Renovation will begin this month. If state certification of the rehab center goes as scheduled, acute rehab will be moved there by Jan. 1.

Acute rehabilitation helps patients retrain the mind and body through comprehensive personalized programs.

Sun Health hospitals have taken other steps in the past two years to increase their capacity for acute-care patients, including converting in-house extended-care units to acute care.

"Sun Health is making these adjustments to meet the most critical health care needs of the population we serve," said Thomas C. Dickson, executive vice president and CEO of Boswell.

About 75 employees will be affected by the latest move. Attempts are being made to move them to other jobs within Sun Health, officials say.

Boswell and Del E. Webb Memorial Hospital are launching major expansions soon. Both are owned by Sun Health, a non-profit health care network.

Boswell Hospital ranked among 'Top 100' nationally

Sun Health Boswell Memorial Hospital has been named among the top performing hospitals in the nation, based on the "Solucient 100 Top Hospitals: National Benchmarks for Success" study.

"What an honor to be awarded this designation," says Tom Dickson, executive vice president of Boswell Memorial Hospital. "I salute our tremendous health care team from within, yet realize that our team extends beyond the walls of the hospital to include physicians, volunteers and friends of Sun Health who believe in our mission and vision and work together to make great things happen."

The non-profit community hospital was recognized for outstanding performance in four critical areas: clinical outcomes, operational efficiency, financial results and adaptation to environmental change.

Boswell Hospital was also identified as having a hospital management team which has been instrumental in leading the hospital to achieve the fastest rate of consistent annual organizational improvement.

The study included 3,095 acute-care hospitals in the US with 25 or more in-service beds. Solucient took a unified approach to identify hospitals that excel on a range of clinical and financial measures when compared to their peers.

What does the Solucient 100 Top Hospitals ranking mean to local residents? Boswell Hospital and all other recognized hospitals on the list have higher survival rates, lower complication rates and lower expenses than their peers.

The nation's top performing hospitals are more likely to address the needs of the terminally ill through hospice services than other acute care hospitals in

the nation.

The 100 Top Hospitals had a nearly 18 percent lower mortality rate than peer hospitals and 13 percent fewer complications.

Patients at recognized hospitals return to everyday life faster than those at non-winning hospitals. These patients were able to leave the hospital nearly half a day sooner, on average, than patients at peer hospitals.

Expenses per discharge at 100 Top hospitals were 16 percent lower than peer hospitals.

Recognized hospitals treat more "and sicker" patients than non-winning hospitals. The median Medicare patient case-mix index at these hospitals was 22 percent higher than at peer hospitals. 100 Top Hospitals also had 24 percent more admissions per bed. They also used a higher percentage of special care days for their patients; 14 percent versus 11 percent for peer hospitals.

Solucient estimates that if all

in-patient Medicare patients received the level of care that the 100 Top Hospitals provide, an additional 95,000 patients would survive each year; some 77,400 patient complications would be avoided and about \$8.8 billion would be saved annually.

"When they set a goal to be a 100 Top Hospital, those recognized make it an easily understood goal for everyone in the organization," says Jean Chenoweth, executive director of Solucient's 100 Top Hospitals program. "Everyone has a role in cost, efficiency, quality and delighting the customer."

Solucient, an Evanston, Ill.-based provider of strategic health

care information, is the same organization that awarded Boswell Hospital with the "100 Top Cardiovascular Hospital" designation for three consecutive years, making Boswell the only hospital in Arizona to achieve this distinct honor.

Each year, Solucient, through its Center for Healthcare Improvement, performs an annual objective statistical analysis of publicly available data from more than 6,000 acute care general hospitals nationwide. Through this analysis, Solucient identifies the 100 Top Hospitals. Each year's recipients set new standards across the industry for outstanding performance.

INDEPENDENT

January 22, 2003



Photo by Mike Russo

Kings of hearts

Dr. Robert Root, left, chairman of the Boswell Memorial Hospital Volunteer Board of Directors, and Tom Dickson, executive vice president of Boswell Memorial Hospital, hang a banner on Thunderbird Boulevard proclaiming Boswell's inclusion in a list of the nation's 100 top heart centers.

© THE ARIZONA REPUBLIC

MONDAY, DECEMBER 1, 2003

Sun City heart hospital listed in top 100 in U.S.

SUN CITY — Sun Health Heart Center at Boswell Memorial Hospital has been recognized in a nationwide study as one of the Solucient 100 Top Cardiovascular Hospitals in the United States.

U.S. heart hospitals so honored demonstrate superior performance in care, efficiency of operation, sustained cardiovascular performance, mortality rates, lengths of stay and cost factors. For more information, call (623) 876-5432. A free heart-health test and booklet of services are available upon request.

DAILY NEWS-SUN

TUESDAY, MAY 6, 2003

Hospitals grow with area

INDUSTRY BOOM:
Local hospitals
experience
expansion of space
and services

PATRICK O'GRADY
DAILY NEWS-SUN

Nowhere is it more apparent the Northwest Valley is growing than at the Nesting Place Obstetrical Suites at the Louisa Kellam Center for Women's Health at Del E. Webb Memorial Hospital in Sun City West and the Banner Thunderbird Medical Center's neonatal intensive care unit in Glendale.

Mothers and newborns are treated to private spaces and scenic views in rooms that two years ago didn't exist.

All four Northwest Valley hospitals have either expanded their buildings and operations or are in the process of doing so to meet the area's growth.

It's a building explosion that up to now and for the next few years will put as much as \$264 million worth of health-care facilities — from doctor's offices to new hospice locations. It's a sum that easily surpasses the \$180 million Glendale is spending to build the Phoenix Coyotes hockey arena and may eventually rival the cost of the \$355 million Arizona Cardinals stadium.

It's something that had to be done to meet the needs of one of the fastest growing areas in the fastest growing counties in the country, said Darin Anderson, director of planning at Banner Thunderbird.



JOY LAMBERT-SLAGOWSKI/DAILY NEWS-SUN

Leland Peterson, left, chief executive officer and president for Sun Health, and Jo Adkins, chief executive officer for Del E. Webb Hospital, sit in front of the Louisa Kellam Center for Women's Health, a \$46.5 million six-story facility that opened last year.

"Within the past five years, it's just become very necessary that we do this," he said.

Growth trend

The push is something that has come quickly but not unexpectedly for administrators at the region's four medical centers — Banner Thunderbird and Arrowhead Community Hospital and Medical Center in Glendale, Boswell Memorial Hospital in Sun City and Del E. Webb Memorial Hospital in Sun City West.

The expansions are in response to the growth that has come to the

hospitals as more people have moved to the area.

Jon Bartlett, chief executive officer at Arrowhead Community Hospital, said the region's population has grown by about 3 percent annually but the hospital's admissions have grown by 10 percent each year.

"It's a tremendous area," he said. "The West Valley will clearly spell growth for lots of things."

Arrowhead has been building for more than a year, mostly concentrating now on offices on the hospital's 45-acre campus at 67th Avenue and Union Hills Drive. There's a three-story office building under construction just west of the hospital. It will be the campus's third and will allow doctors to buy into the building and have a direct connection to the hospital.

Later this year, Arrowhead will expand the hospital itself, increasing its bed total to more than 200 from its current 115. That construction likely will start sometime after the offices are completed, Bartlett said.

Arrowhead's total spending for the projects is between \$40 million and \$50 million during the next two years, Bartlett said.

"We're trying to grow and expand our capacity because we have very little capacity right now," he said.

Similar positions

Banner Thunderbird, formerly known as Thunderbird Samaritan, is in much the same place as Arrowhead, although it remains a larger hospital. Two years ago, the hospital added a third patient tower, parking

See GROWTH, A5

OVER

From A1

structure and other facilities to the campus at 55th Avenue and Thunderbird Road. The cost was \$49 million, Anderson said.

The move added 60 beds, but it wasn't enough. Officials are going to finish off the fourth floor of the patient tower, add 25 more licensed beds and bring their total up to 397. While it was in the plan, finishing the fourth floor is coming a little early, Anderson said.

"When we originally built the tower, we were not contemplating the fourth floor would be built out for another couple of years," he said.

Aside from Thunderbird, Arrowhead, Webb and Boswell, only John C. Lincoln in north Phoenix and Maryvale Hospital Medical Center — part of the Vanguard Health System along with Arrowhead Community — provide West Valley services along with the Northwest Valley medical centers. Banner is building another hospital in the Southwest Valley that should help ease burdens on the rest of the facilities.

"There comes a saturation point where hospitals can't grow any more, and that's where more hospitals come in and open up," Anderson said.

Big spenders

The two Glendale hospitals represent close to \$100 million in medical facilities. Combined, that is about 60 percent of what Sun Health has spent upgrading its two

hospitals, spending upwards of \$175 million to accommodate growth, officials said.

Founded in 1966, Sun Health is based in the West Valley. Originally dedicated to retirement communities' residents, the region's growth has brought changes to the hospitals, including the addition of the Louisa Kellam Center for Women's Health, a \$46.5 million six-story facility that opened last year.

"The West Valley growth is so strong that it really requires a capital investment," said Leland Peterson, chief executive officer and president of Sun Health.

In the last five years, the two Sun Cities hospitals have seen a 60 percent growth in discharge rates. It's been balanced by more beds that were finished last year and another 42 beds to Webb's current 246. Expansion at Boswell, including the Heart Center, has brought the total to about 330. That can change and grow as the hospital reconfigures its facilities to meet its needs, Peterson said.

Next will be the expansion of other services, such as medical imaging that will be added to hospitals and off site, said Jo Adkins, chief executive officer for Del E. Webb Hospital.

Sun Health also will look to open more bays in its emergency room service at both hospitals in another move to free up more space, Adkins said.

There also have been office buildings — one recently completed near Webb

Hospital — that are useful for attracting doctors to the area. The changes have evolved the health-care system from one that previously focused on senior issues, Peterson said.

"We definitely don't look at it like Sun City, Sun City West and Surprise," he said. "It's a regional system."

Challenges mount

At the same time hospitals are keeping pace with the growth, officials said they will always face challenges, especially in staffing. With Arizona and the nation in the midst of a nursing and general health-care worker shortage, that can be just as big an issue of facing the growing humanity as having space to put people, officials said.

"That's probably more of our constraints, making sure we have the physician capacity to handle that growth," Bartlett said.

That's why the hospitals

are building office buildings. The buildings, which all four hospitals have either nearby or are constructing, serve a useful purpose in giving doctors a home base close to a hospital, Adkins said.

Sun Health has worked for years with the Maricopa County College system in grooming more nursing candidates with the Boswell-Mesa Nursing Education Program.

"If we don't have people, the buildings just don't cut it as far as serving people," Peterson said.

For the private, nonprofit Sun Health, the growth presents even more problems — relying on the community for financial support. It's been mostly through donations and volunteer hours the system has been able to expand, Peterson said.

"The people in these communities really feel like owners," he said. "They voice those needs and financially support those needs."

October 23, 2002

Boswell MRI earns recognition

Sun Health Boswell Memorial Hospital's new Magnetic-Resonance Imaging service recently became the first of its power in the west Valley to be awarded a three-year accreditation by the American College of Radiology.

The service is operated under the aegis of Sun City Imaging.

Accreditation is awarded based on the achievement of high practice standards after a voluntary evaluation conducted by ACR-member radiologists and physicists with special expertise in MRI.

Boswell Memorial Hospitals' MRI features a powerful 1.5 tesla magnet that provides a uniform magnetic field of strength and stability that is critical for high-quality imaging.

MRI services are an integral part of diagnosing disease and guiding physicians in patient treatment because of the detailed views of the internal body, especially the soft tissues. These views are obtained using magnetic fields and radio frequency waves.

When evaluating an MRI service, ACR reviewers assess the qualifications of the personnel and adequacy of equipment as well as quality assessment and improvement activities including peer review.

"We are exceedingly pleased that our MRI service has been recognized for the high level of excellence we continually seek in patient care that our medical imaging capabilities and expertise of staff provides," said Jo Adkins, vice president for administrative services at the hospital.

Boswell Memorial Hospital is located at 10401 W. Thunderbird Blvd., Sun City. For more information about the services offered by the non-profit Sun Health network, call 876-5432 or visit the Web site at www.sunhealth.org.

Boswell finds new chief near home

By Sean L. McCarthy
The Arizona Republic

Sun Health did not have to look far to find a new chief executive officer for its Boswell Memorial Hospital.

Tom Dickson, the CEO at Sun Health's Del E. Webb Hospital, had been serving as interim CEO for Boswell in the wake of George Pérez's departure. Dickson became Boswell's permanent CEO on Sept. 30.

He is no stranger to Arizona and the West Valley.

The 47-year-old Glendale resident has worked for Sun Health since 1989 and lives in Arrowhead Ranch with his wife and three children, ages 4 to 11.

Dickson also grew up here, graduating from Alhambra High School, then getting his bachelor's degree from the University of Arizona and master's degree from Arizona State University.

He said the transition from leading Del Webb to leading Boswell is made a lot easier because they're not that much different, at least in terms of organizational structure. "It's really like one hospital with two locations," he said.

But there are some notable differences.

While his Boswell office is still sparsely decorated, a look

TOM DICKSON

AGE: 47.

OCCUPATION: Executive vice president and chief executive officer, Sun Health Boswell Memorial Hospital, Sun City.

RESIDENCE: Glendale.

EDUCATION: Bachelor's degree in rehabilitation, University of Arizona; master's degree in health services administration, Arizona State University.

PERSONAL: Wife, Lisa; children: Juliana, 11; Daniel, 6; Ali, 4.

COMMUNITY SERVICE: Member of the American College of Health Care Executives and the American Hospital Association, board member of the local division of the American Heart Association, past president of the Sun City West Rotary Club.

around his office at the Del Webb campus shows walls covered with maps illustrating the growth in and around the Sun Cities. That growth has been mirrored by rapid expansion at Del Webb Hospital in its 14 years, Dickson said.

At Del Webb, Dickson's ad-

See **BOSWELL** Page 11

From Page 1

ministration guided the hospital's two-year expansion program and has overseen the openings of a cardiac-catheterization laboratory and an obstetrics program at the Louisa Kellam Center for Women's Health. Dickson said it's still a young, growing facility that has services for everyone in the West Valley's growing population.

At Boswell, Dickson will be in charge of Sun Health Community Education and Wellness Services, the Sun Health Advantage Program and Sun Health Extended Care Services, which includes a care center, home care services, personal care services, hospice care services, and residences for hospice and Alzheimer's patients.

One of his first priorities is figuring out Boswell's short-term operational needs.

"I'm looking at it with a fresh pair of eyes," Dickson said.

During his first month of interim leadership, he has learned that Boswell shares one problem with its Sun Health sister hospital. "The biggest challenge for us on both campuses is nurse recruiting and retention," he said.

Sun Health recently changed its salary structure to become more competitive in that aspect, Dickson said, but it will take some new and innovative ideas to lure more nurses to both hospitals. "Once you make sure the pay is competitive, it's a matter of selling the nurses on the facility and the opportunities it provides them," he said.

Dickson said more emphasis might be placed on Mesa Community College, which operates a nursing school in cooperation with Sun Health.

"It's our goal to employ every nurse from that program and keep them here," Dickson said.

Another challenge is not

necessarily new for Dickson or for Sun Health: cost management.

Upward of 85 percent of Boswell's patients have their costs covered by Medicare.

Dickson said budget cuts have significantly reduced the Medicare reimbursements paid to hospitals. "That's one of the most concerning aspects of our future," he said.

He said he is fortunate to have inherited a hospital legacy, however, which is strong on community donations and cost efficiency.

Boswell Hospital was named tops in health care cost management in 1995, helped in large part by roughly 3,700 volunteers providing about 450,000 free hours of service to the hospital. Boswell also has received awards for its orthopedics and oncology departments, opened a heart center in 2000, and has been named one of the top 100 cardiovascular hospitals in the nation.

New CEO checks in at Boswell Hospital

ERIN REEP
DAILY NEWS-SUN

He may be new to the job, but he's not new to Sun Health.

Tom Dickson was named last week to the position of president/CEO of Boswell Memorial Hospital in Sun City by Sun Health president/CEO Leland Peterson.

Dickson has worked for almost 13 years as executive vice president and CEO of Del E. Webb Memorial Hospital in Sun City West. He was hired at Webb in 1989. During the past decade, the dynamics of Webb Hospital and the growth of the surrounding communities have helped Dickson implement change.

"Del Webb Hospital has grown by almost 20 percent each year," he said. "That's a level of growth that's difficult to maintain."

While the hospital's expansion has been a wonderful thing for the Sun Cities, Surprise and other surrounding communities, rapid growth has brought challenges with it, Dickson said, and he has had to navigate those challenges.

As Del Webb Hospital has expanded, it has been difficult to maintain the same level of quality, Dickson said. That is something he has striven for as administrator of Webb Hospital's day-to-day operations.

Dickson said he has appreciated the great volunteers at the hospital, who show "phenomenal team effort."

"I have really completely enjoyed my time at Del Webb Hospital," he

said.

Dickson was chosen to replace former CEO George Perez, who elected to step down as Boswell's executive vice president/CEO in August. Dickson stepped in and served as interim CEO for the past month.

"We're very pleased to have a CEO at Boswell who has experienced the Del Webb site," Peterson said. The Sun Health organization seeks to promote from within when it is appropriate, he said, adding Dickson seemed to be the right choice for this job.

Dickson said he is proud of Webb hospital's addition of the Louisa Kellam Center for Women's Health, a \$46.5 million expansion project that includes obstetric and gynecologic care. The center reflects how the hospital is trying to meet the needs of the surrounding communities.

Dickson said that eight babies were born at the hospital on Monday. With the addition of obstetrics services, Webb hospital also faces growth and expansion challenges.

Dickson will face a slightly different set of dynamics at Boswell. While he will deal with many of the same administrators and staff, Dickson must familiarize himself with Boswell's leading programs and look for ways to strengthen, improve, and expand its services.

Boswell, with 331, has more beds than Webb, 248, but Peterson said, Webb will add 40 more beds.

Dickson said he will look for

opportunities to bring growth and expansion to Boswell. Boswell is known for its cardiology services and neurological services. The clients that Boswell primarily serves are slightly older than Webb, because of the obstetrics services offered at Webb.

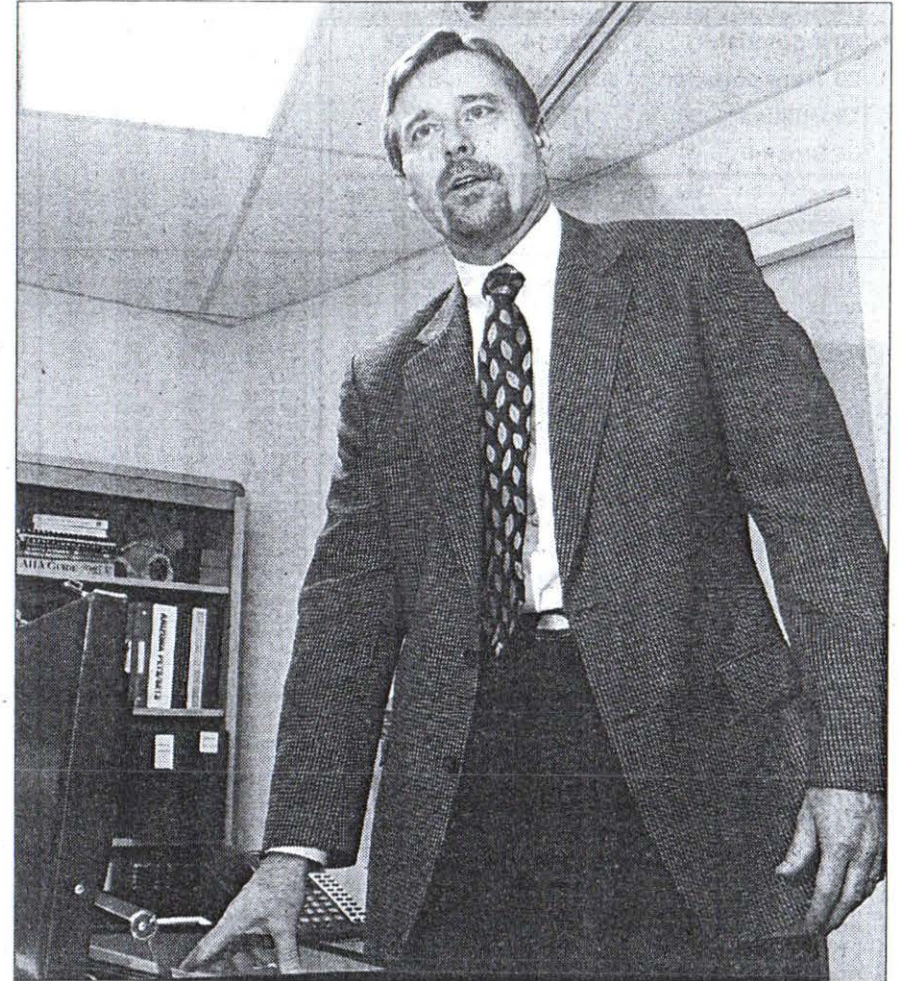
Dickson will also over see the Extended Care Services branch of Sun Health that includes: Sun Health Care Center, Sun Health Hospice Care Services and Residence, Sun Health Residence for Alzheimer's Care, Sun Health Residence for Special Adults, Sun Health Home Care Services and Sun Health Community Education and Wellness Centers.

"My job as CEO is to try and lead the team at Boswell," Dickson said.

The hospital has a long history of looking for needs in the community and finding ways to meet them and Dickson said he is coming aboard with that same vision.

In particular, he said, the hospital plans to implement continued change in its emergency rooms. Statewide, emergency rooms face the problem of "diversions" — having to divert patients to other hospitals due to extreme overcrowding and lack of sufficient beds and staff to handle patient needs. Of the hospitals in the Valley, Sun Health's hospitals have some of the lowest diversion rates, Dickson said.

Dickson views the emergency room services as an area that needs change and an "opportunity to expand." Both hospitals have



MOLLIE J. HOPPES/DAILY NEWS-SUN

Tom Dickson is the new president/CEO of Boswell Memorial Hospital. He is moving to Boswell from Del Webb Hospital in Sun City West. Sun Health Corp. is the corporate parent of both hospitals.

expanded their emergency rooms in the past year, adding more beds. Dickson also said that the hospitals must add more nurses.

Dickson said that over time, he has noticed the hospitals become more unified. Ten years ago, Boswell and Del Webb operated more like separate hospitals. Today, "we're trying to work as if we had one

hospital on two campuses," Dickson said.

Dickson has a bachelor's degree in rehabilitation from the University of Arizona and a master's degree in hospital administration from Arizona State University. He and his wife Lisa have three young children.

Erin Reep can be reached at 876-2532 or at ereep@aztrib.com

THURSDAY, OCTOBER 3, 2002

New leader for Boswell is announced

By Sean L. McCarthy
The Arizona Republic

SUN CITY — Sun Health found a new leader for Boswell Memorial Hospital without needing to look outside the retirement community or even the company.

Thomas C. Dickson, who had been serving as interim chief executive for Boswell and headed day-to-day operations at Sun Health's Del E. Webb Memorial Hospital for the past 12 years, was named Boswell's permanent executive vice president and chief



Thomas Dickson

executive. The appointment took effect Monday.

Dickson replaced George Pérez, who stepped down last month for personal reasons.

Dickson's double duty isn't over yet, though, as he will continue to oversee administration at Del E. Webb Memorial Hospital while Sun Health seeks his replacement.

Sun Health President Leland W. Peterson said the move gives Dickson more responsibilities and opportunities.

Dickson will oversee Sun Health Extended Care Services and Sun Health Community Education and Wellness Services in addition to his administrative role at Boswell.

Before joining Sun Health in 1989, Dickson served at Phoenix General Hospital and Washoe Health System in Reno.

He earned his bachelor's degree from the University of Arizona and master's degree in health services administration from Arizona State University.

Dickson also has served as president of the Sun City West Rotary Club and a board member of the local American Heart Association.

DAILY NEWS-SUN

THURSDAY, OCT. 3, 2002

Sun Health names Boswell leader

JOHN SOKOLICH
DAILY NEWS-SUN

Sun Health has named Thomas C. Dickson as Boswell Memorial Hospital's permanent executive vice president and chief executive.

He takes over for George Pérez, who stepped down from the position two months ago for personal reason.

Dickson has been serving as interim chief executive for Boswell and heading day-to-day operations at Sun Health's Del E. Webb Memorial Hospital for the last 12 years. His duties at Del Webb will continue until Sun Health officials find a replacement for him in the near future, according to a statement issued by the hospital.

Sun Health president Leland Peterson said Dickson's duties at Boswell will include oversight of the Sun Health Extended Care Services and the hospital's

community-education programs.

Before joining Sun Health in 1989, Dickson served at Phoenix



Dickson

General Hospital and at Washoe Health System in Reno, Nev. He earned his bachelor's degree from the University of Arizona and master's degree in health-services administration from Arizona State University.

Dickson also has served as president of the Sun City West Rotary Club, is a member of the American College of Health Care Executives, the American Hospital Association and a board member of the local American Heart Association.

Time to pursue new challenges

Boswell Hospital chief steps down

By Sean L. McCarthy
The Arizona Republic

George Pérez weaves his way through the confusing halls of Boswell Memorial Hospital without a compass.

After 23 years, including the past 15 as chief executive officer, Pérez knows his way around the Sun City health-care facility as if it were his

home.

But now, after moving out of his office a week ago, the 48-year-old is looking forward to some quiet time. Though he has stepped down as the hospital's leader, Pérez continues as a part-time consultant while Sun Health seeks his permanent replacement. Thomas C. Dickson, chief executive officer of Sun Health Del E. Webb

Hospital, is filling in for Pérez on an interim basis.

In a letter to Sun Health board members, President Leland Peterson wrote: "George Pérez has been part of the framework of Boswell Hospital for more than two decades and instrumental in the hospital's growth and maturation through extremely challenging times in a highly respected,



George Pérez

the community all grew up together.

Boswell Hospital opened in 1970 as the northwest Valley's

nationally recognized regional medical center.

George has our respect and will be highly missed as a colleague and a friend."

Pérez, the hospital and

one and only hospital. Nine years later, Pérez arrived as an administrative assistant, fresh off his undergraduate and graduate studies at the University of California at Berkeley and a residency in Oakland.

"I told Austin Turner (Boswell's first administrator) it'd be two years and then back to California," Pérez said.

Turner might have understood if Pérez had returned to the Bay Area. The fourth of six

See HOSPITAL Page 4

OVER

children, he said all of his relatives dispersed across the country, only to return to the bay.

"Except for me," he said.

Two years later, Pérez didn't just stay. He began to make his mark, becoming vice president of administrative services.

Pérez was only 33 when Sun Health tapped him to lead Boswell Hospital in 1987.

A lot of the original founding members of Sun City were still alive and around to welcome him.

"That was one of the wonderful things about the early days working here, was meeting people, feeling that pioneer spirit," he said.

Pérez also has seen pioneering advances and drastic changes in health care.

In 1995, Boswell Hospital was named tops in managing its costs, in part because the hospital, run by the non-profit Sun Health community health-care network, had arguably the largest auxiliary bank of volunteers to draw from. Roughly 3,700 volunteers provided about 450,000 hours of free service to the hospital.

It's been a necessary recipe, he said, since Medicare covers 75 to 85 percent of Boswell's patients.

The hospital has been innovative in other ways.

A trade publication named Boswell one of the top 100 cardiovascular hospitals in the country; it treats more heart patients than any other Arizona hospital. The facility also received 1998 Mercury Awards for orthopedics and oncology, opened a Heart Center in 2000 and recently finished a \$33 million expansion and renovation program.

The hospital has added hospice residences, an Alzheimer facility, a residence for developmentally disabled adults, 20 to 25 support groups and even an obstetrics unit.

Pérez plans to spend more of his newly found free time with his three children, ages 9 to 13.

"I'm going to be just a little selfish, me and the kids," he said. "I've had 10 to 12 great nights of sleep the last few weeks."

It's not like he is retired.

Pérez remains chairman of the Arizona Hospital and Healthcare Association and serves as a diplomat of the American College of Healthcare Executives. He remains committed to continuing his career in health care someday.

"I want to do this again, but in a totally different environment," he said.

SUN CITIES INDEPENDENT AUGUST 1-7, 2001

Boswell Hospital named one of nation's top cardiovascular facilities

Boswell Memorial Hospital has been named one of the top 100 cardiovascular hospitals in the nation and ranks as the only Arizona hospital to make the list, according to a report recently released nationally and highlighted in *Modern Healthcare*, a leading industry publication.

The third-annual report, "100 Top Cardiovascular Hospitals: Benchmarks for Success," was released by the research arm of Evanston, Ill.-based Solucient, a provider of strategic healthcare information. The strictly empirical analysis identifies those hospitals that have achieved excellence in care, efficiency in operations and sustainability of cardiovascular performance.

The report focused on hospitals treating high volumes of heart-attack patients and performing large numbers of specific cardiac-related procedures, such as bypass grafts and angioplasties.

"The designation of Boswell Hospital among the top-performing 100 cardiovascular hospitals in the nation both reflects and reinforces our commitment to quality not only for heart patients but for all who seek our services," said George Perez, the hospital's executive vice president/CEO. "It speaks well of our physicians, our employees throughout the hospital and our volunteers who support us in caring for our patients."

Hospitals included in the study were non-federal, acute-care facilities with at least 100 reported cases of acute myocardial infarction among Medicare patients in 1998 and 1999. Boswell Hospital far exceeded this minimum, documenting 679 cases in 1998, and 858 in 1999. Qualifying hospitals were also required to have treated at least 125 cases of percutaneous transluminal coronary angioplasty and performed at least 125 coronary-artery bypass surgeries in each of those two years. Boswell performed 1,038 PTCA's in 1998 and 1,250 in 1999. CABGs at Boswell Hospital totaled 460 in 1998 and 434 in 1999.

The Solucient study also focused on mortality rates, lengths of stay and cost factors. The report found that the top-performing facilities

consistently outperform their peers, especially in terms of mortality and complication rates. Risk-adjusted mortality rates were as much as 27 percent lower for certain surgical procedures in top hospitals. Post-operative rates were an average 21 percent lower. Among top community hospitals including Boswell Hospital, the rate was 11 percent lower.

In the report, Solucient states deaths from cardiovascular procedures would drop 23 percent and postoperative mortality rates would fall 30 percent if all 412 hospitals covered in the study performed as well as the group of top-tier facilities that includes Boswell Hospital. The report adds those hospitals that were studied but did not make the top 100 list could cut their average cost per cardiovascular case by \$2,000 for Medicare patients alone — resulting in an annual savings of \$1.35 million per hospital — if the practices of the top 100 hospitals were followed.

An example is the initiation of selection criteria for open-heart surgeries that was developed by staff cardiologists and cardiovascular surgeons, according to Rita Borden, director of Surgical Services.

An additional factor contributing to Boswell Hospital's favorable ranking is experience. A study published in 1999 in the *New England Journal of Medicine* indicates a correlation between volume, experience and favorable outcomes.

The national study of almost 100,000 Medicare patients showed 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 829 patients in 2000 — an average of 16 per week — received care for heart attacks at Boswell Hospital, which has been providing cardiovascular care since 1986.

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.

For more information about the Heart Center at Boswell Hospital, call Sun HealthLine at 876-5432.

SUN CITIES INDEPENDENT JULY 25-31, 2001

LOTTA LATTE

Boswell Hospital opens coffee shop

By JEREMY PEARLMAN
Independent Newspapers

Although Boswell Memorial Hospital may never lose its reputation as being a place to fill one's healthcare needs, a new service may make the facility the spot for gourmet coffee aficionados in the Sun Cities area.

Nestled in a nook off of the main lobby, across the hall from the hospital gift shop, the Lobby Latte bar opened for business July 16.

While its decor, set to match reception and administration desks in a hospital lobby, is certainly different from the diverse assemblage of couches and board games typically offered at many other coffee bars, the aromas are quite similar.

Serving such caffeinated delights

as espresso, cappuccino, latte, mocha, Italian sodas, tea and more, the Lobby Latte bar is a coffee connoisseur's dream. For those without the hankering for a pep-filled pick me up, decaffeinated coffee and smoothies are also offered.

With prices ranging from \$1 to \$3, the Lobby Latte bar fares comparably to any Seattle-based coffee bar named after a Herman Melville character. But unlike most chain coffee bars, the profits realized from the Lobby Latte bar will be used to enhance the care for members of the community.

Funded and operated by the Sun Health Auxiliary, proceeds from the Lobby Latte bar will be used to purchase medical equipment for Sun Health facilities.

Brewing and mixing the drinks is

coffee maker Dennis Stielow, a Sun City resident. While Mr. Stielow has brewed and made nearly all drinks on the menu, he has been too busy to try every drink.

"The smells are driving me crazy," Mr. Stielow said with a laugh.

Mr. Stielow received extensive training in the preparation of the various drinks offered at the bar a week prior to the bar's opening. This is his first employment as a coffee maker.

In addition to Mr. Stielow, the bar will be staffed by Sun Health volunteers who will ring up sales, make deliveries throughout the hospital and occasionally pour cold drinks. The Auxiliary plans to hire

See ■ COFFEE, Page 9

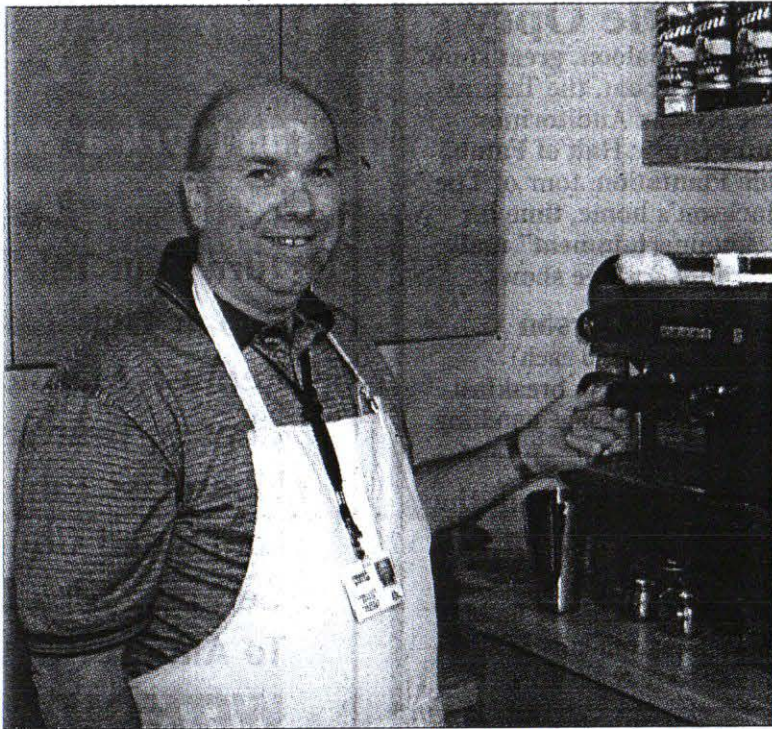


Photo by JEREMY PEARLMAN/Independent Newspapers

Sun City resident Dennis Stielow poses with coffee-making equipment at the Lobby Latte bar. Mr. Stielow serves as the coffee maker for the gourmet coffee bar located in the main lobby of the Boswell Memorial Hospital in Sun City.

a second coffee maker within the next few weeks.

Though it seems likely that most patrons will be visitors, patients and staff of the hospital, the general public is welcome at the Lobby Latte bar, according to Jane Harker, director of Volunteer Services.

"They could also visit our gift shop at the same time," Mrs. Harker said.

The Lobby Latte is open 7 a.m. to 3 p.m. Monday through Friday. Limited weekend hours are slated to begin as soon as a second coffee maker is hired.



Photo by JEREMY PEARLMAN/Independent Newspapers

The Lobby Latte at Boswell Memorial Hospital is well-equipped to satisfy the cravings of the most discerning coffee connoisseur.

Daily News-Sun • Saturday, July 21 and Sunday, July 22, 2001

Coffee shop creates 'buzz'

**BOSWELL
HOSPITAL:** New
amenity a fund
raising effort of the
Sun Health Auxiliary

JEANNE WINOGRAD
DAILY NEWS-SUN

Volunteers stationed in Boswell Hospital's lobby are all abuzz about a new coffee bar in their midst.

Called Lobby Latte, the coffee bar features exotic coffee, tea drinks and specialty beverages at reasonable prices.

Sponsored by Sun Health Auxiliary, the shop's goal is to raise money for new medical equipment for Sun Health's facilities and community service programs.

People gathering around the coffee bar Tuesday afternoon, one day after Lobby Latte opened, seemed to

enjoy taking a moment out of an otherwise hectic day.

Around the corner from the coffee bar, the swish of an espresso machine and the aroma of fresh coffee accented a lively rendition of "Happy Birthday" that several volunteers were singing to an information desk volunteer.

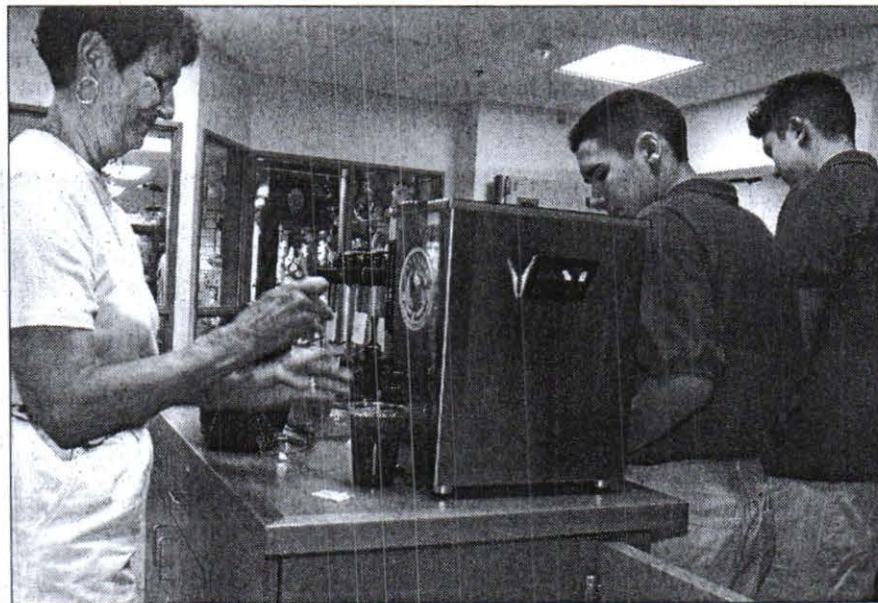
Bob Rashkin from Los Angeles was among Lobby Latte's first customers this week when he stopped by for a quick cup of coffee.

"I'm going to get just a boring decaf," said Rashkin, who is in Sun City on a leave of absence from work to help his mother who is ill.

"Sun City is hot, but it's a neat place. It's friendly, and people look after each other a bit, a refreshing point of view," Rashkin said.

Working behind the coffee bar were three volunteers, all high school students, who are rotated into different spots around the hospital according to their interests.

"I like to work here, but I'm not



MOLLIE J. HOPPES/DAILY NEWS-SUN

Joan Alpaugh of Sun City Grand helps herself to some iced tea at Boswell Hospital's Lobby Latte. Patrons can come up to the bar to order, or can place an order from a room.

OVER



MOLLIE J. HOPPES/DAILY NEWS-SUN

Dennis Stielow, Boswell Hospital's Lobby Latte barista, makes an iced mocha for a customer. The Lobby Latte opened Monday.

into coffee. They have good smoothies, cream sodas and Italian sodas I like," said Preston Troy, 15, of Glendale.

Andy Seamore, 16, also of Glendale, enjoys the work when the shop is busy.

"(Customers visit) in waves. Usually it happens when employees go on breaks, and we have a lot of people who are visiting patients," Seamore said.

Marissa Waychof, 14, of Peoria, is volunteering for the first time this summer.

"I like (working here). I've tried coffee, but it's not my favorite drink. I like smoothies better," Waychof said.

A new Sun Health staffer, Dennis Stielow of Sun City, said he is thrilled with his job running Lobby Latte — and the health benefits that go with the job.

"I will become an expert on coffee," Stielow said.

He credited his employment to a recent article in the Daily News-Sun

about retirees who have a tough time getting jobs that have health benefits.

Amanda Crandall, coordinator of Auxiliary Services for Sun Health, said the hospitals enjoy having high school and senior volunteers during the summer.

"We rotate the volunteers (through different jobs). It keeps them happier, so things don't become routine," Crandall said.

More than 200 volunteer jobs are available through, from working in the gift shop to staffing information desks and courtesy carts. Shifts are four hours a day, available seven days a week. Crandall said Sun Health will tailor jobs to use the talents and expertise of people who contribute their time.

"Some volunteers are like staff, they're here every day," said Crandall, who is working on a "frequent buyer card" for the coffee bar.

Jeanne Winograd can be reached at jwinograd@aztrib.com or by calling 876-2532.

Bed shortage hits hospitals

SUN HEALTH: Sun Cities hospitals agree not to simultaneously divert ambulances because of bed shortages

MICHAEL MARESH
DAILY NEWS-SUN

2/13/2001

The Sun Cities aren't immune to the national hospital-bed shortage, which

has forced ambulance drivers to divert patients to other hospitals.

Tom Dickson, executive vice president of Sun Health Del Webb Memorial Hospital, said his facility has had to request that ambulances divert to other hospitals several times in the past month, but specific numbers were unavailable.

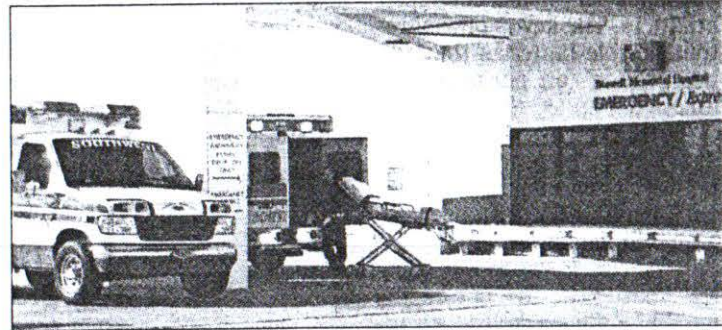
Officials at both Del Webb Memorial Hospital in Sun City West and Boswell Memorial Hospital in Sun City have agreed they will not divert

ambulances at the same time, Dickson said. The hospitals are seven miles apart.

Hospitals use three types of beds — for critical care or life support, telemetry or monitoring, and medical surgical use. Critical beds were being used at full capacity last week at Del Webb Hospital.

Dickson said there are 208 beds at Del Webb, with 177 being used as of Wednesday.

See Diverting, A5



JOY LAMBERT/DAILY NEWS-SUN

A paramedic loads a stretcher Wednesday at Boswell Memorial Hospital in Sun City. Both Sun Cities hospitals have had to divert ambulances to other hospitals because of bed shortages at different times over the past several months.

From A1

percent of all beds not being used, the hospital has experienced a shortage, he said. Both Sun Health hospitals intermittently were on ambulance diversion in the fall and spring.

"We used it when we have had to use it," Dickson said. "Technically, I am under capacity, (but) once you get in the high 80s, you have a problem with certain beds."

Running at 85 percent capacity, he said, results in certain beds not being available.

Dickson said three or four years ago his hospital started to look at a program to add more beds. The expansion at Del Webb Hospital, Dickson said, will add 92 beds by the fall, bringing the total to 265 after some of the older beds are eliminated.

"We will be able to meet the needs for six years,"

Dickson said.

Boswell Hospital, which has 357 beds, also has been forced to divert ambulances several times in the past month.

Allyson Anderson, vice president for Sun Health, said Boswell recently received 38 additional beds, but the majority of them were used for other purposes such as emergency room and outpatient care.

"We haven't realized the benefit of our expansion," she said. "We have 357 beds, but they are not used in the way we intended to use them."

Both Boswell and Del Webb, Anderson said, review their available beds on an hourly basis, and then make a decision on whether to divert ambulances from a certain hospital.

Boswell Memorial Hospital, when its expansion is completed in September, still will have 357 hospital beds, Anderson said, but there will

be six additional beds for urgent care as well as eight more beds that will be used for patients needing additional tests.

Thunderbird Samaritan Hospital, according to Medical Care Director Ted Laughlin, has a "severe bed shortage."

Laughlin said Wednesday there were 10 to 15 walk-in patients who were forced to wait for a bed to become available.

The bed shortage, he said, will be partly alleviated when Thunderbird's expansion, which began in August 2000, is completed, increasing the number of hospital beds from 318 to 350.

While waiting for the construction to be completed, the hospital has developed a "Bed Flow" team, which is looking at ways to discharge patients more quickly when possible.

Arrowhead Community Hospital and Medical Center, a 115-bed facility, rarely uses

ambulance diversion.

Mary Sanders, public relations director for Arrowhead, said for the month of January, the hospital was on ambulance diversion for three hours and so far in February, ambulances have been diverted to other hospitals for only 40 minutes.

"It's rare when we have to go on ambulance diversion," Sanders said.

However, Arrowhead is running near capacity this year on hospital beds, Sanders said, which has led to 256 hours of caution status, which signals the hospital is close to running out of beds.

Sanders said the bed shortage occurring across the country is linked to the winter season and its accompanying winter visitors, resulting in more emergency-care hospital visits.

Michael Maresch can be reached at mmaresch@aztrib.com or at 623-876-2521.

College ends nursing ties to Sun City hospitals

By Cathryn Creno
The Republic | azcentral.com

Three decades ago, Mesa Community College nursing students needed more hospitals to train in — and Sun City needed more health-care workers at patient bedsides.

So the college and Sun City's two hospitals, the Boswell and Del. E. Webb medical centers, then run by Sun Health Corp., created a program through

which student nurses could take all their classes and training inside the two hospitals.

"Mesa Community College's nursing program wanted to have a presence in the West Valley, and there was a growing need for health care in Sun City," said Margi Schultz, interim director of Maricopa Nursing at the Maricopa Community College District.

Over the decades, the Mesa Community College Nursing

Program at Banner Boswell and Banner Del E. Webb trained almost 1,200 registered nurses — about 40 students per semester. Many of them went on to work at hospitals and care centers in Sun City.

But times have changed. The two hospitals, now run by Banner Health, have no shortage of workers. And Mesa Community College students have plenty of options for training all over the Valley.

So last week, the college and the hospitals shook hands and ended the 32-year partnership.

"This was a business decision based on the need to reassess our needs in this time of health-care reform," said Sherrie Beardsey, director of Banner's clinical academic programs.

"We are at the end of our current contract, and it provided a good time to step back and reassess what we need to meet

Banner's future workforce needs."

Officials at Banner and the Maricopa Community College District said nursing students at MCC as well as other Valley community colleges will continue to do internships and other training at Banner.

Tom Gariepy, spokesman for the colleges, said the change won't have an impact on the majority of the district's 1,931 nursing students.