

PHOENIX
BUSINESS JOURNAL

AUGUST 26, 2016

Health Care Heroes 2016

Honoring 26 dynamic health care
professionals who are making patient's lives
better through their support and dedication

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**Congratulations to Brenda Day
and all of this year's nominees,
finalists and winners. You're our
everyday heroes.**

Brenda Day
Human Resource Representative
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HEALTH CARE HEROES

The *Phoenix Business Journal's* 15th annual Health Care Heroes awards honors those Arizona physicians, nurses, emergency responders and volunteers who try to keep us all just a little bit healthier. A panel of judges, which included past award winners, selected this year's honorees, who serve the community from the front office and behind the scenes in eight categories. A Lifetime Achievement award winner also was chosen. All of this year's honorees were recognized at a special awards event held Aug. 25.

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NOTE: PHOTOS IN THIS SPECIAL SUPPLEMENT THAT DO NOT HAVE SPECIFIC CREDITS WERE PROVIDED BY THE WINNERS.

Saluting 2016 Health Care Heroes

Abrazo Community Health Network is a proud sponsor of the 2016 *Health Care Heroes* recognizing individuals and organizations in the health care industry. They significantly impact the quality of health care and enrich the lives of patients, families, colleagues and communities.

I'd like to recognize Abrazo Community Health Network's finalist Brenda Day who is a human resources representative at Abrazo Scottsdale Campus. The welfare of patients, employees and physicians is Brenda's top priority. Serving as an ambassador for the hospital for 28 years, Brenda leads hospital staff in charity events.

Abrazo Community Health Network embraces 4,600 of our everyday heroes who give tirelessly of themselves for the well-being and safety of our patients and their families. Our nurses and staff, affiliated physicians and volunteers are changing health care through compassion, medical advances, improved technology, community outreach and education.



Congratulations to Abrazo's Brenda Day and all the 2016 Health Care Hero Award finalists and winners.

Regards,
Michele Finney | Market CEO
Abrazo Community Health Network



Congratulations Dr. Troy Anderson!

Healthcare Heroes Finalist Philanthropic Champion



Dr. Anderson, MD

NEUROLOGY & SLEEP MEDICINE

Dr. Anderson established Phoenix Neurology & Sleep Medicine in 2006, followed by the sleep center with sleep clinic and sleep lab facilities

in 2008. Board certified in neurology, sleep medicine, and bariatric medicine, Dr. Anderson earned his medical degree from Loma Linda University School of Medicine and completed his neurology residency at the University of Alabama-Birmingham. He has 12 years of active duty with the U.S. Navy, including service as a U.S. Naval flight surgeon, and received the highest peace-time medal for his heroic rescue of the survivors of a 1997 Korean Airline 747 jet crash. Dr. Anderson was named a "Top Doc" by PHOENIX magazine in neurology in 2009 and sleep medicine in 2013 and 2015. He founded the Phoenix Health Foundation, serves as a Rotarian and is on the Arizona Care Network Board.



Phoenix Neurology & Sleep Medicine
2940 N. Litchfield Rd. | Goodyear
Also at 4 other locations
(623) 535-0050 | phxneurology.com

HEALTH CARE HEROES

WINNER: **LIFETIME ACHIEVEMENT**

Dr. Michael Grossman

Retired, associate dean for graduate medical education at the University of Arizona College of Medicine-Phoenix and vice president of academic affairs for Maricopa Integrated Health System

BY ANGELA GONZALES | agonzales@bizjournals.com, 602-308-6521, @PhxBizAGonzales

When Dr. Michael Grossman served in the U.S. Army in Vietnam, he noticed there were a lot of military men who were addicted to narcotics. He was the chief of medicine and pharmacy at the 85th evacuation hospital in Phu Bai, Vietnam.

“It was a major issue,” said the 80-year-old retired physician. “But unfortunately, at that time – we’re talking 1970 – the Army did not recognize that was a problem. They had a non-sensical program, so I got involved in doing my own thing.”

That got him into trouble with the military, which threatened to court martial him for not following the rules.

Luckily, a couple of senators at the time announced the U.S. military was having a significant narcotics problem.

As it turned out, the drug rehabilitation program Grossman started was adopted as the official program for that section of Vietnam.

Ironically, Grossman, who was born in Philadelphia, didn’t always want to become a physician.

Instead, Grossman became interested in geology because his older brother was a naturalist, serving as a professor of plant pathology for many years.

He entered his freshman year at Temple University in 1953 on a football scholarship, and also ran track in the spring.

But his football career ended before his sophomore year when an opponent during a preseason game illegally tackled him from behind, grabbing his leg at the same time another opponent blocked him, sending his

limb in two different directions.

His knee and ankle were severely injured, causing him to miss his sophomore season, but he was able to maintain his eligibility.

Meanwhile, he took all the courses he needed to earn his degree in geology.

At the beginning of his sophomore year, one of his professors gave a lecture about crystal-induced diseases, such as gout.

“He was a brilliant man who knew a lot of things, but didn’t know anything about crystals,” said Grossman. “Crystals were part of my background. He hired me, and I worked with him after school, weekends and summers.”

They even published scientific papers together.

By his senior year, he realized that he really wanted to be a doctor.

“I went and talked to the dean of the medical school, but he wasn’t overly enthusiastic about it,” Grossman said. “It was a long way to go.”

For several years, he worked as a geologist while going to night school to earn the prerequisites for medical school.

He applied to one medical school in Philadelphia – Hahnemann University, which now is owned by Drexel University College of Medicine – just to get the feel for the application process and was surprised to be accepted.

After medical school, he figured it would be a good time to get started on his mandatory military service. But he was rejected because of his football injury.

Little did he know, during those early military draft days medical school graduates only owed the government two years of active duty because they are considered in the U.S. Army

Reserve as medical students.

He wasn’t even paying attention to his mail, which addressed him as 2nd Lt. Michael Grossman, U.S. Army Reserves.

“I was already in the Army Reserve as a medical student,” he said.

His first year of active duty was spent in San Francisco, where he completed his internship and residency training. But he was sent to Vietnam during his second year.

He was awarded six medals, including the Bronze Star, for his work and service in Vietnam.

When he finished his military service, another military doctor took over the drug rehab program he started. He became friends with that doctor and his wife, who introduced him to Dixie, whom he married in 1975.

“She’s an awesome lady – she really is,” Grossman said of his wife.

Grossman has been vital to the development of graduate medical education in Arizona, building the GME program at several hospitals throughout the state.

Grossman, professor emeritus of internal medicine at the University of Arizona College of Medicine, is credited with saving the residency program at Maricopa Integrated Health System, receiving the Maricopa Health Foundation’s Lifetime Achievement Award.

During his time building GME throughout the state, Grossman said he enjoyed interacting with the students.

“Teaching is rewarding and the best way to learn,” he said. “Learning is a two-way street between students and teachers.”

He retired in June.

Personal health care hero: Jonah Salk, MD

Three things always in your medicine cabinet: Aspirin, Aleve and Pepcid Complete

Your superpower would be: Intellect

First thing you would do with lottery winnings: I would take time to clearly consider the distribution for family and particularly for charity distribution.

Dream car: Not a car fanatic

One person who shaped your life: Daniel McCarty, MD, introduced me to research and the interconnection of physical science and medical research.

Three people (dead or alive) to have dinner with: Albert Einstein, Mahatma Gandhi, Abraham Lincoln

Favorite musician or band: Bruce Springsteen

Perfect pet: German Shepherd

Nonprofits you support: I support the Heifer Foundation, several universities, my church, the Episcopal Foundation and many others.

Top three items on your bucket list: As a somewhat disabled 80-year-old, I am satisfied with my experiences and realistic about what I can accomplish.

Favorite movie: “The Quiet Man”

Book you always meant to read: I think I am up to date.

Favorite vacation spot: My favorite areas are where my two sons and families live: Carlsbad, California, and Denver.

If you could change your career: Since my first choice was to be a geologist, I think I might do that again.

HEALTH CARE HEROES



HEALTH CARE HEROES

Dr. David Jacofsky’s father was the most influential person in his life.

“He definitely was my best friend,” Jacofsky said. “He was a cancer survivor at age 18.”

His father was diagnosed with Hodgkin’s Lymphoma, a cancer of the lymphatic system, which is part of the immune system.

“My mother married my father when he was told he had two months to live,” Jacofsky said.

His father was put in a clinical trial for the first chemotherapy regimen for that particular cancer, and ended up living until he was 52, dying of liver cancer – the result of all the blood transfusions during chemo.

Jacofsky, 43, is the oldest of two sons; his younger brother has a Ph.D. in anatomy and bionengineering and works in Jacofsky’s company, the Core Institute.

Their father and uncle were best friends and owned a business together. Jacofsky said working with his brother continues that family tradition.

Before founding the Core Institute, Jacofsky was division chief at Mayo Clinic in Rochester, Minnesota, where he saw the future of health care was changing.

“I wrote a business plan for what I thought the future of health care would look like – centered around outcomes management and predictive analytics and standardization to evidence-based care,” Jacofsky said.

He hired a consulting company to

determine where to start his new business, and was told there was a need for orthopedics in the northwest Valley.

He started the company with three doctors and one employee, and today has nearly 1,000 employees in three states.

As chairman and CEO of the Core Institute, he doesn’t get to perform as many surgeries as he did when he first started practicing medicine.

“Although caring for patients is still probably my favorite thing to do,” he said.

With about 500,000 patient visits a year, Jacofsky expects to exceed \$200 million in revenue this year.

“Currently, we are focused primarily on growth and expansion,” he said.

– Angela Gonzales



FINALIST:
LIFETIME ACHIEVEMENT

Dr. David Jacofsky
Chairman and CEO,
The Core Institute

Your personal health care hero:

Most of my personal heroes in health care are patients. It may sound cliché, but the strength, optimism and attitude of many of my patients, especially my cancer patients, is nothing short of inspiring and heroic.

Three things always in your medicine cabinet: Vitamins, resveratrol, and melatonin.

Your superpower would be: The power to magically make people happy and healthy.

One person who shaped your life:

My sixth grade teacher Phil Tamberino, who focused as much on the development of character and on the importance of learning as he did on the learning itself.

Three people (dead or alive) to have dinner with: Leonardo DaVinci, Henry Ford and my father.

Nonprofits you support: I support the MORE Foundation, which performs musculoskeletal research to

improve patients’ lives and supports health care activities for military veterans. I support a number of firefighter and police organizations, as I enjoy giving back to those who risk their lives for others. I also donate to a number of hospital foundations and organizations that fund the fight against cancer, such as the American Cancer Society and The National Breast Cancer Foundation.

Favorite movie: “Braveheart.”

Book you always meant to read:

I generally read any books as soon as they interest me, but my next book will be “The Origins of Species by Charles Darwin.”

Favorite vacation spot: Home.

If you could change your career, what would you do?

Architect. I love building things and transforming creative ideas into reality.



FINALIST:
LIFETIME ACHIEVEMENT

Leslie Hunt
Nurse care manager,
Orchard Medical Consulting

When Lesley Hunt finished her service in the U.S. Navy in 1976, she attended nursing school at Arizona State University.

With a bachelor’s degree in nursing under her belt, she entered the profession, working at various hospitals, health facilities, a prison and ran a doctor’s office for awhile.

She also had been running a weekly group for nurses addicted to drugs. It was exhausting work, but she loved it.

One of the nurses would show up for the weekly meeting dressed in beautiful clothes, scarves and jewelry, with every hair in place. Hunt, on the other hand, would be sweaty, with her hair hanging limp by the end of her day as a nurse.

That’s when the other nurse told her she worked as a case manager for an

insurance company, and that it was a less stressful job.

Hunt was intrigued.

“Case management takes all of the philosophy of nursing and focuses on client care and the family,” Hunt said. “This is truly what nursing is.”

She worked for several insurance companies as a case manager, enjoying the easy life, but all the time running her weekly group meetings for addicted nurses.

One in five nurses has some kind of problem with drugs or alcohol, she said.

In the early 1980s, when nurses were caught with drugs or alcohol problems, the nursing board would revoke their licenses. In the ’90s, the nursing board started a recovery program for nurses, rather than just revoking their licenses,

she said.

“I find it very rewarding,” she said. “It makes me grateful and appreciate being a nurse. This group keeps me centered.”

Several years ago, when she had been serving on the executive board of the Arizona chapter of the Case Management Society of America, she met Robin Orchard, owner of Orchard Medical Consulting, who also served on the board.

Orchard tried to recruit Hunt to her company, but Hunt originally wasn’t quite ready at the time.

But once she heard more about Orchard Medical, Hunt decided to join the consulting firm.

“What an awesome company,” she said.

– Angela Gonzales

Personal health care hero?

Nurses are my heroes. I have met so many nurses in my professional life ... ones that lead and managed other nurses, others that lead non-medical people and teach, others that show compassion to their clients, others that are just “there” to support their clients, team members, etc.

Three things that are always in your medicine cabinet?

Toothpaste, moisturizer,

mascara.

Top three items on your bucket list:

Travel to Italy, travel to Northwest U.S., Washington state to Vancouver Island; travel to Northeast coast and travel the beaches all summer.

One person who shaped your life: When I served in the Navy in the ’70’s, I had a unit captain who took time to show me how I really was good enough to go to college and stressed to me the

importance of education and career planning. He was kind, and he allowed no excuses for not pushing forward. He gave me a lot of advice that I have carried with me since.

Three people (dead or alive) to have dinner with: Mother Teresa, Jesus Christ, Gordon B. Hinckley.

Nonprofits you support: I have always been a supporter of BSA ... my son is an Eagle Scout. Crisis Nursery and Desert Mission in Sunnyslope

as their community support is amazing. I am a financial supporter of SunSounds of AZ, KJZZ, veteran organizations, Phoenix Rescue Mission, the Humane Society.

If you could change your career, what would you do? I have always wanted to be a nurse and with the opportunities to work in so many health care settings I have never been bored. I cannot imagine doing anything else.

HEALTH CARE HEROES



JIM POULIN | PHOENIX BUSINESS JOURNAL

WINNER: **INNOVATOR**
Dr. Angela DeRosa, Owner, DeRosa Medical

BY ANGELA GONZALES
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Dr. Angela DeRosa, an osteopathic physician focusing on the whole body, always wanted to create a women’s clinic that focused on total women’s health, and not just reproductive systems.

Before she created such a program in 2010, she had a few stops along the way.

After finishing her residency in 1998, she worked for a large health care organization in Chicago for a couple of years before being recruited by Procter & Gamble to become senior medical director.

It was a risky move, she said.

“I left clinical medicine and went to the dark side of medicine – Big Pharma,” she said.

It was a good move because she spent eight years learning about hormonal health, how clinical trials were run, how to market a new drug and brand equity.

It was a cutthroat world, but one of the best experiences, she said.

DeRosa was making a great salary with huge growth potential, but the call to set up her own women’s health clinic kept beckoning.

Her then-husband thought she was out of her mind.

She threw caution to the wind, maxed

out her credit cards, and opened DeRosa Medical.

“Opening the practice did not help the stress of problems in a relationship,” she said. “I dedicated a lot of time to the practice.”

Her father always told her to believe in herself, do what she loves and the money will follow.

DeRosa is the winner in the innovator category for the *Phoenix Business Journal*’s annual Health Care Heroes.

Looking back, DeRosa said she’s made many mistakes along the way, but said she doesn’t have any regrets.

“Each failure, each bad decision, every clinical fork in the road landed me here, so I guess I don’t regret any of it,” she said.

She discovered her life’s calling when she reached menopause by the age of 35.

Countless misdiagnoses and costly physician visits turned into a quest to understand her own health challenges and to find the answers she needed to improve quality of life.

Now she’s happy to share what she’s

learned with others, especially in the area of the controversial bio-identical hormones.

She wrote a book, “How Your Doctor is Slowing Killing You: A Woman’s Health Survival Guide.”

“Birth control pills are one of the worst things you can do for women – the indirect effects it has on the body,” she said. “Women need to take time to understand who (doctors) they’re going to and educating themselves.”

She is a member of the International Menopause Society, European Endocrine and Menopause Society and the International Society of the Study of Women’s Sexual Health.

She also is a board member and vice president of the Arizona Osteopathic Medical Association.

Within the past six years, DeRosa has grown her clinic to three locations throughout metro Phoenix.

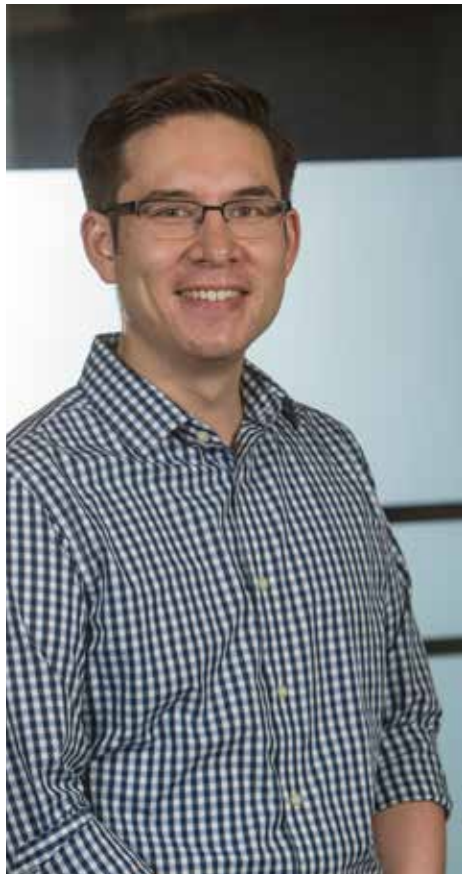
She also is a clinical assistant professor at Midwestern University’s Arizona College of Osteopathic Medicine as well as the University of Arizona College of Medicine-Phoenix.

Advocating for and supporting women is important to DeRosa.

“It’s a menopausal revolution,” she said. “We’re not going to sit down and take it anymore.”

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| <p>Personal health care hero: Dr. Marc Fine. He was my residency director. He believed in my vision to create a women’s health program in internal medicine. He took a huge political risk in our hospital, as well as saw the importance of women’s health care especially at a time when it was not popular in the late ‘90s.</p> <p>Three things always in your medicine cabinet? Ibuprofen, Maxalt and Band-aids. (I am a klutz!)</p> <p>Your superpower would be: Invisibility. I could easily navigate and learn information. Information is POWER!</p> | <p>First thing you would do with lottery winnings: I would fully fund my new foundation KARE for ME, which provides money to cat shelters and scholarships to underprivileged students to go to veterinary school and specialize in shelter medicine.</p> <p>Dream car: Aston Martin</p> <p>One person who shaped your life: Dr. Cathy Pietrofesa. She was my high school guidance counselor. She gave me the confidence and strength to continue to pursue my dream of being a doctor. She mentored me, propped me up</p> | <p>and helped me see my strengths.</p> <p>Three people (dead or alive) to have dinner with: Beethoven, Margaret Thatcher, Mitt Romney</p> <p>Perfect pet: Cats, of course!</p> <p>Nonprofits you support: KARE for Me Foundation, Camp Soaring Eagle, National Kidney Foundation of Arizona and Debbie Gaby Charities.</p> <p>Book you always meant to read: “The Koran.”</p> <p>If you could change your career, what would you do? A vet.</p> |
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HEALTH CARE HEROES



FINALIST: **INNOVATOR**

Alexander Greer
Assistant professor,
Arizona State University

As a kid growing up in Canada, Alexander Green always knew he would become a scientist or a doctor.

His father had a Ph.D. in science, and his mother had two master's degrees.

For Halloween, it was easy to dress up as a mad scientist, because there was always a white lab coat laying around the house.

Between genetics and all that role playing, Green ended up with a Ph.D. in materials engineering and conducted postdoctoral research at Wyss Institute at Harvard.

Since then, he has published more than 50 peer-reviewed papers, and several of his scientific discoveries have been commercialized.

Green and his team at the Biodesign

Institute at Arizona State University now are working on a Zika virus test that would cost \$1 each.

The ASU assistant professor said the test can show results within two hours and can be used anywhere in the world. It could help world organizations quickly track and contain an outbreak of the mosquito-carrying virus using blood, urine or saliva samples.

He said he would like to expand the technology for other diseases, such as cancer, in the future.

"We have this low-cost diagnostic test that could be used to detect almost any human illness even before existing technologies – that could do a lot of good," he said. "With early detection of cancer, you can get people the treatment they need well before you can actually see it in the

form of a tumor."

Green is working with the U.S. Food and Drug Administration on a fast-track approval process for the Zika diagnostic.

"If everything goes well, within a year we can have this out," he said.

For a time when Green thought he would become a professional musician.

Growing up, he competed in national piano competitions in Canada. He also played the trumpet.

"If you want to make it as a classical pianist, you have to be extremely good," he said. "Competing in national music competitions is one of those things you can really tell if somebody has the gift. I wasn't sure I had that."

But science – that he could do.

– Angela Gonzales

Personal health care hero:

Frederick Banting (Canadian medical scientist, physician, painter and Nobel laureate noted as the first person to use insulin on humans).

Three things always in your medicine cabinet? Band-aids, sunscreen, toothpaste

Your superpower would be? Superhuman speed.

First thing you would do with lottery winnings: Seed a startup company based on my research

Dream car: Aston Martin Vanquish

Top three items on your bucket list: Be a space tourist; go on an African safari; visit the Great Barrier Reef.

One person who shaped your life: I have been lucky to have a lot of teachers and coaches who have had important roles in shaping my life. If I had to pick one, it would be my piano teacher Elaine Kruse. She pushed

me to see a vast range of possibilities in a musical score, convinced me to trust my instincts, and taught me how much hard work and practice is required to become good at something. These are lessons that I turn to constantly in my research.

Three people (dead or alive) to have dinner with: Francis Crick, Richard Feynman and Ludwig van Beethoven.

Favorite musician or band: Radiohead

Perfect pet: Dog

Nonprofits you support: Doctors Without Borders. They do very courageous work helping people in desperate need in the developing world and in war-torn areas.

Favorite movie: "The Hot Fuzz."

Book you always meant to read: "Infinite Jest."

If you could change your career, what would you do? Become a composer/musician

*Congratulations,
Tiana, on being
a Health Care
Hero Finalist!*



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Mission Statement:

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HEALTH CARE HEROES

Growing up, Dr. Mark Lato was a sick child.

“I had really wonderful physicians who cared for me,” he said. “I couldn’t think of a better profession to do where you actually could help people and get paid for it.”

As vice president of medical management for Dignity Health’s St. Joseph Hospital and Medical Center in Phoenix, Lato said he wouldn’t change the profession for anything – except maybe to become a stand-up comedian.

“I’m a smart-ass who grew up,” he said. “I just love to tell jokes and kid around. I find that self-deprecating humor can be good for breaking tension.”

Lato practiced medicine for 40 years until 1998, after selling his practice to John C. Lincoln Health Network, which

now is part of HonorHealth.

When he stopped practicing medicine, Lato began a career in health care administration, eventually joining St. Joseph’s in 2011, where he completed his post graduate training in the 1970s.

One of his first projects was to create a transitional care team to coordinate patient care as patients leave the hospital and move to another setting, such as a rehab facility, nursing home or their own home.

It started when Lato and his team applied for a Community Care Transitions Program grant from the U.S. Centers for Medicare and Medicaid. Under the Affordable Care Act, CMS was looking for new and better ways to provide health care that improved quality and outcomes.

But Lato’s grant application was rejected.

After all the work he and his team put into creating the Activate Transitional Care team, Lato figured they would implement the project anyway. In May 2015, the project received a grant from the St. Joseph’s Foundation to incorporate Medicare fee-for-service and uninsured patients.

Since the program was launched in 2011, more than 300 patients have been served, dropping hospital readmission rates from 28 percent to 13 percent.

“We don’t make money on these uninsured people, but we provide them great care and stop the revolving door in the emergency room so they have places to go after they’re hospitalized,” Lato said.

– Angela Gonzales



FINALIST: **INNOVATOR**

Dr. Mark Lato
Vice president of medical management, Dignity Health

Your personal health care hero: The late Dr. Melvin Cohen. He was a wonderful pediatrician and nephrologist, who I was fortunate to have trained under.

Three things always in your medicine cabinet? Ibuprofen, acetaminophen, famotidine.

Dream car: 1954 Ford Thunderbird (classic sports car)

Three items on your bucket list: Zip lining, learn Spanish

and travel to the northeast for changing of the leaves.

Who is the one person who shaped your life: There were two people. The pediatrician and pulmonologist who took care of me as a child and adult. They were great mentors and role models; physicians who truly listened to and spent time with their patients.

If you could choose three people (dead or alive) to have dinner with: My late

father, who passed about 36 years ago, Golda Meir, and Billy Crystal.

Perfect pet: Our Golden Doodle, Abby.

Nonprofits you support: Supporting the Jewish community through the Jewish Community Association, Jewish National Fund, Jewish Genetics Disease organization and the Jewish Tuition Organization have been the pillars of my philanthropic giving.

My family and I have also volunteered at Habitat for Humanity, the food bank at St. Vincent de Paul, and other multi-generational projects within the community. We also are substantial contributors to our synagogue.

All time favorite movie: It’s between “When Harry Met Sally” and “Star Wars.”

If you could change your career, what would you do? Standup comedy

CONGRATULATIONS

On behalf of our Board, physicians, employees and volunteers at Maricopa Integrated Health System, we are proud to congratulate MIHS’s 2016 Health Care Heroes finalists: Michael Grossman, MD, for the *Lifetime Achievement Award* and Dr. Esad Boskailo for the *Physician Award*



Esad Boskailo, MD
2016 Health Care Heroes Finalist
Category: Physician

Michael Grossman, MD
2016 Health Care Heroes Finalist
Category: Lifetime Achievement



HEALTH CARE HEROES



CO-WINNER:
**PHILANTHROPIC
CHAMPION**

Dr. Troy Anderson

President and Founder,
Phoenix Neurology and
Sleep Medicine

Dr. Troy Anderson has an extensive education and military background, having spent time studying or working – often both – in places such as California State University, Dominguez Hills, Loma Linda University, Naval Hospital Oakland, Naval Air Station Pensacola and the U.S. territory of Guam.

Despite his accomplishments, Anderson wanted to be a family man, and left the Navy to be a dad to his children, moving to the Valley in 2005.

Now the 49-year-old Rio Verde resident runs a top neurology and sleep clinic

with four locations throughout the state when he's not handling his fatherly duties. His military time left him with a desire to serve others.

"I've always been a philanthropist," Anderson said. "My history in the Navy was pretty wonderful."

That's why Anderson started the Phoenix Health Foundation in 2007. The organization provides financial aid and mentorship to students aspiring to be physicians, holds community health screenings and educational events, and provides domestic and foreign medical

relief, including trips to Haiti, Thailand and the Philippines.

The organization has served more than 11,000 patients.

Anderson loves being home in the Valley, but his time abroad holds a special place in his heart that recalls his service in the Navy.

"They just put you right in the middle of the cities, and you're seeing over 1,000 people with only four to five doctors," he said. "It's overwhelming, but it's really rewarding."

– Steven Totten

Personal health care hero:

Dr. Richard Hart, current Loma Linda University medical health care system and education chancellor. But when he was my mentor he was the chairman of the public health department and an internal medicine physician. He took me on my first mission trip to Brazil when I was a freshman medical student at Loma Linda University. At his center, is helping people in need who lack resources. I've modeled my career after him.

Three things always in your medicine cabinet: Ibuprofen, Tylenol and vitamins. I play tennis and when you get my age ibuprofen in moderation

is a heaven sent.

Your superpower would be:

I would love to heal people. Often, as a physician, we see people who are in the middle of a medical tragedy or challenge that is overwhelming. It would be amazing to be able to heal them in these moments to get rid of their loss, pain or suffering.

First thing you would do your lottery winnings: Pay our bills off for sure! Both personally and as a medical group. In addition, I would fund two foundations I am a part of the Faith Hope Love Project and the Phoenix Health Foundation.

Top three items on your

bucket list: Visit and watch every tennis open; bringing an MRI to the people of Tonga would be amazing; there is also an area in General Santos city, Philippines, that needs a clinic. It would be amazing to help them out.

One person who shaped your life: I would say the same as above, Richard Hart.

Three people (dead or alive) to have dinner with: Jesus; my grandmother who died from breast cancer before I met her; all of my kids when they are elderly to see how their life ended especially after I have passed away.

Favorite musician or band: All American Rejects or that era of music. I also like Kari

Jobe and Hillsong United.

Perfect pet: Depends. Every type of pet can be amazing or bad. I've been lucky. I've had both amazing cats and dogs as pets, and all of them were rescued.

Nonprofits you support: The Phoenix Health Foundation and the Faith Hope Love Project.

All time favorite movie: "Top Gun," but a close second is "Star Wars" and "Indiana Jones."

If you could change your career, what would you do? I would do ministry and writing. I also love to do motivational speaking.



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HEALTH CARE HEROES



CO-WINNER:
**PHILANTHROPIC
CHAMPION**

**Julie Ann
Wollschlager**
Administrative Assistant,
Cigna Medical Group

When Julie Ann Wollschlager was growing up in O'Neill, Nebraska, she and her family would have to travel four hours so her sister – a Type I Diabetic – could see the endocrinologist.

Seven members of her family have Type I diabetes.

"It's just been a natural part of my life," Wollschlager said.

That's why for the past 25 years, the 58-year-old Wollschlager – who now lives in the Arrowhead area of Glendale – has volunteered for the American Diabetes Association, and been co-chair for

Step Out, the annual fundraising walk for ADA, for the past six years.

And when she's not volunteering with the ADA or working as an administrative assistant for Cigna Medical Group, Wollschlager still somehow manages to find time to be a CPR instructor and volunteer for the American Heart Association and work more than 900 hours a year for Life Teen International.

But like growing up around a family of diabetics, Wollschlager's philanthropy is a natural part of her life.

"Growing up in a small town, volunteering was just part of who you were and

where you grew up in," she said. "Since I was little we always helped. It's instilled in my heart to help the community."

Her co-workers at Cigna noticed Wollschlager's natural draw toward lending a helping hand, and nominated her as a *Phoenix Business Journal* 2016 Health Care Hero.

But Wollschlager's work is for others, she said, not for herself.

"I'm humbled," she said. "But I don't do it to be recognized."

– Steven Totten

Personal health care hero? Dr. Stanley Pearson, cardiologist.

Three things always in your medicine cabinet? Tweezers, Noxzema and epon salts.

Your super power would be: To cure Type 1 Diabetes with just a wave of my wand.

First thing you would do with your lottery winnings: Split with my children and then help my siblings ... then give to American Diabetes Association, Life Teen International and the American Heart Association.

Dream car: Red 1966 Camaro.

Top three items on your bucket list: Travel to Vatican, Warsaw Poland and take family to a week in Disneyland.

One person who shaped your life: Sister Mary Carroll – she was Mother Superior at my school. She lived her life humbly and she was kind and loving in everything she did. She earned the respect of all because she never expected anything from us that she wouldn't do herself. She lived and taught truly by example.

Three people (dead or alive) to have dinner with: Deceased Mom and sister Ceal and my living 96-year-old father is who I would love to dine with.

Favorite musician or band: Musician Matt Maher and band would be Styx.

Nonprofits you support: American Diabetes Association, Life Teen International, American Heart Association, March of Dimes.

Favorite movie: "Wizard of Oz."

Perfect pet: My present one. Amber, a Doberman.

Book you always meant to read: I love to read, so I don't really have a book that I wanted to read and didn't.

Favorite vacation spot: Home - Nebraska

If you could change your career, what would you do? Gosh, probably be a high school youth retreat planner. Never thought of this before. Happy with who I am and what I do.



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CONGRATULATIONS

Vanessa Williams

2016 Health Care Heroes finalist,
Health Care Education

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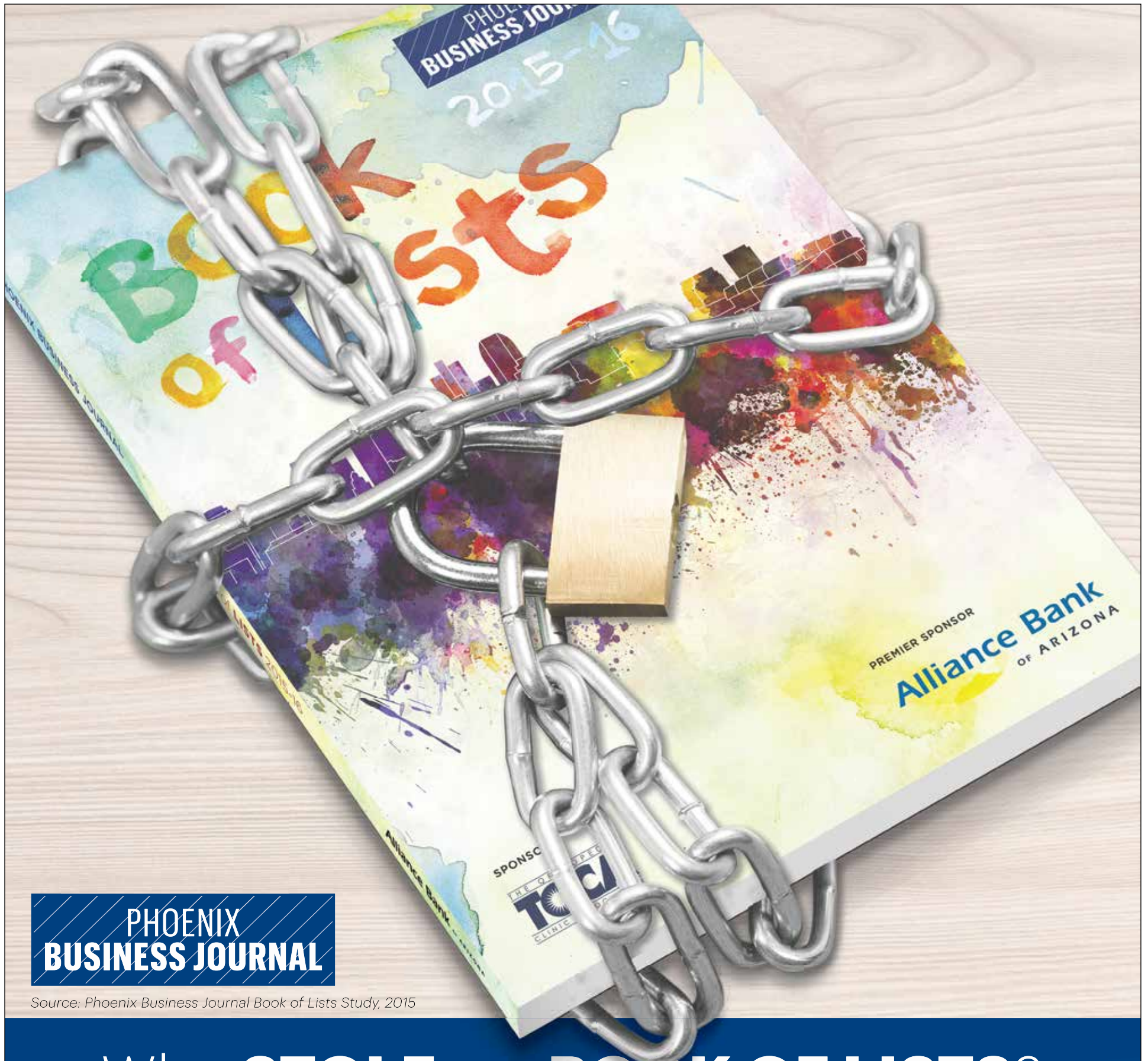
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HEALTH CARE HEROES



JIM POULIN | PHOENIX BUSINESS JOURNAL

WINNER: **NURSING**

Becky Garcia, Pediatric Nursing Coordinator, Phoenix Children's Hospital

BY MIKE SUNNUCKS
msunucks@bizjournals.com
602-308-6507, @PhxBizMike

Becky Garcia has first-hand knowledge of her nursing specialty and some of the innovative programs she is developing in it.

Garcia is a pediatric nursing coordinator at Phoenix Children's Hospital. She specializes in hemophilia treatment and has developed a new program to help children with the blood clotting disorder.

Her husband has hemophilia as does other members of his side of the family.

Garcia developed a new program called Infusion Boot Camp aimed at helping children with hemophilia learn more about their condition, how to give themselves infusions and meet other kids living with blood disorders.

Hemophilia is a blood-clotting disorder. It can result in prolonged bleeding, and there are no cures. But it can be treated via infusion of blood-clotting proteins.

Parents will inject babies and younger children.

Garcia said there are hemophilia summer camps for older kids but they often go back to relying on their parents when they return home.

The infusion camp is aimed at those kids, mostly ages 8 to 14, to get them more self-reliant and self-aware of their condition and how to live with it.

"We do educate them on their diagnosis," Garcia said. "What does this mean for them."

Camp attendees go to Phoenix Children's Hospital along with their parents for six sessions over 12 weeks. The kids then work with PCH staff and each other to become more comfortable and confident with self-infusions.

Garcia, 37, loves to see the kids bolster each other and help them through some of the fears of self-injecting blood proteins in to their own veins.

"It's neat to see them support each other," said Garcia. "You see them comfort each other."

The program earned Garcia 2016 Nurse of the Year honors at PCH. The program also recently received a \$60,000 grant to help its growth.

"Our goal is to make it part of their

Personal health care hero: Our nurse practitioner, Lori Wagner.

Three things always in your medicine cabinet: Ibuprofen, children's Tylenol and a sleep aid.

Your superpower would be: Take away peoples' pain.

First thing you would do with your lottery winnings: Pay off our home.

Dream car: A new Arcadia with a third row, and a video system.

Top three items on your bucket list: To travel out of the country (I have never been), to Greece, go on a cruise, be able to really relax.

What helped to shape your life: My experiences.

Someone (dead or alive) to have dinner with: My father, Angelina Jolie

Favorite musician: Pink.

Perfect pet: English bulldog.

Favorite movie: "Steel Magnolias."

Favorite vacation spot: Key West, Florida

If you could change your career, what would you do? Sew.

routine just like brushing their teeth," she said. "It's really important."

The camp is held twice a year.

Garcia would rather talk about "the kiddos" she helps navigate through their blood disorders than about herself.

She was born and spent most of her childhood in Spokane, Washington. She spent her teenage years in northern Arizona and got her nursing degree from Northern Arizona University.

Garcia said she always wanted to be pediatric nurse and joined PCH in 2011. Like many Phoenix transplants, Garcia misses changes in weather.

"I miss the four seasons," she said. "I miss the snow."

Garcia has four children ranging between 7 and 21 years old and has been married 20 years. She also has a granddaughter.

"I was a teen mom," Garcia said.

Garcia is working on her master's degree in nursing. As for hobbies, "I like to sew," she said.

One of her bucket list items is to travel to Greece, but until then, she's happy to focus on the kiddos both at home and at PCH.

HEALTH CARE HEROES



FINALIST: **NURSING**

Mary Saladino
Nurse,
The Centers for Habilitation

Mary Saladino never had to look far for her inspiration. “I always wanted to be a nurse,” said Saladino, a nurse for the Centers for Habilitation/TCH in Tempe. The nonprofit organization provides group homes, programs and services for the developmentally disabled and those with physical disabilities. Saladino said her older sister, Cathy, inspired her and helped her get into Arizona State University’s nursing school and the field. “She’s my health care hero,” said Saladino, a native Arizonan who grew up in Casa Grande. She remembers running around barefoot even in the summer when Casa Grande was much more of a small Arizona town. “We’d hop house to house,” she said. Saladino’s been in nursing for more

than three decades. For the past 20 years, she’s worked the developmentally disabled. That includes the past 14 years at TCH group homes in the East Valley. “That was my true calling,” Saladino said of her work with the developmentally disabled, many of whom have been in group home settings for years. “They’re just such an innocent population,” she said. “They are such underdogs.” Saladino, 53, visits 14 TCH-run group homes to check on those living there. Some have disabilities that impede their communications and ability to speak. Saladino said that compels her to pick up on non-verbal cues from residents. That has translated into her being in tune with everyday non-verbal cues and body language.

She said it’s hard not to get emotionally invested in TCH’s clients, especially older patients who have lived their lives with disability. She also tries to educate other health care professionals and the general public on the need to give and show her patients dignity and respect. “We are definitely there for them,” she said. Saladino likes to cook and go boating and water skiing with her husband and three sons, ages 19, 23 and 25. She also likes to cook and bake, including a forte for making her own biscotti. But Saladino said her job and her investment in her patients is always her true calling and she’s pretty much on call 24-7. “My job is my life,” she said. – Mike Sunnucks

Personal health care hero: My sister.
Three things always in your medicine cabinet: Ibuprofen, band-aids, ointment.
If you had a superpower what would it be? Put a smile on someone’s face — turn a frown upside down
First thing you would do with your lottery winnings: Pay off my home first and give to charity.

Dream car: A Masarati.
Top items on your bucket list: Front row seat at Elton John concert; travel to England, Ireland and Scotland.
One person who shaped your life: My best friend, Diana. Very hard worker and determined at a young age. Someone I have always confided in and she never judges.
Three people (dead or alive)

to have dinner with: Steve Martin, George Clooney and Wayne Dyer.
Favorite musician or band: Styx, Pat Benatar, classic rock kinda girl.
Perfect pet: My rescue dog, Toby.
Nonprofits you support: TCH. Because of the population we serve and the dedication of those who put forth effort to provide

assistance and quality of care and services for our special needs family.
Favorite movie: “The Wizard of Oz.”
Book you always meant to read: Nursing journals.
Favorite vacation spot: Anywhere there is water — lake, ocean.
If you could change your career, what would you do? Forensic nurse.



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HEALTH CARE HEROES

Paul Franquist traces his interest in nursing to when he was a teenager in Michigan and he helped care for his great-grandmother after she suffered a stroke.

“I started to help care for her,” said Franquist, now a nursing case manager specializing in oncology care with Banner Desert Medical Center in Mesa.

He also liked talking to her and his grandparents.

“I liked all the family history,” he said.

Franquist was born and raised in Michigan and went to the far northern most part of the state for college – Lake Superior State University in Sault Ste. Marie on the Canadian border.

“I wanted to be far away from home,”

Franquist said.

Franquist did most of his medical internships and residencies in Canada. He ended up earning a master’s degree in nursing from Wayne State University, which started a program in Michigan’s northern-most region.

Franquist said he now understands the importance of getting that graduate degree especially analytical and problem solving skills.

“I love to teach,” he said.

Franquist came to Arizona in 1988 to join Samaritan Health System. Banner Health was formed in 1999 when Samaritan merged with Lutheran Health Systems.

Now, he helps manage care for cancer

patients in the oncology unit.

“We see them through crises. We see them through treatment,” Franquist said.

Franquist said it’s easy to get emotionally invested in patients and their treatment and journeys.

“You’ve got to feel it,” he said. “We do our best to cope.”

Franquist said Banner has spiritually based program to help staff deal with the stresses and emotional roller coaster that come with patient care. That includes end-of-life scenarios.

And, Franquist there is no such thing as caring too much about patients.

“Caring is the essence of nursing,” he said.

– Mike Sunnucks



FINALIST: **NURSING**

Paul Franquist
Nursing case manager,
Banner Desert
Medical Center

Personal health care hero: Florence Nightengale.

Three items in your medicine cabinet: Aspirin, Excedrin Migraine, dental floss.

Your superpower would be: Not sure I would want a superpower. If I had to have one though, it would be the power to heal.

First thing you would do with your lottery winnings: I would share with my family, making sure education funds were set aside for all the nieces and

nephews. There would be substantial contributions to organizations that could house the homeless and feed the hungry.

Three items on your bucket list: To see and experience the Vatican, to earn a doctoral degree, to stand on top of a glacier.

Person who shaped your life: I absolutely cannot exclude family. My parents. I had such a privileged childhood. Not because of material things but rather the values and expectations

that were set. There are/were multiple people that have had a significant impact on me personally and professionally; high school teacher Gwen Randall, who always pushed to learn, achieve and Dr. Dixie Light, nursing professor. She influenced my clinical approach to patient care and sensitivity to cultural competence.

Three people dead or alive to have dinner with: John Paul II, Mother Teresa of Calcutta, Abraham Lincoln.

Perfect pet: I have her. My

3-year-old Pit Bull, Midnight. She was a rescue.

Nonprofit organizations you support: Salvation Army for all of their amazing humanistic programs; Valley food banks; I also contribute to my alma mater, Lake Superior State University School of Nursing, to assist in continuing to provide outstanding educational opportunities.

Favorite vacation spot: Northern Michigan.

If you could change your career, what would you do? Pastry chef.

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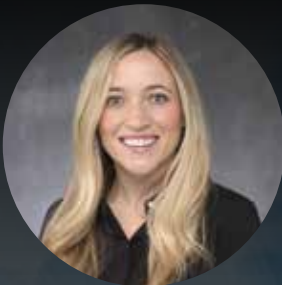
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HEALTH CARE HEROES



JIM POULIN | PHOENIX BUSINESS JOURNAL

WINNER: **NON-PHYSICIAN**

Tom McSherry, President and CEO, Crisis Preparation and Recovery Inc.

BY CASSIDY TROWBRIDGE
ctrowbridge@bizjournals.com
602-308-6518, @cassidykei

Tom McSherry's calming voice is a valuable asset in his field, having worked in emergency and disaster services for more than 30 years.

McSherry said he lives to serve others, offering compassion to those in need.

"If you enter a job helping those in their greatest time of need, our job becomes a privilege, not a right," he said.

McSherry said he feels the most gratitude when someone he has worked with gives thanks for his services.

"Just the thanks for being there when they were going through a tough time means a lot to me," he said. "Having a connection with them is heartwarming."

When crisis situations arise such as officer shootings or earthquakes, McSherry's team of 230 employees work in behavioral health, helping people recover from disasters.

As CEO and president of Crisis Preparation and Recovery Inc., he helps organizations prepare for crises and offer outpatient counseling and care.

McSherry began his health care career as part of the Salvation Army, where he learned about helping others in need.

He also worked at a fire department as

a volunteer emergency medical technician, where he gained disaster response experience.

Unlike other medical professionals, McSherry said he is sad that his profession must exist.

"I wish I could convert my business to manufacturing ping pong balls or something," he said. "But I can't. Unfortunately there is just too much need for what we do."

McSherry has seen the health care industry transform before his eyes, in a

positive way with the movement toward more counseling and behavioral health.

McSherry said he observed the shame surrounding receiving mental health services after a crisis when working as a public safety officer.

"Treating the body as a whole has become more widely accepted. More health plans are encouraging and covering it," he said. "It had been the stepchild of health care."

When in stressful situations, McSherry has plenty of experience on how to

deal with life's curve balls. He said he has learned above all else, that life is unpredictable.

McSherry said when put in a stressful situation, the first step is to acknowledge the factors that are either in or out of your control.

"Otherwise, you can be wasting energy on something you can't change," he said.

Secondly, McSherry said stress actually can be a positive force, acting as a catalyst for action.

"The body knows it's gearing up for a challenge," he said. "The difference between negative and positive stress in perception."

If an event has already occurred, McSherry said the only thing a person can do is change their way of thinking about the situation.

In his free time, McSherry said he spends time with his church and volunteering as a chaplain for the Mesa fire and medical department.

Beyond his career and charitable works, McSherry said he spends time with his wife of nearly 40 years, Lea, and the rest of his growing family.

His daughter Melissa has one daughter of her own, and McSherry's son Drew has three children and one more on the way.

Personal health care hero: Dr. Paul Brand

Three things always in your medicine cabinet: Toothpaste, shaving cream, deodorant

Your superpower would be: Healing.

First thing you would do with your lottery winnings: Give money to my church to build a new sanctuary.

Dream car: 1964 Chrysler 300

Top three items on your bucket list: Visit Australia, learn to fly, conduct a major symphony orchestra that would

include a piano piece played by my son.

One person who shaped your life: Larry Wallace, my high school band director. He was a very caring, compassionate and passionate teacher who created an environment where kids were supported and felt connected. He also demanded and expected from you your best. He was the reason I started my career as a junior high school band director.

Three people (dead or alive) to have dinner with: Jesus, Abraham Lincoln and King David.

Favorite band: Pentatonix.

Perfect pet: One that you don't have to clean up after.

Nonprofits you support: My church, the Salvation Army, Teen LifeLine and Stepping Stones of Hope.

Favorite movie: "Citizen Kane."

Book you always meant to read: Can't think of one.

Favorite vacation spot: Lake Powell

If you could change your career, what would you do: I could change my career now, but I'm happy doing what I'm doing.

HEALTH CARE HEROES

Brenda Day fell into her career as an administrator at Abrazo Scottsdale's campus almost 30 years ago. Beginning as an accountant for Abrazo, Day moved to human resources but found her home in the hospital. Her duties include welcoming each new employee, helping them find the same joy she did working at Paradise Valley Hospital (which was the former name of Abrazo Scottsdale). "I love helping solve all sorts of problems," Day said. She said she enjoys the people she works with and getting to know everyone. When Day was hospitalized she stayed at the Paradise Valley Hospital, her work family came to the rescue during her stay. She was grateful for the show of support from her coworkers. "It's more than just a job," said Day, who also is responsible for monthly volunteer and outreach programs. "I'm very passionate about the community work that I get to do with my job," she said. Additionally, Day is a certified yoga instructor. "Yoga is a way of life," she said, adding that yoga can improve peoples' lives in more than just physical activity. Day taught yoga classes at the hospital, providing a fun and healthy activity for staff and others there. While Day no longer is teaching regularly at the hospital, she still conducts private lessons with a friend. When she isn't at the hospital working, Day said she enjoys traveling, bowling and spending time with her two daughters in Virginia. Day's recreational bowling league is called the Bowling Stones, where she bowls all year long. Her travel log includes bird-watching outings in South America and whale trips in Mexico.

– By Cassidy Trowbridge



FINALIST: **NON-PHYSICIAN**

Brenda Day
Administrative professional,
Abrazo Scottsdale

Personal health care hero: I don't have just one. The clinical workers at Abrazo Scottsdale all are my heroes. It takes a very special kind of person to do the work they do. I am very thankful there are people that choose to be health care providers.

Three things always in your medicine cabinet: Benadryl, Tylenol and Band-Aids.

Your superpower would be: I would love to have the power to heal others.

First thing you would do with your lottery winnings: Gift a good amount to my kids. It would be great to be

able to pay off their student loans, help fund my grandkids' college education and more.

Dream car: Infiniti QX80 SUV

Top three items on your bucket list: Make it to retirement healthy so I can travel to Peru and hike the Inca Trail to Machu Picchu and then take a relaxing cruise to the Galapagos Islands with National Geographic. Visit all 58 of the National Parks.

One person who shaped your life: My friend, Lynn Hill, would be that person. We worked together for about 15 years and became great friends. We were both

interested in staying healthy and getting into shape so we initially joined a gym together, enjoyed hiking and other activities. In 2005 we discovered yoga. We eventually went through yoga teacher training together at the Yoga Pura Studio and that was a life changing experience.

Three people (dead or alive) to have dinner with: My maternal grandparents; my grandfather, who came to the U.S. through Ellis Island from Denmark. He passed away when my mother was 8 years old so I never got to meet him; and my aunt Celene, who also

is deceased. She and I are very much alike, and I would love to have a chance to see her again and talk with her as an adult.

Favorite band: My all-time favorite band is The Beatles.

Perfect pet: A cat

Nonprofits you support: The Arizona Humane Society. I have a great love for animals and I totally connect with their mission, vision and values. I also support Public Television.

If you could change your career, what would you do? If I could change my career I would study Physical Therapy.

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HEALTH CARE HEROES



FINALIST: **NON-PHYSICIAN**

Tiana Zang
President,
Sage Hospice

The idea of a hero often conjures up images of those saving lives from the brink of death. For Health Care Heroes finalist Tiana Zang, heroism comes from helping those at the end of their lives.

As the founder and primary owner of Sage Hospice in Scottsdale, it has become her life’s mission to give people dignified, compassionate care.

Her journey to hospice care came when her father fell ill with multiple myeloma, a type of cancer. She became his caregiver until he died in 2002. In 2005, Zang’s mother also fell ill and died.

From these painful experiences, Zang said she received first-hand experience of loss, grief and knowing what it was like to be a primary caregiver.

“I would say being a caregiver isn’t a choice, it’s a calling,” Zang said. She said her job is stressful, but she couldn’t imagine doing anything else.

The topic of death and end-of-life care is frightening for many, and Zang said she understands. She sees death as something beautiful that she can be a part of.

“People ask me how I do this all the time,” she said. “I see it as God designed our birth and our death. Passing away is part of life.”

Zang said she is honored to be a part of her clients’ lives, often walking in as a stranger and leaving as a family member.

“I had a close friend who asked me to take care of his mother,” she said. “I told him, ‘I’m going to treat your mother like

any other patient.’”

According to Zang, her friend became disappointed, expecting special treatment. But Zang said her friend soon discovered that every patient in Sage Hospice is treated like family, which is why her practice’s standard of care is the same for every patient.

Since Sage Hospice’s founding in 2013, her business has served more than a thousand individuals and hired more than 90 employees.

Outside of work, Zang said she spends time with her daughter, Sage.

“Sage means wisdom through experience,” she said. “That’s why I named my daughter Sage and why my business is named after her.”

– Cassidy Trowbridge

Personal health care hero: My father, Dr. Stephen Zang. Not only was he the most brilliant man I’ve ever known, but also the most caring and compassionate.

Three things always in your medicine cabinet: Band-Aids because I am organically clumsy; lotion because I do not like dry skin; and a little stash of candy.

First thing you would do with your lottery winnings: I’d give money to my family and friends, donate to some

quality nonprofits and I’d keep some for myself.

Top three items on your bucket list: To travel to France, England and Australia; to be able to live long enough to see grandchildren and potentially great-grandchildren; and to leave a lasting legacy with Sage Hospice that we served people in the very best way.

One person who shaped your life: If I had to pick just one (excluding family) I would say my dear friend Dr. Melinda

Rosenblum. I met her when I was 17 years old and worked for her in her chiropractic office all through college. She became like a big sister and a wonderful mentor. She passed away this May, and I miss her every day.

Three people (dead or alive) to have dinner with: My mom, my dad and my grandma. All are passed, and I would give anything to have one more dinner with them.

Nonprofits you support: I currently sit on the board of

two local nonprofits. I serve with Safely Somewhere and with Stepping up 4 Seniors. They are both wonderful organizations that focus on our aging population and helping them in their time of need. I also give regularly to St. Jude’s because it was my mom’s favorite charity.

If you could change your career, what would you do: I have no desire to change my career. I am exactly where I am supposed to be. Hospice is truly my calling.

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HEALTH CARE HEROES



JIM POULIN | PHOENIX BUSINESS JOURNAL

WINNER: **HEALTH CARE EDUCATION**

Debra Hagler

Clinical professor, Arizona State University's College of Nursing and Health Innovation

BY REBECCA SMOUSE
Contributing Writer

Debra Hagler always knew she wanted to work as a nurse.

The clinical professor at Arizona State University's College of Nursing and Health Innovation followed her mother's footsteps at an early age. Literally.

"As a teenager, I went on patient rounds with (my mother)," Hagler said.

Her mother worked as an oncology nurse until she was nearly 70 years old. With the hospital's permission, Hagler shadowed her mother as she tended to her patients.

This experience showed Hagler a completely different side of her mother.

"I was used to her being my mom," she said. "I wasn't used to her changing people's lives."

Hagler admired her mother's ability to illuminate a room with just her presence. Her mother's caring charisma brought joy to the patients she worked with, especially for those having extended stays at the hospital.

"She really didn't need to do much to change the environment in that room," she said. "I wanted some of that too. I wanted to do that for people."

While her mother warned her of the difficulties of the profession, Hagler knew there was no other job for her.

"My mom tried to talk me out of it," she said. "She wanted to make sure I was doing it for the right reasons."

Hagler spent time nursing in an intensive care unit, working mostly in critical care. Over time, she found her favorite part of the job was educating patients and staff.

That's where her love for education first blossomed.

"I love to learn, and I want to make it like that for everyone else," she said. "I am really motivated to help people love learning and look for it."

She received a master's degree in nursing education and adult health from the University of Arizona, and then began to teach at the university level. She noticed, however, the curriculum wasn't preparing nurses as well as it could.

Hagler, who has worked at ASU for the past 20 years, decided to return to school as a nursing faculty member to earn a doctorate in learning and instructional technology to find ways to improve the education process.

"Since I did that, everything about my work has change," she said.

Hagler, winner in the education cate-

Personal health care hero: My mother.

Three things always in your medicine cabinet: Band-aids, sunscreen, vitamins.

Your superpower would be: Time travel.

First thing you would do with your lottery winnings: Save enough for my children's educations.

Top three items on your bucket list: Travel Europe, publish a novel, run a full marathon.

One person who shaped your life: My husband of 33 years — he makes me laugh every day.

Three people (dead or alive) to have dinner with: My mother and my two grandmothers. I would like to ask them more about what life was like for them in their younger years.

Perfect pet: A Labrador Retriever named Delta Dawn. She was my husband's beloved companion.

Nonprofits do you support: Habitat for Humanity and St. Mary's Food Bank.

Favorite movie: "Raiders of the Lost Ark."

Book you always meant to read: I read several books each week, so if I meant to read it, I have read it.

Favorite vacation spot: Maui or Ouray, Colorado.

If you could change your career: Write historical novels.

gory for the *Phoenix Business Journal's* annual Health Care Heroes, said the educational industry struggles in the nursing field because of a weak teaching background for most clinical professionals. With her research, Hagler hopes to identify processes that make it easier for expert nurses to pass on their skills from the clinical setting to the classroom.

"If I could make any progress in that realm, that would be worthwhile," she said.

At ASU, Hagler teaches teaching academic and practice, a course focused on nursing faculty teaching. She said her students' passion keeps her coming back to the university each year.

"The times I don't have class, I feel a little bit sad," she said. "I'm anxious for them to come back again."

In 2012, she was elected to the American Academy of Nursing, and in 2014, she was awarded the ASU President's Medal for Social Embeddedness. Just this year she was awarded the Excellence in Mentorship award by the International Honor Society of Nursing, Sigma Theta Tau, Beta Upsilon Chapter.

She is a certified health care simulation education, a certified nurse educator and a clinical specialist in adult health nursing, along with other post-master's certifications.

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HEALTH CARE HEROES



FINALIST:
HEALTH CARE EDUCATION

Jane Abucha
Professor of nursing,
Carrington College

JIM POULIN | PHOENIX BUSINESS JOURNAL

For one Carrington College graduate, the walk to receive her diploma was lined with more than 30 years of nursing experience.

Jane Abucha, a 47-year-old clinical and classroom instructor for the Carrington College of Nursing associate degree program, grew up in small village in Sudan. Her childhood was dominated by the war that surrounded her family.

"Life wasn't normal," she said.

As war moved into her village, Abucha was sent to live with her aunt, who worked as a midwife and nurse. The young refugee developed a passion for medicine and tending to others while helping in a local clinic.

As a teen, Abucha lied about her age to enter into a nursing program in her village. She earned a degree in 1988 as a nurse practitioner, and picked up a job as a registered nurse shortly after.

Abucha moved her family to stay safe as the war continued to pursue. She and her four children moved to where she earned another degree in medicine, and later moved to Egypt where she had two more children.

The single mother of six yearned to

get her children out of the war-torn surroundings she had grown up in.

"I didn't want them to grow in that environment and think it's normal," she said. "I wanted to be able to go to school to acquire necessary knowledge and skills so I could take care of my kids in a better way, not only just living day to day," she said.

She eventually was granted political asylum to the U.S., and moved to Arizona to be with her brother. To her shock, both of her degrees and her 15 years of nursing experience did not translate to the American health system. Not discouraged, Abucha jumped back into the education system to learn the basics she missed.

"During the war, I wasn't able to get all the education I needed in my 40's," she said. "I'm finishing up what should have been done a long time ago."

Abucha earned a bachelor's degree in nursing science and a master's degree of science and nursing with a specialty in acute care nurse practitioner from Grand Canyon University.

This past May, she walked during her first in-person graduation, accepting

her degree in a doctorate of nursing practice.

Abucha, who can speak fluently in four languages including Ma'di, Acholi, Arabic and English, became the first person in her family to receive a doctorate.

"I'm living a better life than I have encountered during the war," she said.

Abucha was awarded numerous honors throughout her educational career, including Outstanding Achievement from the government of South Sudan for mobilizing the Sudanese community, and the Living Legend Award for community service and heart of gold from the NAACP.

Amist all of her successes, Abucha had missed walking in all three of her previous American graduation ceremonies because of her busy schedule with her children. She was determined to cross the stage for her doctorate.

Abucha hopes to open a local clinic of her own to treat patients suffering from heart failure, a research topic she became passionate about during her time in school.

— Rebecca Smouse

Personal health care hero: Celestina Andio Proto, who inspired me to help and serve the poor. She lives in South Sudan and helps the hopeless and helpless women and children.

Three things always in your medicine cabinet? Antacid, Flonase and bandages for minor cuts with alcohol pads.

First thing you would do with lottery winnings: Build a hospital in my village, then

pay off my house if there is a balance. My village has no clinic, no health center and no hospital. I have started building one clinic but has been stopped due to the war in South Sudan.

Top three items on your bucket list: Build a small hospital/medical center in my village; pay off my mortgage; and set up or start a new home health agency with group homes.

One person who shaped

your life: My life has been up and down so many times, in the past 20 years it was me alone with my kids. Many friends and family supported me and my life, never shaped it. One friend however, encouraged me to complete my goals.

Three people (dead or alive) to have dinner with: Michael Jackson, Cleopatra and Oprah Winfrey.

Perfect pet: A talking bird.

Nonprofits you support: I

support our South Sudanese Equatoria Community Association in Diaspora, My Sisters Keeper and Women for Peace.

If you could change your career, what would you do? I would become a musician so that I can encourage and support people through music when they are feeling hopeless.

HEALTH CARE HEROES

FINALIST:
HEALTH CARE EDUCATION

Vanessa Williams
Warm Line Supervisor,
Crisis Response Network Inc.



Between going to school full time, working 40-plus hours a week and still staying active in the community, Vanessa Williams doesn't experience free time often.

"Reading, I guess," she said after some thought on her favorite thing to do in her spare time. "Sometimes I get to do that."

The 47-year-old Phoenix resident said she enjoys keeping busy, especially following her past hardships. Mental health issues had left her homeless for several years.

"I had a long period of time where I wasn't doing too well," she said.

Williams, who was homeless alongside her husband, developed a passion for behavioral health while getting back on her feet. She got involved in peer support work, and eventually started working on the "warm line" at the Crisis Response Network, a telephone service offering peer support for those who call in suffering from behavioral health issues.

She now works for the network as a Warm Line Supervisor, overseeing a staff of 25 callers. Through her work with the line, she was able to coordinate with

several departments within the Crisis Response Network to make the warm line services available 24 hours a day.

"That was a big moment ... to be there and watch the growth (of the warm line) was amazing," she said.

Williams then decided she needed to return to school to help herself move forward. In May, she graduated from Rio Salado College with a bachelor's degree, earning the honor of being student of the year and serving as a student speaker for her convocation.

Williams also was one of just two students to receive the All-Arizona Academic Team scholarship. The award offers a full scholarship to any in-state university.

Williams said juggling her full-time job and rigorous course load was challenging, and there were times when she wanted to quit. But Dr. Melanie Abts, a student counselor at Rio Salado College, wouldn't let her turn back.

"She really pushed me to do more and more and more," Williams said. "Every time I felt like breaking down, she was always there."

Abts, along with Student Life Coordinator John Bastian, noticed Williams'

potential early on and encouraged her to get involved in on-campus organizations. Williams said that support drove her to grow as a student both in and out of the classroom.

While at Rio Salado, Williams served as the president of the Phi Theta Kappa chapter and vice president of the National Society of Leadership and Success chapter.

"(Abts and Bastian) have encouraged me to step outside of my comfort zone and try new things," she said.

Williams will be attending Northern Arizona University to complete her online bachelor's degree in public administration. She said she will continue her work with the Crisis Response Network, and spend any spare time she has with her husband.

"We got back into life together," she said. "We enjoy doing things we weren't able to do before."

– Rebecca Smouse

Personal health care hero: Dr. Mary Ellen Copeland, author of "The Wellness Recovery Action Plan."

Three things always in your medicine cabinet: Deodorant, dental floss and nail polish remover.

Your superpower would be: Invisibility.

First thing you would do with lottery winnings: Set up a trust fund for my grandchildren.

Dream car: I already own it: 2016 Nissan Maxima

Top three items on your bucket list: Travel throughout Europe, visit a ghost town, visit New York City

Person who shaped your life: Dr. Melanie Abts and John Bastian from Rio Salado College.

Three people (dead or alive) to have dinner with: George Orwell, Gore Vidal and Michelle Obama

Favorite musician or band: Metallica

Perfect pet: Rock

Nonprofits you support: Crisis Response Network, Arizona Coalition to End Homelessness, NAMI and the International Association of Peer Supporters. I support these agencies because they are doing all they can to assist the sometimes forgotten people of our society. Those who have been diagnosed with a mental

illness and those experiencing homelessness have gone too long without having a voice in this world.

All-time favorite movie: "The Shining."

Book you always meant to read: "War and Peace."

Favorite vacation spot: Lake Geneva, Wisconsin.

If you could change your career, what would you do? Civil rights attorney

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HEALTH CARE HEROES

WINNER:

HEALTH CARE VOLUNTEER

Christine
Kulhawik-
MarcusVolunteer,
Banner Baywood,
Banner Heart Hospital

BY HAYLEY RINGLE

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602-308-6514, @PhxBizHayley

Christine Kulhawik-Marcus is a big animal lover who has spent years volunteering with her therapy dogs.

The 65-year-old now volunteers with her 14-year-old Yorkie mix Charlie. Thirteen years ago, she rescued him after he jumped into a friend's car in the Las Sendas neighborhood.

They put up posters and couldn't find his owner, so her friend called Kulhawik-Marcus.

"He's been a sweetheart ever since," the Mesa resident said. "I just love the way people react when they see him. Everyone loves to pet him. He's so gentle. It's just so sweet."

At the time, she had a chocolate Labrador named Fudge, who was her first official therapy dog. Fudge died at 13 after six years of making patients feel better about being in the hospital.

Because of Fudge's sweet nature, she started volunteering with him and becoming a tester to help others who want to volunteer with their own therapy dog. Fudge also helped adults in the Alzheimer's Day Care Center in Mesa.

"I love to see people relax and smile," she said. "They're so wrapped up with their issues. So many people are so grateful. Seeing a pet is totally relaxing to them. All the studies show that pets bring so much joy to people. It just gives them a few minutes of total relaxation."

Kulhawik-Marcus is the winner in the volunteer category for the *Phoenix Business Journal's* Health Care Heroes.

Now, she volunteers with Charlie at Banner Baywood Heart Hospital and Medical Center in Mesa.

She also brought Charlie to the Overgaard library to help kids build their confidence up by reading to the dog.

She's used to helping others as a former elementary, junior high and high school guidance counselor for 15 years.

Her husband of almost 30 years, Burton Marcus, is a retired dentist. She helped out in his Hudson, New York, dental office for 10 years, where her yellow Lab Sassy first worked as an unofficial therapy dog.



JIM POULIN | PHOENIX BUSINESS JOURNAL

"Labs love kids and love being around people," Kulhawik-Marcus said. "It's a great distraction. You get all kinds of stories."

When she moved to Mesa 20 years ago, Kulhawik-Marcus taught assertiveness training and stress management at Mesa Community College.

She also started teaching yoga. Now, she teaches yoga and coordinates the yoga program at Sunland Springs Village in Mesa, an active 55-plus community.

Kulhawik-Marcus also is the president of the Lady's Golf League at Sunland Springs.

As a tester for other therapy dogs,

she is registered and certified with the national organization of Alliance for Therapy Dogs. She's also on the list to test dogs for the local nonprofit Gabriel's Angels, which provides pet therapy to at-risk youth in Arizona.

Charlie also helps her as she puts other dogs through a series of tests and observations to make sure the dog is right as a therapy dog.

Her love for animals extends to horses and cats, although she only has Charlie now. At one point, she and her husband had 100 horses, three dogs and four cats at their little Noah's Ark in Hudson.

"I loved horseback riding in Arizona," she said, adding they had four horses in Mesa. "I thought this was a great place to be with the horses. But we sold the horses because it was time for a change and started playing golf. It's a lot easier. You can put your clubs away and don't have to ride them or feed them."

Kulhawik-Marcus, who grew up in Connecticut, has two stepdaughters and three grandkids. For fun, she enjoys yoga on the beach, golf, riding bicycles, cooking, entertaining and reading.

Personal health care hero: Andrew Weil

Three things always in your medicine cabinet?

Band-Aids, hydrocortisone cream and Arnica cream or gel.

Your superpower would be: To have a magic wand to wave over people to make a situation better and happier!

First thing you would do with your lottery winnings: Buy an extravagant car.

Dream car: Convertible Infiniti.

What are the top three items on your bucket

list: Return to Italy, take a cooking course and do a yoga retreat in a tropical climate

One person who shaped your life: My husband Burt. He is always encouraging me to try new adventurous things, i.e. hiking down the Grand Canyon and horseback riding through different countries, and encouraging me to try new things.

Three people (dead or alive) to have dinner with: the current Pope, Oprah and Mother Teresa.

Favorite musician or band: Mozart.

Perfect pet: Dogs of all kinds.

Nonprofits you support: Animal rescue organizations, breast and ovarian cancer organizations and the Pan-American Bicycle Challenge (biking for cancer).

Favorite movie: "Under the Tuscan Sun" and "Moonstruck."

Book you always meant to read: "Gulliver's Travels." Any beach.

If you could change your career, what would you do? Be a famous nutrition scientist.

HEALTH CARE HEROES

Born with asthma, Terry Daane knows what it's like to live with breathing problems, spending many nights in the hospital and taking frequent breathing treatments, allergy shots and inhalers.

"My parents were told I wouldn't survive," Daane said. "I grew up being told I couldn't ride horses or do other activities because of my asthma. It was all a world of can'ts."

Because he can relate, the Mesa 64-year-old has given back for more than 20 years as a volunteer with the American Lung Association in Arizona's Camp Not-A-Wheeze, a summer camp for kids 8- to 14-year-olds with asthma.

At the weeklong camp in June in Prescott, Daane volunteers as the medical help for a cabin of six boys. He is one

of the 2016 *Phoenix Business Journal's* Health Care Heroes finalist in the volunteering category.

"That week is exhausting, but I always end up fulfilled because I know I've made a difference," he said.

Daane is the pharmacy coordinator at Fry's Food and Drug Stores, where he oversees 19 stores in the east part of the state.

Every summer since 1994, Daane has taken the week off to help out at the summer camp. For five years, he used his personal vacation time, but then Fry's got wind of that and gave him paid time off to volunteer. Fry's also supports the organization with water, snacks and a pancake breakfast for the asthma walk that raises money for the camp.

"My company said since it's a huge

benefit they wanted to give me the time off," said Daane, who has worked at Fry's for almost 32 years.

Daane also is on the board of directors, and a past chairman, for the American Lung Association.

Growing up in Michigan, Daane received his pharmacy degree from Ferris State University in Big Rapids, Michigan.

He worked at a couple hospitals and then became a pharmacy manager at Kmart. He moved to the Valley to continue working for the large retailer.

Daane also worked at the Tempe St. Luke's Hospital as the pharmacy director before moving to Fry's as a staff pharmacist, pharmacy manager, disease management specialist and now pharmacy supervisor/coordinator.

— Hayley Ringle



FINALIST:
HEALTH CARE VOLUNTEER

Terry Daane
Volunteer
American Lung Association

Personal health care hero: Canadian doctor Frederick Banting and American biomedical scientist Charles Best, who co-discovered insulin in 1921.

Three things always in your medicine cabinet: Razor, toothpaste and hair on my comb as it keeps falling out.

Your superpower would be? Healing.

First thing you would do with your lottery winnings: Set up accounts for my

children and my grandson (and probably more jewelry for my wife, Jamie).

Dream car: A Lamborghini.

Top three items on your bucket list: Cruising the Mediterranean, seeing my grandson go to college and celebrating our golden anniversary with my wonderful wife.

One person who shaped your life: Paul, my friend and current boss. He and I have been together as friends

as practitioners for over 40 years. He has been that "sounding board" when things got tough, and I can always count on his support and advice when facing life's and work issues. You might say he's my "Yoda."

Three people (dead or alive) to have dinner with: No. 1 would be my wife, of course; No. 2 would be my late father; and No. 3 would be Mel Brooks.

Favorite band: Creedence Clearwater Revival.

Perfect pet: A stuffed one.

Nonprofits you support: American Lung Association in Arizona. Others include the Salvation Army, Goodwill and Susan G. Komen.

Favorite movie: "Airplane."

Book you always meant to read: "The Bible."

Favorite vacation spot: Cabo San Lucas.

If you could change your career, what would you do? Be a professional golfer.



FINALIST:
HEALTH CARE VOLUNTEER

Kathleen Segar
Volunteer
Mountain Vista
Medical Center

After two bouts of cancer, Kathleen "Kathy" Segar is a survivor who chose to give back and help others in similar situations.

The Mesa 60-year-old already had battled stage three Hodgkins Lymphoma in the late '80s, enduring 18 weeks of radiation in Vermont where she grew up.

Two months after moving to the Valley in 2010, she was diagnosed with breast cancer and had a double mastectomy with immediate reconstruction before she was cured, she said.

Segar has volunteered at Mountain Vista Medical Center in Mesa, which is close to her home, for the past four years. She also volunteered for 21 years in Vermont at a children's cancer camp and 10 years in hospice.

She is a finalist in the *Phoenix Business Journal's* 2016 Health Care Hero

program in the volunteer category.

"I get so much more than I can ever give," Segar said. "This is a way of paying it forward."

She typically volunteers twice per week, in the surgery waiting room and the main lobby desk. Her duties include checking on the status of patients, giving updates to nurses, escorting patients and visitors and trying to keep everyone comfortable while waiting.

"I enjoy making people comfortable through the medical process, while many people aren't," she said. "We have a lot of older patients and they just need someone to talk to and listen to. Some have no family here to sit with them."

As the vice president of the auxiliary board of Mountain Vista Medical Center,

she is in charge of helping the nonprofit get started and finding ways to financially supplement the hospital.

Segar and her husband of 39 years, James Segar, decided to move to the state after their daughter moved to the Valley in 2005 and they visited often, and to escape the cold weather.

She is used to helping others after retiring as a high school academic coordinator after 20 years. James Segar is a physical education teacher at Circle Cross Ranch K-8 in the Florence Unified School District.

"To give of yourself is truly so needed in this world today," Segar said. "You get far more back than you can ever give. If you have time it's a wonderful way to serve in your community."

— Hayley Ringle

Personal health care hero: Monica Ploof, a nurse practitioner for pediatric oncology. She's a single mom who went back to school to be able to care for children with cancer. She's also a lieutenant colonel for the Vermont National Guard. She's kind, compassionate and tough as nails when it comes to fighting for children with cancer.

Three things always in your medicine cabinet: Bag balm,

cotton pads and witch hazel.

Your superpower would be: Laser eyes that could detect and kill cancer.

Top three items on your bucket list: Visit Italy, take a cruise to Alaska and fly to Australia.

One person who shaped your life: Betty Blouin, an 80-year-old retired nurse who became my guardian angel 26 years ago when I had cancer. She would drop off soup and bread every Friday without

my knowing who had left it at my door. She is the kindest, gentlest, giving spiritual woman who would always open her doors weekly and invite those fighting cancer or other illnesses to come to dinner. She has taught me to give without expecting anything in return, and to trust in the goodness of others.

Three people to have dinner with: My father, who died when I was 2 1/2 years old, Pope Francis and author Mary

Higgins Clark.

Perfect pet: Labrador retriever

Nonprofits you support: Camp Ta-Kum-Ta, a total volunteer children's cancer camp in Vermont, because cancer is hard enough to understand as an adult.

If you could change your career, what would you do? Become a nurse. Sadly I had awful experiences in middle school with science.

HEALTH CARE HEROES



JIM POULIN | PHOENIX BUSINESS JOURNAL

WINNER: COMMUNITY OUTREACH

Sharon Bates, founder, Anthony Bates Foundation

BY ERIC JAY TOLL
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It was the phone call no parent wants to receive.

On July 31, 2000, a call from Kansas State University told Sharon Bates that Anthony, her 20-year-old son died from heart failure.

He just left football practice and was driving home when it happened.

His death left her with questions and soon became a mission to keep his spirit alive. Anthony suffered from an enlarged heart, a treatable problem if detected; a preventable death if known. What Bates wondered was why there was no simple screening process for young athletes.

"I learned that the technology existed, the people existed," she said. "But no one ever brought the two together."

A half-million heart screenings later, Bates' legacy for her son keeps thousands of parents from getting that phone call no parent should have to hear.

The Anthony Bates Foundation has a single mission, free or low-cost heart screening for every child before sports season training starts.

"We save at least one child's life at every screening event," she said. "We find that 10 percent of the children we screen have heart abnormalities. About 5 percent are life threatening."

Sharon, who raised Anthony mostly as a single mother, worked as a software engineer. When Anthony died, she wanted to do something to give him a

living legacy, and the foundation was formed. Bates worked full time in software and full time bringing her foundation to fruition.

Personal health care hero? Locally, I admire Dr. Jeffrey Pakula, cardiac care consultant doctor, my friend and health care hero. He has been supportive, an Anthony Bates Foundation volunteer and advocating for heart screenings for over 10 years. Nationally, I admire Dr. Vicki Vetter, Children's Hospital of Philadelphia, pediatric cardiologist, Parent Heart Watch medical adviser member, friend and supporter of cardiac screening youth for well over 10 years.

Three things that are always in your medicine cabinet: Band-Aids, Neosporin and mouthwash.

Your superpower would be: To fly. Then I wouldn't have to drive everywhere.

First thing you would do with your lottery winnings? Create a national screening program for children in our country.

Dream car: Jaguar – any year, preferably blue

What are the top three items on your bucket list: Travel to Australia, New Zealand and the South Pacific Islands; Scuba dive with the whales in Hawaii or off the Mexico coast; and travel to more countries in Europe that I haven't visited.

One person who shaped your life: Kansas State University Head Football Coach Bill Snyder.

Three people (dead or alive) to have dinner with: Anthony – so I could tell him one more time that I love him with all my heart; Anthony – so I could hug him one more time; Anthony – so I could cook him a meal because as a defensive lineman, big young man, he loved to eat, and I loved to feed him.

Favorite band: Rolling Stones

Perfect pet: Chocolate Lab – so I have two, Lillie and Hershey

Nonprofits you support: The Anthony Bates Foundation. Most of the people that come to get a heart screening don't have the means to donate to the cause. We don't seem to have a plethora of affluent donors in our mailing list, just ordinary people that are attempting to protect their families from sudden cardiac death. Therefore, there are always things we need and funds to raise. Additional support is always welcome in the NPO world.

Favorite movies: "Sleepless in Seattle" and "Ever After."

Book you always meant to read: Cover to cover – "The Bible."

Favorite vacation spot: Florence, Italy

If you could change your career, what would you do: I'm doing what I'm meant to do – this is my life's work.

"I went through all the things in life a parent does for her child," Bates said. "PTA, high school football booster club, den mother, Boy Scout driver and Eagle Scout oversight."

Bates wanted an action plan to avoid more deaths like that of her son.

"I learned that there were only two organizations in the U.S. that were performing this type of screening. She went to the KSU coach and asked him about it.

"He told me, 'You can do this.' Anthony used to say, 'When the coach tells you to do something, you say 'yes, sir' and do it.'"

Bates didn't know anything in 2000. Today she has training screening organizations in dozens of states. It's across those 100-plus organizations that more than 500,000 children, teens, and adults have been screened since 2001.

Since retiring in 2015 from software engineering, Bates has had more time for the foundation.

"I have to keep happy two chocolate labs and a boyfriend," she said. "I find the time to do it. Life-work balance is very important to me."

Bates' mission is to have screening opportunities for everyone over age 10, and to test all when reaching age 10.

"It's all about understanding passions in life, and finding that passion," she said. "Mine is saving lives."

HEALTH CARE HEROES

A 2015 rear-end automobile accident left Gordon Diebler bedridden and dependent on others.

It also made it impossible for him to keep a schedule or remain at his former job.

“I was out of commission for a year,” he said.

In May, doctors tried to rebuild his shoulder. In June they reconstructed his left leg. A month later, his right leg was repaired.

Recovering, gave him a lot of time to think and pray.

“This experience gave me an understanding of what it’s like to be dependent

on others,” Diebler said. “I just wanted to help people get to their doctor appointments and get home safely.”

Diebler said his personal experience helps him connect with others. It’s why he became a driver for Veyo Arizona last November.

His passion for helping others resulted in his being promoted to a trainer of other drivers for the company that functions like an Uber for ambulatory patients getting to medical appointments.

“I try to treat everyone as if they are in my family,” he said. “I want them to be comfortable.”

A man of faith, Diebler’s most import-

ant part of the day is when he prays for guidance.

“Most of my patients are older, so I have 60s and 70s music playing to make them more comfortable,” he said. “For my many Vietnamese patients who were refugees, I play Vietnamese music.”

He’s a hero to the riders he ferries from home to appointments and back home with occasional errands. He’s a hero to the other drivers he trains, instilling in them compassion for rider comfort and caring for those passengers who may need an extra moment of consideration or courage.

—Eric Jay Toll



FINALIST:
COMMUNITY OUTREACH

Gordon Diebler
Driver,
Veyo Arizona

Personal health care hero:

My personal health care hero really is anyone who goes to work every day and does their job to the best of their ability to ease the pain and suffering of those around them.

Things always in your

medicine cabinet: A blood pressure cuff, buffered aspirin, gauze and dressings.

Your superpower would be:

To take away the pain and suffering from the people that I meet.

First thing you would do

with your lottery winnings: I would take half of the money and set up a charitable trust

to make certain things I believe in would still be able to continue after my death.

Top three items on your

bucket list: To spend the remainder of my life painting and writing; to be able to do the volunteer work and community service that I do even though my own health is failing; when my time comes as it does with us all, to be able to have them print only one thing in my obituary — “He never learned to hate.”

One person who shaped

your life: Dr. G. Alex Galvan, a simple old country doctor who my mother worked for. He taught me to respect

the dignity of every single person, that if a person needs somebody to sit down and talk to them then spend the few minutes with them.

Three people (dead or

alive) to have dinner with: My brother, David, because I never got to tell him goodbye before he died; my father; and my stepfather.

Perfect pet: The perfect pet is a very subjective question that depends on the owner. A perfect pet is one that shows love companionship that is very special to that individual.

Nonprofits you support:

US VETS, Disabled American

Veterans and Fresh Start.

Favorite movie: “Men Of Honor.”

Book you always meant to

read: That would have to be my own biography published after my own death. I’d really like to know how it all comes out.

Favorite vacation spot:

Hawaii.

If you could change your career, what would you do?

There isn’t really anything I would change I have always been blessed.



FINALIST:
COMMUNITY OUTREACH

Jennifer Holmgren
Pediatrician,
MVP Kids Care

When she was 9 years old, Jennifer Holmgren wanted to be a doctor. With a special needs older sister, she discovered a passion to help from a very young age.

The pediatrician trained at Arizona College of Osteopathic Medicine at Midwestern University. Holmgren wanted to heal children, and when a scholarship opportunity came about, she jumped on it.

“It had a requirement that after graduation I work in an underserved area,” she said. Following her residency at Phoenix Children’s Hospital, she headed to MVP Kids Care in the Maryvale neighborhood of Phoenix. “I’ve been there ever since.”

Holmgren’s passion is taking care of those in need, and in her work, she discovered a shortfall in care for autistic children.

“I wanted to be able to help, and became active in the Early Access to Care program through Phoenix Children’s Hospital,” she said. She plowed into an intense training program to be able to implement EAC at MVP Kids Care.

“There is a serious shortage of specialists to diagnose autism in children,” she said. “With retirement, there are only two specialists in Arizona.”

With her training, she is able to help complete the diagnosis and speed up the

process to get kids into the program.

When not doing what she loves at the clinic, she loves to cook and eat chocolate.

“It’s a passion for me,” she said.

With her husband and two young children, they head out of the Valley often to camp.

“Sometimes we’re in a campground,” she said. “And sometimes camping in an area where there’s no one else around.”

After a recharge weekend, Holmgren is back in the clinic doing what she loves.

—Eric Jay Toll

Personal health care hero:

When I was 9 years old, I had an appendectomy and became very sick afterwards from infection. It was either the ER physician or the surgeon, but someone cut me open without anesthesia in order to get out all of the infection so I could feel better. Sounds gruesome, but I wholeheartedly believe he saved my life.

Three things always in your

medicine cabinet: Thermometer, fever reducer (Tylenol/Motrin) and Band-Aids

Your superpower would

be: The ability to multiply – when things are getting crazy

whether at home or at work, and I am needed in five places at once.

First thing you would do

with your lottery winnings: I would want to be one of those anonymous gift givers – start buying things for people in need, etc. – without them knowing. Can you imagine the joy that would spread.

One person who shaped

your life: High school band director, Julie Carlson. She was amazing. She has passion for what she does. She had high expectations and made sure we all met them. She supported us in everything. She has a spark and a gift to

touch lives.

Three people (dead or alive) to have dinner with: Jesus, my grandfather, Susan B. Anthony.

Perfect pet: One that doesn’t shed and picks up its own poop. Guessing this won’t happen so a dog would be fine.

Nonprofits you support, if any, and why? Church; Feed My Starving Children, KLOVE.

Book you always meant to read: This is so sad – “Textbook of Pediatrics.” I was told if I read the whole thing I could pass my boards and

do well. I did pass but haven’t read the whole thing yet.

Top three items on your bucket list: Visit all 50 states; to someday make it Europe or South America; that my husband and children can say they were supported, respected and loved.

If you could change your

career, what would you do? I have always thought being a wedding planner would be great. Recently my husband brought up the fact that I love chocolate and maybe owning my own chocolate shop might be a better option.

HEALTH CARE HEROES



JIM POULIN | PHOENIX BUSINESS JOURNAL

WINNER: **PHYSICIAN**
Esad Boskailo, Psychiatrist, Maricopa Integrated Health System

BY CASSIDY TROWBRIDGE
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Spending a year in six different concentration camps during the Bosnian War could have left Esad Boskailo helpless and paralyzed with trauma.

Instead Boskailo said he decided not to be a victim, applying his experience to his job with Maricopa Integrated Health System as a psychiatrist specializing in trauma recovery.

He received his medical degree from Sarajevo University, in Sarajevo, Bosnia, and worked as a general practitioner in both Bosnia and Croatia prior to the war.

During the war from 1993 to 1994, he said he lost weight and was unable to walk by the end of a year from spending time in six concentration camps.

Though he did recover from the torture and abuse, Boskailo said it took time to return back to full health.

When the war ended, Boskailo said he

was recruited by an ambassador to Doctors Without Borders.

The opportunity led him to Chicago, where he was reunited with his family.

“I truly believe this is my second life,” Boskailo said.

In addition to his work as a physi-

cian, he was awarded the Peter Lisagor Award for Exemplary Journalism for his work on Zambak magazine, a monthly publication printed in both Bosnian and English, for Bosnian refugees.

Boskailo also co-authored a book, “Wounded I Am More Awake: Finding

Meaning after Terror,” to share his experiences from the concentration camps and how he survived.

Now, the doctor said he tries to help his patients by remembering his own trauma, allowing him to come from a place of understanding.

“I tell them they are not going to be a victim, not to be too focused on the past,” said Boskailo.

His words of advice are words he used himself when living in the concentration camps.

Instead of dwelling in the past, Boskailo said he helps patients to live in the present and process their trauma.

Boskailo also teaches medical students as an associate clinical professor at University of Arizona’s Phoenix medical school.

“I teach them every day of my life,” he said. “We study what they don’t find in textbooks.”

When he isn’t taking care of patients or teaching, Boskailo said he enjoys playing basketball and hiking.

Personal health care hero: Avicenna, who did first autopsy with anatomy described in the 11th Century, even knowing he may be killed for doing this.
Three things always in your medicine cabinet: I have three tourniquets to stop bleeding.
First thing you would do with your lottery winnings: Spend it.
Dream car: New 1965 Beetle.
Top three items on your bucket list: To have a special power, to win the

lottery, to get the 1965 Beetle.
One person who shaped your life: Che Guevara, he was a physician. As a child he overcame severe asthma and was a champion in track and field. Later he left a rich lifestyle to help poor people in another country.
Three people (dead or alive) to have dinner with: Rumi, Che Guevara, Jimi Hendrix
Favorite musician or band: Led Zepplin
Perfect pet: Is a horse a pet?

Nonprofits you support: Bosnia Herzegovina American Academy for Art and Science. We are a group of over 300 scientists and artists trying to share knowledge helping our homeland.
Favorite movie: “Life is Beautiful.”
Book you always meant to read: “Tvrdjava” by Mesha Selimovic.
Favorite vacation spot: Pocitelj, my home town.
If you could change your career, what would you do? I would be a psychiatrist.





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HEALTH CARE HEROES

Rene Bartos' career is filled with causes. Her work has focused on autism spectrum disorder, childhood obesity, prescription drug abuse and substance-exposed newborns. She's worked with the Arizona Governor's Advisory Committee on Autism Spectrum Disorder, Arizona Drug Abuse and Misuse Initiative Clinical Advisory Team, Arizona Statewide Task Force for the Prevention and Treatment of Substance Exposed Newborns, Arizona Health Improvement Program Obesity Workgroup and the Arizona Chapter of the American Academy of Pediatrics. Her work on committees includes

creating toolkits for health care standards and procedures, as well as providing public education. Bartos' deep interest in health care came when she was 13 years old, facing a scary surgery. She said the nurses there helped her through the frightening experience and inspired her to become a doctor. Later, she would be the first daughter on her mother's side to attend and graduate college. She graduated from the University of Michigan Medical School in 1995. After receiving her medical degree, Bartos said she began to find her passion in public health and pediatrics, attaining a master of public health from Johns

Hopkins Bloomberg School of Public Health in 1996, and completing a pediatric residency at the University of Arizona College of Medicine in Tucson in 1997. As the vice president of systems of care at Mercy Care Plan, she said she has little time for anything but her work. But when she does have free time, Bartos said she often spends it with her two sons or hiking. Now that her youngest son has graduated high school, Bartos said her life as an empty-nester includes finding even more ways to give back to the community. "I'd like to read to children and help the homeless," she said. *—Cassidy Trowbridge*



FINALIST: **PHYSICIAN**

Rene Bartos
Vice President
of systems of care,
Mercy Care Plan

Personal health care hero: Historical - Dr. Martha May Eliot; current - Dr. T. Berry Brazelton.

Three things always in your medicine cabinet: Ibuprofen, essential oils, Band-Aids

Your superpower would be: To be able to teleport.

First thing you would do with your lottery winnings: Pay any debts, buy my children homes, put the rest in the bank and talk to a financial adviser about how I could make the maximum impact with charitable contributions.

Dream car: I would spend the money on something else

Top three items on your bucket list: Take my children and my niece to all of America's national parks; publish children's books I wrote; establish a scholarship or endowment that would impact the health of children and families.

One person who shaped your life: I would have to say it was the nurses who took care of me when I was hospitalized as a teen for a surgery. This was what made

me decide to go into health care. Health care providers should never underestimate the power they have to be role models for young people.

Three people (dead or alive) to have dinner with: Albert Einstein, Mother Teresa, Leonardo da Vinci.

Favorite musician or band: John Williams, the Boston Pops.

Perfect pet: Adopted shelter dog, part border collie.

Nonprofits you support: I support organizations that improve the health and well-

being of children and families.

Favorite movies: "Life is Beautiful" and "The Sound of Music."

Book you always meant to read: "War and Peace" by Leo Tolstoy.

Favorite vacation spot: Acadia National Park, Mount Desert Island in Maine.

If you could change your career, what would you do: Be an educator/teacher in a field with public health impact — something that involves education, community collaboration and advocacy.



FINALIST: **PHYSICIAN**

Kathy Graziano
Director,
Arizona Fetal Care Network

Today's medical technology can diagnose many birth defects and complications before a baby is even born. But after the results, frightened soon-to-be parents often are at a loss on how to coordinate care for their child. That's why Kathy Graziano, director of the Reproductive Anomalies & Disorders of Sexual Development Clinic at Phoenix Children's Hospital, helped create the Arizona Fetal Care Network. She said of high-risk babies in Phoenix, around a 1,000 will require special care. As director of the network, she helps parents coordinate care while the mother is pregnant, plan for the birth and

implement a care plan after. "We're really just setting up lines of communication," Graziano said, adding that she enjoys helping lives before they even begin. Graziano works with Phoenix Children's Hospital but also meets with other physicians outside PCH to provide convenient and affordable care to mothers and fathers of babies with complications. For some Arizona parents, living far from Phoenix Children's Hospital means finding doctors near their homes and setting up travel plans for the birth, Graziano said. The Arizona Fetal Care Network provides a framework for parents to rely on, so that they can be at ease knowing

what will come next. The program began in November 2013, and had 201 referrals this year alone. When Graziano isn't serving Arizona children, she is spending time with her three daughters ages 8, 13 and 15. They enjoy spending family time with their mother by getting Dippin' Dots and constructing Lego sets. Graziano said her job is demanding, but that her daughters understand the important work she does. Balancing her work as a physician, director of the network and being a mother is all part of the job for Graziano. *—Cassidy Trowbridge*

Personal health care hero: Dr. Arnold Coran, my mentor in training. He taught me how to connect to the patients and showed me how to respect the trainees.

Three things always in your medicine cabinet: Ibuprofen, three kinds: pills, chewables and liquid; Band-Aids; cough drops.

Your superpower would be: I would have real pixie dust that I could sprinkle on patients to fix the unfixable.

First thing you would do with your lottery winnings: I'd create some full-ride scholarships for college and give them away at a big party.

Dream car: A Tesla. But I wouldn't use the autopilot.

Top three items on your bucket list: Win an Oscar; see the world's tallest tree in the Redwood National Forest; learn to speak Dutch.

One person who shaped your life: My fifth-grade teacher, Mrs. Stewart. She

let me know it was OK to be smart and pushed me ahead in my level of learning.

Three people (dead or alive) to have dinner with: J.D. Salinger; Kylo Ren (from Star Wars); the Pope.

Favorite band: Journey.

Perfect pet: Corgi, so snuggly!

Nonprofits you support: Phoenix Children's Hospital. I like to focus my efforts on making an extraordinary local

resource even better.

Favorite movie: "Star Wars."

Book you always meant to read: "Les Miserables."

Favorite vacation spot: The beach, any beach.

If you could change your career, what would you do? I would produce movies. I like to organize things.



Mercy Care Plan
congratulates

Dr. Rene Bartos

Vice President
Systems of Care

2016 Health Care
Heroes Awards
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to have you on our
team. Thank you
for helping to make
our community
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