

AUGUST 22, 2014

Health Care Heroes

2014



2014 Lifetime Achievement
honoree Dr. John Post, founder
and medical director of the
McDowell Health Care Center

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2014 HEALTH CARE HEROES

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NOTE: Photos in this special supplement that do not have specific credits were provided by the winners.

Congratulations 2014 Award Recipients

On behalf of *Abrazo Health*, I would like to salute this year’s winners of the 2014 Health Care Heroes. Your compassion to patients and families and innovative health solutions have enriched the lives of our community. Through your motivation and inspiration, you’ve truly moved health care forward.

I’d like to take this opportunity to recognize *Abrazo Health’s* winners including Laura Flores, Arizona Heart Hospital; Holly May, Arrowhead Hospital; and Paul Marstall, Phoenix Baptist Hospital. Also being honored is the Phoenix Baptist Hospital Emergency Department team of Danyell Aragon, Del Spangler, John Quinn, Jessica Mendoza and Ernesto Altamirano.

Your dedication and determination to improve healthcare, along with all of our hospital employees and volunteers, make *Abrazo* what it is today. We couldn’t do it without the work of our Health Care Heroes.



Michele Finney

Michele Finney
Market CEO
Abrazo Health



AbrazoHealth

In the nine years that *Delta Dental of Arizona* has sponsored these awards, I’ve been struck by the quiet humility of our community’s dentists, doctors, nurses, administrators, educators and volunteers. Their work with the sick, the broken and the underserved is a calling, but their commitment, perseverance and compassion for helping others live better lives is truly heroic.

Today we honor these unsung heroes: Individuals like Muneeza Khan, a dental hygienist whose frank discussions about the relationship between oral and overall health inspired at least three patients to quit smoking; Dr. Nicolas Porter, a Valley dentist who’s provided nearly \$1 million in free dental care through his practice’s Labor of Love events; and Connie Baine, a dental hygienist who has implemented nearly 50 oral health programs and projects, collaborated on 15 grants and worked on six statewide dental screening surveys of Arizona’s schoolchildren.

Their passion is to help, heal, comfort and improve lives. They see problems and solve them. They put others before themselves. And for that, we commend them.

Congratulations to the 2014 Health Care Heroes award recipients. You are individuals who truly make a difference in the health and well-being of our community.

On behalf of *Delta Dental of Arizona*, thank you.

Regards,

R. Allan Allford

R. Allan Allford
President and CEO, Delta Dental of Arizona

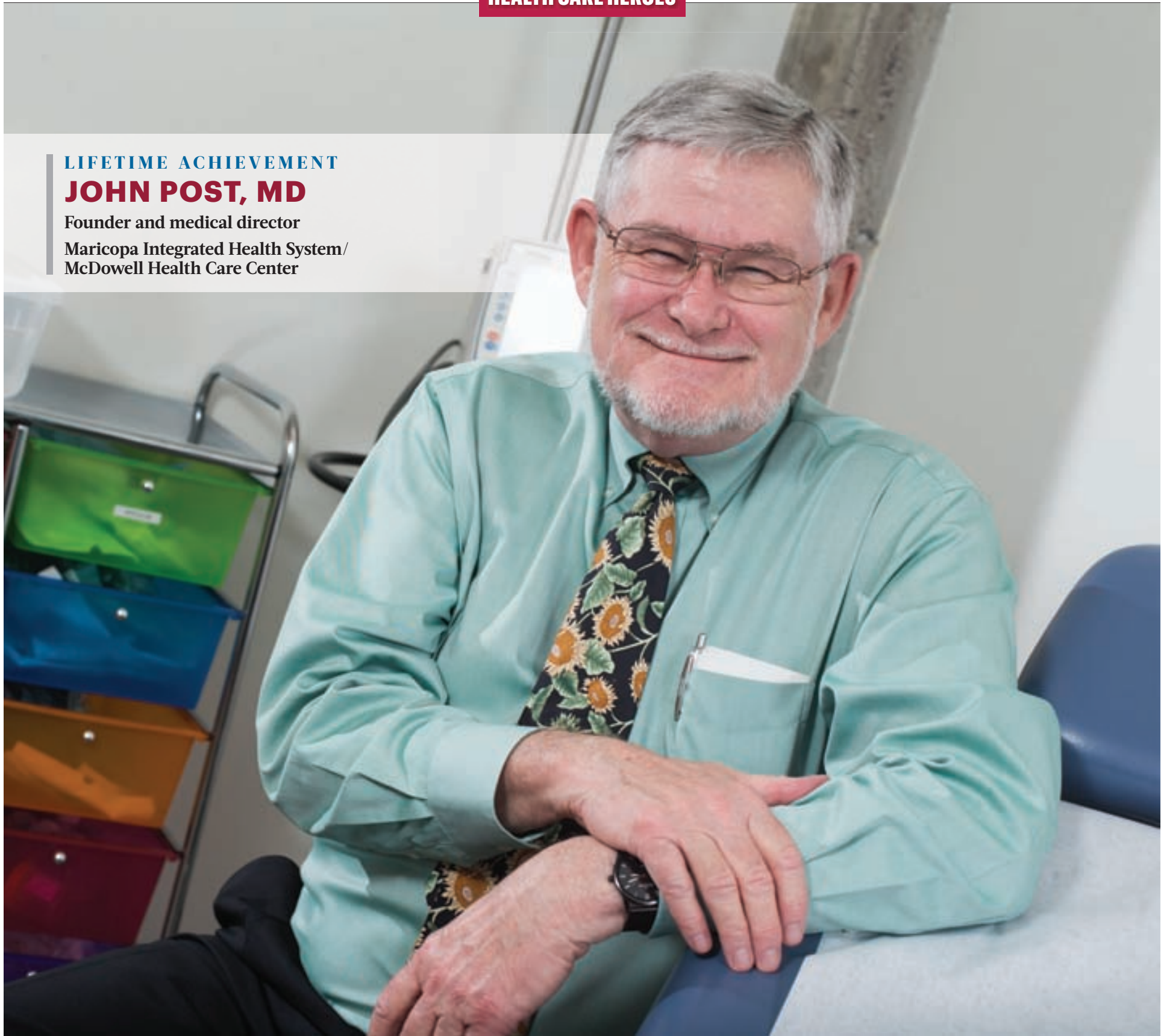


 **DELTA DENTAL**

LIFETIME ACHIEVEMENT

JOHN POST, MD

Founder and medical director
Maricopa Integrated Health System/
McDowell Health Care Center



JIM POULIN | PHOENIX BUSINESS JOURNAL

BY ANGELA GONZALES
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Back in the early 1980s, when weird infections began plaguing homosexual men, many doctors were afraid of contracting the unknown disease and would do everything they could to avoid treating those who had it. But not Dr. John Post, founder and medical director of the McDowell Health Care Center in Phoenix. It's not that he wasn't afraid of catching what became known as the human immunodeficiency virus (HIV) – which, back then, nearly always led to acquired immunodeficiency syndrome (AIDS) and eventually death. But Post refused to turn his back on those afflicted with the virus, choosing instead to do what he

could to help them. “I accepted that privilege,” he said. Even today, despite vast progress in treatment, Post still receives referrals from physicians who want nothing to do with HIV/AIDS. They are the only patients he sees. “I discriminate,” he said. Eric Moore, who nominated Post for the Health Care Heroes Lifetime Achievement Award, said the 68-year-old physician is the reason he is alive. When he met Post in 2000, Moore had lost his job, had no health insurance and hadn't seen a doctor in more than a year. He was HIV-positive with a CD4 cell count of 80 per cubic millimeter of blood. The normal range is between 600 and 1,500. Lower levels reflect a weakened immune system. “I was admitted to inpatient psychiatric observation for suicidal ideations,” he

► CLOSER LOOK

One word to describe yourself:
Dour

Your dream super power: To transport myself through time and space to wherever and whenever I want to be

Your advice for today's college grads: Press on

Life accomplishment that means most to you: Kids and grandkids

Your single most memorable experience on the job: Every day, there seems to be a new one.

said. “I was about as low as one can get. Yet, over these past 14 years, Dr. Post has provided the vision and guidance for the clinic to help me pick up the pieces and put together a better life for myself.” If not for Post's vision and the inte-

gration of on-site behavioral health care, Moore doesn't think he would have survived. Today, he is HIV program manager for Maricopa Integrated Health System, which operates the McDowell clinic. Tom Simplot, president and CEO of the Arizona Multihousing Association, also nominated Post for the Lifetime Achievement Award as the HIV/AIDS epidemic reaches its 30th anniversary. In the early days, people were dying weekly, and Post would tend as many as 120 hospice patients every night at a nursing facility, Simplot said. “Since then, he has quietly and compassionately treated thousands of patients with HIV/AIDS,” Simplot said. “Many of his patients are homeless, disenfranchised and struggling with extremely complicated health issues. Dr. Post treats them all with respect and dignity.”



JIM POULIN | PHOENIX BUSINESS JOURNAL

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The heroes recognized today continually leave us amazed, inspired and hopeful for the future of healthcare in Arizona. We applaud every nominee and finalist and offer our heartfelt appreciation for your efforts. Thank you for your impact on our community and the healthcare profession. We all benefit from your steadfast compassionate efforts, influential spirit and many accomplishments.

At Bank of Arizona we know banking and we know healthcare. The next step is getting to know you. Let us show you how we can put our experience to work for you and your organization.



Sincerely,

Dave Ralston
CEO Bank of Arizona, Bank of Arizona



PHYSICIAN
VIMAL ABHYANKER, MD

Psychiatrist
Southwest Behavioral Health Services

After practicing in India as an obstetrician and gynecologist, Dr. Vimal Abhyanker came to America 32 years ago.

In order to transfer her ob/gyn practice to this country, she would have had to undergo some expensive remedial training. So she found another way to help patients: She became a family psychiatrist specializing in addiction recovery.

Abhyanker ended up helping

thousands of patients at Southwest Behavioral Health, which she described as her "second home." She recently retired after more than 30 years.

"I liked psychiatry, where I can also use my ob/gyn background to help my women patients and families," she said.

Abhyanker said treating addiction can be very hard because so many emotions are involved.

"Many addiction patients do not understand that they have a chronic disease which needs treatment," she said. "They need all social, medical and psychiatric help in order to contribute positively to themselves and the society."

Abhyanker treated more than 20,000 people with chronic physical and psychiatric conditions. Such care requires good communication and patience.

"Whether a person is from the federal institution, is homeless, or whatever their circumstances, we must develop a relationship that comes from sincere communication with people," she said.

– Emily Overholt

CLOSER LOOK

One word to describe yourself: Compassionate

Your dream super power: Inner strength to do my best for the society

Your advice for today's college grads: Persist, earn by working hard, and never give up your goals.

Life accomplishment that means most to you: Seeing my patients improve their well-being and change their overall lifestyle for the better

Your single most memorable experience on the job: Being named "Employee of the Year, 2006" at Southwest Behavioral Health Services



MIHS IS HONORED TO HAVE OUR
EXTRAORDINARY STAFF HONORED



JOHN POST, M.D.



PAT KARDOS, RN

Maricopa Integrated Health System is proud of our legacy of care. And even more proud of our staff who have been honored this year as Health Care Heroes.

Congratulations to John Post, M.D., the recipient of the Lifetime Achievement Award for outstanding contribution in medicine and Pat Kardos, RN, who has been recognized for significant contributions in the field of nursing. Both are shining examples of service to our community.



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PHYSICIAN
JOHN KEARNEY JR., MD
Sports medicine physician | The CORE Institute

Two years ago, on Memorial Day weekend, Dr. John Kearney Jr. thought he was going to die. At age 37, he was flat-lining in an intensive care unit after a heart attack.

“I guess my biggest take-away point from that in terms of a health care perspective is I’m thankful for the everyday heroes who don’t get recognition for what they do,” he said of his physicians.

After his heart attack, Kearney became more focused on treating people well, because that is what he reflected on when he thought his life was ending. As he moves forward, he tries to maintain that goal.

“It’s important to keep in mind that that’s a person in front of you, not just the next person on your schedule; and they have real concerns,” he said.

With a focus on sports medicine, Kearney has spent most of his own career promoting healthy lifestyles to avoid chronic illnesses.

“I enjoy being able to help with somebody’s knee or hip pain so they can get back out there and enjoy life, and live a healthier lifestyle, and things like diabetes and high blood pressure are under control,” he said.

As medical director of the Arizona Sports Medicine Society and of the RideClean professional cycling team, Kearney works

with many athletes. He also serves as team physician for both Centennial and Peoria high schools. And in 2007, he founded the Arizona Sports Medicine Society with the CORE institute.

“I was always really active and involved in sports in my life, and I hurt myself many times, so I had a natural interest in that,” he said.

– Emily Overholt

► **CLOSER LOOK**

One word to describe yourself: Uncategorized

Your dream super power: It’s a toss-up between having boundless energy whenever I wanted or needed it, or having the ability to always remember where I left my keys.

Your single most memorable experience on the job: During my first year of residency training, I had the opportunity to share Thanksgiving dinner with a patient in the hospital who had no family and we had just diagnosed with an aggressive end-stage lung cancer. We had a brief but wonderful meal, and I got to really know him as a person. He passed away two days later. I was able to help him get into hospice care and felt like he was able to die with dignity.

PHYSICIAN
DAVID NOTRICA, MD, FACS, FAAP
Trauma medical director | Phoenix Children’s Hospital

Before 2008, Arizona didn’t have a pediatric trauma center. After serving as president of the medical staff and chief of surgery at Phoenix Children’s Hospital, Dr. David Notrica helped to establish one.

Now trauma medical director for Phoenix Children’s Hospital, Notrica said he never set out to specialize in pediatrics or trauma. He originally trained to be a cardiac surgeon.

“We did trauma whenever we were on call (during the residency), and I was pretty much burned out,” Notrica said. “By the time I was done, I never wanted to see another injured child again. I never wanted to tell a parent their child had died.”

But that changed after he saw young trauma patients weren’t getting the help they needed.

“You see children in your general surgery practice that were victims of trauma, and as parents explain what their care was, you think: We could have managed that so much better,” he said.

When Phoenix Children’s Hospital was looking to create a Level 1 pediatric trauma center, officials turned to Notrica for help. Since the facility opened, mortality rates at PCH have dropped significantly, he said. The trauma center not only treats children,

but also provides public safety tips and promotes initiatives such as the booster seat law passed in 2012.

“It’s not just about taking care of kids in your community,” he said. “It’s about improving care.”

– Emily Overholt

► **CLOSER LOOK**

One word to describe yourself: Careful

Your dream super power: Jedi mind control

Your advice for today’s college grads: Always have multiple goals. It’s OK to achieve them, or even change them, but never be without them.

Life accomplishment that means most to you: It’s never the personal accomplishments that have meaning for me; it’s what the organizations I’m part of accomplish. Achieving a personal goal is lonely, but achieving an organizational goal is blissful.

Your single most memorable experience on the job: My first weekend as an attending surgeon at Phoenix Children’s. I did 19 cases in three days and barely slept. But everyone did well, and I was surrounded by people who wanted me to be successful. I’d never had so many people watching out for me, and Phoenix felt like home.





JIM POULIN | PHOENIX BUSINESS JOURNAL

HEALTH CARE VOLUNTEER
CHARLOTTE THRALL,
DNP, FNP-C, BSN

Founder and president
Community Health Outreach Inc.

Charlotte Thrall became a nurse in 1987 and worked in perioperative care for 17 years. At the same time, she was involved in inner-city communities through CityServe AZ with her husband, the nonprofit’s executive director. Through her charity work, she found many Phoenix residents had little to no health care accessibility or knowledge.

She founded Community Health Outreach Inc. in 2005 to help low-income residents obtain health care services. She found she enjoyed helping people one-on-one, so she went back to school and earned her doctorate in nursing practice in 2012 from Arizona State University.

She is one of the organizers of HopeFest, an annual event hosted by CityServe AZ for medical service groups and organizations to provide free services to those who need it.

Thrall, who also works at SmartPractice and ASU, said her three roles keep her very busy, but “You never get to the point: Oh, I did that, I’m done,” she said. “It’s: Oh, I did that, and that has opened these doors for greater influence and greater service.”

– Alicia Canales

► CLOSER LOOK

One word to describe yourself: Kind

Your dream super power: To fly. You see a completely different perspective being up high.

Your advice for today’s college grads: Probably to not be afraid to reinvent yourself as life goes on. Things will happen where you’ll be challenged in different ways.

Life accomplishment that means most to you: Without question, my marriage and our three amazing boys, now adults, and a daughter-in-law

HEALTH CARE VOLUNTEER
SAM ALLEN

“Roadrunner” volunteer
Banner Baywood Medical Center
and Banner Heart Hospital

Sam Allen, 71, began volunteering at Banner Baywood Medical Center and Banner Heart Hospital only a year ago, and he’s already given more than 500 hours helping patients and family members.

As a Roadrunner volunteer, Allen visits patients and talks with them and their family members. He’s had heart surgery and is related to someone else who has, so he knows the emotions both sides are going through.

“I can talk with them from a different point of view,” Allen said. “I’m not knocking the doctors. They are extremely talented and knowledgeable, but they haven’t had that little bit of experience.”

Allen said he chose to volunteer at Banner’s Mesa facilities because he spent time at the Heart Hospital as a patient, and at Baywood when his wife was battling breast cancer. She died in 2009.

“What you can’t buy is the love and the care these people have for their patients,” Allen said. “I’m just glad I’m a part of that.”

– Alicia Canales

► CLOSER LOOK

One word to describe yourself: Caring

Your dream super power: Just being able to help people

Your advice for today’s college grads: Be flexible.

Life accomplishment that means most to you: What I’ve done at the hospital. I realize it hasn’t been long, but it’s been rewarding to help people through what they’re going through.

Your single most memorable experience on the job: Seeing the patients smile when I help

HEALTH CARE VOLUNTEER
JOAN KEFFELER

Facilitator, “With Art in Mind” program
Banner Alzheimer’s Institute

Joan Keffeler uses her time to create meaningful moments for the patients at Banner Alzheimer’s Institute using different media.

Keffeler, whose mother has Alzheimer’s, began volunteering at Banner four years ago. She developed the “Make Me a Memory” program, in which she records patients and family members sharing favorite stories and memories. Now, she spends much of her time focusing on the institute’s weekly art expression program, “With Art in Mind.”

She creates each project to focus on one genre of art, such as contemporary or Renaissance, through a specific medium. Projects have ranged from watercolors to clay to photography.

Alzheimer’s patients “lose so much of themselves, and they’re told they can’t work, they can’t drive,” Keffeler said. “So I wanted to create an environment where they can be safe and can achieve something.”

– Alicia Canales

► CLOSER LOOK

One word to describe yourself: Energetic

Your dream super power: I don’t want one, because too much power can cause a lot of problems.

Your advice for today’s college grads: Work hard, have a work ethic, and always put forth your best effort.

Your single most memorable experience on the job: The success and accomplishment that is so unexpected by the participants. With Alzheimer’s, so much is taken away from them; so what I love is creating an environment where they are safe and secure, and they still can create and achieve something.



NURSING
HOLLY MAY, RN

Case manager | Abrazo Health/Arrowhead Hospital

For some nurses, the job stops when they clock out. But for others, their work follows them home.

Holly May had just finished her shift as a case manager RN at Arrowhead Hospital, but her day wasn't done. As she pulled to a stop at a five-car pileup at Seventh Street and Loop 101, she watched a motorcyclist crash into an SUV and launch through the air. Immediately she sprang into action.

"You don't think about it, honestly," she said of the March 30 incident. "I've had other issues happen, like on a plane – and on a plane, you kind of think: Do I get up? – But in that situation, there's no time to think. You just go."

The motorcyclist was badly injured, with blood pooling under his helmet. May and two other witnesses worked to stem the bleeding and restart the cyclist's heart. After two minutes of chest compressions, the 18-year-old victim had a pulse; and by the time emergency medical workers arrived at the scene, he was responsive.

Emergencies are nothing new for May, who has been practicing for 13 years. Before joining Arrowhead, she worked as a travel nurse, filling temporary positions around the Valley, including emergency room work.

"I have done ER in the past, so you know what to do," she said. "It comes back to you."

– Emily Overholt

► CLOSER LOOK

One word to describe yourself:
Compassionate

Your dream super power: To be a genie in a bottle so that I can grant everyone their wishes

Your advice for today's college grads:
The most important skills to learn are time management, self-confidence and critical thinking skills. If you pair those with a good work ethic, you can accomplish anything you set your mind to.

Your single most memorable experience on the job: I once took care of a young man in his 30s who'd had a stroke. ... I had him for three 12-hour shifts in a row. During that time I worked with him on grabbing a spoon so he could feed himself. ... I told him I knew he could do it and it would help him get stronger. The last evening, I went in to tell him I was going home, and ... for the first time, he squeezed my hand and a tear fell down his cheek. I knew at that moment that I had somehow made a tiny difference.

NURSING
PATRICIA KARDOS, RN, MSN, CCRN
Director of nursing, Arizona Burn Center | Maricopa Integrated Health System

Treating burn patients can take its toll on health care workers. For years, the Arizona Burn Center at Maricopa Integrated Health System had high rates of turnover within its nursing staff because of frustration, burnout and fatigue.

Then Patricia Kardos took over as director of nursing.

"You either have a great passion for (working with burn patients), or it's something you just can't stomach," she said. "There's a lot of psychological needs of the patients, as well as the pain and suffering aspect. And we get to know the patients, because typically they stay here for longer lengths of time. You become familiar with them and their families. Their pain sort of becomes your pain."

Kardos started her career at the Arizona Burn Center as a student intern before passing her boards. She earned her RN at Glendale Community College and her BSN and master's degree at Grand Canyon University.

She practiced as a bedside nurse and worked with intensive care units before returning to the Burn Center as director of nursing. Now she manages about 100 nurses, though she said she doesn't get as much time with patients as she would like.

"I've gotten so slow at doing things because I'm so out of practice," she said. "The nurses don't want me to help."

– Emily Overholt

► CLOSER LOOK

One word to describe yourself: Multitasker

Your dream super power: Flying — then I could avoid the traffic!

Your advice for today's college grads:
Success is in your own hands. Work hard, and it will come to you.

Life accomplishment that means most to you: Raising my family and my animals, and connecting with my friends

Your single most memorable experience on the job: I started my nursing career in the Arizona Burn Center. The first person who ever expired on my shift comes to mind. She was an elderly Native American lady who had been injured while burning trash on the reservation. It was quiet and calm, and she just slipped away after a very gallant fight. I will remember her forever.





NURSING

PAUL MARSTALL, RN, BSN

Operating room nurse | Abrazo Health/Phoenix Baptist Hospital

When the family of a 37-year-old woman decided to take her off life support and donate her organs, there wasn't much time to say goodbye. Because it was a cardiac death, doctors would have only a few minutes to remove the organs for donation. Paul Marstall, an operating room nurse at Phoenix Baptist Hospital, took the family into the OR, dimmed the lights, played light classical music, and let them have their last moments. "We just tried to make it more of a peaceful, calm moment than the OR normally is," he said. A few weeks later, the Donor Network of Arizona submitted a letter thanking Marstall for his help coordinating the process. As a

result, several Arizonans had received new organs. "I used to work on the floor, so it was kind of special being able to care for a family instead of just the patient," he said. Marstall said many nurses do not like to work with donor cases, since it can be so challenging dealing with family members; but he volunteered for it. He said all the Donor Network cases of his career stand out in his memory, not just that one. "I love the cause. I think it's a great cause," he said. "I'm a donor myself. It's amazing the work they do, and the people who are involved in those cases are all amazing people."

– Emily Overholt

CLOSER LOOK

One word to describe yourself: Adventurous
Your dream super power: Flight
Your advice for today's college grads: Find a job you know you'll enjoy.

Life accomplishment that means most to you: Earning my skydiving license. Now I jump every weekend and can't imagine how I ever went without it.
Your single most memorable experience on the job: The Donor Network case with the family of the 37-year-old woman

NURSING

DENISE MCGINLEY, MSN, RN

Director | Center for Orthopaedic Innovation and Grossman Burn Center at St. Luke's Medical Center

Football comes to mind for many Americans when asked to name a dangerous sport. But for Denise McGinley, director of the sports medicine program at the Center for Orthopedic Innovation at St. Luke's Medical Center, bull riding is the ultimate daredevil sport. Despite the fact that a bull can exert force of about 6 tons, rodeos are usually perilously understaffed with medical teams. That's where McGinley comes in. She spends a lot of free time with the Grand Canyon Pro Rodeo Association and the National Senior Pro Rodeo Association, providing sports medicine, conditioning and care to athletes from across the country. Along with a small team – a chiropractor, an orthopedic surgeon, a physical therapist and a trauma nurse – she provides medical care to athletes pro bono.

"Rodeo is an interesting thing. It's truly a family ... and health care has not traditionally had a place in that family," McGinley said. "These are guys who took care of themselves, are rough and tough and probably make a lot of grave errors. I just think it's really exciting that they have accepted what I do." McGinley has been a nurse since 1977 and has practiced in Arizona for about nine years. While her work at the rodeo offers some of the most exciting moments in her career, she tries to help all athletes. "If I had to pick one thing throughout my career (to be proud of), it's really been my willingness to give my time and my talent to serving underserved folks in a variety of situations," she said, "seeking out where my talents can be used to do good."

– Emily Overholt

CLOSER LOOK

One word to describe yourself: Determined
Your dream super power: Creativity
Life accomplishment that means most to you: Seeing my children be as passionate in their lives as I have been in my own. Every one of them is ridiculously brilliant at what they do.
Your single most memorable experience on the job: About 20 years ago, I was able to arrange for a young Russian girl to come to

the U.S. for removal of a huge facial tumor, which doctors there said was inoperable. It took over a year. ... Every single hand that touched Tatiana did it without pay, from the surgeon and the anesthesiologist to the ICU nurses who cared for her for the next three days. In the end, she emerged an incredibly beautiful child whose life was changed forever by the talents and pure compassion and kindness of members of our health care community.





DENTAL
CONNIE BAINE, RDH, AP
Principal | Connie Baine Consulting

Connie Baine entered Ohio State University on a full scholarship for elementary education, but a trip to the campus dental clinic influenced her to change course. She ended up enrolling in the dental hygiene school, even though that meant losing her scholarship. After working at the Columbus City Health Department in Ohio for a number of years, Baine moved to Arizona in the late 1970s. Since then, she’s served as acting chief of the Arizona Department of Health Services, a federal Heart Start consultant, and an Indian Health Services fluoridation coordinator. During that time, she worked

on 50 oral health programs, 15 grants, and six statewide dental screening surveys of schoolchildren. After all that, Baine decided she wanted to continue serving the American Indian communities in Arizona. She’s been working with the ADHS Office of Oral Health to provide dental services to children in Navajo and Apache counties. “I’ve always been interested in ignoring or erasing that imaginary border that seems to exist in different ways between the reservation and adjacent local jurisdiction,” she said.

– Alicia Canales

► CLOSER LOOK

One word to describe yourself: Balanced
Your dream super power: I’d be the Intervention Ranger. I could intervene in unhealthy habits we all have.
Your advice for today’s college grads: Hang in there, baby. Put one foot in front of the other. Go with your gut. Think outside the box.
Life accomplishment that means most to you: There were no left-handed accommodations in (OSU’s dental hygiene school). To be admitted, I had to learn how to

use my right hand.
Your single most memorable experience on the job: I got out of the car at Lions Camp Tatiyee in Lakeside, carrying a projector the size of a suitcase in one hand and a big briefcase in the other hand. A counselor approached and asked if I needed help, and I said, ‘No, I’m balanced.’ The counselor said to a strapping young man with him, ‘Would you please help Ms. Connie?’ The young man proceeded to pick me up and carry me to the presentation.

DENTAL
MUNEEZA KHAN, RDH
Dental hygienist | Raintree Dental

Muneeza Khan became a dental hygienist as a means to survive. After her husband passed away, she decided to put herself through school again to support her three children. She chose dental hygiene because her husband had encouraged her to consider it earlier. “He’d say, ‘You love to clean, you love to jabber, and they have instruments in their mouths so they can’t talk back to you,’” Khan said. Through her work, she learned that oral cancer was an effect of chewing tobacco and smoking. Both her father and her husband, who died of lung cancer, were smokers. She made it her mission to educate her patients

about the connection between oral health and the rest of the body. She starts each appointment at Raintree Dental with a questionnaire that asks the patient about conditions, diseases or habits regarding their oral health. Khan then asks whether the patient wants an oral cancer screening and provides information, resources and tips on how to quit smoking. Three of her patients have said they stopped smoking after talking with Khan. “I’m humbled to receive the hero award, but the real heroes are the ones who made changes in lives and changes in their loved ones,” she said.

– Alicia Canales

► CLOSER LOOK

Other professional designations: Laser certified, anesthetic certified
One word to describe yourself: Survivor
Your dream super power: To have my voice be heard by everyone
Your advice for today’s college grads: Be the best in what you really want to do.
Life accomplishment that means most to you: The whole thread of my life is making my

children survivors and helping others survive.
Your single most memorable experience on the job: When I did my externship, we went to a teenage juvenile detention facility. ... I was looking at this small child and feeling, “Why couldn’t I have met this child before? ... Why couldn’t I help mentally to where he would’ve avoided that crime? Am I really providing care?” And that was a big turning point.





JIM POULIN | PHOENIX BUSINESS JOURNAL

DENTAL

NICOLAS PORTER, DDS

Founder and CEO

Risas Dental and Braces

As a child, Dr. Nicolas Porter was intrigued by the comfortable lifestyle dentists appeared to have. His family struggled financially, and he decided dentistry was the business vehicle to achieve the lifestyle he wanted.

Porter earned his degrees and began working in a dentist group practice in Denver. He also began writing articles for the company. In 2011, he branched out and built Risas Dental and Braces, which now has five locations in Phoenix and two in Denver.

He designed his businesses to have long hours, easy accessibility and flexible payments. He also hosts a Spanish-language radio show where he talks about issues ranging from health care to politics.

Porter created an outreach event called “Labor of Love,” offering free dental care on Labor Day each year at Risas locations.

“We labor not for money, but labor out of love to give back to patients where they give to us the rest of the year,” he said.

– Alicia Canales

CLOSER LOOK

- One word to describe yourself:
Driven
- Your dream super power: That I could transfer my simple sense of business into every vendor I came across, because I seem to be having difficulty with businesses that don't operate like I operate
- Your advice for today's college grads: Most of us choose a career and think it will get us where we want to be. Instead, pick a lifestyle you want to live, and match a job or career according to that lifestyle.
- Life accomplishment that means most to you: Birth of my three girls
- Your single most memorable experience on the job: It would have to be the free makeover we gave to a young man. His mom wrote into my radio show and asked. ... He was struggling with drugs and getting a job. We gave him around \$6,000 in free dentistry and braces, and we had him on the radio show to talk about how it changed his life. And he said as a felon, it was difficult getting a job; so we offered him a job on the air, and he is one of most loyal teammates.

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HEALTH CARE EDUCATION
ADRIANA PEREZ, PhD, ANP-BC

Assistant professor | ASU College of Nursing & Health Innovation
Co-director | ASU Hartford Center of Gerontological Nursing Excellence

Making connections with students at big universities can be tough, but Adriana Perez makes the effort to know each of her students as an assistant professor at Arizona State University’s College of Nursing and Health Innovation.

“I really feel like (teaching) has made a difference, because I still keep in contact with students I’ve mentored – and they’re all over the country, they keep in touch,” she said. “My goal is to get as many students as possible to continue their education, to reach as high as possible as nurses.”

Beyond teaching, Perez focuses on promoting cardiovascular health, especially within older populations. And as president of the Phoenix Chapter of the National Association of Hispanic Nurses, she promotes diversity in the health care industry.

“Not having enough diversity in our workforce is a challenge because, especially in Arizona, we are a diverse community of people from everywhere, and we have a high Hispanic population that is Spanish-speaking,” she said. “To not have in nursing the same kind of community makes it a challenge. So we need to diversify our workforce, engage underrepresented groups

to think of health care as a career.”

She applies diversity to her teaching as well. She said she often has students in her nursing classes from other course programs, such as nutrition and exercise wellness.

“What’s so great about bringing young people together is that they began to problem-solve with their unique perspective, with their unique training,” she said. “I see the best results coming from teams made up of different disciplinary backgrounds.”

– Emily Overholt

► CLOSER LOOK

- One word to describe yourself:** Courageous
- Your dream super power:** Superhuman endurance
- Your advice for today’s college grads:** Dream big, but work hard
- Life accomplishment that means most to you:** Running a marathon in honor of my father, who passed away from a stroke at 48
- Your single most memorable experience on the job:** Every opportunity for mentorship has been a great experience.

HEALTH CARE EDUCATION
TERI PIPE, PhD, RN
Dean | ASU College of Nursing and Health Innovation

With a focus on mindfulness and resilience in professional and clinical settings, Dean Teri Pipe brings a well-rounded outlook to traditional health care education at Arizona State University’s College of Nursing and Health Innovation.

“Some nurses and physicians are really able to carry on in stressful situations, and some aren’t – they retreat or burn out,” she said. “Mindfulness ... helps people change what stresses them.”

Under Pipe’s leadership, the ASU program has routinely cracked the top 20 in the national rankings, falling just behind health care powerhouses such as Johns Hopkins University.

She earned her Ph.D. in health policy and administration with a minor in gerontology from Pennsylvania State University. She also holds a master’s degree in nursing with an emphasis in gerontology from the University of Arizona, and a bachelor’s degree in nursing from the University of Iowa.

Prior to taking the reins at ASU, Pipe was director of nursing research and innovation at the Mayo Clinic for more than a decade.

Beyond her duties at ASU, Pipe is part of several academic clinical partnerships, including the recent Veterans Affairs Nursing

Academic Partnership award with the VA Health System in Phoenix.

Pipe said education was always part of her practice, even before receiving her doctorate, but now there are more challenges to teaching health care.

“We have to educate people to be grounded in the foundations of their profession, but they also have to have competencies for teamwork, and that’s a totally different skill set,” she said.

– Emily Overholt

► CLOSER LOOK

- One word to describe yourself:** Compassionate
- Your dream super power:** Able to be in more than one place at a time
- Your advice for today’s college grads:** Cultivate your ability to be amazed by life.
- Life accomplishment that means most to you:** Having a positive impact on the future of the health system by shaping health professions education, research and practice
- Your single most memorable experience on the job:** I have a sense of awe and appreciation each graduation ceremony as the dreams of so many students and their families and friends come true, and as the graduates go forward in their careers to positively affect health and healing.





FIRST RESPONDER
DON BERGEM

Operations commander
Beatitudes Campus

After Don Bergem graduated high school, he worked for the Hayden Lake Fire Department in Idaho. He also served as a medical unit leader for the U.S. Forest Service. In 2009 he began working in field service management.

Bergem said he enjoys helping people in general because he is able to fill a void in their lives. The elderly top his priority list during emergency situations because he wants to be there for those who might not have family to help them.

In 2012 he began working at the Beatitudes Campus, an active retirement community in Phoenix, overseeing the security and grounds/landscape departments.

As a first responder, he is required to make quick decisions to save lives.

“Stressful? Yeah, and it makes you think a little bit,” Bergem said. “It’s weird. It’s scary. But you have to do it.”

—Alicia Canales

► CLOSER LOOK

Professional designations: Certified first responder; certified in CPR and first aid

One word to describe yourself: Compassionate

Your dream super power: Probably to stop all the violence in the world

Your advice for today’s college grads: Focus more on your heart instead of your dream. Dreams come and go every day. Follow your heart instead.

Life accomplishment that means most to you: All in all, a big accomplishment is getting where I am today.

FIRST RESPONDER
EMERGENCY DEPARTMENT

Abrazo Health/
Phoenix Baptist Hospital

► CLOSER LOOK:
Ernesto Altamirano, ED tech

One word to describe yourself: Enthusiastic

Your dream super power: Strongest man in the world

Your advice for today’s college grads: With everything going, there’s only two things you can control in life: attitude and effort. Have a positive attitude and work as hard as you can.

Life accomplishment that means most to you: Just to be the best husband and father I can to my wife and kids

Your single most memorable experience on the job: Six or seven years ago, a kid was trapped at a recycling plant. He fell about 20 feet, was 3 years old, and he was stuck there. ... We finally found him, and he was fine. It was a relief to find him.



Pictured, from left, are John Quinn, RN; Del Spangler RN; and Ernesto Altamirano, ED tech, Phoenix Fire Department. Not pictured are Danyell Aragon, RN; and Jessica Mendoza, ED tech.

It was a chilly December night when a family of seven walked into the emergency department of Phoenix Baptist Hospital. They didn’t seek medical attention – simply asked if they could rest, as they had recently become homeless.

Registered Nurse Danyell Aragon alerted Del Spangler, physical coordinator of the night shift.

“Being a parent and imagining myself in that situation, it would be horrible,”

Spangler said. “The kids collapsed. ... The whole family looked exhausted.”

Registered Nurses John Quinn and Jessica Mendoza brought blankets, then went to other areas of the hospital telling staff about the family’s predicament. Spangler said they took up a collection that totaled several hundred dollars.

ER Tech Ernesto Altamirano contacted the Phoenix Fire Department’s crisis response team,

which sent a van to take the family to a hotel where they could stay.

They left behind a note that said, in part: “What you have done for us will never be forgotten. This hospital is made of true heroes. Your compassion is beyond belief and we thank you.”

“It may be cheesy, but anyone in the medical field – each of us are naturally drawn to want to help people,” Altamirano said.

— Alicia Canales



NON-PHYSICIAN
LAURA FLORES

Environmental services/housekeeping | Abrazo Health/Arizona Heart Hospital

When patients are admitted into a hospital, they might take it for granted that their room will be spotless. Of course, that doesn't happen without meticulous work.

Laura Flores works hard behind the scenes to create comfortable, clean environments at Abrazo Health's Arizona Heart Hospital – and then some.

Flores, a member of the hospital's environmental services department, ensures each patient's environment is well-maintained.

"I like keeping the room very nice," she said.

As she prepares each room, Flores said, she imagines it's for a family member.

A native of El Salvador, Flores grew up with aspirations to become a nurse, but her father wouldn't allow it. Instead, he suggested she become a teacher, but she wasn't interested.

She immigrated to the U.S. with her

husband in 1995. They now have three sons. She enjoys her American life, she said, but "I miss my parents."

As part of her work at the hospital, Flores goes out of her way to ensure patients and visitors are well-tended. In addition to her regular duties, she never hesitates to answer call lights or fetch a glass of water for thirsty patients. Those are the moments she treasures most.

"I like to help," she said.

– Tim Gallen

► CLOSER LOOK

One word to describe yourself:
Responsible

Your dream super power: To always be young

Your advice for today's college grads:
Keep your head up.

Life accomplishment that means most to you: My family

NON-PHYSICIAN
KAY MAY

Regional executive assistant | Iasis Healthcare

Kay May is a woman of many hats. At Iasis Healthcare in Phoenix, her formal title is "executive assistant" – but in her five years in that position, she has become the oil that ensures everything in the office runs smoothly.

May takes care of everything from scheduling and coordinating travel arrangements to updating regional contracts and credentialing the Iasis managed care team.

She also provides support for the market CFO, who spends time in the Phoenix office a few times a month – "but he's not very needy, so I don't do a whole lot for him," she said.

Having studied broadcasting in school and spending time as a disc jockey, May never saw herself working in an administrative position. But she said she thrives in her role because, at heart, she is a caretaker.

"I'm good in this position because I love to take care of people," May said. "When you do that, people tend to get spoiled. They love it, and they want to help me."

While she has proved to be a vital part of business operations at Iasis, she also helps imbue a sense of community service throughout the organization.

"I'm highly involved in charities," said May, who leads the company's annual campaign to raise funds for the Valley of the Sun United Way.

"Every year we come up with new ideas,"

she said. "We bring in a lot of money for United Way."

But her passion for reaching out to the community extends even further. She also plans company service outings and volunteer events – everything from packing backpacks for underprivileged students to conducting a shoe drive for Central Arizona Shelter Services.

"It's just nice to know that you're helping somebody," she said.

– Tim Gallen

► CLOSER LOOK

One word to describe yourself:
Enthusiastic

Your dream super power: To be invisible – then I could know what my grandkids were really doing

Your advice for today's college grads:
Find something that you're truly passionate about. If you're doing it just for the money, you're doing it for the wrong reasons.

Life accomplishment that means most to you: Being a three-time cancer survivor and raising two very, very nice people

Your single most memorable experience on the job: Receiving the President's Club Award for a company I worked for back in 2006. My peers actually voted for an all-expense paid trip to Cancun. That was an honor, because you don't get that just because. I thought, "I must be doing something right if all my peers voted for me."





CARL SCHULTZ | SPECIAL TO PHOENIX BUSINESS JOURNAL

NON-PHYSICIAN

CATHY KURTH, AuD

Director of audiology | Audiology & Hearing Aid Center

A Chicago native, Cathy Kurth came to Arizona in the 1970s for her first job in audiology. She never looked back.

“I met my husband here (and started my private practice,” she said. “Once you do that, you don’t think about going anywhere else.”

Like many Arizona transplants, she prefers the heat of the desert to the chilly winters of the Midwest.

“I can sooner cool off than thaw

out,” she said.

As director of audiology for the Audiology and Hearing Aid Center, Kurth spends her days treating patients who may be going through hearing loss, though many are in denial about it.

“Very often, it’s the family that recognizes they’re missing things,” she said.

With a thorough examination and hearing test, Kurth said she breaks through to the patient.

“By the time we’re finished, they’re recognizing: Maybe I am missing things,” she said. “All of a sudden, we’ve started to overcome the denial.”

Being a part of that process “is pretty cool,” she said.

Because hearing loss occurs gradually, people don’t always treat it until after it’s become a serious problem. To combat that, Kurth recently launched a program to provide free hearing tests for the community in hopes of detecting any possible loss early.

“For most of us, we see our eye doctors, our dentists and our physicians for routine checkups; but when it comes to our hearing, we do nothing until there is a suspected hearing loss that affects family, our jobs and can significantly limit our activities on many levels,” she said.

– Tim Gallen

CLOSER LOOK

One word to describe yourself:
Lucky

Your dream super power: The ability to hear something before someone says it

Your advice for today’s college grads: Look at the tremendous amount of areas in health care available besides medicine and dentistry. Audiology is a wide-open field. We live in a loud world.

Life accomplishment that means most to you: My family and children

Your single most memorable experience on the job: I had just started practicing when I had a patient who was 1 and a half years old. She had viral meningitis, which led to hearing loss. When I fit her for hearing aids, her eyes got as big as saucers. I was in tears, her mother was in tears. To bring back sound to her was incredible.

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Arizona Care Network would like to congratulate all the 2014 Health Care Heroes, including our own members of this distinguished group:

- ◆ First Responder: **Emergency department** at Phoenix Baptist Hospital
- ◆ First Responder: **Don Bergem** at Beatitudes Campus
- ◆ Innovator: **Ratan Bhardwaj** at Phoenix Children’s Hospital
- ◆ Non-Physician: **Laura Flores** at Arizona Heart Hospital
- ◆ Nursing: **Paul Marstall** at Phoenix Baptist Hospital
- ◆ Nursing: **Holly May** at Arrowhead Hospital
- ◆ Physician: **David Notrica** at Phoenix Children’s Hospital

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INNOVATOR
KATHLEEN OSTREICH
CEO | Meritus

With her years of experience in the American health care industry, Kathleen Ostreich was a perfect fit to lead the innovative health insurance cooperative model that Meritus is helping to shape in Arizona.

Ostreich said her background with both the health care provider and insurance sides of the coin gave her a broader view of their often antagonistic relationship.

“It doesn’t have to be adversarial,” she said. “It can be a win-win, and it should be a win-win. We can do the right thing every day.”

As a co-op, Meritus’ governance structure

is member-centric. Each individual insured under a Meritus health plan is a member of the organization – eligible to sit on the board and share in the profits, said Ostreich.

“One of our tenets is excess revenue is returned to the members,” Ostreich said. That translates into lower premiums, improved services and other benefits.

At the root of it all is pure innovation.

“We were starting fresh,” Ostreich said. “We had a clean slate to design and develop a company without any legacy or any baggage or any previous ideas of what the company should be.”

– Tim Gallen

► **CLOSER LOOK**

<p>One word to describe yourself: Passionate</p> <p>Your dream super power: Tenacity, fighting the status quo</p> <p>Your advice for today’s college grads: Be innovative, challenge the status quo. Be passionate about your chosen work. Don’t take a job for the money. Be happy.</p>	<p>Life accomplishment that means most to you: My family — husband, children and grandchildren</p> <p>Your single most memorable experience on the job: Securing a loan award from the U.S. Department of Health and Human Services to launch the Meritus co-op</p>
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INNOVATOR
SAM THOMASSON
Founder, president and CEO | Zounds Hearing Inc.

When Sam Thomasson’s daughter was born with a hearing impairment, he had a normal parental reaction: “At first you’re like, ‘What the heck can I do to make her life better – a speech therapist? How do I find a good hearing aid?’”

The electrical engineer quickly discovered that most hearing aids on the market “just weren’t very good” – even with prices at nearly \$7,000 a pair.

“Hearing aids can’t hear in a noisy environment,” Thomasson said. “My daughter would just turn them off.”

Besides doing a poor job of noise cancellation, he said they did not transmit certain sounds such as “s” and “ch.”

“This made me angry,” he said. “I channeled

that anger into a kind of obsession.”

Thomasson spent the next 15 years developing a better hearing aid. Along the way, he incorporated his noise-cancellation technology into devices such as mobile phones and GPS units.

With Zounds Hearing Inc., Thomasson is turning the industry on its ear. To keep prices down, he decided to control distribution and manufacturing of his product, cutting out the middleman.

Ultimately, he said Zounds’ focus is to help as many people as possible.

“We’re doing this because what drives me is: How do I build a better hearing aid, and how do I help more people?” he said. “We’re not done yet.”

– Tim Gallen

► **CLOSER LOOK**

<p>One word to describe yourself: Tenacious</p> <p>Your dream super power: Flight, and to go really fast</p> <p>Your advice for today’s college grads: Think international. Consider taking a language, like Mandarin. The world’s connected in a big way.</p> <p>Life accomplishment that means most to you: This company being able to help my daughter in a very meaningful way with her</p>	<p>ability to hear. Nothing else compares to that.</p> <p>Your single most memorable experience on the job: When my daughter first got her Zounds hearing aid prototypes, she went out on a date, came home and was all excited because her date asked her what the waitress said. For her, this had never happened before. She was bursting with excitement.</p>
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JIM POULIN | PHOENIX BUSINESS JOURNAL



Dr. Ratan Bhardwaj is pictured with two of his young patients, Kaitlynn Bryson and Manuel Ortiz.

INNOVATOR

RATAN BHARDWAJ, MD, PhD

Neurosurgeon | Phoenix Children's Hospital

Dr. Ratan Bhardwaj may someday cure cancer. That's not just some hyperbolic, ambitious boast. The Phoenix Children's Hospital neurosurgeon is on the cutting edge of a medical innovation that could make use of the body's immune system to target cancer cells directly. "Using immune cells may be a far better way to (combat cancer) because the biology is so tremendously complicated," he said. Pursuing such innovations is just another day at the office for Bhardwaj, who has made a career of pushing the envelope in the medical field. "A lot of people not in medicine

don't quite see how medicine can be a very conservative profession," he said. "You read these big fat books and listen to lectures. A lot of practitioners will then practice what they learn, do it for 20 to 40 years, then retire." That trajectory always seemed off to Bhardwaj. "I've always been fascinated by the human brain and the human mind," he said. "I see research coming to the rescue, and innovation as well." In addition to his work with cancer treatment, he is the first pediatric neurosurgeon to perform a procedure called "deep brain stimulation" on a child in Arizona. The process helps alleviate symptoms of dystonia, a neurological movement disorder that causes constant writhing and an inability to walk or communicate. The DBS procedure consists of implanting electrodes deep in the brain with thin, insulated wires connecting them to a pacemaker-like device under the skin of the abdomen. The device sends mild electrical signals to areas of the brain to correct abnormal impulses of dystonia. The procedure allowed 12-year-old Kaitlynn Bryson to regain the ability to type, text and write, as well as walk with assistance. Kaitlynn's improvement following the DBS therapy generated one of the highest compliments a physician could receive. "She told me one of the best things: 'Thank you. This therapy has made me more human,'" Bhardwaj said. "That still gives me goosebumps." — Tim Gallen

CLOSER LOOK

- One word to describe yourself:
Curious
- Your dream super power: Power to heal
- Your advice for today's college grads: Listen to your heart. Find what's important to you, and work as hard as you can to achieve your goals.
- Life accomplishment that means most to you: It's fascinating and awesome to be a father. Also, my work in deep brain stimulation and seeing the first few children and how they've responded has been wonderful.
- Your single most memorable experience on the job: My third deep brain stimulation, on a boy named Manuel who couldn't eat, drink, walk or talk. Immediately after performing DBS on him, he was calm and smiling. He was walking at two weeks and playing tennis by about five months.





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Joan Keffeler
Banner Alzheimer's Institute - Health Care Volunteer

Sam Allen
Banner Health - Health Care Volunteer

Ivy Glinski
Banner Olive Branch Senior Center - Community Outreach


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COMMUNITY OUTREACH
JODY FARLEY-BERENS

Co-founder and executive director | Singleton Moms

Life does not stop when tragedy strikes. That's the philosophy that drove Jody Farley-Berens to launch Singleton Moms, a nonprofit that helps single parents who are battling cancer. "With a cancer diagnosis, it shakes everything up," she said. Singleton Moms provides assistance such as meal preparation, cleaning houses and even planning for children's birthday parties. "We focus on those day-to-day needs of an entire family that do not change even though the primary caregivers of the home have this illness," said Farley-Berens, at left in the photo. She co-founded the organization eight years ago and has expanded it from serving eight families a month to 45. "It's been a leap of faith, but I'm glad I did it and the community backed it and supported the mission," she said. The experience has taught her to treasure her own life and family. In fact, she calls the nonprofit her fourth child, noting that her three kids have grown up alongside it. "I have a greater appreciation of everything, of life, not taking anything for granted," she said.

– Tim Gallen

► CLOSER LOOK

- One word to describe yourself:** Tenacious
- Your dream super power:** Power to heal
- Your advice for today's college grads:** Truly follow your passion. You can just as easily fail at something you don't like, so why not put your all into something you love?
- Life accomplishment that means most to you:** Showing my three children how caring a community can be.
- Your single most memorable experience on the job:** There's something that happens every week that inspires me. I just am in awe that there's so much going on.



JIM POULIN | PHOENIX BUSINESS JOURNAL

COMMUNITY OUTREACH
IVY GLINSKI, MSW

Director | Banner Olive Branch Senior Center

Listening to Ivy Glinski discuss her role at the Banner Olive Branch Senior Center, you get the feeling she's been on the ride of her life. "It's hard to find a stopping point," she said. "I'm sure there could have been other opportunities for more money or different things, but my heart is really into what we do every day." Glinski, at right in the photo, has been with the Sun City facility since she helped it get off the ground in the 1980s. "I never thought I'd be in the same job all these years," she said. "But it seems like there's always another person who came in who needed help. I always get invested in the people." When she was in her late 20s, Glinski left a job at the Foundation for Senior Living in Peoria to start Olive Branch. She said it has been a wonderful education. "There's so much wisdom in this group of people," she said. "I love learning about people and really establishing relationships with participants who come in." Olive Branch provides meals, free activities and camaraderie. Its army of 350 volunteers serves more than 70,000 meals on-site every year and delivers 30,000 more to homebound seniors. To Glinski, it all adds up to one thing: hope. "We're seeing people who feel like they can't go on, who are suicidal, changing their whole outlook on life and giving them hope," she said. "We keep on pushing the envelope and providing what's needed in the community."

– Tim Gallen

► CLOSER LOOK

- One word to describe yourself:** Passionate
- Your dream super power:** Being a genie to grant wishes
- Your single most memorable experience on the job:** A few years ago, I helped a gentleman who came into the senior center and was flat broke. He had been a millionaire and lost everything. It was memorable meeting this person and helping him get back on his feet.

COMMUNITY OUTREACH
LANA WHITEHEAD, MSED

Founder and president
SwimKids USA



After more than 40 years, Lana Whitehead just keeps swimming. "I love what I do," said the founder and president of SwimKids USA, a Mesa-based company that offers swim lessons and other physical programs for children. "This is a happy place. I love kids, and I love my work." When she lived in the San Francisco Bay Area in the early 1970s, Whitehead began teaching her infant child how to swim. At that time, the common belief was kids should be at least 5 before learning to swim. Officials at the local YMCA heard about what she was doing and asked her to create a program. Eventually she branched out on her own with SwimKids, and her innovative infant swimming lessons began drawing media attention. "I was very lucky, because it was one of the first major efforts as far as swimming goes to work to prevent drownings," she said. Whitehead has published several books on her novel approach to infant swim lessons and about the positive impact of basic movement, such as swimming, on brain development. "When a child moves or interacts with their world, it stimulates these nerve fibers in the brain," she said. "They grow new branches out to other neurons,

which increases nerve pathways ... that direct a child's higher-level brain development." Whitehead has presented at various events all over the world, including conferences in China and Brazil. But to her, nothing beats going to work each morning and jumping into the pool with those children. "Kids can really lift you up," she said. "They keep you young."

– Tim Gallen

► CLOSER LOOK

- One word to describe yourself:** Entrepreneurial
- Your dream super power:** Fill the whole world with love and peace
- Your advice for today's college grads:** Be willing to sacrifice for what you believe in.
- Life accomplishment that means most to you:** Family and the love of God are the most important things in my life. That and also creating a happy, fulfilling environment to provide jobs for other people.
- Your single most memorable experience on the job:** Our fundraising events. People come from all over to help and donate time and effort to help seriously terminally ill children in the hospital. That is very fulfilling. I can't express the joy that brings all of us.



THANK YOU.

We are proud to work with some of the most compassionate dental professionals in the state. Your philanthropic work and commitment to improving the oral health of Arizonans is **nothing short of heroic.**



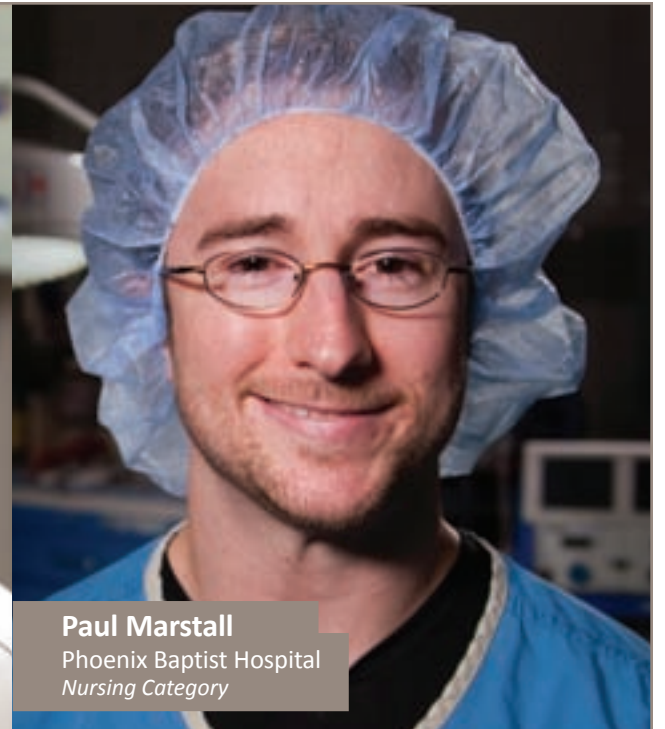
deltadentalaz.com



Holly May
Arrowhead Hospital
Nursing Category



Laura Flores
Arizona Heart Hospital
Non-Physician Category



Paul Marstall
Phoenix Baptist Hospital
Nursing Category

OUR HEROES MAKE US PROUD

Congratulations to our 2014 Health Care Heroes

We're proud to celebrate some of our outstanding people who help Abrazo Health provide excellent patient care. Their dedication, character and innovation inspire us, and we're excited to recognize them and all of this year's Phoenix Business Journal Health Care Heroes who are making a difference in the lives of people every day. Thank you.



Left to right: John Quinn, RN; Del Spangler, RN; and Ernesto Altamirano, ED Tech.
Not pictured: Danyell Aragon, RN; and Jessica Mendoza, ED Tech.

PHOENIX BAPTIST HOSPITAL

First Responder Category



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