
Dedicated to excellent patient care and nonprofit leadership.
Here and now, Banner Health is proud to be a nonprofit hospital system with a clear and unequivocal mission: to make a difference in people's lives through excellent patient care.

Dear Friends,

As leaders of Banner Health, we’re extremely proud of our dedicated colleagues who make a profound difference in the lives of more than 5,000 people every day in large and small communities across seven Western states. In fact, there’s much to be proud of at Banner, and we believe you’ll appreciate the source of our pride as you read this community report.

Our mission is more than a guiding philosophy for the people of Banner Health. It is a promise that every Banner employee makes to each patient who turns to us in his or her time of need.

Banner is a leading nonprofit organization in every community we serve. This leadership is recognized in the excellent patient care we provide, our passion for innovation, our unwavering support of these communities and our stature as a leading employer.

In these challenging times, many believe our health care system is becoming more complex and difficult to navigate. People need to be able to count on a health care provider that reliably provides outstanding care to all, regardless of their circumstances. In the communities we serve, we proudly proclaim that the provider that people can rely on most is Banner Health—here and now.

Enjoy the update.

Mark Sklar
Chairman
Banner Health

Peter S. Fine, FACHE
President & CEO
Banner Health
Here and now, Banner Health is the leading provider of health care in every community that we serve.

Banner Health—Here and Now

As a nonprofit organization, we make a special commitment to every community we serve. It infuses everything that we do. We care for all people who come through our doors and we seek out those who can’t and offer them our services. We go into schools to provide care for uninsured children. We go into neighborhoods to help people assess their own health care needs.

Banner Health is privileged to reinvest in our communities by building more than $1.25 billion worth of new hospital beds and facilities in growing areas to better serve our patients.

Providing high-quality health care is our passion. We honor the enormous trust people give us when they or their family members come to our facilities. They are looking to us for wisdom and compassion, and we are committed to providing that with the best people, the best technology and the best service available.

Innovation is a distinctive strength of Banner Health. We constantly challenge ourselves to do better, and through innovation we are committed to becoming a national leader in reducing medical errors and improving care.

At Banner Health, we know we are only as good as our employees. We seek out exceptional people to provide excellent care. People such as one of our hospital CEOs who drives a snowplow to make sure patients can get into the facility or a hospital plant mechanic who changes a patient’s tire for her. We work hard to show our appreciation to our employees. We offer extensive educational opportunities making them more skilled care providers. We are recognized as an outstanding employer.

We take our passion into our communities, making sure we are responsive to the need for services—from hospice to education for children with forms of autism to fielding large employee teams for premier health care events such as the Susan G. Komen Race for the Cure.

Here and now, Banner Health touches the lives of millions of people through our excellent patient care and community service. Come see how we do it.
Here and now,
Banner Health makes a difference in our patients’ lives by ensuring they receive the highest quality and safest care possible.

National Leader in Quality Patient Care and Expertise
Our goal is to provide excellent patient care and we invest heavily in our programs and diligently refine our procedures to reach that goal.

Banner Health is investing nearly $100 million in systemwide initiatives to strengthen our patient care. Our Care Transformation program uses sophisticated computer systems to create electronic medical records that make patient care safer and more efficient. Our Icare program provides an extra layer of monitoring for intensive-care patients.

As a hospital system, we develop and test patient-quality programs like Care Transformation at one hospital and, once perfected, we establish them in our other facilities.

Every day, Banner Health measures the quality of patient care in key areas such as open-heart surgery, stroke and heart failure. We compare ourselves to similar hospital systems, then identify and develop best practices. As a result, Banner Health hospitals have been nationally recognized for their cardiac care, and treatment of kidney disease, urology and gynecology.

Measure, Monitor and Improve
Patients rely on Banner Health to provide outstanding medical care. We honor that trust by constantly measuring, monitoring and improving our procedures to provide an even greater level of care.

In our facilities, clinicians routinely meet to discuss and analyze best practices. Then, they collaborate with large systemwide teams to implement these practices throughout Banner. During 2007, we focused on improving procedures to help patients with pneumonia, heart attacks, heart failure and surgical complications. Through a committed team effort, we were able to exceed our own performance targets in all four areas and continue improving our ability to provide excellent patient care.

Banner Health, which is a leader in providing health care in all of its communities, also has developed several areas of highly specialized expertise including:

• High-risk obstetrics. Women from around the world and throughout our communities rely on Banner’s specialized expertise to help them safely deliver their babies.
• Pediatrics. The expansion of Banner Children’s Hospital at Banner Desert Medical Center into a comprehensive pediatric center will provide easy access to care for Arizona’s sickest children.
• Cancer. In addition to being our communities’ leading providers of oncology care, we have three community-based centers devoted to the prevention, diagnosis and treatment of breast cancer.
• Heart disease. Three of Banner Health’s largest facilities have been nationally honored for their excellence in cardiac care.
• Alzheimer’s disease. Our Banner Alzheimer’s Institute is a Center of Excellence that offers groundbreaking research, clinical diagnoses, and treatment and support for both patients and caregivers.
• Trauma. In Arizona, we operate Level I trauma services that communities trust to treat the most serious life-threatening
The growth of Banner Children’s Hospital at Banner Desert Medical Center provides improved access for Arizona’s children to receive specialized care.

The hospital offers all levels of pediatric care: general pediatrics and intensive care as well as an Emergency department dedicated to pediatric and specialized services for specific childhood diseases such as asthma and juvenile diabetes.

Banner Children’s Hospital strives to see health care through the eyes of a child. Because children have their own view of the world and speak their own language, they need to be treated differently than adults.

At Banner Children’s Hospital, we have child-life specialists who can help children understand what will happen at the hospital. By giving just the right amount of information, based on the child’s age, we can lessen a child’s fears of their upcoming experience. We also reach out to brothers and sisters affected by their sibling’s illness and injury and help them work through their concerns.

To treat our special patients, Banner Children’s Hospital has experienced physicians and specialists as well as state-of-the-art technology. Banner Children’s Hospital recently performed groundbreaking spinal surgery to treat a 14-year-old boy’s severe scoliosis, which helped get him back onto the basketball court again.

The Patient Experience

Every patient who turns to Banner Health has a right to expect the excellent patient care that is promised in our nonprofit mission. Included in this care is our commitment to patient privacy, timely information provided to patients about their care, plus the highest levels of service.

This is the Patient Experience, and it is one of Banner’s highest priorities. We measure our patients’ perceptions of their hospital stays through an ongoing survey that is the national standard for such assessment. Through feedback from this survey, we can identify areas where we can improve a patient’s experience by making appropriate and timely changes.

All Banner Health employees—whether they provide patient care or support those who do—are dedicated to ensuring the best possible experience for each patient.

injuries. Our North Colorado Medical Center is a Level II provider of trauma services.

• Burn. Western States Burn Center at North Colorado Medical Center provides burn care to patients in eight states as well as for those in all Banner Health hospitals.

• Transplants. In 2007, Banner Good Samaritan Medical Center performed a record-setting number of kidney, pancreas, liver and kidney-pancreas transplants. Transplant surgeons also conducted procedures in which a liver and kidney were transplanted simultaneously.

• Neurology. Banner Baywood Medical Center’s Primary Stroke Center is recognized by the American Heart Association for providing timely response and intervention for acute stroke victims.

• Medical imaging. State-of-the-art technology allows for minimally invasive procedures while our advanced positron emission tomography enables Banner Health researchers to engage in innovative research into Alzheimer’s and other diseases.

• Home care. Banner Home Care in Arizona ranks in the top 25 percent of all home care agencies in the United States, according to Medicare.
Simulation Education

Banner Health is becoming a national leader in changing how health care professionals learn their art. Our Banner Simulation Network allows hundreds of new doctors, nurses and emergency-service providers the chance to work with computerized mannequins to learn how to insert tubes, draw blood and even deliver babies. The mannequins, so lifelike that they bleed, blink and moan, allow professionals to practice in a safe, consequence-free environment. More than 5,000 health care professionals have trained in this innovative center at Banner Good Samaritan Medical Center.

The center also offers virtual-reality tools that allow physicians to test and practice their surgical skills.

Banner Health plans to create one of the nation’s largest simulation-education training centers. The new center will be housed in downtown Mesa in the former Banner Mesa Medical Center. Banner Health also plans to build a sister simulation-education facility at McKee Medical Center in Loveland, Colo. Combined, these facilities provide a new generation of health care training.

An Initiative to Innovate

Innovation is one of our system’s distinctive strengths. Our innovations address some of the most critical issues in health care today: reducing recovery times from surgeries, dealing with overcrowded emergency rooms, making deliveries safer for mother and child, and offering new ways to educate and train medical professionals.

- **Robotic surgery:** At six of our hospitals, we offer patients the opportunity for minimally invasive surgery through the use of robotic surgery.

  During a procedure involving robotic surgery, the surgeon is always in control of the operation, but sits at a console to operate robotic arms. The robot’s long, spindly arms can more easily get into hard-to-reach areas and can make incisions the size of a dime. Even though they no longer stand directly over the patient during the procedure, surgeons feel that they have a better view of the operation because the robot’s high-magnification camera beams images of the operation back to the surgical console.

  Surgeons say that robotic assistance allows them an extra level of precision and reduces patients’ pain, scarring and recovery time.

- **Door-to-Doc:** Like all hospitals across the country, Banner’s emergency departments, which have more than 423,000 visits every year, face the challenge of being overcrowded. Banner Health responded with its Door-to-Doc program, which changed how people are evaluated. Different tracks have been created to separate the less-sick patients from those who are acutely ill. This reduces bottlenecks and increases efficiencies. Door-to-Doc has resulted in a 65 percent improvement in patient access to care.

- **IPROB:** IPROB, or Intelligent Patient Record for Obstetrics, is now being used at every Banner Health facility to improve deliveries for the more than 30,000 babies born annually in the Banner Health system. IPROB acts as a complete obstetrics chart for physicians and nurses. It also offers computerized prompts and reminders for health care providers based on thousands of best practices and protocols.
Technology That Touches Lives

We believe the thoughtful adoption of technology is critical to providing excellent patient care and improving patient safety.

- **iCare ICU**: Banner Health is the first health care provider in the Southwest to invest in eICU technology, which allows intensive-care physicians and nurses in a remote center to collaborate with their colleagues in ICUs throughout Banner Health to monitor patients hundreds of miles away. Although it’s no substitute for around-the-clock nursing care, the iCare ICU system allows an extra set of eyes to check in on critically ill patients. With the iCare system covering more than 200 ICU beds (and plans to have the system in nearly all of our hospitals by the first quarter of 2009), Banner facilities have mortality rates in our iCare ICUs that are 42 percent lower than their national counterparts without the technology. The system also decreases the time patients have to stay in the hospital.

- **Telemedicine**: Long recognized in Arizona and Colorado as a leader in telemedicine, Banner Health is the first to provide urban patients access to credentialed psychiatrists at Banner Behavioral Health Hospital–Scottsdale. This is one of the first instances of telemedicine being used to help provide care in a shortage of urban specialists such as psychiatrists. Traditionally, telemedicine has addressed access to primary care issues in rural areas.

Training Tomorrow’s Physicians

Banner Health also strongly believes it is our duty to help train tomorrow’s physicians. Recognizing the critical need for doctors, we spend $5 million a year in support of our medical education programs at Banner Good Samaritan Medical Center and at North Colorado Medical Center. We are training 260 physicians in residencies including family practice, internal medicine/pediatrics, obstetrics and gynecology, podiatry, psychiatry and surgery and fellowship programs including hepatology, gastroenterology, geriatrics, pulmonary/critical care, cardiology, interventional radiology, endocrinology, maternal-fetal medicine and toxicology.

Care Transformation: Providing Better, Safer Care to Patients

One of our boldest and broadest initiatives to date, Care Transformation identifies the best medical practices and uses leading-edge computer systems to make sure those practices are considered and used in patient care.

As its cornerstone, Care Transformation uses an array of clinical computer systems to provide an electronic medical record as a central place for all patient records, charts, test results, medical images and physician orders. Having the patient records in one spot makes it easier for providers to spend more time with patients and less time filling out forms.

Care Transformation also improves patient safety by alerting caregivers to potential problems with medications or treatments and suggesting alternatives.

Additional benefits include faster turnaround times for lab and test results and more efficient treatment decisions, all of which reduces the amount of time patients have to spend in the hospital.
Here and now, Banner Health is reinvesting resources in construction, renovation and expansion projects.

Growing with the Community

As part of our nonprofit mission, we are reinvesting our resources into the construction of new hospitals and major expansions and renovations. By the end of 2010, we will have finished nearly 700 new patient rooms and be building many more to meet patient needs.

Our current projects include:

- **Banner Children’s Hospital at Banner Desert Medical Center in Mesa, Ariz.**: A seven-story pediatric-only tower that will be completed in 2009 with 120 beds for pediatric care. Once finished, the children's hospital will grow from its current size of 137 pediatric hospital beds to 248 beds, and will have the capability to build on. It is part of a $328 million expansion project at Banner Desert Medical Center.

- **Banner Thunderbird Medical Center in Glendale, Ariz.**: A 200-bed patient tower is expected to be completed by 2009. The extra space will allow the hospital to focus on becoming a tertiary facility and will allow the hospital to grow from 374 beds to 582 beds.

- **Banner Ironwood in Pinal County, Ariz.**: After its first phase of construction, Banner Ironwood will have a $128 million four-story, 86-bed patient tower. Banner will open 24 beds in early 2010, but could grow quickly as the community expands.

- **Banner Baywood Medical Center in Mesa, Ariz.**: A $93 million seven-story patient tower added 123 beds. The hospital will soon be undergoing a $28 million emergency department renovation and expansion.

- **McKee Medical Center**: A new Emergency department and state-of-the-art imaging technology were part of a recent $21 million renovation.

- **Platte County Memorial Hospital**: The Wheatland, Wyo., hospital has finished a $16 million renovation project to replace its Inpatient Wing, Surgical Suite and Diagnostic Imaging departments. The hospital's Emergency department and Laboratory also were renovated.

- **Community Hospital in Torrington, Wyo.**: Banner Health has committed $8.9 million to expand the hospital's Emergency department and other areas.

A Place for Healing

When Banner Gateway Medical Center opened in September 2007, it revealed the future of health care. Banner Gateway, which has received architectural awards, is designed to heal, with soothing waterfalls and light-filled areas. Patients order their meals through room service and have them served...
Physician Partnerships

We are always looking at ways to partner with physicians so that we can grow along with our communities.

In northern Colorado, our partnerships with providers, large and small, primary care and specialists, have culminated in creating Banner Medical Clinics. In Colorado, we also have partnered with physicians to build the CardioVascular Institute of Northern Colorado.

In Arizona, we are expanding the Banner Medical Group to offer primary care and specialist care throughout the growing Phoenix metropolitan area. We also have partnered with another large clinic to create the Banner Arizona Medical Clinic, which has more than 100 physicians.

In Alaska, Tanana Valley Clinic, which has 30 physicians and 15 midlevel practitioners, also recently became a Banner physician group.
Here and now, Banner Health makes a difference in our communities by serving our most vulnerable citizens.

Healthy Beginnings
A baby born weighing less than 5 pounds, 8 ounces faces a higher risk of dying, being chronically sick or having developmental problems. In response to a community need for prenatal care in Loveland, Colo., Banner Health runs the McKee Healthy Beginnings program for families with little or no health insurance.

Established in 1991, the program offers education and support to more than 250 women a year. Some Healthy Beginnings clients are young women who are encouraged to go back to school once their babies are safely born. Other participants are older women, some of whom have been laid off from their jobs and find themselves suddenly without insurance or resources. Healthy Beginnings now offers men’s counseling as well, because we know that a well-prepared father can give unlimited help and hope to a child.

Help for Those in Need—Wherever They Are
In Arizona, we provide more charity care than any other hospital system, helping the many people who work for a living but who don’t have health insurance.

In 2006 and 2007, Banner Health provided $130 million in charity care—treatment given without the expectation of being paid.

At our largest Banner Health facilities, Spanish-language-only patients can be assured that a trained medical interpreter will help them understand what they are facing medically, and explain all the options they have. This essential translation service is free.

In 2007, Banner Health’s $2 million contribution supporting Sunrise Community Health Center in Colorado allowed the community to open a clinic that provides primary and preventive health care services to 30,000 patients in Northern Colorado. Our Sterling Regional MedCenter in Colorado provides free mammograms to those with limited or no insurance.
Poison Control Center
Saves Lives—and Money

Your toddler just put some cleanser into her mouth. Or your elderly father thinks he may have taken too much of his powerful prescription drugs. What do you do?

In 2007, more than 105,000 people turned to Banner Poison Control Center for expert and reassuring information after they or a loved one ingested a foreign substance, got stung or bitten, or had a question about prescription drugs. It was a record-breaking number of calls for the free 24-hour hotline, which is staffed by specially trained nurses, who, in turn, are supported by a team of medical toxicologists.

About a quarter of the calls involved children under the age of 12 being exposed to poison. And an increasing number of calls are coming from older adults with questions about prescription-drug interactions.

The hotline helped approximately 29,000 callers avoid making a trip to the emergency room, saving the community an astonishing $30 million in emergency-treatment costs.

The center has provided this type of valuable community expertise since 1979.

Banner Health runs Arizona’s largest Poison Control Center, a free 24-hour hotline that has eased the minds of thousands of patients and saved millions of dollars in emergency room costs.

Banner Health realizes how communities could be affected by a shortage of physicians and is investing $5 million a year training physicians at our Banner Good Samaritan Medical Center and North Colorado Medical Center.

School-Based Clinics
Our school-based clinics program is an example of Banner Health at its finest: taking our medical knowledge into our neighborhoods to protect our communities’ treasure, our children.

A team of six Banner Health professionals provides free care to nearly 3,000 children a year in 96 Phoenix-area elementary schools. Children visit the clinics for concerns ranging from earaches to a baffling neurological condition stemming from strep throat. If a child comes in for something as routine as pinkeye, a Banner Health nurse practitioner or physician’s assistant uses it as a way to talk with the family about the child’s more chronic conditions such as asthma or obesity. Through this approach, the clinic in the school becomes the child’s medical home.

The well-established clinics are reassuring to both parents and children. In some cases, the parents trust the Banner Health professional so much that they will wait to have their child seen at the clinic rather than go someplace else for free care.

For many low-income children and their families, having the free Banner Health clinic at their school makes school an even more essential part of their lives.

For more information about Banner Health, go to www.BannerHealth.com • Here and Now 11
Good Neighbors for Good Health

Here and now, Banner Health makes a difference in our communities by being a powerful advocate to create and maintain strong, healthy neighborhoods. We are engaged in our communities. We not only encourage people to come to us for preventive care, but we also bring health care information to where our neighbors are—in schools and malls and at community events.

At Banner Thunderbird Medical Center, more than 3,000 people routinely come to the annual Children’s Safety Fair, which has grown from just a few booths to a large-scale community event. Kids get free bicycle helmets and parents get tips on how to keep their children safe. At our Fairbanks Denali Center, staff members hold a Valentine’s Day dinner for nursing home residents. Employees come in on their day off just to make sure that each resident has a “date” for the party.

A team from Banner Behavioral Health Hospital-Scottsdale regularly goes into schools to talk with kids about substance abuse or teenage dating violence. The team is working with area high school students to help teens produce articles and videos about important behavioral health issues for kids their age.

Banner Health goes into neighborhoods to provide health screenings. Every month, four Arizona Banner Health hospitals donate as many as 1,400 screenings for common health problems such as high blood pressure or diabetes. Banner Community Hospital in Torrington, Wyo., recently gave out 300 free flu shots.

For the fifth year in a row, Banner Health was recognized as the top fundraising team for the Susan G. Komen Race for the Cure. Banner Health provides similar strong support for the American Heart Association’s Heart Walk, Legs for Life, Alzheimer’s Memory Walk and the American Cancer Society’s Relay for Life.

Our employees get involved as individuals as well. Staff members at Ogallala Community Hospital recycle cans, bake goodies, make luminarias and hold garage sales to raise money for the American Cancer Society. Banner Children’s Hospital employees cycle as a team to raise money and awareness for pediatric issues. And staff at Sterling Regional MedCenter participated in the Logan County Fair & Rodeo’s Tough Enough to Wear Pink campaign, which raised enough money to provide free mammograms to more than 30 local women.

Donors Who Make a Difference

Banner Health could not provide excellent care to its patients or communities without the generous spirit of the people who donate time and money to our nonprofit organization.

All contributions to our Foundations are reinvested locally and used to construct buildings, purchase state-of-the-art equipment, and underwrite programs and services that make our neighborhoods healthier and stronger.

In Arizona, the Banner Health Foundation recently contributed $1.8 million to purchase...
a Cyclotron, a particle accelerator used to advance patient care at Banner Health and support research at Banner Alzheimer’s Institute. This contribution follows a $3.9 million grant made in 2007 to support two major Banner Health initiatives regarding patient care and creating a strong workforce. At McKee Medical Center, the Foundation has provided $23.5 million since its beginning in 1984 to improve medical care and give comfort to patients and their families. In 2007, the Foundation raised $880,000 for improvements to the hospital’s Breast Center. In Wyoming, the Community Health Care Foundation bought new furniture for the 25-bed hospital in Torrington.

Each year, thousands of people serve as Banner Health volunteers fulfilling local community needs by helping people in emergencies, providing blood, and organizing programs for seniors and youths. Volunteers come from all walks of life and are inspired by our mission to help provide excellent patient care to their neighbors and strangers alike.

**Banner Wheelchair Suns**

For 20 years, Banner Health, along with the Phoenix Suns, has been a proud sponsor of the Banner Wheelchair Suns, an extraordinarily successful team in the National Wheelchair Basketball Association.

The team makes more than 30 appearances, participating in fundraisers and visiting local school and youth groups to raise awareness of disability issues. They created a Drive Safe Campaign that features TV and radio public service announcements, posters and school assemblies geared toward educating young drivers.

At school gatherings, the team challenges teachers, staff, students or administrators to a short game of wheelchair basketball. Because of their skill and experience, they handily defeat the school team and get across the message to kids that “It’s OK to be Different.”

This team also organized the Banner Junior Suns, which includes players ages 12 to 18 years old. Junior team members develop more confidence about their abilities, and adults get the benefits of mentoring. The Banner Phoenix Wheelchair Suns also work with adults in wheelchairs in clinics designed to promote confidence and independence by helping them learn to handle everyday situations such as drinking at water fountains or traveling on a plane.

**Arts and Alzheimer’s**

Can exposure to the arts stimulate the brain of an Alzheimer’s patient? Can it improve the quality of life for the caregiver? These are some of the questions Banner Alzheimer’s Institute is seeking to answer with the Arts Engagement Program, an innovative study designed to measure the benefits of the arts for individuals with Alzheimer’s disease and their care partners.

The program is a collaboration between Banner Alzheimer’s Institute and prestigious Phoenix-based arts organizations including the Maricopa Partnership for Arts and Culture, Phoenix Art Museum, The Phoenix Symphony and the Scottsdale Museum of Contemporary Art.

Participants attend events at the selected venues, then discuss the experience with the program’s specially trained staff. Researchers will collect data from the participants to measure the program’s impact on daily functioning, quality of life, and community engagement and participation.
Helping Employees Create the Journey of a Lifetime

Here and now, Banner Health is the choice for more than 29,000 employees who consider it the place where they can create their career journey of a lifetime. More than 12,000 of our employees have been with us for five years or more, more than 4,000 have been with Banner for more than 10 years, and an astonishing 2,300 of our employees have been with us for more than 20 years. Is Banner Health a great place to work? Ask all of them.

Our employees are coming to know their career opportunity at Banner as the Journey of a Lifetime. It’s really a simple proposition based on our mission: We’ll help make a difference in your life and career so that you can make a difference in the lives of others.

How can we help make a difference? We do it by giving all employees a voice in improving their workplace environment through The Gallup Employee Engagement Q12 survey. This survey measures the quality of work environments throughout Banner and gives employees the opportunity to be involved in creating work plans that enhance their respective areas. Additionally, Banner places a high premium on the ability of any employee to work directly with his or her manager on workplace or job-performance issues.

Throughout Banner, caregivers and others work in shared leadership models that help direct patient care.

We help make a difference for our employees through ample learning opportunities as well as a generous annual tuition reimbursement provided to employees who want to improve their knowledge and skills through further education. Employees in entry-level positions can enhance their career growth by participating in our Essential Career Pathways program that supports employees who are moving into hard-to-fill, high-level positions. This is in addition to our extensive educational programs for people just getting into the health care field.

Our commitment to learning transcends the classroom and is brought to employees’ desktops through the Banner Learning Center, a common learning management system containing all Banner Health course offerings. We currently have 2,084 courses (50 percent classroom and 50 percent online). Subjects range from leadership development to medical courses.

Across the country, health organizations are grappling with the challenge of providing meaningful career enhancements for mature employees. At Banner Health, we have created a mature workforce team to ensure we remain an excellent place to work for all of our employees.

Banner employees greatly value our comprehensive total compensation package that includes salaries and benefits. As a major employer in every community we serve, Banner Health is market competitive in the compensation we offer and a leader in providing a broad-based menu of benefits that can be “customized” throughout an employee’s career and easily modified to adjust to major life changes.

Unique Programs Provide Perfect Fit for Mature Workforce

Barbara Burford thought her 30-year nursing career was over when her doctor told her she could no longer lift patients. Instead of being sidelined, Burford, who has been with Banner Health for more than 25 years, now works in our innovative iCare program, which has nurses and doctors provide an extra set of eyes to patients hundreds of miles away through a sophisticated telemedicine program.

From her station on the campus of Banner Desert Medical Center, Burford can watch over dozens of patients, ready to let each patient’s nurses know about any changes. The iCare system has been shown to save lives and Burford knows from her years of experience how valuable an extra pair of eyes is for a nurse at the bedside. “We are here to do whatever is best for the patient,” she says.

Burford’s new career also shows Banner Health’s desire to be innovative when it comes to creating new opportunities for our mature workforce. We know that nurses like Barbara Burford have a wealth of knowledge in providing excellent patient care and we value them for their expertise.
The Language of Healing

Maggie Castillo always dreamed of being a nurse. When she started her education to become one, she realized she wanted to be a Banner Health nurse. When she began nursing school, Castillo had to quit her job because she couldn’t work around her class schedule. She and her husband faced a tight budget and large student loans because their income was too high to qualify for any educational financial assistance. When she heard about Banner Health’s Bilingual Nurse Fellows Program, which pays for a student’s tuition, books and fees, she thought it sounded “too good to be true.”

Castillo became a full-time student who could concentrate on her education and be secure in the knowledge that she had a good job waiting for her after graduation. As part of the fellowship program, Banner Health counselors worked with Castillo to help her find the right hospital department for her to start her career.

Castillo is a nurse at Banner Good Samaritan Medical Center, where she is confident that she makes a difference in her patients’ lives.

“When I come into the room and say ‘Buenos dias,’ my Hispanic patients’ eyes just light up. They know there is someone there who can communicate with them. It makes me feel great to be a nurse and work at Banner.”

Here and now, Banner Health has made a commitment to its employees to help them make a difference in the lives of others.

Creating Her Own Career Path

Working at McKee Medical Center allowed Jennie Washburn to change careers while remaining with the same employer. Strong support from Banner Health helped her make the journey from physical therapist to pharmacist.

She became interested in health care after being treated for various sports injuries in high school.

When she became a physical therapist, she thought she would spend her time rehabilitating athletes. Instead, she fell in love with hospital work, helping everyone from children to the elderly recover their strength after surgery.

Because of McKee’s friendly and close-knit work environment, Washburn learned about others’ jobs and decided to become a pharmacist.

Banner Health helped her by providing $3,000 a year for tuition to the four-year pharmacy program. Her McKee “family” helped her by providing flexible hours and encouragement. “I think if I had done this anywhere else, I would have had a much harder time,” she says. Now, Washburn has her doctor of pharmacy degree, a new job at McKee and a new set of opportunities ahead of her.
Our Nonprofit Mission
We exist to make a difference in people’s lives through excellent patient care.

Our Values
People Above All…
by treating those we serve and each other with compassion, dignity and respect.

Excellence…
by acting with integrity and striving for the highest-quality care and service.

Results…
We show we value results by exceeding the expectations we set for ourselves.

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