

# 100 Best Places to Work in Healthcare

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*Becker's ASC Review/Becker's Hospital Review* has announced its list of the "100 Best Places to Work in Healthcare." The 2010 list was developed through nominations and research, and the following organizations were selected for their demonstrated excellence in providing a work environment that promotes teamwork, professional development and quality patient care.

## CONGRATULATIONS SOUTHGATE SURGERY CENTER

**Southgate Surgery Center (Southgate, Mich.)**

**Type of facility:** Ambulatory Surgery Center

**What makes it a Best Place to Work:** Southgate Surgery Center, which opened in 1983, specializes in ophthalmology and gastroenterology procedures. The center has experienced less than 1% turnover rate, based on historical data. Employees have been with SSC for an average of eight years, due in part to open communication among staff and supervisors.

According to Linda Phillips, RN, administrator as SSC, "If there is a problem, an employee knows they don't have to be afraid to go to their supervisor to discuss it, and the supervisor will address the problem promptly." Staff members work together as a "strong family unit," according to Ms. Phillips. "I say 'family' and not 'team,' because we are more than just a team. Many of us have been working together for years and have grown to become great friends, and I believe our friendships create a positive, vibrant work environment where all staff members work together to provide the highest patient care." High patient satisfaction rates show patients have responded to this positive environment.

### WHAT SOUTHGATE SURGERY CENTER PATIENTS HAVE TO SAY...

"I only wish all my medical procedures could be as satisfactory as this was. Thank you!" R.S.

"The nurses and physicians exceeded my expectations! I've had many surgeries in the past five years and this was the BEST experience. Much better than I could have imagined. I'll see you for the next one. Thanks!" M.E.

"Very friendly, courteous, knowledgeable, and professional staff. They get an A+ grade!!" L.M.

"Simply the very best all around." R.D.

"This was my fourth visit here, and I have absolutely no complaints. Your staff is the greatest! I'd choose you over a hospital any day." N.S.