



Front row: Karla Moose, RN; Mary Gibson, RN; Lesly Morales, PSR; Kathy Crandell, Tech; Gina Petite, RN; Vilde Gonzalez, PSR; Nidia Calvo-Constantis, RN  
 Back row: Rene Mendoza, Tech; Althea Hendry, RN; Elise Ross, PSR; Stephanie Mason-Rogers, Charge Nurse; Dr. Alix Lanoue; Jen Carreras, RN; Dr. Leon Maratchi; Cathy Chan, RN; Mary Shaulis, LPN; Dr. Solomon Behar, Anesthesiologist; Dee Kemerlin, LPN; Shelly Daduk, Manager of Operations

# South Broward Endoscopy Ranks One of the Best Places to Work by *Modern Healthcare* for Second Consecutive Year

BY STAFF WRITER

South Broward Endoscopy (SBE) has been ranked 33<sup>rd</sup> by *Modern Healthcare* magazine in their fourth annual "Best Places to Work in Healthcare" award. The top 100 organizations were listed in the publication's October 24, 2011, issue and were honored at an awards banquet held in Chicago.

*Modern Healthcare's* "Best Places to Work in Healthcare" recognizes outstanding employers in the healthcare industry on a national level. From economic development to employee re-

tention, this program benefits individuals, organizations and the healthcare industry.

SBE, which also ranked 8<sup>th</sup> in the small employer category, was amongst 327 healthcare facilities that participated. The program collects information from both the employer and employees and is open to all companies (providers, suppliers, payers) with at least 25 employees.

SBE, located in Cooper City, FL, has been a partner of Physicians Endoscopy (PE) since 2004. It serves approximately

8,000 patients annually. Gastroenterology Consultants, P.A., and its staff of seven physicians, designed the center to maximize patient comfort and convenience while providing an efficient and physician-friendly working environment. The center continues to expand and is currently recruiting for a new physician.

Shelly Daduk, MHSA, manager of operations, said, "For the second year in a row South Broward Endoscopy has been recognized as one of the 'Best Places to Work in Healthcare.' It is an honor to work with the incredible staff at SBE

and a thrill that this nomination validates what I already know and what sets this group of professionals apart from other facilities. Patient care, comfort and respect is not just giving lip service, it is how this staff performs each and every day."

"We are proud of our culture and work environment that have allowed us to be recognized again by *Modern Healthcare* magazine and, more importantly, by our peers," said Dr. Jeffrey Kaner, medical director of South Broward Endoscopy. "SBE is both an excellent place to receive medical care and an excellent place to work. Physicians, co-workers and volunteers choose to make SBE a part of their family, and that's our greatest honor."

Daduk along with staff once again this year completed a lengthy questionnaire providing details of the center's employee benefits, incentives and bonus programs. The survey also gathered statistical data on procedure volume, scope of services, community events, demographics, staff education and training, new hire orientation practices and staff retention.

"I was confident that we would do well this year. We are always striving to be better and more efficient while continuing to grow," says Daduk. "Our team consistently is on point with patient satisfaction survey scores, quality of care, commitment to our facility and each other. We are comprised of the most talented, experienced personnel tempered with compassion and drive to deliver excellent medical care."

Receiving an award of this magnitude helps reinforce to the center's team that its approach to healthcare delivery meets and exceeds community standards, professional standards and patient expectations. It proves that the staff has achieved the high standard that they have set for themselves.



*Shelly Daduk, Manager of Operations; Dr. Jeffrey Kaner, Medical Director; Stephanie Mason-Rogers, Charge Nurse*

"The staff at South Broward Endoscopy epitomize teamwork, patient-centered focus and a real sense of caring," says Mitchell Raps, MBA, MPH, CMPE, executive director for Gastroenterology Consultants and SBE. "They truly treat patients as they would wish to be treated themselves. When combined with the skills of our outstanding physicians, South Broward Endoscopy delivers an absolutely outstanding patient experience that few outpatient centers can match."

The strong bond amongst the center's staff has a positive effect on patient experience. In fact, in many patient satisfaction survey results, patients acknowledge what a happy, positive environment the center has fostered. "Management recognizes the need for staff appreciation and the staff's need to be challenged. As such, an employee bonus program was instituted for staff to strive to meet and exceed center goals. I am pleased to say that they frequently meet more than 90% of their goals," explains Daduk. "The diversity of backgrounds, cultures, educations and experiences have melded together to comprise a cohesive team of individuals who complement each other. We have the honor of employing some of the most respected

and experienced personnel in the community. All team members from reception and registration to recovery support the patient's clinical experience and outcome."

The 30-member staff at South Broward Endoscopy is self-motivated and understand the importance of their role in making the experience each individual has to be of highest quality. They treat all patients as they would a member of their own family. "Communication is key to successful flow and outcomes," says Daduk. "Management empowers staff to employ problem solving skills to provide the appropriate care, facilitate processes, identify improvement opportunities and ensure quality outcomes."

Stephanie Mason-Rogers, RN, charge nurse, is pleased that the staff is getting the recognition they so richly deserve. "It just reinforces to them that they are doing everything right and providing excellent, quality care. Working with this supportive, caring group of people is a pleasure, and I look forward to coming into work each day. They make my job as a manager easy. In the 22 years I have been in nursing, I have never worked with a better group of people."

For Wayne Schonfeld, MD, managing partner of South Broward Endoscopy, receiving these awards is a culmination of many years of providing excellent care to patients. "For many years, my partners and I wanted to develop our own surgery center exclusively for the physicians of our practice and our collective patients. South Broward Endoscopy has truly been the realization of those plans and has exceeded our expectations at every level," says Dr. Schonfeld. "The combination of our outstanding staff, along with the quality care provided by the physicians of our group, has allowed us to realize our ultimate goal and we are truly proud of our accomplishments."

Visit [www.sb-endoscopy.com](http://www.sb-endoscopy.com) for more information about South Broward Endoscopy Center.