

## SHORTCUTS

### ANNIVERSARIES AND NEW BEGINNINGS

Congratulations and welcome to the following centers celebrating major milestones! **Bellingham Surgery Center** in Bellingham, Wash., recently celebrated its 20<sup>th</sup> anniversary with an open house that included tours of the center, a live radio broadcast and door prizes donated by local merchants.



Bellingham Administrator Lynne Oliver shares a laugh with local radio personalities during a live remote from the center's 20th anniversary celebration.

Finally, **Physicians Surgical Specialty Hospital** in Houma, La., held a cocktail reception to celebrate their 10<sup>th</sup> anniversary in July. Staff members with five and ten years of service received special recognition.

## NorthStar physicians honored by crash survivor

On the fifth anniversary of the September 11 attacks, Texas Gov. Rick Perry awarded the 2006 Star of Texas Award to 49 first responders for heroic sacrifice in the line of duty. One of those honorees, Ronald Stephens, recently passed along both his award and his thanks to the men he believes are the true heroes: NorthStar Surgical Center surgeons Kenneth Stephenson, M.D. and Patrick Molligan, M.D.

"I wouldn't be alive to accept this honor if it weren't for the doctors who saved me," Stephens said. "I don't feel right accepting the award without honoring them."

Stephens, a former flight nurse for CareStar in Odessa, is the sole survivor of a March 2004 helicopter crash. He was on board an emergency flight to assist during transport of an infant when it crashed killing the four other passengers.

"I broke nearly every bone in my body," Stephens explained. "And the crash completely shattered my foot, wrist and pelvis."

**NorthStar Surgical Center** in Lubbock, Texas, marked their fifth anniversary in May with an open house celebration for the public and special reception, which drew more than 100 VIPs.

In other news, welcome to the employees and physicians of the **Center for Special Surgery** in Greenville, S.C. Symbion acquired the multi-specialty center in late March, adding South Carolina to the list of states in which it operates. The company also announced the acquisition of a majority interest in the **Animas Surgical Hospital**, a multi-specialty surgical hospital in Durango, Colorado.

Stephenson and Molligan – both physician partners of NorthStar – have earned Fellowships in their respective areas of surgery: Stephenson in foot and ankle reparation and Molligan in hand surgery.

NorthStar has become a "home away from home" for Stephens and his wife who make regular trips to the facility to continue rehabilitation and receive care from Dr. Stephenson, who Stephens credits for rebuilding his foot and allowing him to walk again. The Stephens also praise Dr. Molligan who performed two procedures at NorthStar to repair Stephens' hand and hip.

During a recent visit, Stephens presented the doctors with his shattered helmet, his flight patch from the suit he wore on the evening of the crash, and his Star of Texas Award.

"We want the people of NorthStar to know how much we appreciate all they do each and every day for so many," Stephens said. "This is the least that I can do."

**I wouldn't be alive to accept this honor if it weren't for the doctors who saved me.**

Ronald Stephens

## Symbion named to prestigious Forbes list

Symbion was recently named to *Forbes* magazine's 2006 list of "America's 200 Best Small Companies," joining the likes of household names such as Tootsie Roll Industries, WD-40 and Nutri-Systems as well as dozens of other growing companies.

According to *Forbes*, the list highlights the hottest growth prospects in American business, recognizing public companies for financial performance, growth and profitability over both the short and long term. This is Symbion's first year on the list.

## GOT NEWS?

Please send information on facility happenings and employee/physician achievements to [dstlouis@symbion.com](mailto:dstlouis@symbion.com)

# SYMBION Connection

THE PUBLICATION FOR SYMBION HEALTHCARE EMPLOYEES

SYMBION HEALTHCARE

FALL 2006

## CEO'S CORNER:

### DEAR COLLEAGUES:



Richard E. Francis, Jr.  
Chairman & Chief Executive Officer

As many of you already know, Symbion recently lost one of its longest tenured and best-loved employees. Jeanne Miller, who served as vice president of clinical services, passed away suddenly in October.

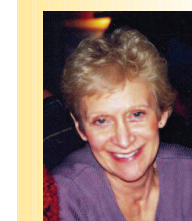
Those who knew Jeanne remember her as a positive and nurturing leader with a constant smile and upbeat attitude. An employee since 1987, Jeanne's job took her to nearly every surgery center in our company where she trained administrators and clinical staff and assisted with quality reviews. She loved meeting new people and her enthusiasm was contagious. Hers was often the first face employees and physicians would see upon joining Symbion and I can't think of anyone better suited to extend a warm welcome to our family.

We often talk about our company's guiding principles and how important they are to the way we conduct business and live our lives. Jeanne embodied each and every one of these principles. Her love for her work was eclipsed only by her love of life. Never without a smile and a kind word, her interest in others was genuine. Jeanne not only remembered your name but the name of your kids or your favorite hobby mentioned just once in passing. That was the kind of person she was.

At just five feet tall, Jeanne was small in size but her spirit was larger than life. She worked hard, loved big and laughed a lot. We miss her already.

Sincerely,

Richard E. Francis, Jr.  
Chairman & Chief Executive Officer



Jeanne Miller

## TOP PERFORMERS HONORED

Symbion continued its tradition of recognizing top performing surgery centers and managers at its fourth annual Leadership Conference in Nashville this September.

After two days of meetings designed to educate and inspire, attendees gathered to honor their colleagues who met – and exceeded – company goals during the past year. While a set of financial and operational criteria help regional staff determine the winner of each award, factors such as dedication to quality, innovation and enthusiasm also played a role. Here's a look at each of this year's winners:

### CENTER OF THE YEAR

#### Clear Fork Surgery Center – Fort Worth, Texas

Low turnover, a consistent emphasis on selling and good old-fashioned hard work helped Clear Fork Surgery Center secure this year's top award.



Cheryl Spencer and Sharon Kinney celebrate Clear Fork Surgery Center's Center of the Year award.

Long known for her emphasis on sales, administrator Cheryl Spencer often brings staff along when she meets with local physicians and schedulers. She uses the same approach when sharing information about the center and its financial performance. "We're a team," she says. "If everyone is aware of our goals and our progress in meeting them, we can make better decisions that benefit our center and our patients."

Her open management style is working. Four years after it began operation, the center has many of the same employees and often sees repeat patients. "Consistency is key. People have a lot of choices for care in our area so we work hard to exceed their expectations."

### TURNAROUND CENTER OF THE YEAR

#### Surgical Care Center – Worcester, Mass.

Two years ago, Surgical Care Center was performing

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