



Sue Hanauer was instrumental in achieving "magnet" status for John C. Lincoln North Mountain Hospital. "The biggest benefit is it demonstrates an intolerance for the status quo," she says.

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Polarizing priorities

SHE GUIDED HOSPITAL TO 'MAGNET' STATUS, PLACING IT AMONG NATION'S ELITE

The staff of John C. Lincoln North Mountain Hospital take pride in the "magnet" designation awarded two years ago by the American Nurses Credentialing Center for excellence in nursing care.

Magnet status puts the Phoenix hospital in the nation's top 3 percent in nursing care. Being the first in the Valley to earn this recognition is a direct result of the vision, tenacity and leadership of Sue Hanauer, vice president of patient care services, says Rhonda Forsyth, executive vice president of the hospital.

"Sue is a highly intelligent and charismatic person with extraordinary compassion ... who inspires and empowers," Forsyth says.

Hanauer, a former critical care nurse, has

earned the respect of the staff by building relationships and making an effort to understand the ongoing challenges in patient care. It's not uncommon to see her rolling up her sleeves and working with the nurses at a patient's bedside.

"Sue leads by example," Forsyth says. "One of her greatest gifts is her ability to advocate for needed resources to achieve clinical excellence, while maintaining a respect for others advocating for their areas. ... She is the kind of person all of us want to have as a friend and a colleague."

The journey to magnet status took two years and involved rigorous documentation, hours of interviews, extensive peer review and attention to detail. Hanauer was at the helm

throughout the process, while also championing hospital initiatives involving nursing education, recruitment and patient care.

"The biggest benefit is it demonstrates an intolerance for the status quo," she says. "Studies of magnet hospitals have found lower Medicare mortality. The quality of the work environment is higher, there are more nursing resources for continuing education and a stronger sense of peer competencies. Generally, there are better patient outcomes."

But she says it's not all champagne and roses. "It's kind of a 'be careful what you wish for' situation, because we're telling people we're among the top in the country, so we have a lot to live up to."

Hanauer gives credit for the hospital's

success to her team.

"Among Sue's many talents is her ability to hire the most qualified leaders, and then get out of their way to let them do what they do best," says Dr. Beth Houser, a friend and former nursing colleague.

"She knows how to build a team and then keep them moving in the right direction with a sense of urgency. She listens well, hears you and cares about what you have to say, and that's the art of leadership," says Houser.

Hanauer's work reflects "a total commitment and dedication to excellence in patient care," Houser says. She is "a pathfinder, not afraid to go against culture and stay focused, doing the right things. The hospital has gone from good to great under her leadership."