

Media Kit



Sonora Quest
Laboratories™

A Subsidiary of Laboratory Sciences of Arizona

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Need to get in touch with a media contact? On a tight deadline or fact checking? Here's a brief overview of Sonora Quest Laboratories:

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**All facts and figures as of July 2017, unless otherwise noted.*

About Sonora Quest Laboratories

Established in 1997, Sonora Quest Laboratories is a joint venture between Banner Health and Quest Diagnostics and part of the nation's largest integrated laboratory system. Our 3,100+ employees serve more than 23,000 patients every day throughout Arizona and perform more than 60 million diagnostic tests per year. We offer a local comprehensive test menu which encompasses routine, molecular, prescription drug monitoring, genetics/genomics, and pathology testing services. Ninety-eight percent of all testing is performed at our primary testing facilities located in Tempe, Tucson, Flagstaff, Prescott and Yuma.

As the market share leader in clinical laboratory testing in Arizona with more than 70 Patient Service Centers, Sonora Quest Laboratories is committed to testing accuracy and compliance with federal regulations. Sonora Quest Laboratories applies rigorous quality processes at all of our laboratories throughout the state to minimize testing variability and maximize reliability. Our accreditation by the College of American Pathologists, the laboratory industry's gold-standard accrediting agency, ensures consistent quality and accuracy of testing.

Sonora Quest Laboratories is more than a lab – we're focused on delivering data-driven insights to support our customers in improving health outcomes, which lowers overall healthcare costs, improving quality and delivering an exceptional customer and patient experience. As Arizona's leading provider of diagnostic testing and information we will do all we can to support the needs of our patients and the entire healthcare community.

Mission & Values

Mission:

- Drive customer value across the continuum of care

Vision:

- Be the trusted leader in diagnostic and information services

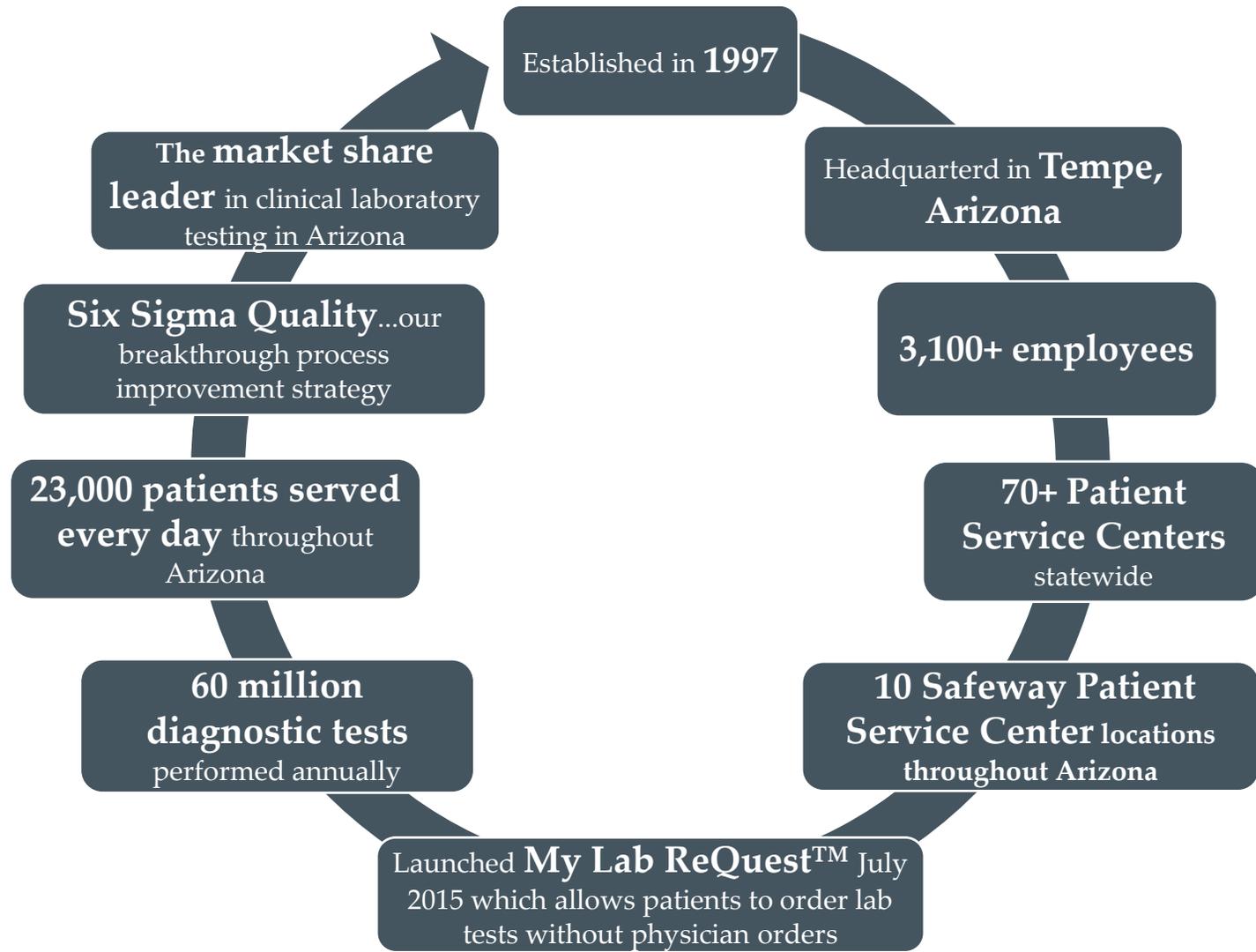
Values:

- **Quality** – This value is central to our success; the patient comes first in everything we do. Our passion is to provide every patient and every customer with services and products of uncompromising quality - error free, on time, every time.
- **Integrity** – Our behaviors exhibit the highest ethical standards and reflect our commitment to respect the dignity of those we serve and each other.
- **Collaboration** – We believe in teamwork and the limitless possibilities of collaborative energy. We achieve excellence by putting collective goals ahead of personal interests. We support and encourage open communication and meaningful cooperation among colleagues from varying backgrounds and disciplines. We respect individual differences, and we value diversity.
- **Accountability** – We are obligated and willing, as an organization, and as individuals, to accept responsibility for our actions.
- **Compassion** – We are caring and respectful in our dealings with patients, customers and each other.

Ethical Behaviors:

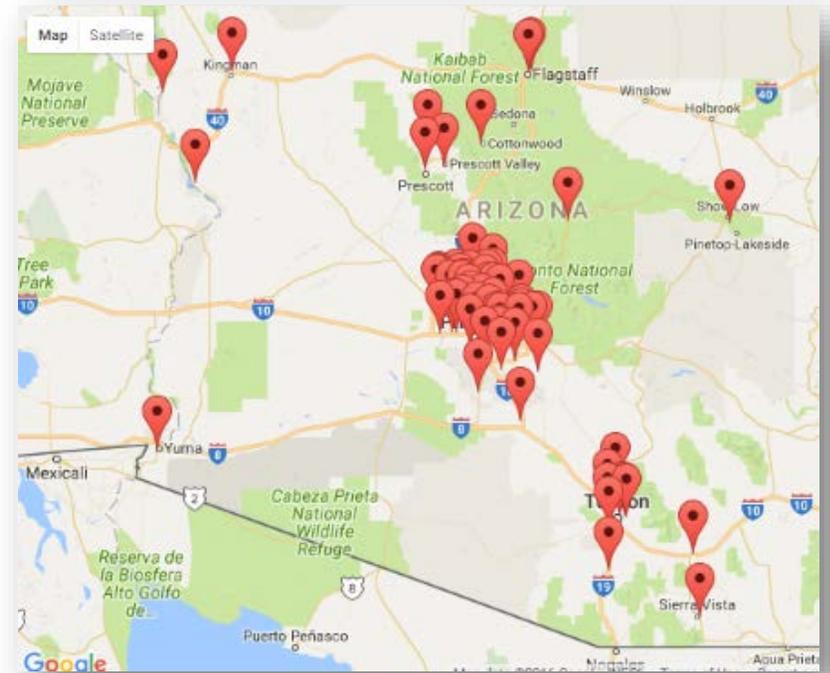
- Honorable | Truthful | Fair | Decent | Just

Quick Facts



Patient Service Center Reach Statewide

- Anthem
- Apache Junction
- Benson
- Bullhead City
- Casa Grande
- Chandler
- Chino Valley
- Cottonwood
- Flagstaff
- Fountain Hills
- Gilbert
- Glendale
- Goodyear
- Green Valley
- Kingman
- Lake Havasu City
- Maricopa
- Mesa
- Oro Valley
- Payson
- Peoria
- Phoenix
- Prescott
- Prescott Valley
- Queen Creek
- Scottsdale
- Sedona
- Show Low
- Sierra Vista
- Sun City
- Sun City West
- Sun Lakes
- Surprise
- Tempe
- Tucson
- Yuma



Senior Leadership Team

David A. Dexter, President & Chief Executive Officer

David A. Dexter is the general manager, joint ventures, for the Quest Diagnostics Operations in Arizona, serving as president & CEO for Sonora Quest Laboratories, LLC (SQL) a joint venture between Quest Diagnostics (a Fortune 400 company) and Banner Health (the largest non-secular health delivery system in the U.S.) Dexter is also the president & CEO for Laboratory Sciences of Arizona, LLC (LSA) which provides oversight and strategic direction for 29 hospital, rapid response, and commercial laboratories supporting Banner Health Hospitals, Academic Medical Centers and Cancer Centers across the state of Arizona and 5 western states (CA, CO, NE, NV, and WY). He assumed the role in December 1999. As CEO, Dexter leads an integrated laboratory network focused on serving the entire continuum of health care from inpatient, outpatient, and outreach, to direct to consumer testing. The SQL/LSA vision is to be recognized as the trusted leader in diagnostic testing and information services. Under his leadership, Sonora Quest Laboratories has grown 5 x, serving as the market share leader in clinical laboratory testing in Arizona, performing more than 60 million diagnostic tests per year.



Dexter has over 25 years of senior leadership experience; 8 years as a VP/GM and the past 17 years as CEO for SQL & LSA. As a certified Six Sigma Green Belt and an active member of the community, he is the recipient of a number of industry and corporate leadership awards:

- 2017/2016/2015 AZBIGMEDIA - Top 5 Bioscience Arizona Business Leaders
- 2015 Southwest Alliance for Excellence, 2015 Leadership Award
- 2014 G2 Intelligence, Public Service National Leadership Award for Business Innovation and Creativity
- 2009 *Phoenix Business Journal*, 25 Most Admired CEOs and Top Level Executives
- 2008 Arizona Corporate Excellence Awards, CEO of the Year

Dexter serves on the board and as board chair for Health Current (Arizona's Health Information Exchange), the National Leadership Council for eHealth Initiative, the board of chancellors for JDRE, the leadership council for the Arizona Diabetes Coalition, and the board of directors for the Arizona Chamber of Commerce and Industry. David is also a member of the American Cancer Society's CEOs Against Cancer.

Christina Noble, Vice President, Business Development

Christina Noble is the vice president of business development of Sonora Quest Laboratories. In this capacity, Noble is responsible for overall customer experience and loyalty of the company, including revenue retention, growth, business development, payer relationship management, marketing and branding strategy. Additionally, she leads a team of 40 colleagues located throughout the state of Arizona and manages more than 6,000 customers and revenues of \$270 million. Noble also guides Sonora Quest Laboratories' financial management function, with responsibility for growing revenues and budgeting activities.

Prior to joining Sonora Quest Laboratories in 2012, she was the area vice president at CVS Health. In this role, Noble successfully managed a team of more than 50 colleagues nationally and oversaw budgets up to \$4 million annually. Additionally, she was tasked with managing and growing revenues in excess of \$1.1 billion with more than 150 clients located nationwide on three system platforms.

With more than two decades of professional service, Noble has extensive financial management and client relations experience in both personal financial planning and the corporate sector. Outside of Sonora Quest Laboratories, Noble proudly serves on the executive leadership board of the American Heart Association's Phoenix chapter.

Noble holds a dual bachelor's degree in economics and international studies from Scripps College in Claremont, California. In 2010, she completed Boston University's prestigious financial planning certification program and went on to successfully secure her Certified Financial Planner Board of Standards Certification in 2011.



Dr. Robert Stern, Medical Director

Dr. Robert Stern is Sonora Quest Laboratories' medical director and a board-certified pathologist who has been active in patient care across the country for 24 years. He currently practices in the Phoenix, Ariz. metropolitan region, serving as the vice president of Clin-Path Associates, P.L.C., an executive committee member of Pathology Specialists of Arizona, one of the largest pathology group practices in the United States, and as medical director of Sonora Quest Laboratories. Dr. Stern has been affiliated with multiple hospitals, including Banner Desert Medical Center, where he was the Pathology department chair, and Banner Estrella Medical Center.

He received his Bachelor of Science degree in microbiology from the University of Michigan and his medical degree from the Perelman School of Medicine at the University of Pennsylvania. Stern completed both his residency in anatomic and clinical pathology and his fellowship in cytopathology at the University of Michigan Hospitals and Medical School.



Community Engagement

Sonora Quest Laboratories actively supports several organizations in the communities where we live and work. We seek to assist organizations that share our values and exhibit a commitment to ongoing research, education, and community assistance. Sonora Quest Laboratories serves the public through a variety of programs, including health information regarding important screenings, sponsorships of charitable causes and participation in community events.

Our community investment is ingrained within our company culture and the enthusiasm to serve stems from the top. For example, every Sonora Quest Laboratories senior leadership team member serves on the board of a charitable organization that positively impacts our local communities. Whether it's organizing a walk team for the American Heart Association or donating PSA testing to the All Sports Foundation, we are committed to serving our patients and the community through world class customer experience.

Community Outreach Programs

- All Sports Foundation, Inc.
- Alzheimer's Association
- American Cancer Society
- American Diabetes Association
- American Heart Association
- Arizona Chamber of Commerce & Industry
- Arizona Foundation for Women
- Arizona Latin-American Association
- Arthritis Foundation
- Aunt Rita's Foundation
- AZ Health-e Connection
- Banner Health Foundation
- Boys & Girls Club of Metro Phoenix
- Community Food Bank
- Climb to Conquer Cancer
- Drug Free Arizona
- El Rio Community Health Center Foundation
- Feed My Starving Children
- Flying Samaritans
- Fresh Start for Women Foundation
- Foothills Caring Corps
- Gabriel's Angels
- Goodwill of Central Arizona
- Greater Phoenix Chamber of Commerce
- HALO Animal Rescue
- Healthcare for Hope
- Juvenile Diabetes Research Foundation
- Letter Carriers' Stamp Out Hunger
- Love Kitchen Mission
- March of Dimes
- Mission of Mercy
- Mountain Park Health Center Foundation
- National Kidney Foundation of Arizona
- New Pathways for Youth
- Praise Chapel
- Ronald McDonald House Charities of Phoenix
- Southwest Alliance for Excellence
- Scottsdale Healthcare Foundation
- Southern Arizona AIDS Foundation
- Southwest Human Development
- St. Mary's Food Bank
- Special Olympics Arizona
- The Salvation Army
- Translational Genomics Research Institute Foundation
- Trends Charitable Foundation
- United Food Bank
- Yavapai Food Bank
- YMCA of Southern Arizona
- Youth Angels Foundation
- Yuma Community Food Bank

Awards & Recognitions

IMPACT Award – Exceptional Innovator, Large Business Category (2017)

- Awarded by the Greater Phoenix Chamber of Commerce

100 Best Arizona Companies (2017)

- Awarded by BestCompaniesAZ

#1 Bioscience Company in Arizona (Six consecutive years: 2012 – 2017)

- Awarded by Ranking Arizona/AZ Big Media

Top 40 Most Admired Companies in Arizona (Seven consecutive years: 2010 – 2016)

- Leadership Excellence Spotlight Award in 2013
- Awarded by *Az Business Magazine* along with Best Companies AZ

Best Places to Work in Arizona (Seven consecutive years: 2008 – 2014)

- Awarded by the *Phoenix Business Journal*

Business Ethics Award (2011)

- Awarded by the Better Business Bureau of Greater Arizona

Arizona Governor's Award for Quality (2005)

- Only healthcare company to ever receive this award; no company has won this award since 2005
- Awarded by the Arizona Quality Alliance (Southwest Alliance for Excellence)

**A partial list*

Contact Us

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