

2018

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 September 2018, 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, women's health 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 exceptional customer value across the continuum of care

Vision:

- Be the trusted leader in diagnostic and information services

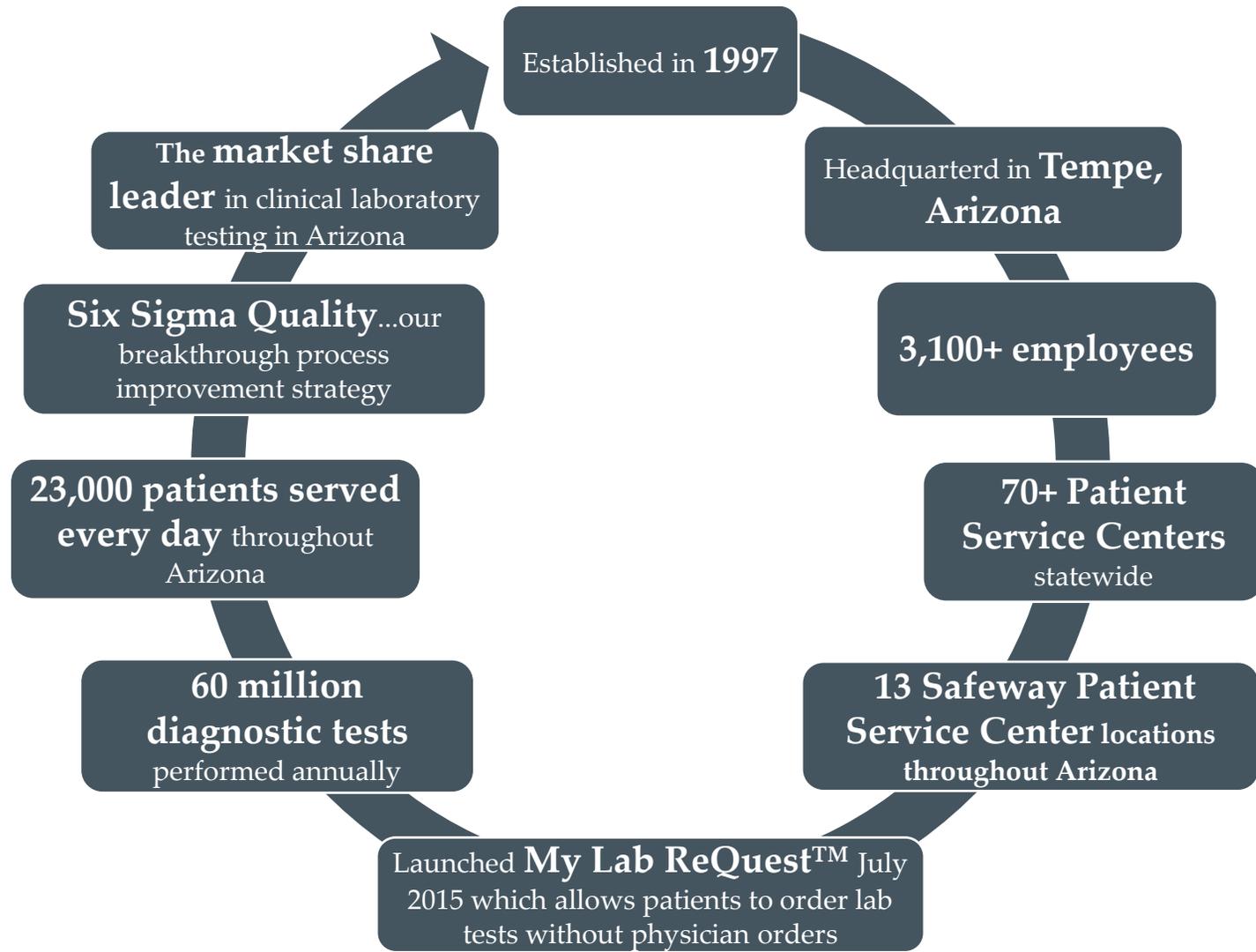
Values:

- **Accountability** – We are obligated and willing, as an organization, and as individuals, to accept responsibility for our actions.
- **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.
- **Compassion** – We are caring and respectful in our dealings with patients, customers and each other.
- **Integrity** – Our behaviors exhibit the highest ethical standards and reflect our commitment to respect the dignity of those we serve and each other.
- **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.

Ethical Behaviors:

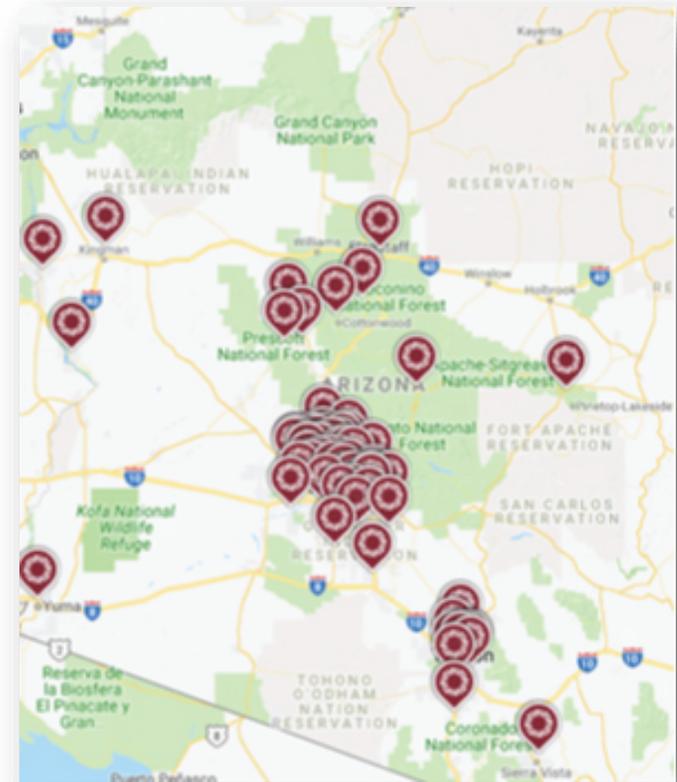
- Honorable | Truthful | Fair | Decent | Just

Quick Facts



Patient Service Center Reach Statewide

- Anthem
- Apache Junction
- 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



Consumer Experience

My Lab ReQuest™:

Sonora Quest Laboratories offers My Lab ReQuest, a service that empowers consumers in Arizona to take control of their health by ordering certain lab tests on their own. Sonora Quest's My Lab ReQuest menu offers consumers wellness screening tests as well as tests to monitor chronic conditions or disease, allowing for an increased level of engagement in their personal health. An easy to use, secure experience on SonoraQuest.com allows consumers to be able to order their own tests, prepay and schedule their appointment. Learn more at www.MyLabReQuest.com.

Safeway Partnership:

In 2015 Sonora Quest Laboratories and Safeway partnered to open Patient Service Centers within select Safeway stores in Arizona. The full-service retail locations offer an exceptional patient experience with convenient lab testing services, access to the most accurate and up-to-date diagnostic capabilities and a guest paging system which allows clinic visitors to shop while waiting for their time-slot or appointment. There are currently 13 Sonora Quest Patient Service Centers in Safeway stores and several new locations are set to open in 2018. View locations at www.SonoraQuest.com.

Self-Service Check-In:

At Sonora Quest Laboratories we are dedicated to serving our patients more efficiently while increasing patient's privacy. That is why we have implemented self-service check-in kiosks at all of our Patient Service Centers. Patients can check-in at the kiosk using their appointment confirmation bar code, number, name, or phone number and see their spot in the queue on a flat screen television in the lobby.

Payment Solutions:

At Sonora Quest Laboratories we are committed to the health and well-being of our patients, and want to make sure they are able to receive the care they need, when they need it - without financial concerns standing in their way. That's why we have partnered with CarePayment to make affordable financing options available to our patients who need help paying their medical bills over time. Learn more at www.SonoraQuest.com/CarePayment. Additionally, we offer Discounted Pay at Time of Service Rates. Which is the maximum price that a patient would pay for the specified laboratory services regardless of insurance status, if paid directly by the patient at the time of service. Learn more at www.SonoraQuest.com/Discount.

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-sectarian 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 healthcare 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 18 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, Chief Growth Officer

Christina Noble is the Chief Growth Officer for Sonora Quest Laboratories and Laboratory Sciences of Arizona. In this capacity, Noble is responsible for leading growth across the Enterprise Integrated Network, fostering world-class customer loyalty and a culture of award-winning innovation. Her responsibilities encompass leading overall customer experience, including revenue retention, market readiness and early disruption, business development, payer relationship management, market branding and PR strategy as well as business analytics solutions development and monetization.

Additionally, she leads a team that manages more than 6,000 physician practice customers, many Accountable Care Organization collaborations, direct-to-consumer relationships and revenues in excess of \$285 million. Noble also guides Laboratory Sciences of Arizona and Sonora Quest Laboratories' strategic management function in association with the Project Management Office.

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. Noble started her career in Healthcare at Accenture where she led several national systems integration and change management projects for Fortune 500 companies.

With more than two decades of professional service, Noble has extensive financial management, information technology and client relations experience in both personal financial planning as a Certified Financial Planner and in the corporate sector. Outside of Sonora Quest Laboratories, Noble proudly serves on the executive leadership board of the American Heart Association's Go Red for Women® Phoenix chapter and serves on the executive board and Health Care Leadership Councils at the Phoenix Chamber of Commerce.



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. In addition, Noble received her Six Sigma Green Belt Certification in 2017.

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 25 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 proudly supports a number of organizations that share our values and exhibit a commitment to ongoing research, education, and community assistance. We are committed to investing in the communities that we serve and we utilize corporate giving, in-kind laboratory services, strategic partnerships, and employee volunteerism to collectively do so.

We are proud to invest in our communities by:

- Donating 1% of our operating income to key Arizona charities
- Providing in-kind, no charge laboratory services to charities which serve the most vulnerable communities and underserved populations
- Volunteering more than 2,000 hours each year at a number of local charities

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.

Furthermore, our Community Outreach Team presents volunteer opportunities to our 3,000+ employees. Learn more at www.SonoraQuest.com/Community.

Awards & Recognitions

Top 40 Most Admired Companies in Arizona (Nine consecutive years: 2010 – 2018)

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

#1 Bioscience Company in Arizona (Seven consecutive years: 2012 – 2018)

- Awarded by Ranking Arizona/AZ Big Media

Corporate Philanthropy Community Impact Recipient for Large Companies in Arizona (2017)

- Awarded by the *Phoenix Business Journal*

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

- Awarded by the Greater Phoenix Chamber of Commerce

Best Places to Work in Arizona (2017; 2008 – 2014)

- Awarded by the *Phoenix Business Journal*

100 Best Arizona Companies (2017)

- Awarded by BestCompaniesAZ

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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