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# Philadelphia

## Fairmount Is Raising the Bar in Behavioral Health Services

A transformation that began several years ago has positioned Fairmount Behavioral Health System to become the premier provider of behavioral health services in Southeastern Pennsylvania. "We raised our expectations: We expect to be the best behavioral health treatment facility and an excellent place to work," explains Fairmount CEO Geoff Botak.

Rare among CEOs of health organizations, Botak brought the insights from years of first-hand experience as a behavioral health nurse when he assumed his position at Fairmount. Keenly aware of the daily issues that impact patients and employees alike, he launched an ambitious Service Excellence Program in March 2005. The program established a culture of excellence that produced

going "above and beyond" in their day-to-day work. Increases in staff size and enhanced clinical programming give patients unsurpassed attention, highest levels of safety and the most effective services. For instance, Fairmount developed a full-time Allied Therapy Program. Eight allied therapists have specialties in art, recreation, dance/movement and music therapies.

Patients also benefit from greater emphasis on family involvement and extensively improved safety measures. Fairmount's staff is committed to includ-



Geoff Botak, CEO/Group Director

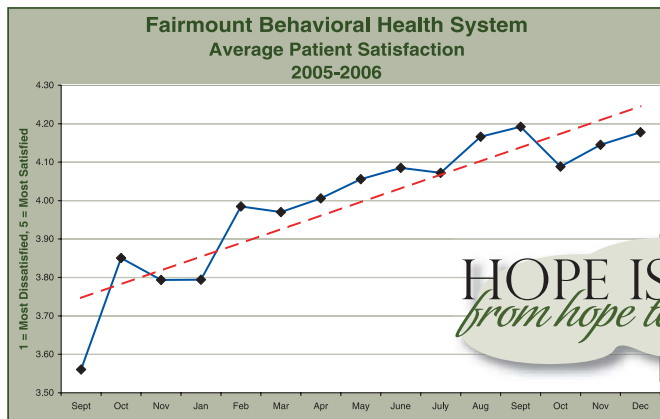
"We treat some of the most severely, clinically mentally ill adults and adolescents, including the homeless, schizophrenic and the dually diagnosed," explains Botak. "Patient and staff safety is a high priority when caring for this very challenging population."

How significant is the change at Fairmount? Enough to rank it consistently among the top

five Universal Health Services inpatient behavioral health facilities for patient satisfaction.

Fairmount has earned the same high marks in employee satisfaction. Employees are more confident, feel more valued, and are highly motivated. A diverse staff is recognized for and held accountable to high standards of quality, qualifications and commitment. Monthly Service Excellence recognition awards for employees who exemplify the philosophy and standards of Service Excellence contribute to Fairmount's positive work environment.

"We are proud of these improvements," says Botak. "I am very excited about Fairmount's future. We have put together a solid clinical and administrative team, and we will be able to meet all of the challenges the future holds."



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sweeping changes in every aspect of care, in every department from admissions to aftercare and discharge planning, and in every functional area from facilities maintenance to administration. The ongoing program focuses on patient safety, clinical outcomes, staff development and more.

The results are palpable. "When you walk through the halls, you feel the change, the camaraderie, the respect, the understanding of shared vision among the staff of just how important our mission is," says Botak.

Patients notice the changes too, as they see employees in every department

in de-escalation techniques resulting in less reliance on seclusion and restraints.



**Fairmount**  
Behavioral Health System

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