

Non Profit	
Nominee	
Name:	Tom Andrews
Title:	President; CEO
Organization:	Saint Joseph's Mercy Care Services, Saint Joseph's Health System
Nominator	
Name:	Mary Ellen Garrett
Organization:	Merrill Lynch

Give up to three examples of how this person demonstrates Integrity:

As President of St Joseph's Mercy Care Services, and CEO of Saint Joseph's Health System, Tom Andrews demonstrates unwavering integrity through his dedication to his values, and his focus on bettering the organizations he is involved in.

From Bonnie Hardage, President, Saint Joseph's Mercy Foundation: "Tom is not someone who clocks out at the end of the day. He is someone driven by the mission and it shows in his dedication and passion every day. He is thoughtful, and in the face of challenge or disagreement, he continues to think over solutions or next steps that could be a win-win for each party. He is not dismissive or one to make quick decisions and move on to the next challenge. Because of this dedication and thoughtfulness, the relationships he builds with co-workers, colleagues and clients are stronger than most CEOs with whom I've had the privilege to work."

From Alan Bradford, Mercy Care's Vice President of Operations and Chief Operating Officer: "Tom is true to our mission in his decision-making...I have observed him turning down opportunities for funding when it doesn't fit our mission or it is not in line with our services."

From Denise Garlow, Mercy Care's Marketing Manager: "I'm always impressed with the quality and delivery of information Tom shares with his staff during monthly management meetings. He speaks evenly and candidly about the ups and downs of ongoing projects and negotiations, and their organizational implications. What shines through is the steadiness of his values as he moves through inevitable changes."

Give up to three examples of how this person demonstrates Respect:

Those who have had the opportunity to interact with Tom know his empathy and sincerity, and how it energizes and motivates those around him.

From Anitra Peten, Mercy Care's Director of Behavioral Health & Social Services: "Tom is a very approachable person...I did a street outreach with him recently in Pittsburgh where he carried new socks to hand out to homeless individuals. I watched him talk very candidly with a man who is homeless, relating to him regarding places he had visited and stayed in Ohio and

Pennsylvania. It was like watching two old friends catching up. Tom is genuine and really is concerned about the people we are trying to serve every day.” This sentiment is echoed by Sister Angela Ebberwein, Mercy Care’s Vice President of Administrative Services: “I’ve seen Tom spend as much time with a homeless person, listening wholeheartedly and engaging with enthusiasm, as with a person of prestige or wealth.”

Tom is widely known as being equally respectful of his colleagues and staff – from LaShon Long, Mercy Care’s Director of Human Resources: “Tom wants to know each and every employee’s name. Tom speaks to everyone he comes across and inquires how they are doing. Even though he is our president, you feel comfortable talking to him no matter what your level is in the organization.” And again from Sister Angela: “Every employee of Mercy Care is equally welcomed to Tom’s office, to his time. A contribution from anyone is praised; a good idea from anyone is pursued.”

Give up to three examples of how this person demonstrates Responsibility:

Tom’s dedication and initiative are apparent any time he is involved in a project or cause. This is part of his leadership style that makes him not only effective, but influential. Again, from Bonnie Hardage: “The past 3-4 years have been extremely challenging for Saint Joseph’s Health System, as its flagship hospital, Saint Joseph’s Hospital, underwent major financial stress which resulted in the creation of a Joint Operating Company with Emory Healthcare taking over the day-to-day operations. Through this transition, Tom understood what this meant for the Mercy Care, the outreach program which is now a legacy of SJH. He very quickly led the Mercy Care Board of Directors through a Strategic Planning session with the foresight to realize if Mercy Care didn’t have a strong plan to address the needs of Atlanta, Mercy Care may have been in danger of losing its position in the marketplace and support it had earned over the past 30 years. Due to Tom’s leadership, strategic thinking and passion, Mercy Care is now positioned to deliver behavioral health to its clients at every clinic and mobile coach site, double volume and services at Mercy Clinic North, and is on its way earning the distinguished designation of “Patient Centered Medical Home” highlighting Mercy Care’s exceptional patient care and quality delivered every day to our clients.”

In the midst of these challenges, Tom’s compassion still shines through –from Erica Clark, Mercy Care’s Vice President of Finance: “Tom had come into my office and while we were talking, he looked out my window and saw a young man trying to push an elderly man in a motorized wheelchair up a hill that runs besides our building. A few minutes later, Tom looked again and saw that the young man was gone and elderly man was basically stuck on the hill. Instead of ignoring the situation or asking someone from Mercy Care’s maintenance staff or the case management team, Tom said, “I’ve got to go out there and see if there’s something I can do.” Tom spoke to the elderly man and found out that he was trying to get home but that the chair’s battery needed to be recharged. He also found out that part of the reason for the difficulty in moving the chair was because the brake was engaged. Tom came back to the office and arranged to transport the man and his chair to his home in a nearby neighborhood.”

Please relate an incident or tell a story that shows how this person demonstrates Leadership Character. Examples may include professional or community involvement:

In September 2005, in response to the enormous devastation and turmoil wrought by Hurricane Katrina, Tom positioned Mercy Care among the leaders of the local response efforts. On Labor Day weekend, Mercy Care's staff and volunteers responded to the call to assist evacuees arriving in Georgia. Working with the American Red Cross and Grady Memorial Hospital, Mercy Care triaged evacuees and opened Mercy Clinic North to victims who were taken in vans by staff outreach workers from the Red Cross staging area to the clinic and then returned. The following weekend Mercy Care positioned one of its fully equipped mobile medical coaches at one of three Red Cross "super centers" to house staff and volunteer providers who offered patient assessment and wrote prescriptions for medications, when appropriate. Dr. Barry Fioranelli, Mercy Care's Medical Director at the time, who volunteered both weekends, said, "These two weekends were exhausting. The sea of humanity brought a visual of the scope of this disaster to us here in Atlanta. But the overall experience was incredibly rewarding and one we will never forget. There are stories that will remain in our minds and hearts forever."

In March 2008, Mercy Care's Decatur Street clinic and administrative building was hit by a powerful tornado that inflicted significant damage to the agency's structure and vehicles. Yet, under Tom's leadership, Mercy Care opened its doors two days later to provide services to the community. Though the experience was frightening, the spirit of determination and survival that followed was heartwarming, with blessings that came in many shapes and forms – Saint Joseph's Hospital staff who sent multiple contractors and helpers to make repairs to the roof, windows, computer equipment, HVAC unit, as well as those who addressed the water and equipment damage; Mercy Care's staff who pitched in to get the doors re-opened so quickly; and the agency's benefactors who helped defray some of the costs not covered by insurance.

Another of Tom's numerous efforts to educate the community about homelessness poverty involves a 2009 visit to a 2nd grade class at the Galloway School. Tom went to the class dressed in many layers. He explained why a homeless person might be dressed this way and what it's like to not have a place to leave personal things. The children were mesmerized during the entire visit. They later decided to do something to help and coordinated a "scarf drive". Weeks later, a huge supply of homemade scarves was delivered to Mercy Care and distributed to people at various shelters.

Since 2003, Saint Joseph's Mercy Care Services has grown significantly under the astute leadership of Tom Andrews. Tom has guided the agency's evolution as a respected homeless service provider, with the introduction of innovative programming, the cultivation and development of strategic partnerships, and a fervent advocacy for the needs of homeless persons. From the implementation of an agency-wide electronic medical record, to the creation of the city's only Recuperative Care Unit, from consulting with international physicians on the best medical and social practices to serve their populations to giving homeless clients a voice in

Mercy Care's operations. Tom has been an exceptional leader with a heartfelt commitment to preventing and ultimately ending homelessness in our community.