

QUALITY is at the core of everything  
we do and every decision we make.

We manage our business with INTEGRITY and  
the highest ethical standards. We have a  
culture of SERVICE that values teamwork and  
focuses on the needs of others.

We have a culture of INNOVATION that  
creates new solutions for the challenges and  
opportunities in the healthcare system.

We operate with TRANSPARENCY by sharing  
results and outcomes.



Dear Tenet Colleagues,

I find it inspiring to read stories of dedication, compassion and service that happen every single day at our care facilities and in the communities we serve. These stories come to me in the form of letters from patients, their family members and our colleagues. It is my honor to share with you in this book, 114 of those extraordinary stories about our 2016 Tenet Heroes.



Being a member of the Tenet Healthcare family means being committed to making a difference, and that's why over the past several years we have recognized and honored colleagues from across the organization as Tenet Heroes. They serve as strong advocates for our patients, communities and each other, and embody the true essence of our organization by representing our core values – Quality, Integrity, Service, Innovation and Transparency.

This year's honorees include a nurse who sews personalized blankets for patients, a director of marketing and public relations who lifts spirits through wheelchair ballroom dancing, and a pharmacist who launched a residency program to expand clinician education and cost-saving services to patients.

Ten of our Heroes have been inducted into the Tenet Heroes Hall of Fame – our highest honor. From serving as a kidney donor for a colleague's son, to raising awareness for Systemic Lupus Erythematosus and child abuse, these individuals went above and beyond their daily responsibilities to make an impact on the lives of their patients and surrounding communities.

In addition, Kyle Burtnett, President of Ambulatory Services for United Surgical Partners International (USPI) and Chief Integration Officer, and the Outpatient Services Department leadership team, received the Leadership Recognition Award for their efforts over the last several years for bolstering Tenet's outpatient footprint. Their successful efforts enabled Tenet to create the nation's leading ambulatory surgery platform and further extend our care services through the transformational transaction with USPI.

These are just a sampling of the stories you will read in the pages that follow. Please join me in congratulating all of our Tenet Heroes. I am very proud to work alongside such passionate and dedicated colleagues.

Sincerely,



**Trevor Fetter**  
Chairman & CEO

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**LEADERSHIP RECOGNITION**



*Kyle Burnett*



*Rob Finnegan*



*Rod Reasoner*

## Outpatient Services Leadership Team

**T**he Outpatient Services Department (OSD) is comprised of a talented, dedicated and selfless group of individuals who have achieved remarkable success in growing Tenet’s outpatient footprint over the last several years. The team is led by Kyle Burnett, President of Ambulatory Services for United Surgical Partners International (USPI) and Chief Integration Officer, Rob Finnegan, Senior Vice President of Development, and Rod Reasoner, Senior Vice President of Finance for Ambulatory Services. Together with their colleagues, they have built a vast and diversified outpatient services platform that offers high-quality care and service to patients and communities across the United States.

In 2008, Tenet had 63 outpatient centers that delivered a wide range of care outside the four walls of the hospital. With a goal of meeting consumer demand for healthcare that is more convenient, affordable and accessible, Tenet began to allocate additional funds into its outpatient business, and more than doubled its outpatient footprint to 200 centers by the end of 2014. This growth included the integration of the 39 outpatient facilities that were part of the acquisition of Vanguard Health Systems, as well as the launch of MedPost, Tenet’s national brand of urgent care centers. Then in 2015, Tenet and USPI created the nation’s largest ambulatory surgery platform through the combination of their respective short-stay surgery and imaging assets. This transformative transaction was an ideal complement to Tenet’s existing outpatient capabilities and enabled Tenet to strategically reposition itself and align the company with the major trends shaping the healthcare delivery system.

And the growth has continued from there. In December 2015, USPI completed the acquisition of CareSpot Express Healthcare, which added 35 urgent care centers in Florida and Tennessee, opening a new pathway to expand access points for patients and enhance the suite of ambulatory offerings we can now offer to current and potential health system partners. According to Keith Pitts, Tenet’s Vice Chairman, “The combined enterprise ambulatory platform that is now the USPI ambulatory segment of Tenet continues to expand and enhance its capabilities. This segment is now delivering a meaningful portion of growth across our company, and we are very grateful to Kyle and his team for successfully diversifying our business and creating enormous value for our shareholders.” It’s clear that the OSD team has worked tirelessly and with purpose to grow Tenet’s outpatient platform into significant value. That’s something to celebrate.

## About Tenet Heroes and the Hall of Fame

Every year, we recognize colleagues who best embody Tenet's core values:

- Quality
- Integrity
- Service
- Innovation
- Transparency



These people demonstrate a remarkable commitment to care for our patients and service to our customers and communities. These Heroes represent the best of who we are and what we stand for. And, from this illustrious list, a few are selected for induction into Tenet's Hall of Fame. They represent the best of the best.

Each year, a selection committee has the difficult task of reviewing the Tenet Hero nominations to identify the stories that best exemplify the spirit of this highest level of recognition.

Since the beginning of the program nine years ago, we have:

- Celebrated 1,181 Heroes
- Inducted 76 into Tenet's Hall of Fame

From this year's 136 Heroes, 10 were chosen to be inducted into the 2016 Tenet Heroes Hall of Fame.



### Bridget Leonard, DNP, MBA, RN, CRRN, NEA-BC

*Director, PCS Nursing Office Operations  
DMC Rehabilitation Institute of Michigan  
Detroit, MI*

Bridget has served as an inspiration and role model – transforming her struggle with Systemic Lupus Erythematosus (SLE) into a beacon of hope throughout the professional rehabilitation nursing community and in the Metro Detroit area.

Bridget, along with her teenage daughter who also has the disease, created a teen SLE support group. Bridget also speaks at nursing associations to build awareness and to help improve the lives of those living with SLE.

*Learn more about Bridget Leonard on page 46.*

## Amanda Ammons, RN

*Director, Cardiovascular Unit*

## Terri Scarborough, MHA, MSN, RN

*Administrative Director, Critical Care*

Brookwood Baptist Medical Center  
Birmingham, AL



Amanda and Terri are dedicated to delivering exemplary service and clinical excellence. Recently, the duo demonstrated their dedication by caring for a beloved co-worker who fell ill to cancer. They planned celebrations for birthdays and wedding anniversaries. They arranged spa days and prepared home-cooked meals. They made a book that co-workers, family and friends could use to leave messages of encouragement, love and humorous stories.

*Learn more about Amanda Ammons and Terri Scarborough on page 23.*

## Janelle Beckman, Tony Linn, Kath Taylor, RN

*Neurosciences Unit Team*

Doctors Medical Center of Modesto  
Modesto, CA



While on vacation, a young mother suffered a brain hemorrhage and was flown to DMC. When it became evident that the patient would not survive, the Neurosciences Unit Team jumped into action. They arranged care for the woman's infant, gathered essentials and games for her other children. They retrieved the family's belongings left in haste, arranged lodging for them, and spent countless hours helping the family deal with their grief.

*Learn more about the Neurosciences Unit Team on page 49.*

## 2016 HALL OF FAME INDUCTEES



### Mayda Loveland Tress, BSN, RN

*Registered Nurse, Unit Shift Manager*

Good Samaritan Medical Center  
West Palm Beach, FL

An exceptional nurse, Mayda is also deeply involved in a number of humanitarian organizations in Guatemala and Uganda. Her work has included fundraising to build a home for children with special needs, providing medical care to hundreds of people in remote and underdeveloped areas, and supporting deep-well construction to provide clean water for communities. Medical missions, child sponsorship and clean water are her driving passions.

*Learn more about Mayda Loveland Tress on page 60.*



### Donald Bowden-TeXera

*Endoscopy Technician*

MetroWest Medical Center  
Framingham, MA

Don takes extra care to ensure that his patients are informed and comfortable before each procedure. His devotion to service became even more evident when he learned that one of the hospital's pharmacy technicians had a son who was battling kidney disease and needed a transplant. Don decided that he wanted to donate one of his kidneys. He went through the evaluation and matching process and turned out to be a positive match for the young man. His selfless act gave back a life. Since the transplant, Don has become a strong community advocate for others to become organ and platelet donors.

*Learn more about Donald Bowden-TeXera on page 75.*



## Darci Cosentino

*Patient Care Technician,  
Emergency Department*

St. Luke's Baptist Hospital  
San Antonio, TX

In addition to creating a number of operational tools to help staff be more efficient, Darci changes patient lives for the better through simple acts of kindness. She helped an Emergency Department patient who had lost faith in humanity get cleaned up, and ultimately, regain sobriety and get on a better life path. After this life-changing encounter, Darci started a non-profit to collect clothes and other items for those in need.

*Learn more about Darci Cosentino on page 101.*



## Dr. Maria DiGiorgio McColgan, MD, MSEd, FAAP

*Medical Director, Child Protection Program*

St. Christopher's Pediatric Associates  
Philadelphia, PA

Dr. McColgan has committed more than 15 years to improving the lives of children and families who face maltreatment or violence. Her efforts include creating a "safe house" program, appearing as an expert witness in court, sharing her knowledge with the media, testifying before state government agencies, and initiating classes and seminars on recognizing and intervening in potentially violent situations.

*Learn more about Dr. Maria McColgan on page 122.*



## Gloria Hansen

*Managing Senior Director,  
Patient Management Information Systems*

Tenet colleague since **2003**

**G**loria Hansen, Managing Senior Director of Patient Management Information Systems at Tenet's Home Office, has the ability to take a complex, high-priority issue and turn it into a straightforward message about what really matters.

It was with her trademark extraordinary patience and *uncommonly positive attitude* that Gloria took ownership of Tenet's ongoing adherence to and preparation for the International Statistical Classification of Diseases and Related Health Problems (ICD)-10/5010 program readiness and the incredibly successful rollout achieved in October 2015. ICD-10 contains up to 16,000 codes for diseases, signs and symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases. The project encompasses numerous areas, including software and report remediation, education, communication and revenue cycle readiness. From 2008 on, despite regulatory delays and some employee reluctance, Gloria *promptly responded* to every question from board members, Tenet senior leadership and staff to ensure Tenet remained prepared for implementation of the regulations. Gloria sought to maintain

*Gloria was steadfast in leading a successful implementation of the ICD-10 program.*

consistency from an information technology perspective and to provide overall leadership and accountability. The program essentially *touched every aspect* of Tenet operationally, leading to improved care across the entire organization. Gloria also led presentations on the Tenet approach to ICD-10 remediation to the Work Group for Electronic Interchange, including software vendors, payers and clearinghouses. Everyone who comes into contact with Gloria, regardless of his or her job title or level, is included in the project conversation, which makes them part of the team and part of the solution. In the words of one colleague, "No one in my time of supporting Tenet does more, knows more, communicates more and just plain motivates more than Gloria. Her influence reaches all levels of Tenet with all job codes – literally!" Gloria wholeheartedly supports her team in every endeavor and at every crossroad, whether good or bad, and that is what makes her a true Tenet Hero.



## Jella Laquindanum, BSN, RN

*Registered Nurse, Cardiovascular Intensive Care Unit*

Tenet colleague since **2007**

Jella is a catalyst for compassionate care at Abrazo, always taking the time to listen to patient needs, no matter how chaotic the environment. Respected and admired by those in her sphere, she exemplifies the very best in service – exhibiting excellent communication skills with patients, their families and co-workers. A kind, gentle caregiver, Jella takes the time to educate and explain.

Jella’s presence significantly improves patient outcomes every day, but it’s in her role as **Sepsis Coordinator** where she has truly changed the way medicine is practiced and delivered. She created a protocol that saves lives and will continue to reduce mortality. She seized the role with vigor and commitment to the cause, extending her reach into the community on behalf of the hospital. She took the initiative to establish guidelines and develop a practical toolkit for Emergency Management Services (EMS) that she took into fire stations, urgent care centers and other

Jella Laquindanum, Registered Nurse in the Cardiovascular Intensive Care Unit at Abrazo Arizona Heart Hospital, goes above and beyond on a daily basis – not just delivering care to patients, but delivering excellent care to patients and their families.

community venues to educate first responders on how to recognize sepsis.

Taking the program a step further, she developed a specialized “Sepsis Alert” to be called in on the

patch phone from EMS to Emergency Department personnel when a patient in the field is exhibiting the signs and symptoms of sepsis. Jella also created detailed discharge information on sepsis, developing

*Jella’s innovative solutions significantly improve patient outcomes every day.*

**customized training for patients** and their families as well as nurses and physicians. As a result of her passion and focus, Jella has built a fully integrated, effective, cross-functional team that recognizes sepsis earlier and with more precision thus dramatically **increasing survival** outcomes.

Caring, knowledgeable and exceptionally organized, Jella took sepsis education to a new level. Her resourcefulness and passion to save lives make her a Tenet Hero.



## Janice Crowder, RN, CNOR

*Clinical Coordinator, Surgery*

Tenet colleague since **1992**

“Parents travel for days to bring their children for care.” Jan Crowder, Clinical Coordinator at Abrazo Arrowhead Campus, describes her eye-opening experience on medical mission trips treating underserved children suffering from birth conditions and deformities such as cleft lip, cleft palate and scars from burns.

Her *passion to serve overseas* led her to use her personal time off to become a medical volunteer for Rotaplast International. Over the years, she has dedicated her time and nursing skills to countries such as Bolivia, El Salvador, Bangladesh and India. In March 2016, she traveled to Guatemala to complete her seventh medical mission trip.

From an Operating Room (OR) overseas to an OR at Abrazo Arrowhead, Jan demonstrates

*impeccable, compassionate care*. Her kind and friendly demeanor brings overwhelming peace and trust from the most fragile of patients. Those with whom she works most closely say, without a doubt, “Jan would be the nurse I would want in my OR.” Jan takes pride in looking after her team members. On a day-to-day basis, she is the one to

count on when help is needed the most. If a difficult case arrives in the OR, Jan is the first to offer her services. She also makes a concerted effort to *encourage employee engagement* by organizing baby showers and birthday celebrations for her co-workers as well as many other events to

bring the team together.

Throughout her 24-year tenure with Abrazo Arrowhead, Jan has touched the lives of countless patients and co-workers.

*Jan would be the nurse  
I would want in my OR.*

In 2015, she was recognized for her professional achievements as a Level II RN by the Abrazo Community Health Network Clinical Ladder Program. Jan perfectly embodies Tenet’s mission to help people live happier, healthier lives in the U.S. and overseas. It is an honor to call Jan a Tenet Hero.



## Jennifer Lea Moreland

*Manager, Dietary Services*

Tenet colleague since **1997**

**A**t the young age of 14, Jennifer Moreland found herself taking a giant leap into adulthood when she was forced to leave her home. Fortunately, a kind-hearted elderly couple in her neighborhood took her in, giving her a new home and support through high school. After experiencing such generosity, Jennifer made a promise to herself: “As long as I have the ability, I will share what I have.”

As the Manager of Dietary Services at the Abrazo Central Campus, Jennifer is a leader who is best described as the *“heart of her team.”* She is a tireless advocate for her colleagues, constantly promoting their achievements to senior management, always ready to support and assist them on short notice and a true friend to each of them. When a colleague was diagnosed with a critical illness, she led the rest of the team in arranging doctor-visit transportation and care packages for the co-worker in need.

Jennifer is valuable not only to her colleagues but to the hospital as well. She led Abrazo Central to be the only Abrazo facility to participate in the Maricopa County Cutting Edge Certification, which requires two full kitchen inspections per year plus additional random inspections. Thanks to Jennifer’s leadership, the hospital repeatedly receives an excellent rating. Committed to *paying it forward* in her community, in 2015, Jennifer helped organize a

“Trunk or Treat” Halloween candy giveaway with a local elementary school, raising funds, donating candy, decorating cars and handing out candy to approximately 600 children. She and her team also helped the elementary school stage their “Western

Night” by serving chili and chips to 1,500 children and family members. Jennifer feeds others in the community by leading the hospital’s participation in “Waste Not,” a program that *redistributes fresh food* that cannot be used by the hospital to local community members in need.

She and her team also spread

holiday cheer by personally serving a special holiday meal to approximately 40 people in need.

Jennifer’s colleagues consider themselves more than fortunate to have her at Abrazo Central. Were it not for Jennifer, many of the hospital’s most enjoyable events would not happen and many lives would not be touched. She is truly the heart of her department, a living embodiment of Tenet values and a real Tenet Hero.

*Were it not for Jennifer, many of the hospital’s most enjoyable events would not happen and many lives would not be touched.*



## Leanne Murphy, RN

*Registered Nurse, Emergency Department*

Tenet colleague since **2007**

As an Emergency Department Nurse for the Abrazo Maryvale Campus, Leanne Murphy works almost exclusively with patients and families who have little or no resources, and she serves them with love and devotion. She cares for this challenging patient population emotionally and physically. When patients have no other resources, Leanne makes sure that they leave the hospital with an extra sandwich and drink for the day. She also provides them with clothing from the employee-donated Maryvale Closet. To her patients, Leanne is a savior and a friend.

When a 10-year-old female patient came into the Emergency Department with her father, Leanne immediately connected with her and asked about her Thanksgiving holiday. The young girl sheepishly disclosed that she did not have a Thanksgiving because her *family did not have money* or food. Leanne discovered that the patient's father moved to Phoenix because her mother and grandparents lost custody due to abuse at home. Unable to speak English, he struggled to find a job after the move. After discharging the patient, Leanne took it upon herself to coordinate transportation for the patient and her father. She then offered the family information about government programs so the young girl could enroll in school for the first time. In addition, Leanne went on her own time and *provided new clothes* and a gift card for the family so they could enjoy the rest of the holiday season.

Leanne is *always giving of herself*, both in the hospital and the community. For example, she eagerly volunteers as a nurse at Phoenix Allies for Community Health, a health clinic that provides services free of charge to those who are unable to obtain or cannot afford health insurance. In describing the satisfaction she gets while serving these patients, she says, "People who have the

*When patients have no other resources, Leanne makes sure that they leave the hospital with an extra sandwich and drink for the day.*

least, give the most. These people have nothing but give everything." Leanne loves where she works. She says the people at Abrazo Maryvale keep her engaged. She considers them family and she helps them in every way she can. In turn, they describe her as "dedicated, hardworking, conscientious and determined." But it is her patients to whom she is most devoted. For all she does for those who need it most, Leanne is a very worthy Tenet Hero.



## Brenda Day

Human Resources Representative

**B**ehind the scenes of patient care at Abrazo Scottsdale Campus, Brenda Day ensures each new employee is warmly welcomed and prepared for their role in providing exceptional care to patients.

Tenet colleague since **1987**

As an HR Representative, Brenda leads orientation for new employees, assists campus staff with benefits questions and *cheerfully serves* everyone who comes to her whether they

have an appointment or not. When a long-term employee at Abrazo Scottsdale passed away, Brenda exceeded the requirements of her job description to assist the employee's family; answering their questions, comforting them in their time of loss, offering Employee Assistance Program

resources and providing contact information to the department leadership and employees. While Brenda may not have a direct impact on patient care, the quality of her service to employees, volunteers and physicians enables them to deliver a higher level of service to Abrazo Scottsdale's patients. She perfectly personifies the Tenet values of quality and service. Her co-workers describe her as helpful, knowledgeable, honest, *caring and genuine*.

*The welfare of patients, employees and physicians is Brenda's top priority in every decision she makes.*

Serving as an ambassador for the hospital for the past 28 years, Brenda leads her team in a number of *volunteer and charity events* throughout the community, from passing out water bottles to the homeless during the summer to distributing personalized holiday cards to more than 150

residents at a skilled nursing and rehabilitation center. Brenda works until the job is done, often putting the needs of patients and staff ahead of her own family. The welfare of Abrazo Scottsdale patients, employees and physicians is her top priority in every decision she makes.

Her wealth of knowledge runs deep and she demonstrates passion, determination and a caring attitude each and every day. For all she has done and continues to do for Abrazo Scottsdale and the community, Brenda truly deserves to be a Tenet Hero.



## Sylvie Oremush, MSN, RN

Senior Director, Nursing

Tenet colleague since **2009**

Sylvie Oremush is a passionate, highly motivated nurse leader with more than 30 years of progressive leadership and management experience. In her position as Senior Director of Nursing at Abrazo Scottsdale Campus, Sylvie employs a very *humble servant-leadership* style of management that creates an exceptionally positive work environment.

A living embodiment of the Tenet values of quality, integrity, service and innovation, she truly cares about the people she serves and places a major emphasis on creating environments that deliver safe, high-quality healthcare and exceptional patient experiences.

Sylvie's care and compassion guided her to assist in creating and implementing the Relationship-Based Care Model used at Abrazo Scottsdale with an objective to transform the culture by *reconnecting employees with their purpose* at work and commitment to patients. This concept is a passion of Sylvie's and she presently serves as the hospital's lead facilitator for a

three-day workshop titled, "Re-Igniting the Spirit of Caring," in which all employees are currently being trained.

Sylvie is tireless in her efforts to give to others, both in the hospital and the community. She is personally responsible for organizing the "Angel Tree Adopt a Family" holiday program at the hospital. Through this program, she organizes a team that

identifies employees who cannot provide for their families during the holidays. An "Angel Tree" is then

placed in the hospital's lobby with wish cards stating the ages and needs of anonymous family members so that volunteers can *fulfill their holiday wishes*.

In addition, she has supported the American

Heart Association's Heart Walk, participated in health fairs for the local community and donated to Abrazo Scottsdale's water bottle collection for the homeless.

Sylvie's co-workers describe her as having a tender heart, a strong work ethic, an innovative spirit and a genuine love for nursing. She is a perfect example of a Tenet Hero.

*Sylvie employs a very humble servant-leadership style of management that creates an exceptionally positive work environment.*



## Tiffany Strever, RN

*Manager, Trauma Programs*

**T**iffany Strever takes trauma care to the next level at Abrazo West Campus. As the Trauma Program Manager, she was challenged to build a new trauma program from the ground up.

Tenet colleague since **2014**

To accomplish this daunting task, Tiffany came up with the idea of “Black Ops,” a program of trauma simulations over a period of weeks that would take the new trauma team through all aspects of *real life trauma operations*. Simulated patients would arrive and be transported for imaging then taken to the Operating Room (OR). Doctors would be called in and OR teams mobilized just as if there were a real patient. While simulation is always an important part of trauma team training, this sort of focused, intensive and immersive simulation training had never been accomplished. The training succeeded *beyond anyone’s expectations*.

*As the Trauma Program Manager, Tiffany was challenged to build a new trauma program from the ground up.*

When the team received its first real patient, it functioned like an experienced, seasoned trauma team. This innovative approach to trauma training was so successful that Tiffany has submitted a manuscript describing its success for publication in a national trauma journal. Tiffany has served patients as a nurse for more than 30 years. Not only has she provided outstanding service and personal care to her patients, but

through her educational activities, she has served her hospital just as well. She trained all of Abrazo West’s nursing staff to deal with trauma. In addition, she serves as an instructor for the Trauma Nurse Core Curriculum, Basic Life Support and Emergency Nurse Pediatric Course. She has done extensive community outreach education in safety and injury prevention in schools and other venues. For her commitment and dedication to providing excellent patient care and education, Tiffany received the March of Dimes Nurse of the Year Award.

Tiffany’s colleagues describe her as a *“national role model* for excellence in Emergency Department Nursing,” and someone with “great integrity, constant and persistent efforts to improve the quality of care at all levels of the organization.” Tiffany is also known as

Lieutenant Colonel Strever, a commissioned officer in the Air National Guard. She was recently recognized for her leadership excellence through her appointment as Training Command Officer for her squadron. In addition to strengthening Trauma Operations at Abrazo West Campus, she is also contributing to the strengthening and protection of our great nation. For her nursing expertise and her service, we are proud to salute Tiffany as a Tenet Hero.



## Melita Dianne Croom, PharmD, MPA

*Pharmacy Educator*

Tenet colleague since **2008**

As a regional employee for Baptist Health System, Melita Croom’s mantra as a Pharmacy Educator is to set high service level expectations, and then consciously and consistently take extra steps to exceed them. Melita not only *excels in communicating* what adjustments will be made to therapeutic drug regimens, but why. She also shares the expected length of drug shortages, makes meaningful changes with labeling and other operational changes by foreseeing potential ramifications on patient safety.

Melita’s peers have dubbed her “Queen of the Situation Background Assessment Recommendation” (SBAR). A recent example of this was when a shortage in delivery components resulted in an emergency switch of Patient-Controlled Analgesia (PCA) pumps across the five Baptist Health System hospitals.

Not only did Melita develop an informative SBAR for the pharmacy staff, but she also created a reference sheet and developed a simple instruction guide for nurses unable to attend

scheduled training, which she attached to all corresponding equipment. Melita’s dedication to exceed expectations makes her a role model in the Pharmacy Department.

Melita’s commitment is to not only teach, but to be the perpetual student, and that has been contagious. She is *uncommonly approachable*, which led her to develop a program to train new employees at the regional office prior to their assignment at hospital facilities. This training has significantly increased new employee productivity during introductory periods.

Recognizing that the relationship with patients does not end with their discharge from the hospital, Melita also set up a “Discharge Medication Consultation Program.” As a part of the program, and to avoid confusion, she *trained pharmacy*

*personnel* from all five Baptist hospitals on how to effectively communicate medication protocol to patients prior to discharge. Taking it a step further, she developed a follow-up program to call patients at home to assure discharge prescriptions were filled,

reinforce the need to appropriately take those medications and to answer questions. Since her implementation, re-admissions from avoidable medication issues have been reduced by 95 percent, and the community has enthusiastically embraced the program.

Melita exemplifies service, integrity and innovation in her role as a Tenet employee. Her values are easily recognized, astonishingly sincere and surpass anything that can be listed in a new hire handbook. This is what makes her a Tenet Hero.

*Melita’s peers have dubbed her “Queen of the Situation Background Assessment Recommendation.”*



## Karen Reed, LVN

*Regional Employee Health Nurse*

Tenet colleague since **1983**

**A**s the Regional Employee Health Nurse, Karen Reed is one of the first people new employees encounter at Baptist Health System. It's Karen's mission to make a *positive first impression* and set up employees for success. She is responsible for drug screenings, scheduling lab tests, vaccinations and providing medical clearance, and during the process, Karen warmly welcomes all new hires.

In addition, she gets to know every person by name, answers their questions and goes above and beyond by finding materials to help with housing, locating a church and anything that might assist them in acclimating to the community. Karen will even go the extra mile to help track down immunization records and other necessary support materials for employees so they can be cleared and start work as soon as possible.

Karen could easily just do the required tests, check off the boxes and send employees on their way. Instead, she takes the time to get to know employees, find out what they need and takes steps to ensure those needs are met.

Karen's previous experience working at Baptist Medical Center for 19 years in Surgical Services gave her the opportunity to spend two weeks of her summer vacation in Peru assisting a surgeon

who thought so highly of her that he asked her to accompany him on medical mission trips for the past two years. During the course of her trips to Peru, approximately *160 eye surgeries* were performed and an assortment of other medical care

services were provided to more than 5,000 individuals. One patient she saw was almost completely blind from cataracts. Because he lived in the mountains, they had to search for him and his family before the procedure.

When the patient was in recovery and realized *he could see again*, he was overcome with emotion and gratitude. Karen remembers everyone crying – "there wasn't a dry eye in the place."

Whether at work or internationally, through volunteering to counsel or tutor at her church, Karen positively impacts each person she meets and that makes her a true Tenet Hero.

*It is Karen's mission to make a positive first impression and set up employees for success.*



## Kimberly S. "Susie" Aldous, BSN, RN

Director, Women's Services

Nursing is a calling that Director of Women's Services, Susie Aldous, does not take lightly in her responsibilities at Baptist Medical Center or when she is serving in the community. Susie has spent the majority of her career as a pediatric nurse so she also oversees the Neonatal Intensive Care Unit.

Tenet colleague since **2012**

Susie serves on a number of community outreach boards and programs, including the Standard of Athletes Community Outreach Program, where she and her husband volunteer to *coach basketball for underprivileged kids*. Susie recalled an

instance where the kids and their caregivers were being instructed to practice as often as they could. Susie listened as one young man raised his hand and asked, "What if we don't have a basketball?" The young man's grandmother leaned down and said, "It's OK, I'll

work an extra shift so we can get you one." With those words ringing in her ears, Susie coordinated a basketball/volleyball drive to collect balls for kids whose families could not afford them.

In addition to *community outreach*, Susie is heavily involved in the annual Baby Buggy Walk, which brings community awareness to child abuse; March of Dimes; Teen Challenge USA and the Healthy Family Network. Even as she devotes

time and service to community organizations, Susie is always prepared to help in an unexpected moment of need.

Late last year, Susie's husband and her family came upon a car accident. Susie rushed to offer aid, and

upon discovering a pulseless driver in one car, she *immediately started CPR* while waiting for the fire department who used the Jaws of Life to cut the driver out of the car. Once the driver had a heart rate and was breathing, Susie went to see how the victim

*Susie coordinated a basketball/volleyball drive to collect balls for kids whose families could not afford them.*

in the other vehicle was doing. Sadly, the young man driving the other car was killed instantly upon impact. After discovering he was previously an employee at Baptist Medical Center, Susie attended the funeral and provided comfort to his grieving family.

It is because of these selfless acts of community heroism, along with her daily service at work, that Susie deserves to be a Tenet Hero.



## Christy J. "CJ" Wood

*Pastoral Care Resident*

Tenet colleague since **2015**

**C**J Wood had been serving in the ministry for several years prior to her decision to enter the healthcare arena, and it is in this new role as a Pastoral Care Resident that she impacts the lives of patients at Baptist Medical Center.

During her regular rounds, CJ made what began as a routine visit to her 62-year-old female patient until the patient suddenly opened up about her fear of returning home because of the horrific mental and emotional abuse she had experienced from both her husband and son.

CJ, *moved by the patient's story*, knew that she had to do something to help. She sought out her

director for advice, and together they reviewed the abuse and neglect policy for direction. Even being new, CJ took the lead in notifying the case manager and unit director before contacting the house officer. She also made the initial contact, as required, to the Department of Family and Protective Services.

To offer continued supportive pastoral ministry, CJ followed up with the patient regularly. Although case management is not her responsibility, she reviewed a list of community support services and living shelters with the patient. All of her efforts paved the way for a trusting dialogue, which *helped the patient feel safe* again.

During her regular

In another case, a patient was soon to be discharged to hospice care, but it also happened to be her 40th birthday and she had no family present.

*CJ has been recognized on numerous occasions as an "example of compassion" and an "outstanding chaplain."*

CJ worked with the case manager and other staff to arrange for a birthday cake and "Happy Birthday" song. At CJ's request, the pastoral care director and a fellow resident chaplain agreed to sing another moving song for the patient. CJ held the patient's hand as she

listened intently with eyes closed to "Shine on Us" by Phillips, Craig and Dean. The *music filled the room*, spilled out into the hallway and was quite touching to the patient and all the staff who were caring for her.

CJ has been recognized on numerous occasions as an "example of compassion" and an "outstanding chaplain," even receiving awards from hospital administration in recognition of her service to the patients, staff and visitors of the hospital. Her service and integrity are why CJ deserves to proudly be known as a Tenet Hero.



## Jerricka Aaron, BSN, RN

*Staff Nurse, Mother Baby Unit*

Tenet colleague since **2008**

The birth of a child can be one of the most joyous times in a woman's life, but for a new mother in emotional pain – struggling with stress or psychiatric issues – the challenges can be debilitating. The tension between strengthening the maternal/infant bond and protecting the lives involved can be very difficult to manage. That's why the presence of Jerricka Aaron, Staff Nurse at Brookwood Baptist Medical Center, made all the difference for an anxious, suffering new mother and her precious baby.

Jerricka successfully addressed this particular scenario with the heart, grace and compassion necessary to *help the frightened mother*

rise above her pain and take the first step toward getting the help she needed to heal. When the patient presented at the Mother Baby Unit for delivery following her prison release, she had very little family support. Since she was often tearful and nervous

about being left alone with the baby, Jerricka sat patiently and listened as the patient voiced concerns about caring for her new baby. At one point, Jerricka had to retrieve the patient when she tried to flee the hospital. Thankfully, Jerricka ultimately *helped her connect* to the appropriate psychiatric care. Amy Beard, Vice President of Women's Services at Brookwood, recalls Jerricka's impressive behavior, "Jerricka knelt down in front of the patient, tenderly wiped her tears with a cloth and told her how sorry she was

that she was hurting. She held the patient's face and reassured her that her baby would be in a safe place until she could get the help that she needed."

*Jerricka sat patiently and listened as the patient voiced concerns about caring for her new baby.*

In the community, Jerricka serves as a Clinical Instructor at Samford University. Active in her church, she participates in projects to bring children to *cheer up nursing home patients*. She

also finds time to be a Camp

Nurse each year for Camp Booth and this summer for Alpine Camp for Boys. Jerricka also participated in a community Christmas shopping event in which underprivileged parents were able to choose gifts at no charge for their children and have them wrapped for Christmas.

Jerricka's embrace and soft-spoken words immediately calm all those around her. She combines excellent care with the utmost respect. Her commitment to her patients and the community make Jerricka a true Tenet Hero.



## Amanda Ammons, RN

Director, Cardiovascular Unit



## Terri Scarborough, MHA, MSN, RN

Administrative Director, Critical Care

**A**manda Ammons, Director of Cardiovascular (CV) Unit, and Terri Scarborough, Administrative Director of Critical Care, are both nurses dedicated to delivering exemplary service at Brookwood Baptist Medical Center. In addition to their focus on clinical excellence, they also open their hearts daily to wrap their patients in the warmth and empathy of holistic care. Always fully present, they consistently do more than their jobs require – discerning the finest details and nuances of a patient’s care needs.

As Brookwood veterans, Amanda and Terri have demonstrated their dedication for many years in countless ways. One particularly moving example was their *care of a beloved co-worker*, Melissa, who fell ill to cancer. Throughout Melissa’s seven-month struggle before her passing, Amanda and Terri provided her with a sense of family and normalcy. They planned celebrations for Melissa and her daughter’s birthdays and Melissa’s wedding anniversary during that time. They also planned spa days that included hair, makeup, facials, manicures and pedicures. They would also bring home-cooked meals. Since Melissa had many people caring for her, they set up a message book to allow those who stopped by to leave her *messages of encouragement*, love and humorous stories just to make her smile.

*The list of caring, loving things these two did is endless.*

Melissa voiced regularly that her home was with her friends in CV, and that’s where she wanted to stay for her care. When her illness became more advanced, she required additional help to move around. Amanda and Terri would *watch over patients* so that Melissa’s boys, the strongest male nurses on the unit, could help move her in order to reduce the pain she endured with even the slightest movement. The list of caring, loving things these two did for Melissa during her stay is endless. Often, Amanda and Terri would start and end their days with Melissa. Many observe that Amanda and Terri have quite literally changed nursing at Brookwood. They have set a new standard. They are what true nursing looks like. These two women are true Tenet Heroes.



## Matthew Plummer, RN, CCRN

*Nursing Supervisor and Programs Coordinator,  
Emergency Department*

Tenet colleague since **2013**

**M**att Plummer began his medical career as a military medic attending to the life-threatening needs of his fellow servicemen and women. He chose to further his medical training, eventually becoming a Critical Care RN within a year of completing his nursing degree. Now he is an Emergency Department Nursing Supervisor and Programs Coordinator at Centennial Medical Center.

He credits the military for fostering in him the values of honesty and integrity, which continue to inspire his *effective leadership style* at Centennial. By earning the respect of his co-workers and administrative team, as well as the admiration of his patients, Matt demonstrates such a level of leadership that he will soon transition to a Supervisory Trauma Coordinator role.

In Matt's current position, his positive leadership was confirmed in the hospital's patient satisfaction scores, which placed Centennial with Tenet's highest score for 2015. Furthermore, Matt began a program of nurse accountability in achieving admits in less than 180 minutes, a Tenet standard. Matt has been on *both sides of medical adversity*. He was diagnosed with leukemia when he was 27 years old. After going into remission, Matt was inspired to serve with the Leukemia & Lymphoma Society as a real example that there is hope after diagnosis.

Today, Matt volunteers his time as a first connection for patients newly diagnosed with leukemia. To be able to speak with someone who has dealt

with the disease and has lived to talk about it can *be the lifeline* that is so desperately needed for those undergoing treatment. When he is not at Centennial or encouraging those battling leukemia, Matt volunteers with Meals on

*Matt volunteers his time as a first connection for patients newly diagnosed with leukemia.*

Wheels and often takes his young sons with him to deliver prepared meals. The route usually consists of 10 stops, and Matt and his sons are sometimes the only visitors a recipient sees all day.

With ambitions to earn his doctorate of nursing in the next five years, Matt envisions himself leading the nursing administration of a hospital. His service and integrity in his goals to further enrich the Tenet hospital system and his community are why Matt is a Tenet Hero.



## Gloria Thomas, RN, CGRN, FCN

*Surgical Services Nurse, Endoscopy*

Tenet colleague since **2008**

**H**enry Ward Beecher once said, “The body is like a piano, and happiness is like music. It is needful to have the instrument in good order.” This simple idea is the guiding principle of Gloria Thomas’ life as a Surgical Services Nurse in Endoscopy at Centennial Medical Center.

After earning her nursing degree at Prairie View A&M University, Gloria achieved her national certification in Gastroenterology Nursing. She has been married to Dr. Eugene Thomas for 45 years and has been in *nursing for 43 years*, both of which have given her insight and experience that are difficult to equal. Gloria credits her strong Christian faith for providing her true value and purpose. The components of the Model for Healthy Living, from the Church Health Center – faith life, movement, medical, work, emotional, nutrition and friends and family – guide her daily life inside and outside of work. Her work ethic, expertise and kindness drive her daily interaction with patients and their families as well as her Tenet team. Well before completing the Faith Community Nursing Program at Texas Health Resources, Gloria had been an *active volunteer*, providing health counseling, blood pressure screenings,

chronic disease prevention classes and health resource connections. As a member of the Shiloh Missionary Baptist Church, she is engaged in a variety of ministries including women’s, music, health and intercessory prayer. Gloria’s personal ministry for her church is acting as its Faith Community Nurse. She leads a group of about 13 nurses and volunteers in setting up health-education seminars and programs as well as hands-on classes offered to members of the church and those throughout the Douglass Community. Even outside the hospital, Gloria uses her gift for nursing to positively *touch many lives* for the better. Gloria gives her team credit for her ongoing commitment to nursing, calling them a “special group of people who are truly concerned about healthcare and promoting good health and education.” This goes to show that modesty is just one characteristic of a true Tenet Hero.

*Gloria leads a group of nurses and volunteers in setting up health-education seminars and programs.*



## Brittany Patnaude, MS, CCC-SLP

*Speech Language Pathologist*

Tenet colleague since **2011**

**B**rittany Patnaude, Speech Language Pathologist at Coastal Carolina Hospital, always puts the patient first. Her attitude is full of sunshine, and everyone feels better being around her. Along with her contagious smile and enormous heart, Brittany brings a focused work ethic and leadership orientation to her multifaceted and valued role.

Recognized by her peers in 2015 as Clinical Colleague of the Year, Brittany was honored for her patience and kindness in working with a wide range of patients as well as her passionate commitment to advocate on their behalf.

One colleague observed that she takes the time to *explain everything to a patient*, and she is always willing to go a step further to help patients and their caregivers understand their conditions.

Inspiring all who surround her, Brittany's priority is meeting the needs of the patient. Though her areas of expertise are speech and swallowing, one colleague says, "I have seen her assist patients with using the bathroom as well as helping our nursing staff with cleaning a patient." Her commitment extends far beyond the walls of the hospital. She often checks in on patients just to *brighten their days* after discharge. Brittany recently demonstrated her innovative drive to exceed expectations by organizing a new stroke survivors support group for the community. She saw

the challenges stroke patients and their caregivers faced, presented a plan to the hospital stroke team and implemented it – including arranging all the logistics and working with the Marketing

Department to promote it. She has also provided vital input after identifying a need for a review to be done with nursing on proper evaluation and screening at the bedside and took the concern to her director. Her efforts have made a significant impact on management of aspiration

pneumonia cases as well as swallow assessments of post-vent patients in the Intensive Care Unit and Respiratory Care.

A *true patient care advocate*, Brittany is knowledgeable, caring, supportive and kind. Going above and beyond every day, she even gives patients her personal cell phone number and she frequently comes in on her own time to be with someone who is having a procedure. She is truly a blessing and a Tenet Hero.

*Brittany demonstrated her innovative drive to exceed expectations by organizing a new stroke survivors support group.*



## April Tant, CNA

*Lead Patient Care Associate, Medical-Surgical*

“**S**he always pitches in where she is needed,” says Ashley VonNida, Chief Nursing Officer. April Tant, Lead Patient Care Associate, is an invaluable team player at Coastal Carolina Hospital.

Tenet colleague since **2014**

April’s daily routine is to perform the essential, yet often unrecognized, tasks that keep patients comfortable and content. They are the services that fundamentally impact a patient’s quality of life. In her quiet, compassionate way, April has improved the lives and hospital experiences of countless patients in unspoken ways – but she has graced the world of one patient in particular with a *series of kind acts* that can be best described as rays of sunshine on his very darkest days.

With no family members in the area and a spouse in a nearby nursing home, he was alone in the Medical-Surgical Unit for six months. Extending her heart and extra kindness, April nurtured the patient with special attentiveness – getting him out of bed for brief walks and visiting him on her off days. After he was discharged to a nursing facility to be with his wife, April continued to visit the couple to brighten their days.

This is April’s commitment to extraordinary service, and it demonstrates her *willingness to surpass expectations* as she interacts with patients, her co-workers and the community at large. A colleague described April’s actions when

she “came to her rescue” several times in the Intensive Care Unit. “She went out of her way to come help me clean a patient, do a major dressing change and pull a patient up in the bed. Her actions reflect the team spirit necessary to care for

*April’s actions reflect the team spirit necessary to care for critically ill patients.*

critically ill patients and show how, together, we can provide excellent care for our patients.”

As an active *community volunteer*, April teaches Sunday school, volunteers with Adopt-A-Highway, visits residents at a nursing home and has worked with an animal clinic.

Whether it be in the hospital or community, April continuously gives back. With a servant’s heart and winning attitude, April is clearly a Tenet Hero.



## George Diaz

*Cardiopulmonary Director*

George Diaz, Cardiopulmonary Director at Coral Gables Hospital, is a silent hero who exemplifies the difference between good and great. His story is one of 39 years of loyalty, dedication and compassion.

Tenet colleague since **1977**

Throughout his tenure, George has served as a daily role model of passion, focus and energy. He stands ready to go above and beyond whenever necessary – responding to any request with that unconditional willingness and *contagious charisma* that make him so special.

As the Patient Safety Officer, a responsibility that George takes very seriously, he is constantly looking for ways to improve patient care. Almost every month, he notices an area for improvement. He takes the initiative to offer a solution or idea that is often simple but genius, and usually, it is implemented and becomes a best practice.

As an example, George *took a closer look* at an increase in patient falls in the bathroom. He discovered that patients were grabbing the shower curtain when they lost their footing because it was the same color as the wall. He suggested adding a ribbon to tie back the curtain when it was not in use. Since the adjustment, no further falls due to shower curtains have occurred. He also implemented ceiling

tiles in the rooms of “high-risk” patients reading, “Call; don’t fall.” This kind of ingenuity and creativity truly sets George apart.

Also, in helping to reduce re-admission due to pneumonia and Chronic Obstructive Pulmonary Disease, George implemented a team to educate patients including follow-up calls to their home after

discharge. This resulted in a 7.8-percent *reduction in re-admissions* in 2015.

A community volunteer, George dedicates countless hours of service reading stories at the Lighthouse Center for the Blind. He is also involved in the Miami-

*George offers a solution or idea, and usually, it is implemented and becomes a best practice.*

Dade Habitat for Humanity, building houses on weekends for the economically disadvantaged. George has also volunteered his personal time to drive co-workers to and from work when they have had no transportation, and he is the first to volunteer for all community outreach events held by the hospital. George is a rare find – patient, selfless, unconditionally kind and helpful to everyone he meets without exception. George is a shining example of a Tenet Hero.



## Krishna Smith Bowers, BSN, RN

*Director, Nursing Operations*

Tenet colleague since **2007**

Once during a night shift, the Neonatal Intensive Care Unit at Cypress Fairbanks Medical Center (Cy-Fair) was understaffed. It was Krishna Smith Bowers, Director of Nursing Operations, who worked tirelessly, giving up her personal time, to ensure there was adequate care for the infants. “To me this was advocating for the little ones,” she said.

In true Nightingale fashion, Krishna devotes herself to the welfare of those under her care. In 1999,

she began her career as a registered nurse then joined the Cy-Fair family in 2007 before transitioning fully into a supervisory role a year later.

She goes beyond the call of duty through her active participation in hospital committee work, *servicing as a mentor*

to new Versant residents and new nurse managers, assisting with hospital codes and never hesitating to work on the front line.

Krishna supports the healthcare industry personally, too. In 2011, Krishna’s mother, Diana, was diagnosed with pancreatic cancer. Diana lived for only 82 days after her diagnosis.

To remember her mother, each year, Krishna participates in a 5K walk called PurpleStride.

The walk *honors loved ones* who are battling or have lost the fight with pancreatic cancer by contributing millions of dollars towards the mission to advance research, support patients and create hope.

In 2014, Krishna joined the planning committee for PurpleStride Houston. By 2015, she became the

chairperson for the event and helped raise more than \$281,000. She even served as a Texas advocate for the Pancreatic Cancer Action Network in Washington, D.C. She met with the congressional teams for her state senator and

*Krishna became the chairperson for PurpleStride Houston and helped raise more than \$281,000.*

several state representatives to petition building and sustaining federal funding for *cancer research*.

In part, due to Krishna’s and other volunteers’ efforts, the National Institutes of Health will receive a \$2 billion (6.6 percent) increase for 2016 in the final “Omnibus” Appropriations Bill, bringing their total funding up to \$32 billion. This is the largest increase since 2003.

Although these successes can never make up for the loss of her mother, Krishna is proud of what she has done to transform a negative situation into something hopeful. Her goal is simple — to change just one life. Her colleagues say she is surpassing her goal, making her a true Tenet Hero.



## Cameron Smith, BA

*Account Manager, Occupational Medicine*

Tenet colleague since **2015**

For Cameron Smith, Account Manager of Occupational Medicine at Cypress Fairbanks Medical Center (Cy-Fair), initiation into the world of healthcare came at the young age of 10, when he lost his 6-year-old brother to an inoperable brain tumor. Cameron knew that the best way to honor his brother’s memory was to volunteer at a place that had brought their family immense joy — a camp for children with cancer and their siblings. Cameron

has volunteered there one week each summer since the age of 12, now serving on the planning committee and as a *resource counselor* working one-on-one with the kids who attend.

Unfortunately, all of the kids don’t make it back every year, but for those who come, the camp offers a getaway from the hospital environment and includes activities such as fishing, swimming, archery, arts and crafts, zip-lining, ropes courses and more – a welcome escape for a child with cancer. Cameron says the best part of the camp is seeing the kids be worry-free and having the opportunity to do things other “normal” kids do. “The experience truly transformed me. It reminds me of the *fragility of life* and how it’s important to make the most of every day.”

This selfless service is one quality endearing Cameron to his colleagues at Cy-Fair, where he began his Tenet career in a temporary position. After a few months, Cameron made a big impression, showing incredible promise and working tirelessly to learn and help others with any project. Cameron made such an impact and proved himself so

valuable that within six months, Cy-Fair hired him permanently.

Since starting in occupational medicine service

line sales, Cameron has fostered growth through new marketing and social media initiatives. These strategies have been a marvelous component to the sales focus of this program. In only three months, his social media and digital marketing

*Cameron has fostered growth through new marketing and social media initiatives.*

techniques received more than 200,000 impressions and his *technology expertise* has brought new clients to the program, making it a huge success.

“I have been blessed to mentor and work with a few individuals such as Cameron, who are the future of our company. They come to work every day ready to make a difference,” said Lisa White, Director of Business Development/Associate Administrator. Cameron’s devotion to expanding initiatives at the hospital as well as his generous service to the community are the qualities that make him a Tenet Hero.



## Sally Cruzado, MSN Ed, BSN

*Registered Nurse, Critical Care Unit*

Tenet colleague since **2014**

“A nurse for more than 32 years,” says Steve Contreras, Director of the Step-Down Unit, “Sally’s expertise as a critical care nurse and her calm bedside manner make her a leader in the Critical Care Unit. Plus, she is a trained catheterization laboratory (cath lab) nurse with *extensive procedural experience.*” One Thanksgiving, these skills made all the difference. Sally was working an extra shift in the cath lab. Towards the end of her shift, she learned of a dire patient situation at a sister hospital. The cardiologist at her facility suspected he needed to place the patient on a ventricular assist device (VAD) and requested a procedural nurse travel with him to assess the patient.

Sally immediately volunteered. Upon arrival, they confirmed the need for the VAD, and Sally assisted the doctor with the emergency insertion. After the procedure, Sally provided vigilant care – working with physicians to stabilize him for transfer to Delray

*Sally’s expertise as a critical care nurse and her calm bedside manner make her a leader in the Critical Care Unit.*

Medical Center’s Intensive Care Unit (ICU) for continued care as well as assisting the Emergency Medical Services in the transport. At the end of an 18-hour day, Sally had applied both her cath lab and ICU training to rescue a patient in distress. The story does not end there. After a brief rest, Sally returned to work the next day and requested to care for the same VAD patient. She continued to provide *top-tier care*, orienting ICU staff to the VAD’s function and its maintenance. After several days in the ICU, the patient’s heart recovered. The VAD was removed, and the patient returned home. Sally gave everything she had to provide exceptional care. In addition to her calm demeanor and

dedication to nursing, she is also willing to *teach and mentor.* Indeed, her cheerful smile makes challenging days enjoyable. Sally is a leader among her peers and worthy of recognition as a Tenet Hero.



## Lisa Quillian, MSPT, CEAS

*Outpatient Physical Therapist*

“Lisa Quillian, Outpatient Physical Therapist, exceeds service expectations every day – not only with her patients and students, but throughout our community,” says Teressa Dykeman-Diaz, Director of Rehabilitation Services at Delray Medical Center.

Tenet colleague since **2001**

A highly respected and often requested physical therapist, Lisa provides skilled and compassionate care in both the outpatient and acute areas. With diverse and extensive experience, she treats patients with a wide range of diagnoses and impairments, including neurologic, orthopedic, vestibular and ergonomic. She also serves as an invaluable clinical instructor. Students consistently praise her, saying that she is an “*amazing teacher*, caring clinician and unparalleled clinical rotation leader.” Lisa’s passion for service extends far beyond the facility. As Delray’s strongest community voice over the past several years, Lisa has trained City of Delray employees, Chamber of Commerce members, Leadership Delray participants, residents of the Delray Alliance and numerous meeting attendees throughout Palm Beach County. Lisa’s spirit is infectious as she provides realistic solutions, preventive tips and wellness education in the areas of vestibular dysfunction, fall prevention, ergonomics

and body mechanics. Delray’s Marketing Department constantly receives requests for her presentations. In addition to serving as a community health

*Lisa’s spirit is infectious as she provides realistic solutions, preventive tips and wellness education.*

leader, she has launched several *high-impact initiatives*, such as Art in the Alley, a local effort to beautify neighborhoods with murals. She also participates in Delray Reads Day, Stiletto Race Fundraiser, Adaptive Golf Program and Miami

Project Spinal Cord Injury fundraisers. Lisa’s commitment to protecting the environment inspired her team at Delray to “go green” and join the beach clean-up on Earth Day. Her creativity, *enthusiasm and commitment* challenge all who surround her. One of the causes closest to her heart is Locks of Love, and she often grows her hair to donate. This year, she encouraged her co-workers, and they joined efforts to successfully contribute more than \$1,000 for cancer care. Lisa not only makes a difference with patients, but she leads and inspires by example. She is truly a Tenet Hero.



## Larry Bryant

*Lead Housekeeper*

Tenet colleague since **1980**

Larry has been offered positions in housekeeping supervision, but he always turns them down because he wants to be involved in the actual work and enjoys seeing the results of his skill. Both as a leader and a craftsman, Larry consistently exhibits the highest integrity by performing detailed work, maintaining the housekeeping equipment and assuring that supplies and inventory are kept current and ready for staff. He is even-tempered and always delivers fast, *friendly service with a smile.*

In addition to his regular duties, Larry controls and audits the inventory in his department. His judgment is frequently relied upon as he works with vendors to select items and equipment based on their quality and usefulness in the hospital setting.

As a steward of resources, Larry's innovative ideas are sought after and valued whenever leaders at Des Peres are considering changes. In 2015, the hospital staff experienced a problem with scrub inventory disappearing from the linen department.

At Des Peres Hospital, Lead Housekeeper Larry Bryant performs his job duties with consistent quality. He is known throughout the community for his *skillful workmanship*, and over the years, his great reputation has led to him being called to other hospitals for assistance.

Many times, Larry has been offered positions in housekeeping supervision, but he always turns them down because he wants to be involved in the actual work and enjoys seeing the results of his skill. Both as a leader and a craftsman, Larry consistently exhibits the highest integrity by performing detailed work, maintaining the housekeeping equipment and assuring that supplies and inventory are kept current and ready for staff. He is even-tempered and always delivers fast, *friendly service with a smile.*

*As a steward of resources, Larry's innovative ideas are sought after and valued whenever leaders at Des Peres are considering changes.*

Larry came up with a solution to slide the existing big shelving units to form a room and then install a screened security door that could be padlocked for a secured area. The total cost was \$250, saving the hospital the almost \$10,000 they were planning to use on a new room, plus the savings from lost inventory.

Larry has performed a significant role throughout his career in *training new employees* who have gone on to become leaders in their own right, passing on the values he teaches. His generosity in sharing his knowledge, values and skills has truly

made a difference in his professional community. During his 35 years at Des Peres, Larry has gone above and beyond by planting flowers on the grounds, plowing snow from the parking lots, running a shuttle service between hospitals and even filling in as the department leader. Collaborating with his colleagues, Larry is attuned to his surroundings, sees what needs to be done and makes things happen, all traits that make him a Tenet Hero.



## Michael Moorman

*Coordinator, Public Relations and Media Services*

Tenet colleague since **1984**

“Mike Moorman is one of the big reasons I came to Desert Regional Medical Center (DRMC),” said Kristin Schmidt, Chief Nursing Officer (CNO). “I met him when I was interviewing for the Assistant CNO position, and I was struck by his warm and welcoming manner. He was a wealth of information about the hospital, the people who work here and the community. He helped me decide that this would be a great place to work.”

Most people who know and work with Mike, Coordinator in Public Relations and Media Services, have similar things to say. Interacting with employees, physicians and volunteers at all levels in the hospital – Mike is *extraordinarily committed* to the organization, the community and to his colleagues. Since starting at the hospital in 1984, Mike has supported multiple constituencies in setting up and delivering presentations for the hospital’s physicians and Human Resources Department.

Playing an integral role in the employee orientation process, he often fills in for managers and directors in a pinch because he knows the orientation presentations so well. He has developed a universal reputation for saying “yes” and is the consummate ambassador for DRMC. He is always willing to help – with a smile. He goes out of his way to support community organizations as well and *encourages colleagues to volunteer*. “Mike’s sense of selflessness is very impressive and inspiring,” said

*Mike has developed a universal reputation for saying “yes” and is the consummate ambassador for DRMC.*

Clement Hakim, Director of Rehabilitation Services. “Mike organizes the monthly blood drives, various parades and the Holiday Drive for Seniors, collecting gift bags for nursing homes. I’m happy and proud to work with Mike, a role model for customer service.” Mike combines his *creativity and*

*promotional flair*

at community events throughout the year, including the Lesbian, Gay, Bisexual and Transgender Pride Parade, Veterans Parade, Black Pride Parade and the Festival of Lights Parade. At one parade, the gasoline generators

could not supply enough power to properly light the float, so Mike gathered his co-workers in Plant Operations to help him wire up a whole new configuration for the lights, and he was behind the steering wheel when they finished.

As one of DRMC’s long-standing employees, Mike’s knowledge, dedication and vigor are admired by veterans and new employees alike. He is a true servant leader. This is why Mike is a Tenet Hero.



## Michael Biddle, RN

Staff Nurse, Burn Center

Tenet colleague since **2012**

“Michael Biddle, Staff Nurse at Children’s Hospital of Michigan, is committed to enhancing both clinical and service excellence at our hospital,” says Lindsay Heering, Manager of Child Life and Volunteer Services. “He leads by example and is willing to step away from the status quo to raise expectations and fulfill our purpose of ‘improving the quality of life for everyone who enters our doors.’”

As a result of his hospital-wide reputation for delivering service excellence and patient satisfaction, Michael was selected to serve on the *Standards of Behavior Team* in the Pediatric Burn-Surgery-Rehab Unit. The group’s primary charge is to develop and facilitate mandatory operations training for all employees, physicians, contracted employees, volunteers and stakeholders to instill a fully integrated culture of service quality throughout the organization. The Standards of Behavior Team researched best practices of other hospitals nationwide and consolidated a booklet of 75 standards of behavior into five concise concepts represented by the acronym, CHILD – Communicate with Compassion, Handle with Care, Inspire with Imagination, Lead with Purpose and Deliver with Passion. Michael added a “High 5” visual to the presentation to *assist with recall* and to reaffirm the team’s passionate connection with patients, families and co-workers.

*Michael significantly enhanced engagement – suggesting a completely different approach to keep the student audience interested.*

Michael also brought a fresh, new perspective that significantly enhanced engagement – suggesting a completely different approach with the use of different presenters for each “standard” to keep the student audience more interested in the content. A co-worker commented, “Wow, *very moving presentation!* I was on the verge of tears from about the halfway point. The talk captured everything it means to work at Children’s Hospital and the kind of person it takes to make a patient’s stay a success.” Two physician champions came forward requesting to join the Standards of Behavior Team after participating in the presentation. A 2015 DAISY Award winner, Michael was recently appointed chair-elect for the hospital’s Professional Nurse Council. Michael makes a positive impact on every life he encounters at Children’s Hospital of Michigan, and he will continue to play a significant role on the Standards of Behavior Team, accelerating the momentum into 2016 and beyond as a true Tenet Hero.



## Steven Rubinstein, CCLS

*Child Life Specialist*

**S**teven Rubinstein, Child Life Specialist at Children's Hospital of Michigan, is one of those superstar team members who is consistently recognized in patient satisfaction surveys for the extraordinary care he delivers.

Tenet colleague since **2009**

Steven might even be considered a “playmaker.” That’s why he was selected to sit on the hospital’s *Standards of Behavior Team* in December 2014. The group’s primary charge is to develop and facilitate mandatory operations training for all employees, physicians, contracted employees, volunteers and stakeholders to instill a fully integrated culture of service quality throughout the organization.

Injecting his enthusiasm and creativity from the very start, Steven jumped at the opportunity and into the team’s work of researching best practices of other hospitals nationwide. They consolidated a booklet of 75 standards of behavior into five concise concepts represented by the acronym, CHILD – Communicate with Compassion, Handle with Care, Inspire with Imagination, Lead with Purpose and Deliver with Passion. To engage and captivate participants in the CHILD standards training, Steven researched and recommended partnering with the Life is Good Kids Foundation, an organization that focuses on improving the quality of care children receive.

Steven personally pursued the foundation’s Playmakers training program and successfully synthesized the material and created *high-impact, high-energy messaging* that truly resonated with employees during standards training presentations.

Now a Certified Playmaker through his Standards of Behavior Team participation, he empowers audiences through his talks about the “big plays” that happen at Children’s Hospital of Michigan every day, such

*Steven recognizes what a big difference the small things make in a family’s experience.*

as saving lives – yet acknowledging how big “little plays” are as well. He recognizes what a big difference the small things make in a family’s experience, such as helping a lost mom find her way or using the interpreter phones to find information in a preferred language. In these and other endeavors, Steven is committed to enhancing *clinical and service excellence* – leading by example, providing compassionate care and always advocating for patients and their families. That is why Steven is a Tenet Hero.



## Gary LaDuke III, BSN, RN

*Registered Nurse, Medical Intensive Care Unit*

Tenet colleague since **2014**

**G**ary LaDuke, Registered Nurse at Detroit Receiving Hospital, is an excellent asset to the Medical Intensive Care Unit (MICU). His colleagues describe him as dedicated, meticulous, empathetic, compassionate, trustworthy, hardworking – and just *a little sassy* at times.

He brings joy and warmth to his team but is grounded in a strong work ethic, disciplined approach and sense of responsibility for his team, his actions and his patients. With an enormous heart and an unwavering commitment to service,

Gary would even give a patient the shirt off of his back – and in fact, has done just that.

In December 2015, a MICU patient was admitted with no belongings. After a lengthy stay, he was near discharge to a homeless shelter. Gary took the initiative to *find clothes for him* to wear; however, no winter coats were available. In the coldest months of the bitter Michigan winter, Gary went to his locker, retrieved his own personal coat and gave it to the patient. This is just one example of Gary's extraordinary selflessness. "The patient's need was my priority," explained Gary.

He has displayed compassion and empathy in remarkable ways. In addition, Gary volunteers for

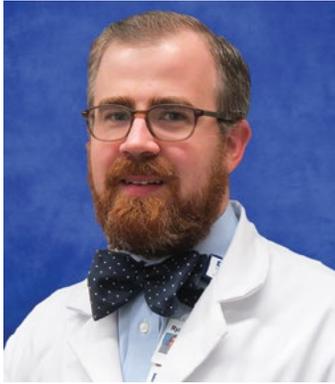
projects and committees inside and outside the hospital without hesitation. Within the first year and a half of his employment, he had served as Charge Nurse, Wound Champion, Unit-Based "Spot Award" Champion and Mentor.

*In a bitter Michigan winter, Gary went to his locker, retrieved his own personal coat and gave it to a patient.*

Exceeding care expectations in every encounter, Gary is a *passionate, diligent, innovative* nurse who consistently advocates for the best interests of his patients as well as their families. He goes the extra mile to address every detail or need. For example, he

frequently brings in a patient's favorite flavored water to increase fluid intake and provides food to encourage eating.

When he is not on the job, Gary cares for his elderly grandmother and is working toward his CCRN, a special certification to care for critically ill adult, pediatric and neonatal patients and their families. Integrity is his middle name. It is an honor to recognize Gary as a Tenet Hero.



## Ryan Mynatt, PharmD, BCPS-AQ ID

*Clinical Pharmacy Specialist*

**R**yan Mynatt, Clinical Pharmacy Specialist, came to Detroit Receiving Hospital (DRH) from his home in Kentucky to make a difference. He is doing just that – and more. Recognized in 2015 as DRH’s Employee of the Year for his quality of work, Ryan has also been honored regionally for his outstanding work as a pharmacist clinician in infectious disease.

Tenet colleague since **2010**

A passionate and skilled leader of the innovative *Antimicrobial Stewardship Program* at the hospital, he is also driving change across the entire health system through the Tenet Antimicrobial Stewardship Program. In addition, Ryan extends his expertise to other hospitals throughout the southeastern Michigan region, generously offering to answer questions about improving their programs. To keep area pharmacists informed about advances in infectious diseases and critical care protocols, Ryan serves as the Planning Committee Chair of the Detroit Medical Center annual Critical Care and Infectious Diseases Symposium, a pivotal event attended by more than 150 Michigan pharmacists. Through this work, Ryan has been directly involved in research that has enhanced pharmacy practices in the treatment of resistant micro-organisms and avoiding medication toxicity as well as developing *mentoring programs* for students. Much of this high-impact research has been published in nationally recognized journals. Making himself available around the clock, Ryan works tirelessly to ensure his patients receive

optimal care related to medication delivery – contacting other healthcare practitioners and coordinating all aspects of the patient care medical management. For example, “People think about critical care and trauma as the real life-saving aspects of this hospital,” explains Ryan’s supervisor. “But antibiotics can really make or

*Ryan works tirelessly to ensure his patients receive optimal care related to medication delivery.*

break a person’s care. Ryan takes time to understand that each patient needs that individual look and that saves lives.” Revered for his *medication leadership*, Ryan is often contacted by others outside the Pharmacy Department

for his expertise and works willingly to ensure superior patient outcomes. A courteous, warm professional, Ryan is considered a role model in his department and throughout the organization for his positive attitude and exceptional communication skills. He greets people in the hallway and throughout the hospital, offering assistance whenever necessary to anyone who needs directions, a glimpse of his festive bow tie or a smile. He is truly a Tenet Hero.



## Imana “Mo” Minard, MSN, RN, EMT-P

*Manager, Emergency Department*

Tenet colleague since 2009

*number one cheerleader* and encourages excellence every day through her unwavering focus on loyalty and respect.

**M**o Minard, a Manager at Detroit Medical Center (DMC) Harper-Hutzel Hospital, has a “get it done no matter what” attitude. No task is ever too big for her. She is a nurse, teacher, coach, mentor, friend and shining light in the hospital’s Emergency Department (ED). A rare force of nature, Mo has an empowering, energizing personality with the unique ability to influence, motivate and lead with a servant’s heart. She is her team’s

Mo extends her commitment to service beyond the walls of the ED into the community. As the ambassador of the 61-Day Challenge, DMC’s annual voluntary health education campaign to end the obesity epidemic, she leads programs that emphasize *healthy lifestyle management*. Not only serving as the passionate cause advocate, she has become the face of the campaign – chronicling her own weight-loss journey to inspire others to commit to healthier lifestyles.

Engaging fully, she posted updates daily on social media – recognizing her followers and sharing their testimonies. The impact was so powerful and profound that the challenge set a record with hundreds more participating this year than ever before. Personally, Mo triumphed as well by losing more than 38 pounds in 61 days. She continues to

stay on track as she encourages others to thrive. Mo’s contributions are numerous.

Another notable campaign she initiated was the “*Flu Shot Rap Video*.” In response to DMC’s challenge to employees to educate stakeholders about the importance of flu shots, Mo led the way once again. She and her ED nurses formed a group called MC Mo and the Harper Chicks, and they

*A rare force of nature,  
Mo has an empowering,  
energizing personality  
with the unique  
ability to influence.*

rapped about the flu shot – receiving more than 50,000 views on social media.

Mo is a role model and an inspiration, bravely sharing her own private story of her struggle with weight and associated health issues to influence hundreds of people to jumpstart their own transformational journeys. Mo lives her life using her gifts to motivate others to live their healthiest lives. This makes her an exemplary leader and a Tenet Hero.



## Cleophus Shackleford

*Emergency Department Technician*

Tenet colleague since **2012**

Cleo Shackleford, Emergency Department (ED) Technician in the new Flow Facilitator role at Detroit Medical Center (DMC) Harper-Hutzel Hospital, is always the first to offer assistance or do his part on the team. He is dependable, responsible, compassionate and willing to help – regardless of the circumstances. In one instance, when the ED needed staff that worked days to change to midnight shifts, Cleo stepped up and volunteered to change his shift.

Cleo has grown and developed into an excellent team member. Treating every patient and family member with dignity and respect, Cleo delivers an exceptional level of customer service. He is the

“go-to assistant” for all ED needs, including hard IV starts, intubation assists, family and staff support, security assistance and patient transport. Plus, he brings his warm smile and *can-do attitude* to every situation.

As the Flow Facilitator, Cleo carefully prepares patients for discharge – ensuring they have all the necessary resources at home. In one memorable situation, a patient did not have any shoes to go home in, so Cleo took the shoes off of his feet and gave them to the patient. This level of service exceeds all expectations.

Cleo’s servant’s heart extends far beyond the walls of the hospital. He is a passionate community

*Cleo took the shoes off of his feet and gave them to a patient.*

### *outreach volunteer*

for the hospital, leading the Detroit Police Department 90-Day Fit Challenge health screening program and participating in the annual U.S. Postal Service

employee health screening event. Cleo even facilitated the referral process for several officers to a DMC physician for care after recognizing elevated blood-sugar levels and hypertension indicators. Described by his co-workers as dedicated, knowledgeable and “top notch,” Cleo is happy to take on any task. In fact, as a Flow Facilitator Lead, Cleo is always *one step ahead* of the rest. He brings enormous empathy to the treatment of others because he firmly believes in treating others the way he would like to be treated. Whether in the hospital, in the community or with his family, Cleo’s generous spirit makes him a true Tenet Hero.



## Sandra Smith

*Clinical Coordinator, Non-Invasive Department*

Tenet colleague since **2011**

Exemplifying the gold standard of work excellence, Sandy developed an efficient redundancy and *process verification system* to produce the highest levels of care for the patient at all times. When Sandy sees a need, she simply takes care of it without hesitation. Just recently, she was working with a patient whose companion “hates hospitals” and wanted to wait in the car, but she was able to persuade the individual to stay inside using her finely honed communication skills. This brought enormous comfort to the patient. Constantly looking for new ways to improve the patient experience, she is a *servant leader* at heart. When Sandy saw an elderly woman who was having trouble walking into the pharmacy, she immediately brought her a wheelchair – and also took the initiative to go outside to check on the woman’s situation with her waiting daughter. Sandy extends her gifts beyond the hospital and the region as well. She is a regular volunteer at

**S**andy Smith, Clinical Coordinator at Detroit Medical Center Heart Hospital, goes above and beyond what is expected of her every day. She is considered the “mom” of her department because of her loving and caring nature.

community health screening events and soup kitchens. In April 2015, Sandy paid her own expenses to accompany a team of surgeons and other medical staff on a *mission trip to Peru*

*Sandy developed effective, engaging training programs for the Non-Invasive Department.*

to provide healthcare to those in need. The dedicated team offered a variety of clinical help including treatment for hernia and removal of tumors on-site. Always striving to optimize patient outcomes, Sandy

is also a talented teacher and mentor. She has developed effective, engaging training programs for the Non-Invasive Department as well as essential competencies for nurses. She is a preceptor to all new nurses and has launched several programs to continuously improve nursing expertise. Passionate about patient education, too, she believes patients should fully understand their treatments, medications and the role they play in maintaining their own health. She is proactive, positive, uplifting, patient and compassionate. Sandy is the quintessential Tenet Hero.



## Linda Willoughby, BSN, RN

*Manager, Patient Services*

Tenet colleague since **1983**

“Linda Willoughby, Manager of Patient of Services, is the most engaged manager I have ever worked with,” says Monica Magiera, Hospital Administrator at Detroit Medical Center Heart Hospital. “She is never in her office because she is always on the floor caring for a patient or assisting another nurse.”

Patient focused and excellence driven, Linda is always ready to jump in when help is needed. Still, she remarkably visits each of her patients multiple times a day. She knows faces, names, conditions, family members as well as immediate concerns – always focusing on *optimizing patient outcomes*.

As an effective and empowering manager, Linda developed innovative and creative solutions to support the most challenging needs of patients. In one example, she discovered that a patient required a costly medication but did not have insurance coverage for the prescription as an outpatient. Though the only option appeared to be keeping the patient hospitalized for three days, Linda persisted. With her case management expertise, she found a way to discharge the patient, get him the necessary medication and optimize hospital efficiencies. Linda’s superior bedside service serves as a constant *catalyst for continuous improvement*

*Linda developed innovative and creative solutions to support the most challenging needs of patients.*

and customer service enhancement. She resolves issues with ease and serves as an inspiration to her co-workers. As a compassionate coach and mentor, her collaborative style improves employee

engagement because staff feel supported and understood.

Also engaged in the community, Linda has spent more than 17 years coaching girls’ basketball for churches in the area. In addition, she is currently coaching T-Ball and soccer. She is

positive, proactive, detailed, *motivated and motivating* – inside and outside of the hospital. Respected by all, Linda is very knowledgeable, but she always takes the time to listen, share and explain. The strength of her relationships throughout the hospital and with those she serves sets the standard for all patient services professionals. In fact, Linda had close to 100-percent participation on the employee engagement survey. Her impact is potent. Linda is most certainly a Tenet Hero.



## Elizabeth Bailey, RD, CDE

*Clinical Dietitian, Diabetes Educator*

Tenet colleague since **1999**

There is no better example of a clinician who truly dedicates her life, time, passion and entire being to caring for those who entrust their health to her. As a Clinical Dietitian and Diabetes Educator at Huron Valley-Sinai Hospital, Liz Bailey's commitment to the patients she serves and their families define her as a caregiver. She works tirelessly, cares compassionately for her patients and is modest to a fault.

Immersing herself completely in her role, Liz regularly exceeds expectations and the scope of her responsibilities in the delivery of exceptional care. In one recent instance, Liz provided a glucometer to track blood sugar for a diabetes patient who did not have adequate resources. Though the patient vehemently protested, Liz simply would not allow her to return home without the ability to manage her health accurately.

*Every detail is essential* for Liz, and her attention to them is painstaking. From arranging for the care and feeding of the beloved pet cat of an Intensive Care Unit patient, to taking the extra hours necessary to educate a young autistic patient on effective diabetes disease management techniques, to personally preparing a tray in the hospital kitchen for a patient cleared for solid food, Liz's approach

is *full service, holistic and rare*. She even encourages her patients and family members to call

her any time with questions. Plus, Liz provides all of her outpatient diabetic patients her pager number. Liz also extends her reach into the community with her personal passion – the Tour de Cure bike ride for the American

*Liz's commitment to the patients she serves and their families defines her as a caregiver.*

Diabetes Association, raising more than \$29 million nationwide for diabetic research in 2015. She teaches diabetes education to Milford schools *in her spare time* and also speaks to bariatric support groups.

A co-worker said, "We are fortunate to have Liz, but more importantly, our patients are lucky to have Liz." Walk with her on a "typical" day, and it is anything but typical. Though she may shrug off the attention as unnecessary, Liz is a perfect example of a Tenet Hero.



## Mark McDowell, APIO

*Director, Marketing and Public Relations*

Mark McDowell is not only Director of Marketing and Public Relations for Huron Valley-Sinai Hospital; he IS Marketing and Public Relations for Huron Valley-Sinai Hospital. Mark is a *department of one*, but the praise he receives from all in his sphere is a testament to the difference one man can make.

Tenet colleague since **2014**

One of Mark's most innovative initiatives has benefited patients and families at Huron Valley and across the state. Working with cancer patients, clinicians, support agencies, community organizations and others, he created a smart phone app called "Community Guide for Women with Cancer" as a one-stop resource for cancer patients seeking essential information and support services in Michigan. Achieving local, national and international success, the app has been recognized with three major *awards for innovation*.

Soon after his arrival, Mark coordinated a true gift of the heart. Only in his mid-twenties, a terminal cancer patient requested help attending his own wedding. Mark made it happen in the hospital's lobby without hesitation, nor a dry eye in the house. The family consented to media coverage, and clips of the poignant wedding were featured in local media and went viral, even appearing on

"Good Morning America." More importantly, the family appreciated the hospital's efforts to make this memorable day a reality.

Mark has also *strengthened engagement internally* among hospital employees – creating a fun and effective employee feedback program called I-Tree-A. Achieving phenomenal success, this large wall-cling apple tree has received more than 900 suggestions since January 2015. That's approximately

one suggestion per employee, and 34 percent have been implemented.

Mark also gives his time and talent to the community. Projects close to his heart include creating Quiz Night fundraisers for local schools, developing websites for nonprofits at no cost and consulting for small businesses at no charge through the local Chamber. These impressive contributions only scratch the surface – inside and outside of the hospital walls. Mark is a treasure and a true Tenet Hero.

*Mark created a smart phone app as a one-stop resource for cancer patients.*



## Cheryl Angelelli

*Director, Marketing and Public Relations*

Tenet colleague since **1994**

As the Director of Marketing and Public Relations at the Rehabilitation Institute of Michigan, Cheryl has viewed it as an opportunity to inspire and overcome. Cheryl is a former Ms. Wheelchair Michigan, a motivational speaker and one of Michigan's most decorated disability athletes. After 16 years of earning multiple medals and setting U.S. and international records as a Paralympic swimmer,

Cheryl decided to take on a new challenge – *wheelchair ballroom dancing*. Cheryl was a natural on the dance floor, and she soon searched for a way to share the freedom and joy she found through dancing.

In May 2015, Cheryl launched Dance Mobility, Michigan's first and only ballroom dancing program for those with disabilities. Since launching the program, Dance Mobility classes have been so popular that Cheryl now plans to start a dance program for amputees.

Recently, Cheryl was contacted by a teacher in Arkansas who saw one of her performances online. The teacher had a 9-year-old paralyzed student

The room goes silent at the grace and beauty of Cheryl Angelelli, a quadriplegic, as she glides across the dance floor. At the age of 14, Cheryl broke her neck in a diving accident, but she has never looked at her wheelchair as an obstacle. For Cheryl, life goes on without limitations.

who strongly desired to dance in the school's musical. Touched by the young girl's *passion and determination*, Cheryl knew what she

had to do.

Cheryl and her dance partner, Sergio, flew to the young girl's hometown and surprised her with a private dance lesson. Afterward, the girl's teacher said, "The transformation we have seen in the student since she met Cheryl and became

*Cheryl launched Dance Mobility, Michigan's first and only ballroom dancing program for those with disabilities.*

a dancer is incredible. Both Sergio and Cheryl did so much more than teach a dance routine and make it possible for a young girl to realize a dream, they have also shown our entire school that there are absolutely no limitations on what individuals with disabilities can do."

Cheryl is also a *mentor and role model* for young athletes with disabilities aspiring to compete in the Paralympics. Physicians and therapists often call on her to visit with young, newly injured patients to share her story with them and offer inspiration and hope. Cheryl has restored the joy of living to so many; it's easy to see why she's a Tenet Hero.



## Bridget Leonard, DNP, MBA, RN, CRRN, NEA-BC

*Director, PCS Nursing Office Operations*



Tenet colleague since **2005**

“We have Lupus; Lupus does not have us,” proclaims Bridget Leonard, Director of Patient Care Services Nursing Office Operations at the Rehabilitation Institute of Michigan. “Life goes on, and we have *not stopped living.*” Bridget was diagnosed with Systemic Lupus Erythematosus (SLE) in 2007, and her teenage daughter, ChyAnn, was diagnosed with the disease in 2011. “Despite living with the debilitating effects of SLE,” says Julia Libcke, Chief Nursing Officer, “Bridget comes to work every day with a smile, a positive attitude and a commitment to make a difference.”

Through their tireless work with the Lupus Foundation and daily challenges with the disease, Bridget and her daughter partnered with the Children’s Hospital of Michigan to start a support group for teens with SLE

in the Metro Detroit area. The group provides opportunities to interact with mental health and medical professionals as well as other families to share experiences, information and acceptance. The group has received kudos from members, the community and local media. These meetings provide *comfort and strength* to so many who have felt alone.

Bridget has served as an inspiration and role model – transforming her struggle with SLE into a beacon of hope throughout the professional rehabilitation nursing community. In September 2015, Bridget was invited to speak at the National Association of Rehabilitation Nurses in New Orleans. Months after her well-received presentation, “Spreading Your Wings: Life with Lupus through Eyes of a

*Bridget has chosen to reframe a devastating diagnosis to improve the lives of others.*

Rehabilitation Nurse *Lupus Warrior,*” she received an email from an attendee saying, “I am so glad I found you! Thank you from the bottom of our hearts. I have a 40-year-old sister and after

listening to your talk, I went home and scheduled an appointment for her with a rheumatologist, and sure enough, she was diagnosed with SLE. I have no words to express our gratitude to you and your efforts to raise awareness.”

As her drive to educate the community on SLE continues, she recently participated in “Who We Are,” a moving Lupus Detroit promotional video found online. “Bridget is always thinking ‘What can I do better?’ or ‘What can I do to improve this situation?’” says Lisa Radtke, former Program Coordinator at Lupus Foundation of Michigan. “She is truly a remarkable woman.”

Bridget has chosen to reframe a devastating diagnosis to improve the lives of others. She has indeed changed the world – making her a Tenet Hero.



## Bertha Sumter

*Patient Access Representative*

Tenet colleague since **2000**

**A**s a Patient Access Representative at Detroit Medical Center (DMC) Sinai-Grace Hospital, Bertha Sumter is the first person a patient or visitor sees when he or she walks in the door of the Oncology Center. “Her positive demeanor makes our patients feel welcome and helps make their visits more productive,” says Christopher Boyce, DMC’s Administrative Director of Oncology Services.

Bertha’s impact on the organization and the countless lives she has touched has been significant. Demonstrating her dedication daily with every person she welcomes, Bertha truly cares about her patients and is committed to helping them heal and feel supported on their difficult journeys. In 2007, Bertha saw a way to improve customer service in this area and created a solution. Along with a nurse formerly on the team, she launched a support group for cancer patients – giving them a *safe, nurturing environment* to share their feelings and emotions related to the cancer experience. When the co-founder retired, Bertha was determined to continue the group herself. Holding the group’s meetings on her own for the past seven years, mostly on her own time, Bertha has also personally funded many of the events by providing snacks and little gifts or mementos

*Along with a nurse formerly on the team, Bertha launched a support group for cancer patients.*

around the holidays. Bringing these patients together is a passion for Bertha, and her *dedication is boundless*. “Leading the support group over the past few years has been so rewarding,” explains Bertha. “I’ve watched our patients go from diagnosis, to treatment, to survival. We discuss important issues around healthcare, their needs and often spend time building a closer bond without the thought of ‘sickness’ looming over their heads. I

am thankful we are able to impact our community in a positive manner long after treatment.” An invaluable resource to patients and staff, Bertha is caring, compassionate and puts the needs of others first. The hospital benefits from Bertha’s ability to develop *loyal, satisfied patients* who recommend its oncology services to others in the community. Her positive energy provides the hope and encouragement cancer patients need. Bertha is a true Tenet Hero.



## Donald Gephart

Security Officer

Tenet colleague since **2013**

Donald Gephart, Security Officer at Sinai-Grace Hospital, *saved a life* on June 6, 2015, but his heroic actions also indicate the profound power of the right decision at the right moment. As a security officer, Donald's duties include patrolling the exterior of Sinai-Grace to keep the facility and grounds safe. One night, while working the midnight shift on mobile patrol, he observed a vehicle with its emergency lights flashing and its horn sounding. Knowing something was wrong, Donald followed the vehicle until the driver pulled into a driveway, got out and collapsed.

As the man struggled to breathe and talk, Donald called Emergency Medical Services. At the same time, the man's nephew came running out of the house insisting the man was a heart patient – as Donald noticed the man's hospital wrist band. The man's condition was deteriorating rapidly, so he notified the hospital that he was transporting him in his patrol car to the Emergency Room (ER). Thanks to Donald's observations and *quick actions*, the ER staff was able to save the man's life.

As an additional benefit of Donald's efforts, the patient's nephew has mended his relationship with the Security Department. Before this incident, they were not on good terms. Now, the nephew cannot

stop singing the hospital's praises in the community.

As a trained reserve police officer, Donald is

constantly seeking ways to *enhance security*.

When Sinai-Grace saw an increase in visitors with aggressive behavior, he proactively searched for training videos to help his colleagues detect early signs of belligerent tendencies to

avoid confrontations and mitigate issues.

Most recently, Donald led an initiative to collect bottled water for the residents of Flint, Michigan.

Described as "an out-of-the-box thinker," a future leader, a mentor for new officers and a team player, Donald has always stepped up to a challenge. He is always looking out for others. He is a Tenet Hero.

*Thanks to Donald's observations and quick actions, the ER staff was able to save a man's life.*



Janelle Beckman  
Tony Linn  
Kath Taylor, RN  
*Neurosciences Unit Team*



“The examples are too numerous to list ... we cannot think of a more *heroic team*,” says Michele Bava, CHRO at Doctors Medical Center of Modesto (DMC). “What is amazing about this team is their ability to provide optimal care and unparalleled compassion day in and day out.”

DMC is a Level II Trauma Center and the only area facility offering Neuro Critical Care and Neuro Step-Down Units – both earning Elite Honor Roll Status from the American Heart/Stroke Association. The dedicated DMC Neurosciences Unit has developed an *unparalleled reputation* for dealing with the most critical patients.

In one instance, a young mother had been camping in Yosemite National Park with her husband and three of her four young children, including an infant, when she suffered a spontaneous brain hemorrhage. Though she was flown to DMC, where the team explored every option, it was evident that she would not survive. When this tragedy occurred, the grief-stricken husband could only gather his children and immediately leave the park, leaving all of their belongings behind.

When the family arrived at the hospital, the staff jumped into action – arranging care for primary needs and beyond. Highlights include engaging a lactation consultant to console the hungry infant, and gathering basic toiletries, essentials and games to distract the other children while the father stayed with his dying wife.

In addition, Tony Linn, Department Director, arranged lodging for the family and drove to Yosemite to retrieve their belongings. Janelle Beckman, Social Worker, spent countless hours educating the family on the grieving process and

helping the children prepare for the process of *telling their mother goodbye*.

Kath Taylor, a Registered Nurse with Trauma Services assisted significantly as well – comforting the

mother of the patient, who was having a particularly difficult time due to the substantial loss she had experienced in her life recently, even sacrificing her day off to provide solace to the mother when the day came to withdraw care.

This unit deals with life and death daily, but this case touched their hearts in a deep and profound way. A physician and family friend of the patient said, “I have witnessed many acts of compassion and kindness by healthcare providers, but you and your staff went beyond anything I’ve ever seen in your absolutely spontaneous outpouring of support.” Their actions represent the best of DMC and the best of what it is to be caring humans. They are all Tenet Heroes.

*Their actions represent the best of what it is to be caring humans.*



## Shawn Smith

*House Supervisor, Nursing Administration*

Tenet colleague since **1998**

At Doctors Medical Center of Modesto (DMC), Nursing Administration House Supervisor, Shawn Smith, has an unwavering commitment to patient care. DMC is a receiving hospital for patients from smaller facilities who need a higher level of care. Finalizing patient transfers is a complex and time-consuming process at a point when time is of the essence. To speed up the process, Shawn volunteered to assist in leading the development of a “Just Say Yes” Transfer Management policy at the hospital that has *expedited transfer acceptance* and saved lives.

Shawn also extends his commitment to patient care way beyond the hospital. When he stopped at a restaurant one evening and noticed an employee in pain, he talked to the young man and discovered that he had suffered from a *debilitating hip disease* since he was a teenager. He was in need of a hip implant, but he didn’t have health insurance. He had simply accepted a future full of pain. However, Shawn was determined to change his life. After making multiple calls and visits with hospital leadership, Shawn secured an orthopedic surgeon, an anesthesiologist, a donated implant and an entire procedure at no cost to the young man he met at the restaurant.

*Shawn secured a surgeon, an anesthesiologist, a donated implant and procedure at no cost to a young man.*

The surgery was completed without complications and the young man could not believe a perfect stranger would do so much to improve his quality of life. As he left the hospital he told Shawn with tears in his eyes that this was the first time he had not felt pain since he was a child. *“You are my hero,”* he said.

Such behavior is typical for Shawn. He is routinely recognized by his co-workers for his unfailing positive attitude and excellent clinical skills. They say things like, “Shawn leads from his heart,” “Shawn is always the first to notice people in need,” and “He is simply always willing to be there when needed.” The humility, compassion and personal integrity of Shawn epitomize the heart of a true Tenet Hero.



## Ricardo Cervantes, Jr.

*Transporter, Imaging Services*

Tenet colleague since **2012**

**R**icardo Cervantes, a Transporter at Doctors Hospital of Manteca (DHM), never seems to have a bad day. No matter how busy he may be, he remains *cheerful and extremely professional* toward patients and staff alike. He provides excellent care to the patients he transports, always ensuring they are appropriately covered, well secured and as comfortable as possible, while engaging in comforting conversation

that puts both English and Spanish-speaking patients at ease.

Ricardo does not like to have idle hands. On the rare occasion when he is not transporting patients, you will find him ensuring that the Imaging Department is properly stocked and cleaned. When he notices that a piece of equipment needs repair, he immediately sees that a work order is submitted to ensure patients' safety.

Ricardo has a knack for being in the *right place at the right time* to assist others. A co-worker said, "Being a fairly new employee, I was lucky enough to meet Ricardo one day, not thinking that this person will be saving me from car trouble heartache tonight. I really don't want to admit that I left my headlights on all day at work, but he had noticed and expected my dilemma. Ricardo had jumper cables ready and knew the process well.

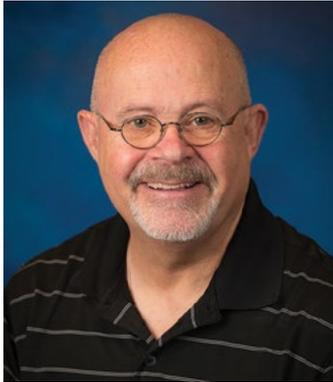
*Every patient Ricardo transports benefits from the kindness and patience he perfected caring for his daughter.*

I want to thank Ricardo for keeping a *watchful eye* on a situation he knew would happen."

Other colleagues say, "I truly appreciate his hard work and dedication to his job," "He's the perfect example of caring," and "I'm honored to know and

work with Ricardo!"

At home, Ricardo faces the challenge of caring for a severely disabled daughter, but you would never know that Ricardo has a care in the world when he enters the doors of DHM. Every patient he transports benefits from the kindness and patience he perfected caring for his daughter. In his actions toward others, Ricardo serves as a role model for all. He epitomizes the communication protocol Acknowledge, Introduce, Duration, Explanation and Thank You (AIDET) and positively represents DHM and Tenet Healthcare in all that he does. He is a true Tenet Hero.



## Gary Gulledge

*Unit Secretary, Day Surgery*

Tenet colleague since **2003**

**A**s a Unit Secretary in Day Surgery, Gary Gulledge goes beyond the call of duty by making sure the registered nurses have everything they need in the charts. His goal is to ensure all the paperwork is organized in order to make the day easier for the staff at Doctors Hospital at White Rock Lake.

Gary manages the environment of care while providing services to the team such as scheduling the bariatric patients. He double-checks every file for the history and physical examinations and other evaluations and reports.

Without this information, a case can be denied. Gary knows almost everyone by name in the hospital. He even routinely escorts one of the less mobile cafeteria workers to and from the kitchen at the beginning and

end of her workday by wheelchair. He takes the time to *recognize and compliment* hard work in others, such as the housekeeper who works until 10 p.m. every night and then catches the bus home.

“It became quickly apparent that knowing Gary was critical to my success. He would call in the morning to guide me through order entry for patients, ensuring all orders were entered correctly. Unasked, Gary took time at the end of his day to print out a list of Interventional Radiology cases for

the following day. In summary, Gary’s organization was invaluable to the Interventional Radiology service,” said Dr. Clare Savage, Interventional Radiologist, who has now hired Gary as the part-

time Interventional Radiology Coordinator at her practice.

In addition to his work at the hospital, Gary volunteers to manage an *annual food drive* for the White Rock Center of Hope, a community coalition of individuals, civic and social

*With Gary’s assistance, they were able to help more than 21,000 people in the community.*

organizations and more than 50 member churches united to provide emergency aid to their neighbors. Gary helps collect donations and stays in touch with personnel to ensure they are picked up at least twice weekly. With Gary’s assistance, they were able to distribute more than 435,000 pounds of food to more than 21,000 people in the community.

Gary is a rare individual who is tireless, loves his job and *inspires others* with his perpetually positive attitude. This is what makes him a Tenet Hero.



## Dennis Mink, RCP, RRT

*Cardiopulmonary Rehabilitation Supervisor*

Tenet colleague since **1982**

With his 39 years of service – 33 of those with Tenet – Dennis Mink is now a Cardiopulmonary Rehabilitation Supervisor at Doctors Hospital at White Rock Lake. He is a *consistent advocate* for patients, going above and beyond to ensure that they receive the care they need and that they and their family members have all of the information they need to be successful in their cardiac rehabilitation. He believes that his calling in life

is to care for people and help them move forward.

Dennis has contributed to his community through various initiatives. He was a volunteer member of the team that pioneered the “Heart Beat Ahead” initiative, a very successful program that lasted more than six years and provided free cardiac screenings, vital signs and lab work for Dallas community members. For the past 20 years, Dennis has and continues to volunteer in various city-wide health screenings. He

coordinated the “Better Breathing Program” as an *outreach for pulmonary patients* in the Dallas community. Although Dennis headed this program, he did whatever was needed. Dennis’ innovative idea was the inspiration for many similar programs in existence today. For several hospitals in the Dallas metro area, Dennis serves as a Basic Life Support and Advanced Cardiovascular Life Support instructor.

He also leads Doctors Hospital’s Cardiopulmonary Rehab Program, associated with the Texas A&M Exercise Physiology Program and mentors interns in this program.

*Dennis leads Doctors Hospital’s Cardiopulmonary Rehab program and mentors interns in the program.*

Dennis has been described as a selfless and caring employee. Many of his patients have alluded to the fact that he played an instrumental role in convincing them not to give up on their path to recovery, consistently motivating them

to work on their journey to better health. Colleagues have overheard him many times *reassuring a patient* or family member that was nervous or scared about their condition and explaining how they would work together to meet the patient’s goals. He is described as a compassionate individual both for his patients and his co-workers. It is his service, innovation and transparency that make Dennis a Tenet Hero.



## Emily Ghassemzadeh, RN

Case Manager

Tenet colleague since **2003**

**E**mily Ghassemzadeh, Case Manager at East Cooper Medical Center, has a true servant's heart. She embodies the Tenet service philosophy of focusing on the needs of others. Her giving spirit and compassionate heart has touched the lives of her patients, their families and her colleagues and overflowed into the community and the lives of many around the world. As a nurse, she painstakingly coordinates precise, customized discharge plans with treatment teams to optimize patient outcomes. Thinking of every detail, she keeps knitted shawls in her office for the most vulnerable patients and families in times of crisis to add an extra layer of comfort.

One peer calls her “my go-to person when I am not sure what I should do, because *I trust her* – and she knows so much.” Indeed, she exemplifies the highest levels of customer service, performing paperwork at the nurses station instead of her office to supplement team secretarial duties, such as answering phones, greeting visitors and checking the fax for insurance claims, as needed.

Passionately committed to quality, she is always a ready and willing team player.

Emily's heart extends into the community as a volunteer through her work with Kairos Prison Ministries and the hope she provides to the incarcerated. She also makes time to *help the underserved* and underprivileged at The Table, which provides a place for those in the community to come and enjoy dancing, games and activities for children, blood pressure checks and receive

a bag of donated grocery items. She also serves at the Emergency Cold Shelter, which provides individuals with a warm place to sleep, a meal and a shower anytime the outdoor temperature dips below freezing.

Globally, Emily has *traveled to Haiti* three times since the earthquake to offer support and aid to those who have lost so much. Back at work,

however, she is always willing to donate her unused paid time off to fellow associates who are enduring a hardship or difficulty.

So many have benefited from Emily's generosity, and many have described her as one of the most unselfish and generous people they have ever known. She demonstrates a deep and abiding commitment to nursing, humanity and to East Cooper, which allows her to help others feel cared for and loved. This is why Emily is a Tenet Hero.

*Emily demonstrates a deep and abiding commitment to nursing, humanity and to East Cooper.*



## Bridgette LaMere, RRT

*Registered Respiratory Therapist*

Tenet colleague since **2007**

**B**ridgette LaMere is a Registered Respiratory Therapist at Emanuel Medical Center as well as a mother who works two full-time jobs, driving more than 180 miles every day, volunteers in her community and yet still has the time and energy to go the extra mile for patient care.

Bridgette's kindness was evident in June 2015 when a 35-year-old single father of two young children collapsed while home alone with his 7-year-old son. The man was rushed to the closest hospital and eventually transferred to Emanuel. Along the way, multiple attempts to resuscitate him were unsuccessful. Because the father was an organ donor, he was maintained on life support until his organs could be harvested.

Bridgette was on duty several of the nights this patient spent in Emanuel's Critical Care Unit. The magnitude of his *impending death* tugged at Bridgette's heart. She kept thinking about the impact it would have on his children.

So, with permission from the patient's mother, and on her own time, Bridgette gathered the necessary supplies to make casts of the patient's handprints and presented a set of their father's handprints

to each of the children. She did this because she felt that the handprints might serve as "linking objects" that would physically "link" the children to their deceased father and engender *feelings of connection*, safety and security. Bridgette didn't

know it at the time, but she had created mementos that would keep the memory of their father in the hearts of those children forever.

Of this exceptional act of kindness, Bridgette's department director says, "What is remarkable

*Bridgette felt that the handprints would physically "link" the children to their deceased father.*

about Bridgette is that she didn't make a big deal about this; she did this quietly and discreetly, never seeking recognition for her thoughtfulness and compassion. It was another co-worker who recognized her *extraordinary effort to console* the patient's young family and shared it with her supervisor."

For her exemplary professionalism and her devotion to patient care, Bridgette deserves to be honored as a Tenet Hero.



## Jana Mitchell, BSN, RN

*Manager, Emergency Preparedness*

Tenet colleague since **1979**

Emanuel Medical Center's Manager of Emergency Preparedness, Jana Mitchell, lives, eats and breathes *disaster preparedness* and her tireless volunteer work exemplifies beautifully the Tenet value of service.

When asked why she works so many nights and weekends as a disaster preparedness and relief volunteer for Stanislaus County and the State of California, Jana says, "I don't do it to get paid. I step out of the dollar issue

and say, 'What's Emanuel going to get out of this?'"

Presently, Jana is a volunteer member of the Stanislaus County Healthcare Emergency Preparedness Council. Their mission is to coordinate the interests of citizens, industry, private and public agencies and governmental bodies into multidisciplinary organizations that facilitate healthcare preparedness. As a member of this council, Jana also

serves on their Winter Contingency Task Force and new Patient Tracking Task Force.

Jana is also a registered *healthcare disaster volunteer* through the State of California's Medical Reserve Core. This is a California initiative to pre-register, manage and mobilize healthcare professionals to volunteer and help in responding to all types of disasters.

As of 2016, hospitals are now required to support others in community preparedness. Committed to this initiative, Jana volunteered to coordinate the efforts of the local fire department, police department, fairgrounds, utility company and the hospital in planning an evacuation of the residents

of the Covenant Village Retirement Community, a neighbor of Emanuel.

Jana has had a passion for community safety for

decades. When she worked as a Neonatal Intensive Care Unit nurse, she volunteered for three-plus years as an educator for the Shaken Baby Prevention Coalition. Whether volunteering her time or perfecting Emanuel's

*Jana has had a passion for community safety for decades.*

emergency preparedness program, Jana *gives 110 percent* and more. That's why Emanuel's administrative team looked to Jana to lead the hospital in Tenet's Healthy Over Hungry Cereal Drive. Under Jana's leadership, Emanuel employees donated 23,433 servings of cereal – soaring the hospital to the number one spot in Tenet's Western Region for the cereal drive.

Of her work in the community, Jana says, "What I learned through my volunteer work is that there is no amount of money, no price, you can put on being prepared." If there is ever a major disaster in Stanislaus County, Jana will be at the center of the county's response. That's why she's a worthy Tenet Hero.



## Dawn Herron, RN

*Critical Care Nurse, 4 South*

Tenet colleague since **2007**

**F**or a patient battling cancer, the days ahead may be filled with uncertainty. For nearly a decade, Dawn Herron has dedicated her career to being the unwavering support system her patients need. As a Critical Care Nurse at Florida Medical Center, Dawn has built a strong reputation for delivering compassionate and high-quality patient care. Her *patients adore her* and often return to the hospital to say, "Thank you."

Dawn's dedication and patience were displayed with a particular cancer patient who was about to undergo their first chemotherapy treatment. As a chemotherapy-certified nurse, Dawn was called in on her day off to administer the patient's treatment, which was expected to take more than 12 hours to complete. Filled with nerves, the patient did not have the opportunity to speak to the physician prior to treatment and was hesitant about starting the process. Eager to *calm the patient's nerves* and ensure they completely understood the treatment plan, Dawn arranged to have the patient speak to the physician over the phone. In addition, Dawn carefully explained each step of the process and monitored the patient closely and continuously during treatment while also caring for other patients

*Dawn has built a strong reputation for delivering compassionate and high-quality patient care.*

in the Intensive Care Unit. After successfully guiding the patient through the vigorous treatment, she returned to work at 7 a.m. the following day for another 12-hour shift, caring for her patients with the same selflessness and kind spirit. It is clear that Dawn is a *devout advocate* for her patients. Co-workers best describe her as determined, thoughtful and consistently placing the needs of patients and their families above her own. For this, the hospital recognized her with the fourth-quarter Governing Board Service Excellence Award in 2015. Her exemplary skills make her a valuable asset to Florida Medical Center and its patients. She is an excellent example of a Tenet Hero.



Tracy Sutton, RN  
Francis Juan, RN  
Aubrey Tilson, RN  
Youssef Hanna

*Emergency Room Team*

An Emergency Room (ER) team at Fountain Valley Regional Hospital and Medical Center, comprised of Registered Nurses Tracy Sutton, Frank Juan and Aubrey Tilson, and Emergency Care Technician Youssef Hanna, is known as one of the best ER teams in the area, and recently raised the bar for patient care.

At the *eleventh hour* of New Year's Eve 2015, the Fountain Valley ER received a call from a local EMS unit that was en route to the hospital with a 45-year-old female in her third trimester who had

begun having seizures. This was a highly critical and unusual situation that endangered the lives of both the mother and her baby so the ER team quickly gathered the hospital's Labor and Delivery team and the Neonatal Intensive Care Unit (NICU) to await the patient's arrival.

When the ambulance crew entered the ER, the patient was in cardiac arrest and actively seizing on the gurney. The ER team immediately worked to gain intravenous access and establish the patient's airway. An ultrasound revealed that the

fetus had cardiac activity, but the mother did not have a pulse. A *maternal Code Blue* was called. Knowing that only a C-section could save the baby's life and improve the odds that the ER team could resuscitate the mother, the decision

was made to perform a perimortem C-section.

The time from incision to delivery of the baby was less than one minute. The baby was in cardiac arrest, but the NICU team quickly performed a successful resuscitation. The ER team then stepped up their

*The ER team then stepped up their resuscitation efforts on the mother and managed to restore her vitals.*

resuscitation efforts on the mother and managed to restore her vitals even after running the maternal Code Blue for five to six minutes.

Both patients remained critical but *two lives had been saved* that day. Three different departments collaborated to save the life of this mother and child and the ER team deserves the highest commendations for their readiness, quick action and diligence in a high-stress situation. This cohesive team pushed the limits to achieve positive outcomes. They are definitely all Tenet Heroes.



## Dorian Sandor, BSN, RN

*Registered Nurse, Surgical Institute*

Tenet colleague since **2014**

“I don’t want to come to work and only do my time and then go home,” expresses Dorian Sandor, Registered Nurse at Good Samaritan Medical Center (GSMC). “I want to be effective.” And that he is. Dorian exemplifies the idea of selfless service. Dedicated, trustworthy and patient, Dorian is *grounded in faith* and core values that serve as a firm foundation for all of his actions and decisions. He buoys patient spirits with his sincerity,

kindness and compassionate bedside manner.

Dorian’s easy, calm demeanor and approach can improve even the most difficult situation or flustered patient. He can always be counted on to step up and accept any patient assignment, no matter his workload. His availability and willingness to participate have set a new standard for exceptional teamwork and collaboration at GSMC – even taking over a peer’s assignment after she was physically threatened by a patient. When there is an emergency on the unit, he responds without hesitation. Growing up in a large family, Dorian faced challenging

circumstances that have shaped his *heart-centered work ethic*. Committed to helping others inside and outside of the hospital, Dorian traveled to Romania on a mission trip in 2015 to visit children in orphanages. He serves as a servant leader’s role model, choosing to dedicate his vacation time to helpless children who lack even the

basic necessities. On the two-week mission, he and the group distributed care packages, spent quality time with the children and took them on day trips. Also active in his local church, Dorian is leading the formation of a *medical outreach initiative* with the congregation’s health professionals to

provide a much-needed resource for the South Florida community. Feeling passionately that everyone should be treated equally and fairly regardless of personal beliefs, Dorian went to Washington, D.C. on his own time to join

others in an international protest in support of the Norwegian-Romanian Bodnariu family, whose five children were removed from their home due to their family’s Christian faith.

Dorian is a highly valued and respected colleague. For all he does inside and outside of the hospital walls, he is a Tenet Hero.

*Dorian traveled to Romania on a mission trip in 2015 to visit children in orphanages.*



Tenet colleague since **2007**

## Mayda Loveland Tress, BSN, RN

*Registered Nurse, Unit Shift Manager*



“I try to live my life in such a way that every day I try to accomplish at least one thing that will outlive me and last for eternity,” said Vernon Brewer, President of World Help. These words also describe the personal mission of Mayda Loveland Tress, Registered Nurse and Unit Shift Manager at Good Samaritan Medical Center.

An exceptional nurse, Mayda became involved with the lifesaving work of World Help, a humanitarian organization, following a personally devastating *tragedy in her own life*. When her precious niece, Kelly Loveland Gourley, an RN at Palm Beach Gardens Medical Center (PBGMC), lost her life to breast cancer at 38, Mayda’s heart was shattered. Kelly and Mayda were very close and had worked together for several years at PBGMC prior to Mayda’s joining the Good Samaritan team.

Through her career, Kelly had traveled on several mission trips to Mexico and Romania to care for children living in utter despair and poverty; therefore, her family decided to turn their grief into a gift of healing for the *forgotten children of Guatemala*. Soon after a family friend introduced them to World Help, fundraising began for the building of a home for special needs children in Kelly’s memory on the grounds of Hope of Life International in Zacapa, Guatemala. Two years later, Mayda traveled to Guatemala with friends and family for the dedication of a 50-bed home for special needs children called “Kelly’s

House.” On that trip, Mayda’s life changed forever. Overwhelmed by the suffering and desperation she saw in rural Guatemala, she joined forces with World Help as a devoted *medical mission volunteer* treating hundreds with little or no medical care. Between August 2014 and October 2015, she participated in three trips to the most remote, underdeveloped locations, and she plans to go on two more medical trips to Guatemala in 2016 as well as a medical trip to Uganda.

*Medical missions, child sponsorship and clean water are Mayda’s driving passions.*

In addition to medical mission trips, Mayda currently sponsors nine children in Guatemala and two in Uganda. On her last trip to Guatemala, she presented all nine with new bikes. She has also supported deep-well construction to provide clean water. Medical missions, child sponsorship and clean water are her driving passions. Highly respected by physicians, management, colleagues, patients and families, Mayda possesses a caring heart that knows no boundaries. She is an exceptional Tenet Hero.



## Susan Joyce, BSN, RN

*Clinical Nurse, Oncology*

Tenet colleague since **2012**

The hands of Sue Joyce, an Oncology Clinical Nurse at Hahnemann University Hospital, not only work tirelessly to treat oncology patients but they also beautifully sew *personalized blankets for patients*, bringing them comfort in possibly one of the most trying and stressful times of their lives.

On one occasion, those hands made a Superman-themed blanket for a terminally ill 22-year-old patient who always wore a Superman t-shirt.

Sue also made a blanket with music notes and instruments for a patient who was a musician. No one is left out in her book. She also sews superhero-themed blankets for organ donors – *the real heroes* of her patients. Sue's co-workers have said that these blankets comfort her patients in their times of uncertainty and often never leave patients' sides during their stay.

One co-worker shared, "The patients who receive the blankets from Sue know they are made with love and compassion. They are received with gratitude and genuine appreciation. To some, it may be a small gesture, but to the patients, it somehow solidifies their relationship and brings them great joy." Sue designs and sews these blankets on her own time and personally presents them to her patients in hopes that the blanket will bring them a

sense of peace during their hospital stay.

Sue's actions are often highlighted as an example for others to follow. She has been recognized on numerous occasions by staff and patients, including

a DAISY Award, for which she was nominated by her peers. Even the Patient Transport Department has recognized Sue by saying, "Sue was always there to help move patients (even if they were not patients under her care) and help patient

*The patients who receive blankets from Sue know they are made with love and compassion.*

transport in any way she could."

Sue is a caring and compassionate nurse who cares deeply for her patients. She has often forged *meaningful relationships* with her patients just by offering a hand to hold or a kind word of encouragement. She is a shining light of hope and optimism. She raises the bar for exceptional care delivery and is truly representative of excellence in nursing. For giving so selflessly to her patients and her peers, Sue is a Tenet Hero.



## Annia Valle, RN

Case Manager

## Armando Alba, RN

Registered Nurse, Surgical Services

Case Manager, Annia Valle, and Surgical Services Registered Nurse, Armando Alba, represent the

best of Hialeah Hospital's best when it comes to striving for more, both professionally and personally.

Armando takes enormous pride in not just doing his job but in doing the best he can to provide high quality healthcare to his patients. He is also a superb example to new professionals coming into the healthcare field as he continuously looks for ways to become a better professional and *a better human being*.

Annia says she enjoys her job because it allows her to continue to do what she does best, which is helping those in need. Annia is known for the no-limits level of care she provides for both patients and co-workers. She is completely reliable and can always be counted on when the need for help arises. Armando is an exceptionally appreciative young professional. He is aware that all of his accomplishments were made possible because of the sacrifices his parents made by leaving their homeland to give him a better opportunity in life. He takes pride in the man he has become without forgetting from where he came. Annia is an all-around *caring soul*. Her patients benefit from knowing that there is nothing she wouldn't do to

make their experience better. She doesn't just get the job done, she walks the walk of giving the best care she is capable of giving. With an

*Annia and Armando have truly made a big difference in the lives of the underprivileged.*

undeniable passion for service, these two incredible individuals have come together to extend quality care to *underserved communities* in Florida. This year, while working and going to school full time in the RN-to-BSN program,

Annia and Armando teamed up with the Haitian American Nurses Association and the Haitian American Professionals Coalition for a humanitarian mission that provides medical screenings, hygiene necessities and education to the underserved population of Immokalee County in Florida. Knowing how critical help from others could be to the success of the mission, they knocked on many doors to raise funds for healthcare needs, food items, hygiene products, clothing, shoes, school supplies and toys. Through this mission, Annia and Armando have truly made a big difference in the lives of the underprivileged and richly deserve the recognition of being named Tenet Heroes.



## Jessica Horton

Payroll Coordinator

Tenet colleague since **2007**

Ever since Payroll Coordinator, Jessica Horton, officially transferred to Hi-Desert Medical Center from Desert Regional Medical Center last November, she has been completing the payroll process for both facilities. These two facilities are on opposite payroll cycles, so Jessica often works weekends and *many long days* to accomplish this task.

In addition to the challenge of simultaneously training her replacement at Desert Regional, Jessica was also challenged by the many holidays between Veteran’s Day and New Year’s Day. That required her to start the payroll process on Sunday, her normal day off, to adjust the payroll schedule and meet payroll deadlines. This tremendous accomplishment stands as a testament to Jessica’s dedication to both facilities, the pride that she takes in her position and her exemplary work ethic.

Jessica’s dedication and commitment to Tenet are reflected in her daily actions and her work. She is a great resource to directors for training on Kronos techniques, policies and procedures. She offers *one-on-one training* if needed and sends out helpful payroll hints, techniques and processes as educational reminders. She has gone the extra mile to help her former facility and continues to help them as needed.

As a new Tenet facility, the Hi-Desert payroll staff was unfamiliar with Kronos, HRMS and payroll policies. Jessica was extremely helpful during the first few months of Hi-Desert’s transition, providing templates and *payroll policy knowledge*, answering texts and phone calls and offering to come on site to help. Her assistance was invaluable

and Hi-Desert truly leaned on her during those first months, as her knowledge base and expertise were invaluable.

Jessica has been described by her colleagues as committed, dedicated, responsible, thorough,

pleasant, kind, helpful, an expert in her field and an excellent Kronos trainer. Jessica’s former supervisor said, “I wish I could clone her.” For going above and beyond to meet the needs of two Tenet facilities at once, Jessica is a Tenet Hero.

*Jessica’s dedication and commitment to Tenet are reflected in her daily actions and her work.*



## Nikisha “Nikki” Ramsey, CPhT

*Chemotherapy Pharmacy Technician*

Tenet colleague since **2009**

**N**ikki Ramsey, Chemotherapy Pharmacy Technician, constantly identifies ways to improve the Hilton Head Hospital Pharmacy Department workflow. She is an effective communicator and has the ability to look at any situation from all angles, including what is best for the pharmacists and the nurses. Nikki has a way of accepting every challenge with responsibility, strength and optimism – yet she has endured some of life’s most overwhelming personal difficulties.

After the tragic loss of her son following the death of her mother, the struggling single mom somehow managed to support her two other sons, a special-needs brother and her father while learning a new job.

During that time, Nikki felt her calling to become a nurse and began her education with vigor. With unparalleled *dedication and moxie*, Nikki worked full time while attending college. With the

help of Tenet’s tuition reimbursement program and the support of her Pharmacy Department colleagues, she graduated in December 2015 and has successfully transitioned to the Acute Care Unit as a Registered Nurse.

Even through these complex times, she continued to strive to provide the very *best pharmacy services* – helping to revise the technician daily task list, which assigns tasks to each technician’s shift, making the process more streamlined and

efficient. She also took the lead in learning the new repackaging machine and has become an expert on that system when problems arise.

She also served as a preceptor for newly hired technicians and set high expectations for those she trained, which led to both improved quality in the technicians’ performance and successful employee retention. Regardless of the

*Nikki has a way of accepting every challenge with responsibility, strength and optimism.*

adversity, Nikki is an extremely motivated, *positive and outgoing* person.

Nikki’s dream is to advance her career in healthcare. “Although I am very sad to lose her as a valued employee, I am thrilled for her success and new career. She will be a fantastic nurse at our hospital,” says Jennifer Genone, Director of Pharmacy. Nikki embodies all of the qualities that define Tenet’s standards and goals. Nikki is truly a Tenet Hero in every sense of the words.



## Robert Rosene, PT

*Physical Therapist*

Tenet colleague since **1998**

**A**t first glance it may appear that Bob Rosene, Physical Therapist at Hilton Head Hospital, is simply caring for a patient, helping a co-worker or making an outstanding contribution to the community. But, in truth, he represents the very best of who we are – and the very best of who we want to be.

Requested many times by name due to his reputation for effectiveness, compassion and excellence, Bob *considers the whole person* and really gets to know his patients. For example, he recently stepped into a room and instantly recognized his patient was very anxious about not hearing from her spouse. After failed attempts to reach him, Bob went beyond the call of duty to track down a neighbor who checked on her spouse and found he had fallen. Thankfully, he was not seriously hurt, but because Bob listened and took action, he helped avert a potentially devastating outcome. Bob is a servant leader in the community as well. He volunteers with Canine Companions for Independence, providing *trained assistance dogs* to those with disabilities. The organization depends on volunteers to raise these dogs prior to their advanced training. After 18 months and an emotional “goodbye,” their puppy, Lana, was ready for advanced training. After a successful six months of training, Lana is now touching hundreds of lives at a 500-bed hospital in Florida. Bob and his family

*Bob has inspired children and their families to look for opportunities to give back to their community.*

were so moved by the experience that they are currently raising their second puppy. Bob also gives his time to Family Promise, offering shelter and stability to *homeless children* and their families. He volunteers as a youth soccer coach and leads Upward Basketball, the nation’s largest Christian youth sports provider where he has been able to help approximately 300 children grow and develop mentally, athletically, socially and spiritually. He has used his position to not only teach basketball but to create a culture of “service.” He has developed, organized and inspired participation in several community-based service projects, such as a local “Beach Clean-Up” and a food drive for a local soup kitchen. He has inspired the children and their families to look for opportunities to give back to their community. A tireless worker, visionary leader and inspiration in so many ways, Bob serves as an example for his patients, colleagues and his profession. Bob is a true Tenet Hero.



## Desirae Perry, ADN, RN

*Manager, Nursing Services*

Tenet colleague since **2007**

**A**t Houston Northwest Medical Center, Desirae Perry is the Nursing Services Manager of Observation/Oncology, Interim Manager on a Telemetry Unit and soon to be Emergency Room Manager. While taking on all of this additional responsibility, she is also completing her Bachelor of Science in Nursing and spearheading the New Palliative Care Team.

In June 2014, Desirae became involved with the development of the New Palliative Care Team as the facilitator during meetings and was instrumental in developing the program. Her love of *palliative care* was visible in her request to attend the End of Life Consortium to gain proficiency in educating physicians and staff on ways that they too could improve palliative care and ultimately the patient care experience.

“She has put together a team that is already amazingly effective, both clinically and from a cost effectiveness perspective. Her fine character, caring, gentle, but *persuasive manner*, has gotten the job done with a soft but effective touch,” said Robert Zalenski, MD, MA, Director of Palliative Care. Desirae enthusiastically applied for Houston Northwest to participate as a pilot site for The Joint Commission (TJC) Certification Program for Palliative Care standardized quality measures. Since that time, and as the pilot site, the hospital has been working with TJC on data collection. In 2016, Desirae and her team plan to apply for TJC Disease Specific Certification.

Desirae also recognized the advantages of an annual membership with the Center to Advance Palliative Care (CAPC) and submitted

the justification to the administrative team, which resulted in an annual contract for CAPC membership and access to great educational opportunities for her team and patients’ benefit.

Locally, the community has recognized Desirae for serving

*Desirae has put together a team that is amazingly effective, both clinically and from a cost effectiveness perspective.*

as the lead for the American Cancer Society’s Relay for Life initiatives. This is a role that requires months of preparation. She coordinates weekly rallies for fundraising and spends countless hours organizing the big event and preparing the Houston Northwest team to staff the day.

Desirae takes on tasks without being asked, exhibits *energy from start to finish* and gives each project all of her enthusiasm, expertise and time. She serves as a role model for her colleagues through her actions and contributions to making the lives of patients better, not only through care but by her commitment to raise awareness and funds for research. She is a Tenet Hero.



## Almeta “Al” West, BSN, RN, COHN-S

*Manager, Occupational Health and Safety*

Tenet colleague since **1987**

**B**y sharing her talents gained from 39 years of experience locally, state-wide and internationally, Al West, Occupational Health and Safety Manager at Houston Northwest Medical Center, has made a name for herself at the Texas Infection Control meetings, International CS Supply Conventions and Risk Management meetings and is often asked to teach occupational safety and health-related classes at organizations and universities.

One reason Al is a *sought-after educator* is that her innovation is boundless. As she noticed the frequency of needle sticks begin to increase in the surgical areas at Houston Northwest, Al began working on an action plan with the area’s staff and leadership. In her spirit of collaboration, she involved front-line employees in the development of the Surgical Services Safety Team. Nurses took on the job of educating, monitoring and setting expectations among both staff and credentialed hospital personnel.

Al continually goes beyond expectations. Increased police reports of violent events in the area brought her attention to the need for extra security, so she *drove the initial development* of and then acted as chair for the Workplace Violence Committee. After hearing staff concerns of stalking and harassment, Al suggested changes in the badging format, drove improved law enforcement presence within the Emergency Department, obtained grant funding for camera surveillance and initiated the usage of panic buttons for certain

high-risk areas as well as self-defense training for female staff.

Al goes above and beyond by demonstrating excellence in the community as well. During a measles outbreak in Harris County, the urgency of the situation led Al to *organize several clinics* at local high schools staffed by nurses from Occupational Health to administer the Measles-Mumps-Rubella vaccine, supplied by the Harris County Health Department, to more than 700 students and 150 faculty at each of the schools.

*In her spirit of collaboration, Al involved front-line employees in the development of the Surgical Services Safety Team.*

Al has a passion for assisting staff with end of life transition. With her quiet strength and heartfelt compassion, she helps employees, families and caregivers by going to the home of employees during crisis, illness or dying with dignity. Then she continues to support the family during the grieving process and with return-to-work support. It is her quality care, innovative ideas, grounding integrity and selfless service that make Al the shining example of a Tenet Hero.



## Juan Edwin “Eddie” Briones-Garcia

*Supervisor, Respiratory Therapy*

Watching his daughter struggle to breathe was unbearable. From that moment on, Eddie Briones-Garcia has passionately dedicated himself to helping those with asthma, and other respiratory conditions, breathe the breath of life.

Tenet colleague since **2012**

As the Supervisor of Respiratory Therapy at JFK Memorial Hospital, he generously gives his time to share his personal experience with his daughter’s condition during training sessions, hospital tours and career days for local schools as well as with patients and their families to put them at ease during treatment. He is an *excellent clinician* who enjoys training new staff in the area of adult, child and newborn/infant respiratory therapy services. Eddie lives to serve. Beyond his role in Respiratory Therapy, Eddie has volunteered to assist the hospital on multiple levels. He is the leader of JFK’s Decontamination Team, working with the county and JFK’s Disaster Team to ensure the “Decon Team” is available for all drills and disasters. During the 2014 Ebola scare, Eddie led the team in its annual donning and doffing of biohazard equipment practice. He worked with the Clinical Informatics team to implement new *respiratory charting processes* and was instrumental in the hospital receiving a “no deficiency, no recommendation” from the College of American Pathology in 2015. As an honorary member of the Business Development

*Eddie is always the star of the show during a tour, career day, lecture or disaster drill.*

Department, Eddie has volunteered for a variety of projects and programs, including the following: Hippocrates Circle, part of the Indio Middle School Health Academy Career Day, during which Eddie speaks to 30 students about respiratory therapy and takes them on a tour of JFK; Dr. Carreon

Academy’s Disaster Drill and Career Exploration Days, where Eddie and his team talk about therapy services, demonstrate the decontamination process and explain how JFK will help during a disaster; and the Coachella Valley Economic Partnership

Pathways to Success, where Eddie represents JFK to underserved schools in outer service areas, encouraging education and urging students to *follow their dreams*.

Eddie’s peers describe him as compassionate, driven, dedicated, giving and unstoppable. Hospital physicians and administrators have said, “Eddie is the best therapist I’ve worked with” and “He is always the star of the show during a tour, career day, lecture or disaster drill.”

Eddie truly breathes life into both the hospital and the surrounding community. He is an asset and is treasured by all. He is a Tenet Hero.



## Francisco Ceniseros

*Supervisor, Imaging Services*

Tenet colleague since **1992**

**F**rancisco Ceniseros' interest in healthcare began when a high school teacher encouraged him to join a medical careers club. This led him to pursue a degree in radiologic technology and gain experience with mobile imaging, the Emergency Room (ER) and cancer centers as well as hospitals like Lake Pointe Medical Center, where he has spent the last 23 years on the radiology team, working his way up to Supervisor of Imaging Services.

When the city of Rowlett was *hit by a tornado* on December 26, 2015, Francisco was on duty, and he had to commit to a whole new level of quality service. Major damage from the E-4 twister could be seen as close as a street away from the hospital. While Lake Pointe suffered minimal damage from the tornado, the hospital quickly had to go on emergency generator power lasting close to 30 hours. Working with limited resources and a quickly filling ER, Francisco took

charge to help. He willingly drove to the Lake Pointe Imaging Center in Rockwall to prep the equipment for transferred patients and performed computed tomography (CT) scans on patients. Since staff was limited due to the storm, he volunteered to stay and work through the morning – *working 24 hours straight*.

*Working with limited resources and a quickly filling ER, Francisco took charge to help.*

Beyond work, Francisco can be found enjoying his love of music, in particular, the violin. He plays in classical settings with a number of symphony orchestras and mariachi groups. His wife shares this

passion for music, and they have passed it down to their children who have pursued music in college. Francisco has used his *musical background* to volunteer in the community as a choir director for a local Spanish speaking church, as an orchestra concert master

at First Baptist Garland and as a board member for Children's Chorus of Greater Dallas.

Both music and healthcare require a team working towards a common goal. Music is performed for the listener and healthcare is for the patient's wellbeing. Francisco demonstrates this teamwork on a daily basis at Lake Pointe, and he certainly did so in a big way on December 26, which makes him a Tenet Hero.



## Matt Miller

*Maintenance Technician*

Tenet colleague since **2011**

**A**s a Maintenance Technician, Matt Miller is an experienced member of the Maintenance crew at Lake Pointe Medical Center. He exemplifies service, quality and integrity every day in the work he performs and can be seen in all areas of the hospital ready to help anyone – a patient’s family member who is lost or an employee who needs help with a piece of equipment.

Throughout his four years at Lake Pointe and with his many years in hospital maintenance, Matt continues to demonstrate his ability to develop and maintain strong internal and external vendor relationships. His success is due to his *technical understanding* and consistent communication. For example, when air pressurization testing is scheduled to be performed, Matt works closely with the vendor and the Surgical Department leadership to ensure that patient schedules proceed uninterrupted. Matt is constantly working to improve his maintenance skills so that he can do the best job for the hospital and its patients, staff and doctors. He has taken the responsibility for overseeing Utilities Management as well as Hazardous Waste Management and is active with the Blue Pillar.

*Matt continues to demonstrate his ability to develop and maintain strong vendor relationships.*

This program ensures Lake Pointe’s emergency generators are *monitored and ready*. Not only does this help the hospital meet Joint Commission standards, it also helps the power grid avoid “brown outs.” Matt is also a Class C operator for the underground storage tank for diesel fuel used to power these generators. In the community, Matt is active in his church, especially with his Sunday school class where they have helped the local Rockwall County Helping Hands by donating clothes. He also pitched in to clean up debris such as fencing and helped tarp the roofs of the affected homes after the *recent tornado* damage in Rowlett, Texas. It is Matt’s devotion to his trade, his willingness to help anyone at work or in the community and his integrity that make him a Tenet Hero.



# Lukpla Mahathavorn-Parial

Pharmacy Technician

Tenet colleague since **1995**

Lukpla Mahathavorn-Parial took her first breath at Lakewood Regional Medical Center, went to the school next door, started working at the hospital as a high school volunteer and then became employed by Lakewood as a Pharmacy Technician while she was attending the University of Southern California. Since then, she has become indispensable.

The demand for *speed and accuracy* in the IV Room is high and Lukpla sets the standard for these two qualities. She is highly organized, neat and efficient. When Lukpla is assigned to the IV Room, the days are usually marked by a quiet hum in the department. There are fewer delays, fewer unanticipated phone calls and the area is neat and organized. Lukpla's workflow process has been used as a best practice in the

*Lukpla's workflow process has been used as a best practice in the pharmacy.*

pharmacy and her daily routine has been replicated for all technicians to emulate. Lukpla always strives to provide outstanding customer service. She exemplifies the phrase "team player" every day, treating all staff with courtesy and respect and playing an important role in welcoming new members to the team. She is *always approachable* and makes everyone feel welcome. She is quick to recognize the expertise and contributions of others. She also has a special

way of anticipating the needs of her team members and lends a helping hand when they need it the most. Beyond her regular duties, Lukpla has served on the *hospital activities team* for more than 10 years, helping to organize events and gatherings for Lakewood staff. Outside of the hospital, she volunteers at the same school she attended, where her children

now attend, serving as a basketball coach and the editor of the school's and soccer team's yearbooks. She has also received several service awards and many WOW cards recognizing her outstanding work. For 21 years, Lukpla has served Lakewood cheerfully, reliably and efficiently. Her colleagues describe her as efficient, organized, approachable, positive and proud of her work. Her contributions are highly valued and she is, without a doubt, a Tenet Hero.



## Colleen Bidwell, RN

Charge Nurse, Total Care Imaging

Los Alamitos Medical Center (LAMC) Charge Nurse, Colleen Bidwell, is extremely passionate and so focused on helping her patients beat their battle with cancer that many would not know she is in the middle of the same battlefield.

Tenet colleague since **1990**

In November 2015, Colleen became a patient in her own department. From the first moment she received her diagnosis of cancer she displayed *bravery, grace and dignity*. Never losing her upbeat attitude, it was Colleen who assured those around her that she would be fine. As she undergoes treatment, she continues to inspire her patients and colleagues. In the midst of her fight, she has returned to work with her attentiveness and compassion toward patients undiminished. At LAMC, Colleen supports patients in the Cath Lab, Radiology and the Total Care Outpatient Imaging Center by assessing, educating and supporting them prior to and during image-guided outpatient procedures. Her role can be described as a “nurse navigator,” but she is so much more. Patients see her as an advocate, a wealth of resources and information, a *compassionate listener*, a shoulder to cry on and a pillar of strength. While caring for her cancer patients, Colleen has been seen relieving the anxiety of a pre-biopsy patient over the phone, holding the hand and rubbing the back of a patient having a breast biopsy and escorting a patient to pre-op for

*As she undergoes treatment, Colleen continues to inspire her patients and colleagues.*

a mastectomy while effectively distracting her with witty and humorous conversation. The quality of Colleen’s patient care is demonstrated in the clinical notebook she keeps to track the journey of her patients from their first breast biopsy onward, providing them with a personal touch, a heartfelt connection and a record of their treatment and recovery milestones. Colleen’s skills do not end with patient care. To provide accurate, single-session exams that protect patients from unnecessary procedures, Colleen expanded her daily tasks to include a process that pre-reviews patients’ invasive procedures. Both her patients and her department benefit from this *innovative approach* and she has received 19 GEM Awards through an LAMC service excellence program for this and her countless other highly valuable contributions. Colleagues describe her with the highest praises. Manager Teresa Butler says, “Our patients are safe and secure in her care. I am beyond grateful to have her as a member of my team.” Colleen’s bravery and eagerness to place her patient’s needs above her own is truly inspiring. She is a Tenet Hero.



## Vivian Brown, CNA

*Patient Care Technician and Patient Liaison “Greeter,”  
Emergency Department*

Tenet colleague since **2000**

**M**acNeal Hospital thinks so much of Vivian Brown’s people skills that they created a new position at the hospital just for her. Vivian began her career as a housekeeper for Environmental Services where her unwavering optimism and unshakable kindness compounded her notoriety.

During a period when the hospital’s Emergency Department (ED) was experiencing low patient satisfaction scores due to long wait times and poor communication, Vivian’s *reputation for kindness*, generosity and compassion made her the perfect solution to the ED’s challenge. To tap Vivian’s amazing potential, hospital administration created the position of Patient Liaison “Greeter” to make the most of her unique talents. In this role, Vivian is usually assigned to the ED waiting room during the busiest times of day, where her responsibilities consist of addressing any issues that arise, answering questions that patients or their families may have and offering comfort wherever possible. Vivian accepted the position enthusiastically and – to no one’s surprise – has flourished in the role. Within three months of Vivian’s position being implemented, the overall scores for the ED climbed from “satisfactory” to “5 Stars.” The hospital’s chief executive officer and ED leadership have received numerous letters and phone calls from patients and families specifically

*Vivian is a priceless treasure who brings great joy to patients and staff.*

naming Vivian as “an angel,” “a great person,” and “an amazing sweetheart.” In August 2015, Vivian was singled out and distinguished as the hospital’s very first “Superstar” for her exemplary performance and ceaseless *dedication to doing good*. Although this was just one of many accolades Vivian has received, she is forever humble and down-to-earth, constantly concentrating her efforts on improving the lives and experiences of those in her immediate presence, whether it’s the lives of patients, families, co-workers, friends or complete strangers. No matter what difficulties or adversities life might bring, Vivian’s glimmering smile, infectious laugh, tender touch and *contagious optimism* sheds light on the darkest days. Hospital administrators feel very fortunate to have Vivian on the MacNeal team. She is a priceless treasure who brings great joy to patients and staff. What she does comes straight from the heart and she touches lives in ways that leave indelible impressions. It is a privilege to honor and call Vivian a Tenet Hero.



## Patricia Peck, BSN, RN, CMSRN

*Clinical Coordinator, Medical-Surgical*

**P**at Peck is a 30-year nursing veteran with the enthusiasm of a new graduate. As MacNeal Hospital's Clinical Coordinator in the Medical-Surgical department, Pat believes that contributing to the personal and professional development of nurses through mentor relationships increases their confidence, job satisfaction and retention rate.

Tenet colleague since **1980**

When Pat decided to obtain board certification in medical-surgical nursing, she found that there was no review course offered in the area so she **created her own study group** and included her colleagues.

On her own, Pat gathered content experts in areas such

as gastrointestinal, neurology and respiratory. Due to Pat's passion for developing nurses, she has organized and initiated more than 100 study groups, informational sessions, educational in-services and formal presentations that have assisted 123 nurses in obtaining medical-surgical board certifications.

One of Pat's most recent initiatives was the development of a hospital-wide intervention to improve lagging HCAHPS scores on medication education. She established an education module to guide nurses on the applications of medication education, partnered with pharmacy leaders to create medication cards and followed up by rounding with nurses to reinforce their education. Each month, **steady increases in patient survey scores** show the major impact she has had.

*Due to Pat's passion for developing nurses, she has organized and initiated more than 100 study groups.*

Pat's enthusiasm for serving others extends into the community as well. In her latest effort, she gathered family and neighbors to assist an elderly couple in their neighborhood who suffer from end-stage dementia and advanced Parkinson's. In addition,

Pat coordinated a MacNeal walking team for the Chicago Arthritis Foundation to **raise awareness and funds** for the foundation. In the last two years, her efforts have helped raise more than \$4,000. She has also raised \$4,000 for St. Jude Children's Hospital in honor of her daughter's close friend who passed away in a boating accident. Pat sees the challenges faced in the healthcare profession as opportunities for improvement and leads by example. She is a positive and inspirational force. Her caring manner is contagious. Pat is a walking textbook – full of knowledge, experiences and information she is willing to share with anyone with a desire to learn. For all of this and more, Pat is an exemplary Tenet Hero.



## Donald Bowden-TeXera

Endoscopy Technician



Tenet colleague since **1983**

**M**etroWest Medical Center's Don Bowden-TeXera takes service to the next level. Whether it's a routine colonoscopy or a therapeutic procedure to stop bleeding or remove a polyp, most patients enter the endoscopy suite very uncomfortable, and a kind word goes a long way. As an Endoscopy Technician, Don approaches his job with a high level of technical care but goes beyond that to assure that every interaction he has is positive. His caring nature and informative style set the standard for how service should be approached.

Don's devotion to service became dramatically evident when he learned that one of the hospital's pharmacy technicians had a son who was battling kidney disease and needed a transplant. Unsolicited, Don decided that he wanted to *donate one of his kidneys*.

He went through the evaluation and matching process and turned out to be a positive match for this young man. In an act as impressive as it was selfless, Don allowed doctors to remove one of his kidneys for transplant into his co-worker's son and change his life. The term "role model" doesn't begin to describe this act of extreme service.

Astonished by Don's kindness, the pharmacy technician said, "The way that Don shows compassion is through action. Most people would just say that they are sorry, but Don did something about it."

*Most people would just say that they are sorry, but Don did something about it.*

The kidney recipient said, "This is the very definition of a selfless act. We knew each other in passing and he *gave me my life back* for nothing in return except hopefully a feeling of satisfaction and comfort that he changed someone's life in a way that is so profound that words don't exist to describe it." Since the transplant, Don has become a strong

*community advocate* for others to become organ and platelet donors and his passion has recently inspired another community member to become a kidney donor and change the life of yet another person.

For his willingness to make supreme personal sacrifices in the service of others, Don is one of our most inspiring Tenet Heroes.



## Mellissa Rearick, MSW, LICSW, OSW-C

*Social Worker, Oncology*

Tenet colleague since **2010**

**M**ellissa Rearick is an Oncology Social Worker at MetroWest Medical Center who always advocates for her patients and is compassionate and incredibly supportive. Whether it be through the support groups she conducts or in the hospital stairwell or lunch room – it seems she is everywhere for everyone.

For example, one of Mellissa’s patients was a 61-year-old man with rectal cancer whose primary language was American Sign Language (ASL). He lived in an apartment with a family who did not know ASL and he could not read lips or English, but could read and write in Spanish. He had no transportation but did live close enough to walk to the hospital.

Mellissa worked closely with the doctors, nurses and radiation therapists to support this patient through six weeks of chemotherapy and radiation treatment.

While the patient was transitioning into the final stage of treatment, his *apartment building burned down*, leaving him and his housemates with only the clothes on their backs and destroying critical belongings, including his video phone, medications and ostomy supplies. Mellissa worked with his physician and nursing team to address his immediate medical issues and worked tirelessly with community organizations to help him secure permanent housing and replace his belongings.

With Mellissa’s support, the patient was able to locate a room for rent close to the hospital that needed repairs and furniture. Mellissa *worked with the landlord* to confirm plans for the needed repairs and arranged a quick move-in

date. She also worked with the patient’s employer to arrange for a bed to be donated and for help moving him into his new apartment. This level of care is typical of Mellissa.

One of her patients said of Mellissa, “She gives you strength or she solves the immediate problem to relieve

the burden, so you can go on.”

In addition, for the last four years, she has also organized MetroWest’s “Annual Celebration of Life” afternoon, where past and present MetroWest cancer patients come together to tell their stories of *survivorship and celebrate life*.

Mellissa works tirelessly to advocate and support her patients. She makes a difference in all the lives she touches. She is a verifiable Tenet Hero.

*Mellissa worked tirelessly with community organizations to help a patient secure permanent housing and replace his belongings.*



## Mary Bronwyn “Bron” Trujillo, AS, CLT

*Lead Technician, Transfusion Services*

Tenet colleague since **1987**

**A**fter losing her mother to malignant melanoma at a young age, Bron Trujillo made an inspiring commitment – live to serve and save lives. As the Lead Technician for Transfusion Services at Mission Trail Baptist Hospital, Bron lives by this commitment.

Bron consistently strives to do what is right for patients. Her contributions are immeasurable, not necessarily because of what she has done, but because of what she has prevented. In her role, Bron rarely interacts with the patients she serves. However, she treats *every sample with respect* by looking at each one as a representative of an individual that deserves the highest attention to detail, prompt service and exceptional quality. She monitors the criteria for all blood transfusions daily, and if she encounters outliers, she contacts a pathologist for direction. Her attention to detail has resulted in *numerous safety catches* at the Blood Bank, protecting patients from receiving unnecessary transfusions or the wrong blood type. In one case, Bron received orders for blood transfusions and the order stated the patient’s hemoglobin was 6.0. Blood transfusions are in essence a transplant. If there is one misstep along the way, a patient could suffer serious irreparable harm. Feeling suspicious about the order, Bron decided to investigate. She found the patient’s hemoglobin was actually 13.0, and

when she notified the department, she discovered the blood was ordered on the wrong patient. Bron’s *attention to detail* and diligence greatly helped the Transfusion Services team prepare for and receive accreditation by the American

*Bron’s contributions are immeasurable, not necessarily because of what she has done, but because of what she has prevented.*

Association of Blood Banks and the College of American Pathologists. As one who faced a devastating loss herself, Bron has become an avid supporter of Baptist Health System’s Matt Karns Circle of Care event to raise money for the Employee Crisis Fund. In addition, her co-workers

are often touched by her creative and artistic spirit through handmade cards to recognize significant events in their lives. These actions are representative of the caring attitude that she brings to the laboratory every day. Bron is the stitch that holds Mission Trail and the surrounding community together. A leader of the hospital said, “I sleep better at night knowing there is someone like Bron in our laboratory making sure our patients are treated the absolute best they can be.” Through the eyes of many, Bron is a Tenet Hero.



## Jacob "Jake" A. Flores

*Security Officer*

Tenet colleague since **2014**

The hospital security officer is typically an unsung hero whose role calls for them to carry out especially difficult tasks, such as interacting with people who are highly agitated or controlling and guiding large groups to safety during an emergency. As a Security Officer for Mission Trail Baptist Hospital, Jake Flores selflessly serves as a safety net for the hospital and surrounding community.

Jake has been repeatedly recognized for providing excellent customer service, demonstrating a heart of compassion and removing barriers that could impact quality patient care. Jake's compassion was evident when he teamed up with the Environmental Services Department to return \$70 in cash and property that he personally recovered from a homeless patient's extremely soiled clothing. He even went the extra mile to clean and return the clothes to the patient. Forever grateful, the patient said he would not have a single personal belonging if it was not for Jake's thoughtful act. Jake's innovative spirit, courage and unsurpassed dedication to duty was demonstrated when he was called to the hospital's Emergency Room (ER) to remove a *poisonous copperhead snake* blocking the main entrance of the lobby. Jake sprang into action to protect the hospital by evacuating the area and temporarily trapping the snake using a blanket and trash bin from the lobby. In a matter of minutes, he safely removed the snake and restored the ER to full operation.

*Jake selflessly serves as a safety net for the hospital and surrounding community.*

Another act of Jake's remarkable service was shown when a fellow security officer endured a head injury during an aggravated robbery. Jake quickly *stopped the bleeding* and ensured his co-worker remained conscious until clinical staff arrived. In addition, he volunteered to cover his co-worker's shift and maintained contact with him and his family to offer additional help in their time of need.

Jake has an uncanny ability to touch lives in the community as well. As the Parliamentarian for the East Central Head Start's Parent/Child Committee and Parent/Child Inc., he *organized eight fundraisers* to raise money towards school supplies for students of single and unemployed parents. He also dedicated hundreds of hours with St. Gerard's Youth Ministry, where his fundraising efforts enabled the group to purchase thousands of dollars of toiletries for a local nursing home. Jake is a rock the hospital and community can lean on for support. He is a proven Tenet Hero.



## Jazmin Perez, BSN, RN

*Registered Nurse, Medical-Surgical*

Tenet colleague since **2014**

**N**o matter how stressful her day is, Jazmin Perez, Registered Nurse, remains thoughtful, gracious and kind towards staff, patients and physicians in the Medical/Surgical Unit at Nacogdoches Medical Center (NMC). In the halls of the hospital, Jazmin is never seen without her bright smile and positive, team-orientated and upbeat attitude.

Once Jazmin was taking care of a hospitalized baby boy and learned the young mother could not provide for his basic needs. A sick child and the stress of not being able to care for him is enough to wear down the strongest parent, but this family had the added burden of being recent immigrants with little ability to speak English.

The mother was in tears, with no one to turn to, when Jazmin walked into the room. She spoke in the mother's native tongue, bridging the language and cultural barrier, and was able to connect the family with community

resources. Co-workers recall Jazmin coming in the next day carrying a large box of baby clothes for the new mom – from infant to preschool sizes – and this time, the *mother cried with joy.*

“Jazmin is kind hearted and extremely passionate about her work. You can always count on her to go above and beyond for her patients and assuring their needs are met both inside and outside the hospital,” said her supervisor.

Because of her passionate, knowledgeable and

efficient qualities, Jazmin was one of the top employees selected to be a preceptor to help groom newly registered nurses. In this position, she acts as an *ideal role model* in her profession. Jazmin was the first employee to volunteer to complete the voluntary English/Spanish Interpreting

Program and is now one of NMC's best interpreters. The program trains and evaluates staff on their professional interpreting skills and medical terminology. Having Jazmin available as an interpreter on the floor helps NMC staff

*Jazmin bridged the language and cultural barrier to meet a mother's needs.*

and patients in many ways, including bridging the language gap to ensure patients feel comfortable and safe. Her willingness to participate, even as a busy nurse, *inspired other bilingual employees* to join the interpreter program. Jazmin goes above and beyond in her service to obtain better outcomes and to support the hospital's patients. It is this devotion that makes her a Tenet Hero.



Tenet colleague since **2012**

## Deepa Rani Ghale, BSN, RN

*Shift Supervisor, Progressive Care Unit*

Originally from Nepal, Deepa Ghale is now Shift Supervisor of the Progressive Care Unit at North Central Baptist Hospital. In April 2015, when her home country was hit by a *devastating earthquake*, she knew she had to help. She requested to use her personal time off to fund a two week trip. With the help of the American Medical Foundation, Deepa recruited another nurse and a physician to accompany her to Nepal and then appealed for donations of supplies from North Central Baptist and other hospitals.

During their stay, Deepa's team reached *five villages desperate for aid*. Many villagers were leery to seek medical attention, but the nurses and doctor enticed them with offers of rice, beans and infant formula. Deepa and her colleagues treated fevers, wounds, diarrhea, colds and ear infections. They provided food and water, performed wound irrigation, applied clean dressings and administered antibiotics. They even arranged to have a woman in active labor flown to a nearby hospital.

Through social media, Deepa shared pictures and heartwarming stories with her co-workers back home. Her only regret was that she couldn't stay longer to help more people, but she had to return and extend the same compassion to her patients at North Central Baptist. At home, her patients speak of her with great affection, saying things like, "She took care of my mother like she was her own" and "She went out of her way to explain things and relieve our anxiety."

As a role model and mentor in the clinical ladder program, Deepa worked on projects to decrease infections and quickly assess acuity levels to help with staffing assignments and matching patient

needs with staff skill levels.

Deepa is the unit expert in Cortrak feeding tube insertion and chest tube and implanted port management. Moreover, she is always available to help, answer

*Deepa's only regret was that she couldn't stay longer to help more people.*

questions and lend a hand.

Deepa's co-workers respect and value her input because she is both an *assertive and compassionate* leader. She also encourages camaraderie and team spirit with activities such as pot luck lunches and holiday decorating. Deepa volunteers for many committees and was nominated for the National Nurses Week "Nursing Excellence" Award in May 2015. Her quality accomplishments and integrity-filled service make Deepa a Tenet Hero to admire.



## Carol Lawrence, MHL, BS, OT/L

*Director, Rehabilitative Services*

Tenet colleague since **1988**

“Carol Lawrence, Director of Rehabilitative Services at North Shore Medical Center, is affectionately referred to by most employees as ‘Mrs. Carol,’ and not because of her youthfulness,” says Shana Crittenden, Chief Operating Officer, with a smile. “She is a well respected, kind woman of integrity and real courage.” An *exemplary role model* for the hospital, and for Tenet, Carol has been described as compassionate,

consistent in dealing with others and possessing keen business agility. She is a problem solver and is admired by her staff, peers and physicians.

An inspiration to others, she takes the time to encourage her co-workers and support their efforts to positively impact their departments and the hospital’s success. She understands and embraces the culture of the hospital and is a strong contributor who thinks outside the box and is not afraid of change.

A driven leader, she serves on the hospital’s Core Value Team and has made a discernible impact in the progressive culture transformation of the hospital. Extending her commitment into the community, Carol is involved with various churches, local businesses, senior facilities and civic organizations as a potent healthcare advocate. She has created innovative *health and wellness partnerships*, such as the hospital’s association with the Miami-Dade Police Department’s Northside Station. Seizing every opportunity to educate the community on hospital services, she is passionate about optimizing the hospital experience for every stakeholder every day.

Other notable achievements include Carol’s successful Wisdom Sunday event, presented on Alzheimer Disease for a large local church where she later returned to provide continuing

education on Alzheimer’s/ Dementia. She was also invited to Macy’s Adventura Mall to appear at their Associates Morning Rally. Often *requested by name* inside and outside the hospital, Carol has

*With 33 years as a healthcare professional, service is simply part of Carol’s DNA.*

received several Certificates of Appreciation from local organizations and schools. Her community board service is extensive and includes the Women’s Breast & Heart Initiative, Miami Gardens Commission for Women and Miami Gardens Bond Oversight Committee.

With 33 years as a healthcare professional, service is simply part of her DNA. It is who she is – part of her life’s journey. She is a true servant leader, never boasting, but demonstrating authentic joy in the spirit of giving. Carol is a Tenet Hero.



Arturo Perez, CVT  
Jose Jiron, RN  
Abel Alonso, CVT  
Kimberly Perkins, RN  
*Cardiac Cath Lab Team*

Each day, the four members of the Cardiac Cath Lab Team at North Shore Medical Center demonstrate more than is required to care for patients – and comforts them at times that might be considered the scariest moments of their life. When confronted with their own mortality, this team has a way of exuding confidence while soothing anxieties. This team of extraordinary professionals consistently provides compassionate care, helping patients feel safe and informed about *high-consequence treatment options* and procedures.

Consistently exceeding expectations, these accomplished, caring individuals have developed a system-wide reputation for professionalism, kindness and selflessness.

In fact, Arturo Perez, Cardiac Cath Technician, was recently profiled in *South Florida Hospital & Healthcare News*. Spending his weekends as a little league coach for *special needs children*, he extends his commitment to service into the community. Kimberly Perkins, Registered Nurse, is equally philanthropic. After the tragic loss of her nephew, she gave shelter and care to his wife

and three children indefinitely. Through all of this, Kimberly dedicated long hours, weekends and holidays to her work with the Cardiac Cath Lab Team as well as continuing her nursing education. Equally engaged in the community, Abel Alonso,

Cardiac Cath Technician, is dedicated to educating the economically disadvantaged about cardiac illness and maintaining a healthy lifestyle. With the help of his pastor and other church members, he encourages preventive care and behavior modifications. Jose Jiron,

Registered Nurse, is passionate about *educating the community* as well. He believes Congestive Heart Failure is becoming an epidemic, and he is determined to reverse this trend. Committed to providing the best quality service, Jose is currently pursuing his nurse practitioner degree. Additionally, he is always first to volunteer on North Shore's behalf at local community health fairs to screen attendees for hypertension.

Even with these extensive commitments and community involvement, these devoted team members stand ready to serve their patients 24/7. They are truly Tenet Heroes.

*The Cath Lab Team consistently provides compassionate care, helping patients feel safe and informed.*



Bonita Ruiz, RN  
Rebecca Whitley, RN  
Dana Ryherd, RN  
Karen Jenkins, RN

*Women's Services Team*

The staff in the Women's Services Department at Northeast Baptist Hospital serve their patients with warmth and compassion every day, but the exceptional care they provided for one of their own during her struggle with cancer exemplifies the depth of their care and service. The four Heroes who led this care are Registered Nurses Bonita Ruiz, Rebecca Whitley, Dana Ryherd and Karen Jenkins.

When a fellow nurse, Ann, was diagnosed with cancer at the age of 76, the entire Women's Services Team went into action. At the time,

Ann was still working two days a week and could run circles around staff members half her age. She was the kindest soul with the most gentle heart. As difficult as it was for Ann to process this news, it was just as devastating for her team. Yet, they all *rallied to join her fight.*

Ann was widowed with no children and family was hundreds of miles away. When Ann was admitted to the hospital for her first surgery, several of the nurses rotated shifts to stay by her side. During her battle, after more than 40 years as a nurse, Ann decided to retire, but was admitted to the hospital

once again just days before her planned retirement party. Rather than canceling the party, the Women's Services Team brought it to her by coordinating with the Oncology staff. Co-workers from the breadth of Ann's career stopped in to show their love.

A short time afterwards, Ann went home while under hospice care. Every day her "*work family*" was by her side helping her cope. The team coordinated home visits to provide meals and respite care. Some even took personal days to do home repairs and yard maintenance at Ann's home.

*The exceptional care this team provided for one of their own during her struggle with cancer exemplifies the depth of their care and service.*

"Ann found this to be such a blessing. The selfless giving continued to the day Ann passed. As Ann requested, she was surrounded by the people she loved when she took her last breath. This 'work family' held her, prayed with her, read to her, but most of all, they loved her," said Ann's supervisor. The team's *outpouring of affection* and compassion as they dedicated their own time off to care for and support their co-worker in her time of need, makes the Women's Services Team Tenet Heroes.



Kerry Johnson, RN  
Jaclyn Youngkin, RN  
Melissa Kearns, RN  
Marell Gongola, RN  
*Registered Nurse Team*

“I remember meeting Adam,” said Kerry Johnson, Assistant Chief Nursing Officer at Palm Beach Gardens Medical Center. “He was so frail and weak but told me *he needed to live* to see the birth of his baby girl, reminding me just how fragile life is.” Kerry continued, “Adam was suffering from terminal metastatic liver cancer. He was only 35, and his wife, Jenn, was eight and a half months pregnant. I had to think about what I could do to make a difference in this tragic situation.”

Kerry and her team, including Assistant Nurse Managers Jaclyn Youngkin and Marell

Gongola, and Registered Nurse Melissa Kearns, did just that and much more. The *collaborative effort* of these four women exemplifies Tenet’s exceptional culture of service, empathy and focus on the special needs of others. Fighting right alongside Adam until the very end, these nurses provided selfless comfort to a devastated family and helped make a dying man’s ultimate wish come true.

They all went the extra mile to make Adam comfortable as they served the needs of his pregnant wife, daughter and mother, who kept

constant vigil at his bedside. Inspired by Adam’s sweet and caring persona, they were amazed by his positive attitude throughout the entire ordeal. When Jenn gave birth at another facility while her husband struggled to hold onto his life, they coordinated a birthday party and baby shower.

Then, Jaclyn worked closely with the hospital’s Environmental Services Department to meticulously sterilize Adam’s room to ensure the newborn could visit safely.

When Adam was discharged and transferred to another facility for end of life care,

their profound compassion did not stop. Melissa and Jaclyn visited him and offered comfort to the family. Melissa recalls, “I held his hand and prayed for him, keeping the tears in. I hugged Jenn and gave her my shoulder to cry on. A few hours later, he passed. *I cried a lot*, and it was really like losing a family member.”

Marell and Kerry attended Adam’s funeral and they were introduced to the rest of the family as the nurses they “will never forget.” That’s why these women are truly earth’s angels and Tenet Heroes.

*These nurses provided selfless comfort to a devastated family and helped make a dying man’s ultimate wish come true.*



## Marva Looby, LPN, CDS

Case Manager

**M**arva Looby, Case Manager, is the gold standard on the Case Management team at Palmetto General Hospital (PGH). She is courteous, professional, self-motivated and loves her job.

Tenet colleague since **1975**

Marva is an extraordinary advocate who provides quality service to every patient as if she or he were a close relative. She says she runs her unit like she runs her home – with lots of love and faith so that her actions will have a positive impact. She brings positivity and a *sense of humor* to every situation. “There is so much suffering in the world,” says Marva, “and there is no need to add any more strife to the patients who are admitted at PGH for care.”

Her colleagues praise her for the fantastic job she has done dealing with the most complex cases. One such patient was a 92-year-old woman. When Marva asked how she was doing, the patient responded, “I’d *rather be playing bingo*, and I’m hungry. But thank you for asking.” Marva replied, “Look at you – you are doing great. In no time, you will be right back at the Bingo Hall.” The patient chuckled, “That’s because I have faith that it’s not my time yet, and you have faith in me,

*Marva runs her unit like she runs her home – with lots of love and faith.*

too. You have a great big heart – and this isn’t my first trip to a hospital – but you make it a good one.”

In addition to her dedication to PGH, Marva gives her time generously to the community. She promotes the Pfizer Share Card for the Miami-Dade branch of the National Association for the Advancement of Colored People (NAACP) and

also organizes participation in *health expos* for churches, schools and civic organizations throughout Miami-Dade and nationally. She also volunteers for Miami Children’s Hospital Community Education for

Preventive Medicine, Safe Kids Buckle Up and her church, New Way Fellowship Praise.

Marva put her education on hold to raise and educate her three children. However, she has always worked in the community. “That is the world my children are going to live in, so I have to give back to it,” says Marva. She is an exceptional human being, and she is the consummate Tenet Hero.



## Angela Carroll, RN

*Registered Nurse, Definitive Observation*

Tenet colleague since **2014**

After dedicating her life to raising her children into adulthood, Angie decided it was time to carry out her dream of nursing. Working full time, she spent countless hours studying and attending classes at night and during the weekend. Her undeniable *ambition and persistence* paid off when she became a Registered Nurse at Park Plaza Hospital.

Since then, Angie has come out in full force to provide exceptional care at the hospital and across the world. She has been on two mission trips to Honduras with Living Water International and her church. During these trips, Living Water provides the community with fresh water by building water wells. The families in this rural area often *live without electricity* or access to education. Angie visits with as many women and children as possible to teach them how to care for themselves, including the importance of not bathing in the same water as cattle, how to

*Angie visits with as many women and children as possible to teach them how to care for themselves.*

As a young girl, Angie Carroll had a dream – a dream to care for others across the world as a nurse. Her dreams seemed to be falling into place when she became the first in her family to graduate from high school, but after undergoing a difficult pregnancy, life led her down a different path.

brush their teeth and the use of soap and shampoo. When Angie shares her experiences with her co-workers, they often ask why she chooses to go on mission trips. She responds, “Even the homeless in the U.S. have access to clean water. So, giving

these rural communities these tools is making a massive difference in their health and quality of life.” Angie also volunteers with a local hospice organization, visiting with dying patients who don’t have families to care for them. She likes

letting them know that someone cares and says that she feels blessed in her life and wants to give back to others.

As a *global caregiver* and a graduate of the hospital’s Versant RN residency program, Angie has become a leader and mentor to her co-workers. She is a cherished teacher and a guiding light for all new employees. Angie’s heart is filled with love for nursing and the opportunities to serve patients and their families. She is a Tenet Hero.



## Jimmie Sherrill, ADN, RN

*Community Health Coordinator*

Tenet colleague since **2006**

**J**immie Sherrill, Community Health Coordinator at Piedmont Medical Center, will tell you that she has the best job in the hospital because she can combine her expertise as a nurse with her passion to improve the health and lives of women and their families throughout the community. And it's true.

A nurse first, Jimmie is always looking for ways to improve herself, her team, her hospital and her world. Recently, when educating a group of women about heart disease, the subject of stress came up, and she realized she needed to know more. So, she attended a certification class. When that was not enough, she provided yoga classes for employees at the hospital to help them find balance in their stressful lives. With Jimmie, good enough is never enough. She is a *transformational leader* with a gentle touch. She encourages, empowers, engages and leads by example. When Jimmie felt that the hospital's heart health assessment events were not reaching enough people, she involved the Marketing Department and created the "Heart Age" Program. After learning about ways to compare heart age to biological age, she discovered that assessing health history, blood work, blood pressure, etc. can help drive lifestyle changes that stick. Thanks to her ingenuity, the hospital received media coverage as well as patient testimonials regarding *life changing events*

*Jimmie involved the Marketing Department and created the "Heart Age" Program.*

following the assessments and a significant increase in public participation. Jimmie embraced the program with all her heart.

Certainly, her position has provided the perfect platform for her personal driving passion to educate women and families about the power of prevention and wellness. As a volunteer board member and Community Outreach Chair for The Heart2Heart Foundation, Jimmie

has developed several successful educational programs that have *increased heart health screenings* for adults statewide – one program was developed in response to a challenge from South Carolina Governor Nikki Haley. Jimmie also worked with Heart2Heart to create its MISSION: RED Heart Health Symposium for Women and its Coronary Calcium Scoring screenings.

Caring, sincere, knowledgeable, genuine, dedicated and loyal – Jimmie takes great pride in what she does each and every day. She is a true Tenet Hero.



## Richmond Baltazar, RN

*Recovery Room Nurse, Surgery*

Tenet colleague since **2007**

**R**ichmond Baltazar is an exceptional Recovery Room Nurse at Placentia-Linda Hospital and one of the most versatile perioperative nurses you'll meet. With valuable skills in every area of the Operating Room (OR), Richmond steps in wherever he is needed with unbridled passion, be it circulator relief in the OR, transporter or janitor. In the Recovery Room, he goes out of his way to be open and transparent, *reassuring patients*

as they come out of anesthesia and keeping them informed throughout their stay. Family members often state their appreciation for the way Richmond goes out of his way to maintain open communications, provide updates during the intraoperative and postoperative phases of care, and reassure them while they wait.

When a co-worker began to have symptoms of nausea and dizziness after arriving at work, Richmond stayed with him, kept him comfortable, monitored his vital signs and helped him to stay calm while getting him to the Emergency Room for an evaluation. After this experience, the co-worker described Richmond as the *"real deal"* for practicing such kind and compassionate care.

Richmond's passion for giving support extends beyond the hospital. When Typhoon Haiyan hit his hometown in the Philippines and brought hardship to millions, Richmond realized one of their greatest dangers was the risk of waterborne-disease transmission. Richmond spearheaded a project to ensure clean drinking water was made accessible to children devastated by the typhoon. He contacted old friends from the area and began planning to

*Richmond spearheaded a project to ensure clean drinking water for children devastated by Typhoon Haiyan.*

secure accessible water supply for those in need. With \$10,000 that Richmond fundraised, his friends *dug six wells* that produced unlimited potable water. Richmond was recognized for this selfless act with a personalized letter from the Makibahagi group to acknowledge his outstanding commitment, and a ceremony was held by the Kababayans in Tacloban to honor his contribution to their community. Today, Richmond continues to support victims of natural disasters or calamities all over the world by gathering donations of food and clothing. Richmond has a unique ability to overcome extreme obstacles to meet the needs of others. He is an outstanding Tenet Hero.



## Cheri Panek, RN

*Registered Nurse, GI Lab*

Tenet colleague since **2006**

**A**s the lead pre-op and recovery Registered Nurse in the GI Lab of Placentia-Linda Hospital, part of Cheri Panek’s job is to be with patients as they receive the news that they have colon cancer. Never an easy conversation, Cheri has often been seen letting patients and family members cry on her shoulder and giving them hugs. On one occasion, when Cheri found the wife of one young patient crumpled *on the floor crying* behind a curtain, Cheri joined her on the floor and held her.

Knowing that patients are often a bit numb after receiving a diagnosis of cancer, Cheri proactively assists her patients in making their appointments and provides information that helps expedite their plan of care. Many patients have returned just to thank Cheri for her kindness and support. Cheri is blessed with a quick wit and sense of humor that she has used time and again to calm and reassure *anxious pre-op patients*

and families. Laughter has been heard coming from the GI Lab on many occasions. Many cards and letters have been received thanking her for calming a nervous spouse or relaxing a stressed family member. Patients have even stated, “I never knew having a colonoscopy could be so fun!” Outside the hospital, Cheri is involved with the Yorba Linda Lobsterfest that supports charities such as the Yorba Linda food bank, YMCA, Illumination Foundation and Teen Challenge. Cheri finds this

event so worthwhile that instead of celebrating her own birthday, she donated \$1,500 to host a table for 10, inviting Marines from the Wounded Warrior Project as her guests. For this, she was profiled in the local newspaper and Congressman Ed Royce met with her personally to thank her for her support of the Wounded Warrior Project. Cheri is just as kind to those with whom she works. When she heard about a

*Cheri donated \$1,500 to host a table for 10, inviting Marines from the Wounded Warrior Project as her guests.*

hospital employee who was financially unable to celebrate Thanksgiving, she *anonymously left food items* at the employee’s desk until they had everything they needed for a proper Thanksgiving feast. In all that she does, Cheri displays extraordinary nursing qualities, outstanding service quality and a willingness to go above and beyond both at work and in her community. She is a true Tenet Hero.



## Brenda Wallsmith, BSN, RN

*Registered Nurse, Medical-Surgical*

Tenet colleague since **2014**

Registered Nurse Brenda Wallsmith's first patient at Resolute Health Hospital was an elderly female who had recently been diagnosed with lung cancer and was going through chemotherapy. One day her patient cried saying, "I don't look pretty." Brenda immediately took off the cross necklace she had received for Christmas and put it on her patient. Her patient smiled, and with tears in her eyes said, "Thank you, I look beautiful."

Noticing the positive change in the patient's attitude motivated Brenda to start *handcrafting necklaces* to give to patients when they felt vulnerable or discouraged about their appearance.

Brenda voluntarily stays long after her shift to show compassion for patients who have no loved ones to visit them. One patient, who was deeply missing her deceased husband, would scream for him until Brenda came in. The patient was depressed and would not eat, so Brenda stayed after her shift to personally feed the patient and *build a relationship* with her.

Brenda has a heart for all of Resolute's patients, including homeless patients. One elderly homeless patient was the recipient of her loving care during his last days. Brenda always welcomed him with a smile and huge hug. On his last visit during end of life care, Brenda stayed by the patient's side and provided compassionate love and attention. The patient passed away on Christmas Eve, and Brenda

suffered the loss as if the patient were a member of her own family.

*The patient passed away on Christmas Eve, and Brenda suffered the loss as if the patient were a member of her own family.*

She also mentors new hires and is a super user for the new medical record system. For loved ones visiting patients, Brenda adds a family touch, offering candy or even a pillow as a small gesture to help them feel at home.

Brenda recently helped open

two new hospital units and assisted in setting up all of the patient rooms, ensuring that each was equipped with the necessary clinical items. Her efforts helped design patient flow for a *better patient experience*.

Brenda is always willing to go the extra mile with a positive attitude by engaging and empowering all of her patients. Brenda is a hero to her patients and co-workers, which is why she is a Tenet Hero.



## Jordan “Grant” Moore, BSN

*Charge Nurse, Intensive Care Unit*

Tenet colleague since **2011**

**G**rant Moore, Charge Nurse on the Intensive Care Unit, joined Saint Francis Hospital - Bartlett in February 2011 through the Versant residency program. After working in the restaurant business for several years, he discovered his true calling – caring for others. That’s when he decided to pursue a career in nursing.

Since joining the Saint Francis team, Grant has embraced his role with unparalleled passion and vigor, extending his commitment to making a difference into the community and across the globe.

His sole focus is on ensuring the best patient care in our hospital as well as giving back to others.

In one instance, Grant was caring for a terminally ill woman in the Intensive Care Unit and he learned her last and only wish was to receive Holy Communion with her

five children and husband before she died. Time was limited when they would be all together at the hospital. Given the circumstances, Grant felt led to administer the sacrament himself, and the family was grateful to him for *fulfilling her dying desire* and preserving a precious memory.

Outside the hospital, Grant makes time to serve as a youth leader and Bible study leader at his church. He has participated in mission trips to

Honduras, Australia and Jamaica, where he has built orphanages and homes for families living in poverty. He has also distributed food and clothing, visited hospitals, and served at local prisons to

offer physical, emotional and spiritual relief. While distributing food to *poverty-stricken families* in Honduras, one woman said, “You have just given me two to three more weeks with my children. We are starving and I was planning to take them to

*Grant has built orphanages and homes for families living in poverty in Honduras, Australia and Jamaica.*

the orphanage today so that they could eat. I would never have seen them again.”

If asked how he manages work, community leadership, volunteerism and his young family, he says, “I am just doing what I was called to do. The *looks of gratitude* on their faces are the only thanks I need.” Grant is a role model for his fellow nurses and an advocate for his patients. This is why his team is proud to honor him as a Tenet Hero.



## Reginald Payne

*Surgical Technologist, Surgery*

Tenet colleague since **2015**

“As a Surgical Technologist, Reggie Payne (September 11, 1970 - November 24, 2015) exemplified our core values of service, excellence, integrity, teamwork, accountability, dignity and stewardship,” remembers Kris Cherry, Chief Nursing Officer at Saint Francis Hospital - Bartlett. “He was a beacon in his faith but also in his work ethic and team spirit.”

Referred to as “the daily bread” of the Operating Room by a co-worker, Reggie’s kind, caring and prayerful presence is sorely missed. In the morning before surgical cases, he would often provide his team and patients comfort through words and scripture. A living example of *faith in action*, his words touched many, and staff would often silently pray with him. He brought a shining light to good and bad days.

A few months before Reggie passed, he and a co-worker were outside of Reggie’s home when they were approached by a young woman asking for help to feed her kids. Both men gave the young woman money to buy *food for her children*, but Reggie took it a step further and invited her to his church. That next Sunday, the church ended up taking a collection to help the woman. To take it yet another step further,

Reggie introduced the woman to the church’s Women’s Ministry so that the group could continue to guide and support her.

Though Reggie was lost suddenly due to natural

causes in November 2015, his memory remains as a permanent fixture on the surgical team. With unparalleled expertise and skill, his *booming laugh* and gentle teasing helped improve the morale of his co-workers every day in

ways they will always cherish.

Reggie served three years as a U.S. Army Ranger and fought in the first Gulf War. He was always confident, fun, giving and vivacious. The hospital and community lost a beautiful soul, but his memory as a true Tenet Hero will live on as an inspiring example for generations.

*Reggie’s memory as a true Tenet Hero will live on as an inspiring example for generations.*



## Megan Canny, BSN, RN

*Registered Nurse, Same Day Surgery*

Tenet colleague since **2013**

**M**egan Canny, a Registered Nurse at Saint Francis Hospital, perfectly exemplifies what it means to be an exceptional team player. She is always ready to take on any task, any patient or any shift to support her clinical team.

Megan always asks her co-workers if they need help. She is an incredibly caring and skilled nurse who has the natural *ability to raise spirits* and calm others, no matter the situation. She puts the needs of her patients and her team ahead of herself and inspires others to join her in going the extra mile. Her co-workers see her as an important asset to their unit. Megan's clinical thinking skills, positive personality and obvious enjoyment of life make her an inspiration not only to her peers but also to her patients with whom she has an exceptional ability to connect.

When Megan isn't covering shifts or caring for her two (soon to be three) children, she *volunteers as an actress* with "Our Own Voice," a non-profit community theatrical group founded by professionals and mental health patients. The

goal of the group is to give a voice to people marginalized by mental illness and engage the community in a *dialogue about mental health*. This is another example of Megan using her talent and skill to reach out to those who need a helping hand.

Megan says, "I've always wanted to help people," and she explains that she likes working at Saint Francis because her team "is like a strong family unit." Excited every day about seeing her co-workers, Megan states,

*Megan uses her talent and skill to give a voice to people marginalized by mental illness.*

"I love learning from seasoned nurses." Megan's co-workers and manager agree that she is incredibly passionate about patient care and wants the best outcome for all. Megan is a significant asset to the patients and staff at Saint Francis as well as those in the community. She is an exemplary Tenet Hero.



## Khemerli “Khem” Christian, BSN, RN

*House Supervisor, Evening and Weekend Shifts*

Co-workers of Khem Christian, House Supervisor at Saint Francis Hospital, know she can always be counted on to go the extra mile, whether coming in on off shifts, picking up extra duties or stepping outside her comfort zone. She is focused 24/7 on the needs of patients and her co-workers.

Tenet colleague since **2008**

Although she covers nights and weekends, she often stays after her shift or comes in early to cover for another supervisor. In fact, she sometimes works 12- and 16-hour shifts to assist in coverage. If a unit is short on staff, Khem falls right in as a bedside nurse. Because she does all this and more with a positive, can do attitude and because of her *compassionate, caring* personality, her manager and co-workers find her a joy to work with. In addition to her House Supervisor role, she is currently Co-Chair of the Shared Governance Policy Council and is a Versant *preceptor and mentor*. She has a reputation for being able to do just about anything. Her flexibility and desire to put patients first has made her invaluable, whether as a bedside nurse or the leader of a committee or team. She sets an example that comforts patients and inspires others.

Khem regularly volunteers at an adult daycare center founded by a former Saint Francis employee, driving many miles each week to reach patients who need her assistance. Khem also *volunteers at two nursing homes*.

*Khem’s flexibility and desire to put patients first has made her invaluable, whether as a bedside nurse or the leader of a committee or team.*

At one of them, she and her daughter volunteer together, reading to and visiting with patients who don’t have many visitors. She also volunteers with an organization that helps caregivers of chronically or terminally ill family members. Khem says she became a nurse because she wanted

to make a significant difference in the lives of others. “It was my love and compassion for people that brought me to nursing,” she says. She made the right choice, and her patients will continue to be her beneficiaries. Khem is a real Tenet Hero.



## Diane Smoot, RN

*Registered Nurse, Clinical Observation Unit*

**D**iane Smoot’s precious gift of service extends beyond the walls of Saint Vincent Hospital – from the surrounding community to armed forces overseas – Diane *lives to serve*.

Tenet colleague since **2006**

As a Registered Nurse at Saint Vincent Hospital, Diane is well-respected, self-motivated, caring, compassionate and dependable with a positive can do attitude. Her patients’ needs are her top priority, and she serves them with superb organizational skills, impeccable professionalism and a great big smile. Diane spends time with all of her patients but never lets them know how busy she is. Each one feels that, “I am her only patient.” For one of her patients without visitors, she often stopped in throughout her day. One day, after the patient was anointed by a priest, he went to Diane and said, “Let me see your hands.” To *show his gratefulness* towards her, he then placed the remaining anointing oils on her hands and told her she was now anointed. This same patient sent her a holiday card with a picture of himself in his baseball uniform and shared a story from his experience with her. Diane was deeply moved that she had been able to make a difference in his life. Diane’s deep compassion was especially evident

*Diane collected donations to send to U.S. military troops in Afghanistan and Iraq.*

this past holiday season when she worked with Uxbridge Support Our Troops to collect donations within her Clinical Observation Unit to send to U.S. military troops in Afghanistan and Iraq, a cause which quickly spread through the hospital. Through her efforts, she raised \$750 and filled 100

shoeboxes with toiletries, holiday lighting, snacks and gifts.

Diane’s patients have nominated her for numerous DAISY Awards and her peers have recognized her for her exceptional work through many “Way to

Go” cards. One of her patients said, “Diane was most *professional, cordial, caring* and knowledgeable to me during my brief stay. She is a wonderful employee.” Others have called her “lovely, charming, personable and professional.”

Diane also dedicates many hours to maintaining the beauty of the Uxbridge community by providing floral displays and planting flowers throughout the city in the springtime.

Diane beautifully serves her patients, her colleagues and her community. She is a real Tenet Hero.



## Tabitha Temple, PCA

*Patient Care Assistant, Clinical Observation Unit*

Tenet colleague since **2008**

**S**aint Vincent Hospital's Tabitha Temple is a fantastic Patient Care Assistant who comes in each day with a smile on her face and a commitment to care for her patients, ease their day and get them home safe. She is a team player who is well respected and always accountable. Tabitha always gives her best effort with such *compassion and sensitivity* that she has received many "Way to Go" cards and has been

nominated for several Angel Wing Awards by her patients for serving with "kindness and human empathy, and always with a smile."

Tabitha is a role model for others who actively works to ensure a positive experience for patients, families and staff. Her co-workers say, "Tabitha always comes to work with a positive attitude and always keeps this through her shift. She is always willing to help others with no questions asked. She is sweet to her patients, thanking them for calling her to help them. She does as much as she can to make the patient feel that they are her 'only' patient."

Tabitha's kindness and compassion extends way beyond her patients. Last Christmas, she participated in a fundraiser for the Samaritan's Purse Operation Christmas Child project, a non-profit program that collects and distributes shoeboxes filled with *presents for underprivileged children*. Tabitha worked diligently throughout

the hospital, coming in on weekends with her kids, to share information about the program and gather

donations. Once she had raised sufficient funds, she filled her home with boxes and spent many hours filling the 65 boxes with gifts, wrapping and shipping them to spread holiday cheer to the children in need.

Tabitha *leads by example*. She makes each

patient feel like they're her only patient and she never rushes through their care. She will sit with an anxious patient, talk with a confused patient and listen to any patient if they have something to say. She has been described as a "ray of sunshine on a cloudy day" because no one ever knows when she has a bad one. That's the way she is. She's a true Tenet Hero.

*Tabitha will sit with an anxious patient, talk with a confused patient and listen to any patient if they have something to say.*



## Kimberly Yates, MPH, BSN

*Administrative Director, Perioperative Services*

Tenet colleague since **2012**

**K**im Yates, Administrative Director of Perioperative Services at San Ramon Regional Medical Center (SRRMC), has faced tragic personal and professional challenges in order to maintain the operations and boost the morale of her department.

In March 2015, Kim was promoted to succeed Debi Ford, the hospital's long-term Administrative Director of Perioperative Services, who had been promoted to Associate Administrator at SRRMC. The two of them soon developed a strong mentoring relationship. With Debi providing valued advice, Kim immersed herself in the areas that were new to her and quickly expanded her knowledge base. Through the experience, Debi and Kim became close friends and allies. In July 2015, Debi suddenly became critically ill and tragically passed away. During the week and a half that Debi fought for her life, Kim was at her side. After Debi passed away, Kim was integral to the support of Debi's family and the physicians, staff and volunteers at San Ramon. Even though Kim had *lost a close friend* and mentor, she never faltered in providing leadership to her staff.

With no time to rest, Kim found solace in her commitment to honor Debi by ensuring the success of the surgical division, including the construction of a new \$10 million hybrid Cath Lab Surgery

Suite. Learning as she went along, Kim overcame challenges and her strong, effective leadership brought the project to completion and on schedule. As the leader of her department, Kim was also instrumental in developing a *Donor Surgery Program*, where unused surgical time – between 5 p.m. and 5 a.m. – is used by the Donor Network Team to harvest lifesaving organs and tissue from patients originating from hospitals within a 100 mile radius. Recently implemented, her program has already saved lives. Kim is a skilled and compassionate individual with unwavering confidence. In both the hospital and the world at large, Kim

*Kim found solace in her commitment to honor Debi by ensuring the success of the surgical division.*

believes in her ability to make the world a better place. Putting this belief into practice, she has gone on *medical mission trips* to places such as Mexico, Myanmar, Peru and Ethiopia to provide hands-on patient care.

For providing positive, consistent, caring and supportive leadership through good times and bad, Kim truly deserves to be a Tenet Hero.



## Richard Ford

*Director, Plant Operations*

**R**ick Ford, Director of Plant Operations at Sierra Vista Regional Medical Center, is a man so devoted to service that he inspires his community and his colleagues to also seek opportunities to serve.

Tenet colleague since **1989**

When the California Department of Public Health did not approve alternative care locations during Sierra Vista's Emergency Department (ED) remodeling project, Rick led his team in the *search for a solution* and successfully worked around the ED with minimal disruption to patient flow, while also working long hours and weekends to keep the project on schedule. While he does not provide direct patient care, his focus is always on the hospital's patients. Rick's gift of service also extends to the community.

For the past eight years, Rick has organized the delivery, setup and removal of Sierra Vista's disaster preparedness tents on Christmas Day for the annual *holiday dinner for the homeless*. In 2015, Rick was recognized by the co-chairs of the dinner for his sustained service to the community. They wrote, "We fed and gifted more than 300 people in under two hours in a well-choreographed, organized chaos. There is no way we could have this event without the use of the Sierra Vista tents. This team

When the California

effort is so gratifying, and we are honored to be shoulder to shoulder with such fine people."

When asked why he has volunteered to set up the tents for the dinner for so many years, he said that he likes how the tents provide privacy and respect for the families at the dinner.

Another example of Rick's *devotion to service*

is his willingness to adjust to the needs of the project and the people he supports. Sierra Vista Chief Operating Officer Michael Bell said, "Rick has a phrase that he uses regularly, 'whatever it takes,' which reflects his quality of service. He does not compromise on doing

*Rick does not compromise on doing the job the right way, but he does find the best way to get the work done.*

the job the right way, but he does find the best way to get the work done, no matter the day or time that it needs to be done."

Rick is humble, never seeking praise or attention and there is no job that he will not do. He works quietly in the background, creating an environment that motivates his team to be successful. In everything he does, Rick's selfless dedication to serving his team, his hospital and his community makes him a true Tenet Hero.



## Judith Taylor, PT

*Physical Therapist, Rehabilitation Services*

Tenet colleague since **2004**

Judith Taylor is a Physical Therapist with a heart of gold who has worked at Sierra Vista Regional Medical Center for more than a decade. She has a kind word for everyone, from the homeless to the affluent, the elderly to the child. If there is a need to drop everything and see a patient in the Emergency Room, Judith is there. If a doctor has a question about a patient's ability to go home, Judith is on it.

There is *no situation too challenging* for her. Whether it's a complicated wound, a confused and agitated patient or a creative solution to helping a patient get into a vehicle, Judith can address the issue and solve the problem.

Judith is always there, supporting both the hospital and the community. She is a big part of "Saving Strokes," an event that teaches stroke survivors how to golf as part of physical rehabilitation. In addition, she volunteers at

The Villages, a senior living community where her mother resides, assisting other residents at meal times and checking to make sure their mobility is safe.

Judith *welcomes student interns* with open arms to Sierra Vista from Physical Therapy schools throughout the state and makes certain they have a well-rounded view of the medical profession. She also teaches Cuesta College nursing students

to mobilize patients safely using the correct body mechanics as well as all newly hired nurses and nurse aides in the importance of specific precautions when moving patients after surgery.

*Judith teaches nursing students to mobilize patients safely using the correct body mechanics.*

Judith's file is filled with *letters of gratitude* that contain comments like, "You made me feel welcome," "You were very friendly, easy to talk to," "Thank you for opening my eyes to great ways to save my back so I can have a

long, healthy career," and "The passion you have for your job and what you teach is contagious."

As a role model to students and colleagues, Judith makes a difference in the lives of many and asks for nothing in return. She goes above and beyond expectations every day and has compassion for the people she serves and passion for the profession she practices. She is truly a Tenet Hero.



## Kristin Mackiewicz, RN

*Registered Nurse, Special Care Unit*

**R**egistered Nurse Kristin Mackiewicz has been with the Special Care Unit (SCU) and Burn Unit (BU) since her start at St. Christopher's Hospital for Children in 2007. Having integrity and being transparent in this unit are important, especially when a child's condition is so delicate.

Tenet colleague since **2007**

Once while taking vitals on a non-accidental burn patient, Kristin noticed an increase in the blood pressure between the patient's arms. Initially she dismissed it as pain-related, but Kristin's clinical intuition pushed back. With her persistent communication, the team revealed an *undiagnosed aortic coarctation*, which

they were able to repair with positive results. Undiagnosed, this little patient's future could have resulted in congestive heart failure in early adult life.

Aside from being an *astute clinician*, Kristin finds time to volunteer at the Seeds of Hope in Camden, New Jersey, one of the most impoverished and high crime areas in the country. The group provides care to underserved children in the area by educating through outreach programs and special events to steer the children in a positive direction. Kristin's mission, in and out of work, is to help and support children.

*Kristin's mission, in and out of work, is to help and support children.*

Kristin is recognized by colleagues as a great patient advocate who is dedicated, professional and caring. She is also respected by physicians like Dr. Wellington Davis, Attending Plastic Surgeon, who considers her a "true *top notch nurse*."

As an honored resource for all SCU/BU staff, a role model and a respected charge nurse, Kristin

is always willing to lend a helping hand. She has also taken on the role of preceptor with several new employees, where she can pass on her skills and knowledge. Kristin has demonstrated her vested

interest in helping new staff acclimate to the unit and guiding them to success. Moreover, Kristin is always learning and advancing her skills to better support her co-workers.

Kristin's excellent bedside presence, her leadership on the unit and her continuous advocacy for patient and nurse safety identifies her as a role model and a Tenet Hero.



Tenet colleague since **2011**

## Darci Cosentino

*Patient Care Technician, Emergency Department*



Once, Darci took time to talk with a patient who conveyed a loss of faith in humanity. He had been drinking for an extensive period of time and didn't see any chance of life improving. Darci helped him clean up with a shower, shave and haircut. While on her lunch break, she brought him clean clothes. After these acts of kindness, the man's whole demeanor changed. A few weeks later, he returned to tell Darci he had stopped drinking and was making an effort to *turn his life around*. Darci's compassion for this man allowed him to see that there was still hope and gave him courage to move forward with his life. After this encounter, Darci started a non-profit to collect clothes for those in need. She keeps a box of donated items at the hospital for anyone who might need them — a mother who can't afford a jacket for her child or someone who has just lost their belongings in a fire. She says, "You never know what someone's circumstances are just by looking

**A**s a Patient Care Technician at St. Luke's Baptist Hospital, Darci Cosentino's compassion for her patients is matched by her proactive approach and dependability. She created an audit tool sheet for trauma alerts, helped revise the audit tool sheets used for strokes and stemis and created flow sheets to increase staff efficiency. She doesn't hesitate to lend a helping hand anywhere she is needed so that staff can spend more time at the bedside making patients and families more comfortable.

*Darci started a non-profit to collect clothes for those in need.*

at them, and one encounter could *change someone's life* forever."

Through donations to her non-profit, Darci receives a plethora of items that can't always be used at the hospital. Anything in excess, she donates to Haven

for Hope, a local charity that helps the homeless get back on their feet.

Darci's compassion extends to her work family as well. During the 2015 holiday season, Darci had a colleague who needed

assistance in providing for her daughter. Darci rallied her co-workers and coordinated the donations, wrapped the gifts and delivered them to the family for Christmas morning.

The Baptist Leadership Conference recently recognized Darci for her compassionate non-profit work. Since being recognized, she has received an *outpouring of support*, numerous donations and many wonderful stories. Darci's mission to listen with integrity and serve with innovation makes her a Tenet Hero.



## Danny Morrison

*Physical Therapy Assistant*

Tenet colleague since **2010**

Every day while working as a Physical Therapy Assistant, Danny Morrison makes connections with his patients that last a lifetime. At St. Luke's Baptist Hospital, he provides patients with encouragement and support in a way that is unique to each individual. Danny is a *reliable, hard-working* employee that leaders and co-workers can depend on for support and assistance.

Danny is also a major advocate for St. Luke's *Employee Crisis Fund*, supporting the annual Matt Karns 5K fundraising event. Danny was close friends with Matt prior to Matt's passing and the creation of the annual 5K event. In Matt's memory, Danny continues to advocate for the wonderful opportunities the Employee Crisis Fund can provide to staff members in financial need during times of hardship. Danny says, "Matt was very happy that, as an organization, we all came together to raise funds and awareness for those who needed it most. That is why I'm so passionate about keeping his memory and his story alive by telling anyone who doesn't know his story and the importance of the Employee Crisis Fund." Over the past year alone, Danny has shown exemplary service. In June 2015, Danny and his wife came across a horrific car accident. He immediately stopped, instructed his wife to call 911 and went over to a truck that was engulfed in

flames with the passenger still inside. Danny was able to find a fire extinguisher and put himself in danger by trying to put out the fire while others pulled the passenger from the vehicle. While waiting for the first responders, Danny held the passenger's hand and talked with him to keep him calm. Danny stayed until the man was loaded onto the stretcher by the first responders. Unfortunately the passenger passed away, but due to Danny's extraordinary efforts, the passenger *didn't die alone*. Since then, Danny has stopped at two additional car accidents,

*Danny was able to find a fire extinguisher and put out the fire while others pulled the passenger from the vehicle.*

staying with them so they were not alone until the first responders arrived. Danny doesn't want any recognition for his heroics, he just hopes that by telling his story, someone else will be compelled to help someone in need. Danny's heroic efforts outside of work and his devotion to service in the workplace are two of the many reasons why he is a Tenet Hero.



## Helen Tzehaye, ARDMS

*Ultrasound Instructor*

Tenet colleague since **2004**

**H**elen Tzehaye, Ultrasound Instructor, is considered a true treasure by her peers and patients at St. Mary's Medical Center (SMMC). She is a valued member of the Radiology team as well as the ultrasound community as a whole. "From the very first day of my clinical rotation," one colleague states, "I knew Helen was going to be an *amazing mentor* and instructor. Her patience and passion for teaching were evident every day.

She taught me so much as a student. Today, I am proud to work alongside of her."

As the liaison between SMMC and Palm Beach State College, Helen goes above and beyond to ensure that the ultrasound students have the close guidance and mentoring required to prepare them for future success. Patty Moraino-Braga, Diagnostic Medical Sonography Department Chair at Palm Beach State College, says, "Helen has made a profound difference in the future careers of many of the students she instructs." With many of the area hospitals benefiting from her expert mentoring, St. Mary's, alone, has hired more than 15 technicians who studied under Helen.

The epitome of a patient advocate, Helen exudes warmth and naturally develops *sincere and meaningful relationships* with patients. In one instance, Helen was caring for a patient who needed weekly outpatient paracentesis. Although very ill, he looked forward to seeing her and appreciated the light-hearted joy she brought

to his life – along with the egg salad sandwich she knew was his favorite. Before he died, he described

*Before he died, a patient described Helen as "his angel that was put on this earth disguised as an ultrasound tech."*

Helen as "his angel that was put on this earth disguised as an ultrasound tech."

In addition to her tireless work with her hospital patients and team, she generously gives her time and talents to her local community. Overcoming adversity in her own life as a

child, she now gives her heart to the less fortunate, regularly shipping clothing and necessities to those in need in her home country of Ethiopia.

As the real-time "eyes and ears of the radiologists," Helen personifies a quiet grace and confidence. Whether it is something as wonderful as letting a mother *hear her baby's heartbeat* for the first time or ensuring the comprehension of an unpleasant outcome, Helen handles the situation with eloquence and compassion. She demonstrates the essential characteristics of a Tenet Hero.



## Pamela Adams, RN

*Manager, Surgical Services*

Tenet colleague since **2009**

**P**am Adams was with Texas Regional Medical Center (TRMC) since it opened its doors in 2009. As a Registered Nurse and Operating Room Circulator, she immediately demonstrated a service-centered approach to her job, always selflessly dedicating her life to improving the health, comfort and satisfaction of others. Through the years she continued to step up, taking on additional responsibilities eagerly and willingly, eventually becoming the Surgical Services Manager in July 2014.

Pam's service-centered approach extended to the management of her department and the recognition of her staff. She independently created a department recognition program by sending staff personalized "thank you" cards commending them for their efforts and great work. She wanted to ensure that her staff always knew they were appreciated. Through her role as a leader, Pam served on the Charge Nurse Council committee. She also took great pride in consistently *rallying her departments* during each annual drive for local charities. Whether it was a drive to send care packages to military members serving overseas, collecting items for the Forney Food Pantry or donating to the Mesquite Sharing Life toy drive, Pam's efforts always resulted in the highest donations within the organization. She was compassionate, giving and self-motivated, coming in early or staying late to solve problems,

find solutions and get the job done. Co-workers described her as "always having a smile on her face, willing to help and serve others." As a naturally positive person, Pam *overcame any obstacle*

*Pam wanted to ensure that her staff always knew they were appreciated.*

she faced, such as the death of her mother, the cancer diagnosis of her husband or professional challenges like supporting the 30-percent growth of the Surgery Department.

Pam passed away unexpectedly on January 12, 2016, leaving her family and co-workers to feel her absence deeply. Pam had not been notified of her selection as TRMC's Tenet Hero, however, her husband Mike said, "That is so wonderful. That would have *made her so happy.*"

It was obvious that Pam overcame and achieved because she loved what she did, day in and day out, and it was that passion for service that makes her a Tenet Hero to be remembered.



## Kurt Gross

Director, Marketing

Tenet colleague since **2014**

**K**urt Gross, Director of Marketing, is always finding ways to channel his passion and creativity into making The Hospitals of Providence East Campus a living, breathing, vibrant community center with initiatives such as organizing international baccalaureate exhibits to host local student-created artwork, contributing his own personal funds to fill the organic school-partnership garden and coordinating a hot air balloon festival and open air movies on the lawn for employees. He is considered by countless colleagues to be an irreplaceable asset for the hospital's employee engagement, customer service and public relations.

Kurt proactively develops and spearheads creative, complex market initiatives that few others would have the energy, passion or self-discipline to bring to full fruition. His dedication to children's education, the arts and public health manifests itself in so many of the successful projects he has led during his tenure with Tenet. His impressive body of work and growing legacy serves to represent not only the hospital but the entire market with the *utmost commitment*, joy and professionalism.

In addition to being a long time committee member of Paso Del Norte Children's Development Center and working closely with the Creative Kids Art Program, Kurt has also established loyal partnerships with local school districts to engage students in Robotics/Science, Technology, Engineering and Math (STEM) Programs to extend education beyond the classroom. Kurt arranges for students to attend physician lectures at the hospital, tour the sophisticated power plant, touch and learn about the transport helicopter or play with

the da Vinci surgical robots. These *hands-on experiences* allow for mentorship in healthcare careers that reach beyond the scenes of patient care, such as engineering, plant operations and

dietary and environmental sciences.

With a kind and genuine alertness to the needs of colleagues, physicians, patients and visitors within the facility, Kurt ensures that customer service issues are

*Kurt proactively develops and spearheads creative, complex market initiatives.*

quickly resolved. He makes a point to touch base daily with as many people as possible in the facility from housekeeping to nursing staff to physicians. He then goes out of his way to facilitate or advocate for their recognition.

Kurt's impact is felt throughout the hospital and community; his impact to the culture is immeasurable. He demonstrates how passion, commitment and motivation can transform a leadership role into a powerful conduit. He is a Tenet Hero by *inspiring good deeds* and building positive partnerships that are beneficial for the entire community.



Michael Martinez  
Ruben Rodriguez  
Oscar Lozoya  
Rogelio “Roy” Olivares

*Plant Operations/Engineering Team*

Even though The Hospitals of Providence East Campus is more than eight years old, the facility is often complimented as a beautiful, “brand new” hospital. It takes a tremendous amount of dedication on the part of the Plant Operations (Ops)/Engineering Team to keep East Campus looking as if it opened yesterday, and their *quality service reverberates* through many facets of the hospital.

Made up of Director of Facilities, Ruben Rodriguez, and Level III Maintenance Mechanics Mike Martinez, Oscar Lozoya and Roy Olivares, each member of this team treats the facility as if it were their own home and its patients as their house guests. Recently, a storm delivered more than eight inches of snow

to El Paso. While competitor facilities’ sidewalks were still covered in snow, employees at East Campus arrived to shoveled and salted sidewalks. Noticing *dangerous ice falling* from the roof of the hospital, Ruben made the executive decision to rope off the main front drive and designate a safer alternate patient access area.

In June 2015, when a main water pipe fractured, flooding two floors and causing a great deal of water damage to the south wing of the hospital, the Plant Ops/Engineering Team demonstrated their dedication, skills and teamwork. Thousands of gallons of water inundated the second floor and

then leaked down to the kitchen, cafeteria and other key service areas on the first floor. Elevator shafts and stairwells were flooded as well. Such an event would have devastated some facilities, but the Plant Ops/Engineering Team managed to repair the damage and return function to all the clinical and service areas, seemingly overnight. While total clean up and restoration took months, the team was able to keep the hospital functioning — thus

salvaging what could have been millions of dollars in lost revenue.

The Plant Ops/Engineering Team is called upon numerous times throughout the year to help with local school/hospital partnerships. A few examples of their service

*The team repaired the damage and made all the clinical and service areas functional again.*

include installing a 120-piece art exhibit in the Founder’s Hall, volunteering to mentor students in Robotics/Science, Technology, Engineering and Math (STEM) Programs and spending their personal time off to ensure proper construction and innovation in the new *vegetable garden collaboration*. The Plant Ops/Engineering Team even inspired the students to develop new solar technology and aquatics for the garden design. It is their dedication to quality, integrity and service that make the Plant Ops/Engineering Team Tenet Heroes.



## Maria Holguin, RN

Registered Nurse, Pediatric Intensive Care Unit

Tenet colleague since **1990**

When pediatric patients are at The Hospitals of Providence Memorial Campus long term and don't have family at their bedside, Maria Holguin, Registered Nurse, provides them with quality shampoo, body wash and toys. She even makes blankets and pillows for the patients to help them feel the comforts of home. Maria also celebrates her patients' and their siblings' birthdays when the parents cannot. She does all of this and much more without expecting recognition.

With more than 25 years of experience, Maria has served as a charge nurse, a preceptor and as a manager for the open heart team. When the opportunity arose to assist with the Pediatric Emergency Transport Team (PETT), Maria quickly accepted. On PETT, Maria touches patients and their families with her empathy and kindness during some of their most difficult times. She is the first to *lend a hand* in order to support her team and her patients. Maria also takes pride in her unit. She provided items and decorated the Pediatric Intensive Care Unit to make it more child friendly. She cooks for staff and doctors on scheduled pot luck days but also randomly brings in home-cooked meals simply because she cares.

This past year, Maria was recognized for her valiant efforts to render aid during traumatic circumstances. A hospital visitor was working on his truck in the

parking lot when the *truck collapsed on him*. Acting as a first responder, Maria flew into action to render aid, ran to the building to call a code and brought back a crash cart to begin CPR. Once help arrived, Maria quietly went in to the building to report for her shift to continue what she does best, care for others.

*Maria touches patients, families and co-workers with empathy, service and kindness.*

With a passion for service, Maria strives to make her unit and team the best they can be. As new nurses join the unit, she makes it her goal to build their confidence and exposure through mentorship. She closely works with them

to hone their skills in order to create the next set of strong leaders for the department. Maria's *courageous character*, integrity and service shines through to the lives she impacts each and every day, and that makes her a Tenet Hero.



## Kristol Veach, BSN, RN

*Registered Nurse, Neonatal Intensive Care Unit*

Tenet colleague since **2007**

**A**fter her morning radiation treatment for breast cancer, Kristol Veach, Registered Nurse at The Hospitals of Providence Children’s Hospital, reports back to the Neonatal Intensive Care Unit (NICU) to care for her small patients, update parents and physicians and support her co-workers. She then clocks back out and runs down to receive her next treatment. During a time when she is in need of care herself, Kristol regularly comes in to assist

with transport, peripherally inserted central catheters and education of student nurses, even on her days off. Kristol has made the decision to be a champion rather than a victim.

Kristol’s goal, both professionally and personally, is simple: to save lives. Every year she works tirelessly

*raising awareness* for babies’ health initiatives by fundraising for the March of Dimes – March for Babies. In addition, after her breast cancer diagnosis, Kristol quickly went into action to collaborate with Susan G. Komen and local media outlets. With a pink bandanna on her head, a big smile on

her face and an open heart, she began to tell her story, emphasizing the urgency for all women to be vigilant about annual health screenings as early detection saves lives.

During her darkest days, Kristol turned her scary situation into a heartwarming life lesson by creating breast *cancer awareness dance videos* prior to each of her chemotherapy treatments. She picked her biggest advocates – her family

and co-workers – to join in on the fun during each video. She then posted them on the Internet to

gain further awareness and provide comfort to those experiencing similar situations.

“Regardless of the cards dealt, Kristol is an everyday reminder that hope and a smile can cure so many things. Kristol embodies all that is best about humanity and puts all of those into

*With a pink bandanna on her head, Kristol began to tell her story, emphasizing the urgency for all women to be vigilant about annual health screenings.*

her art of nursing,” said Trey Stice, Unit Director in the NICU.

Kristol is a *pillar of strength and hope* that drives everyone around her to make a difference. As a giver and an inspiration to all those she encounters, a champion for the tiny babies in the NICU and an educator on women’s health initiatives in her community – Kristol is a Tenet Hero in every sense of the designation.



## Martina “Tina” Jackson

*Physical Therapist, Inpatient Rehabilitation*

Tenet colleague since **1981**

**T**ina Jackson, Physical Therapist at The Hospitals of Providence Sierra Campus, has spent most of her 37-year healthcare career with Tenet. It is Tina’s thorough and progressive interventions that have led to optimal patient success and satisfaction. Weekly, she receives *countless compliments* from her patients and their families describing her as caring, skilled and compassionate. Tina works with a team of therapists that requires close communication and a true interdisciplinary approach where her contributions are invaluable.

Civic work is one of Tina’s many passions. Over the years, Tina has worked tirelessly in the El Paso, Texas, community to make a difference as a member of the American Physical Therapy Association and the Greater El Paso District (GEPD), serving in many capacities including chair of the latter for four years. This commitment to her field resonates in her patient care delivery as she is a true patient advocate and an active member of her community. Tina has attended board of directors meetings in Austin and attended the annual state meetings for legislative events to help move the profession of physical therapy forward and make *improvements at a legislative level*.

In March 2015, Tina was awarded Sierra Campus’ Employee of the Month for her remarkable response to render aid. Tina was having breakfast with a

friend at a local café when suddenly a café patron collapsed and was having a seizure. Tina sprang into action as a *first responder* and monitored and comforted the patron until Emergency Medical Services arrived. It was later discovered that both

Tina and the patron were employees of the same network. The individual later said that this network’s employees are brothers and sisters and she will forever be grateful to her angel, Tina.

Tina has been a part of this hospital for three decades and continues to be the rock for her colleagues in Inpatient Rehabilitation. She remains resilient and pushes through struggles and challenges with a “get it done” attitude. Tina consistently puts her patients and their needs first. This is one of the many reasons why she is a Tenet Hero.

*Tina is a true patient advocate and an active member of her community.*



## Kenesha Ramsay, MS, BSN, RN

*Registered Nurse, Telemetry Department*

Tenet colleague since **2005**

There is music in the halls of The Hospitals of Providence Sierra Campus – the “Kenesha Beat,” a phrase coined by co-workers and patients of Kenesha Ramsay, Registered Nurse in the Telemetry Department. It symbolizes the *exuberance and passion* that fills the room the minute she enters.

One patient expressed, “Even after being told I was in the fifth stage of kidney failure and would need dialysis the rest of my life, Kenesha brought such a smile with her that she forced me to listen to her lyrics of life. She *filled my heart with hope*, my mind with dreams and my future with goals to take me forward.”

Kenesha’s attitude and passion inspires her patients to embrace their diagnosis and learn to cope with the lifestyle changes that are sometimes required.

She takes the time to explain medications and treatment, spending moments with her patients that change their lives. She states that, “Not taking the time to get to know her patients equates to seeing roses and not stopping to appreciate their beauty.” Kenesha once had an out-of-town patient admitted from the Emergency Department with no family present aside from the wife. Kenesha was recognized by her peers in the Intensive Care Unit (ICU) for promptly addressing the patient’s declining status, after which she finished her shift and

clocked out. Kenesha then went to the ICU waiting room and stayed with the wife to offer her support. Kenesha often recognizes and gives praise to the team that supports her. Last year, Kenesha

*Kenesha’s attitude and passion inspires her patients to embrace their diagnosis and learn to cope with the lifestyle changes that are sometimes required.*

recognized all the Patient Care Technicians (PCTs) on her shift by *purchasing new shoes* for them. This year, she collaborated with other nurses to purchase personalized logo jackets for their PCTs as a thank you. Kenesha is also very involved in her church community. She regularly

visits an elderly gentleman from her church who lives in a nursing home. During the holidays, she brings him his favorite foods, fried chicken and sweet potato pie. Kenesha also cares for another member of her congregation who suffered from a stroke by visiting her, doing her hair and helping her run errands.

Whether it be her patients, co-workers or members of her church, Kenesha makes certain everyone around her is taken care of in the best possible way and that is what makes her a Tenet Hero.



## Margaret Heinen, ADN, RN

*Registered Nurse, Emergency Department*

Tenet colleague since **1998**

Going above all expectations in pursuit of that goal, she was an essential part of the team that developed *new clinical initiatives* such as a telemetry policy and the improved coordination of patient flow. She called for food service hours to be expanded to serve the night shift and patient families. She also saw an increase in inappropriate InQuicker registrations and was part of a collaborative to get filters put in place to send high-risk patients directly to the ED.

Margie is always focused on patient care. While accompanying a patient to the Obstetrics Department, she noticed the department had a critical patient but their resources were slim. She decided to coordinate with her department and pitched in to help with a precipitous delivery and kept working there until more resources arrived. For the past 17 years, Margie has actively *fought against cancer* by raising funds and coordinating hospital participation in the American

Registered Nurse, Margie Heinen, is a consistent advocate for both her patients and her teammates at Twin Cities Community Hospital's Emergency Department (ED), where delivering outstanding service is both her goal and her practice.

Cancer Society's (ACS) local Relay for Life. She spends an extraordinary amount of her time coordinating fundraisers through local restaurants, selling tickets and promoting the event. Through her efforts, she has helped raise approximately \$51,000 for the ACS.

Margie is a kind, thoughtful, thorough and determined nurse. She is the first to welcome new staff and the one they turn to for advice and instruction. Her

teammates describe her as dedicated, reliable, competent, compassionate, knowledgeable, professional, friendly and approachable. She even organizes department game nights and holiday potlucks at her home to *promote collegiality* among her team away from work.

After 20 years of nursing, Margie is very attuned to her patients' needs, never judgmental and always caring. She treats everyone in the hospital the same regardless of their title or condition. Her friendship and kindness is valued by the many lives she has touched throughout her career. She is an exemplary Tenet Hero.

*Margie helped raise approximately \$51,000 for the American Cancer Society.*



## Jose "Felix" Gonzalez

*Patient Care Technician, Transport Services*

**F**elix Gonzalez has spent more than 20 years helping patients and employees at Valley Baptist Medical Center - Brownsville. He started his career as a Security Officer but soon found that his desire to help people and his cheerful demeanor were a perfect fit for a Patient Care Technician.

Tenet colleague since **1994**

Felix treats patients and co-workers like family. He frequently brags about what a great place to work Valley Baptist is, and greets every employee by name, saying, "You're walking on Valley Baptist ground, put a smile on your face!" In his efforts to encourage a healthier workplace, Valley Baptist's Chief Operating Officer asked Felix for his assistance. After their meeting, Felix organized and coordinated a **volleyball tournament** among the service lines. He handpicked a committee, set up friendly competition between departments, recruited team captains, collected waivers, established rules, found umpires and organized what turned out to be a 12-hour event. Employees brought picnic meals, barbecued and just enjoyed each other's company. Felix's service spirit was contagious as more than 150 employees attended, with 12 teams and countless family members who all talked about the event for weeks after the tournament.

*Felix treats patients and co-workers like family.*

His excitement about the successful event has prompted him to plan a soccer tournament for the spring.

Felix and his family are integral participants in the Filipino Nurses Association in the Brownsville community. He regularly cooks and sells plates of chicken or pancit (Filipino-style noodles) at fundraisers to meet the needs of the organization's

**student scholarships.**

He also organizes a fundraiser where participants sing, dance and put together a show.

Although Felix always has a smile on his face, he has suffered loss as well. He lost his parents in the last few months. They had been married for 54 years, and like a **classic love story**, they passed away within a few weeks of each other. Most people would find it difficult to go to work and to be joyful after such grief, but Felix continued to work and stay busy. His commitment to lighting the way for patients and co-workers by remaining cheerful and volunteering his time to spread joy to others makes Felix a Tenet Hero.



## Dr. Y Nha “Violet” Nguyen, PharmD, BCPS

*Clinical Pharmacy Specialist*

Tenet colleague since **2014**

It was 11 p.m. and a doctor was struggling to enter a prescription order at Valley Baptist Medical Center - Brownsville’s pharmacy. After receiving a call from the pharmacist on duty, Dr. Violet Nguyen, Clinical Pharmacy Specialist, did not hesitate to help. She called the doctor back immediately and was quickly able to solve the problem. The next day, the doctor commended the Pharmacy Director, Dr. Ahmad Khalil, for having a team available 24/7. The team’s success is largely due to Violet’s willingness to serve at any time. She works endlessly to provide an environment that reflects quality and service.

Since August 2014, when she joined the Tenet family, Violet has *strived for innovation*. She has achieved it through collaborating with colleagues to develop dosing guidance and workflow, training clinical pharmacists on consults and providing education sessions on new drugs. Currently, she is reviewing *antibiotics therapy* in community-acquired pneumonia patients,

and her study will be published and presented at national pharmacy meetings.

Violet’s love for her field extends to teaching and encouraging new clinicians. In this aim, she developed the first accredited pharmacy residency in the Rio Grande Valley. The program is scheduled to start this summer, and Violet anticipates that the residency will provide a robust training opportunity and help expand clinical services to patients while potentially saving costs.

*Violet developed the first accredited pharmacy residency in the Rio Grande Valley.*

Violet is already saving the hospital an average of \$10,000/month by expanding Antimicrobial Stewardship Services. Violet rounds with the Critical

Care team to determine if medical therapy needs to be adjusted. This program is part of her job, but the passion and dedication she brings to it is what makes her unique.

Dr. Khalil states, “There is no problem I face where I do

not turn to Violet. She is amazing at helping *solve issues*, involving others and educating all. She does not stop at what her job is, but goes above and beyond on everything she does.”

Violet’s work directly impacts the care provided to patients and the resources available to physicians. It is Violet’s drive to go beyond her job duties with quality, service and innovation to positively impact the community that makes her a Tenet Hero.



## Belinda Garcia, RCP, RRT

*Respiratory Therapist*

Tenet colleague since **2005**

On May 17, 2015, her daughter's birthday, Belinda Garcia, Respiratory Therapist, was preparing to clock out at Valley Baptist Medical Center - Harlingen. However, after calling her supervisor, Belinda decided her presence at the hospital had to take precedence over the celebration. There was a patient fighting for her life – a little girl who was *hit by a car* while selling lemonade to raise funds for a community project. Belinda thought of her own family, her own children and putting her personal life on pause, she stayed to help care for this child.

As heartwarming as it is, this case isn't unique. Belinda treats all of her patients like family. She never leaves without ensuring she's done everything she can to help. She also extends this kindness to her co-workers when her department is working on the schedule by

leaving hers open to allow for flexibility for others. Belinda's director, Jovita Garcia, describes her as a team player who is willing to work on *any floor and on any shift*. She also commends Belinda for helping with projects and committees including the recent Performance Management and Innovation (PMI) project to improve patient care. In this project, Belinda identified ways to improve the process for Respiratory Therapy throughout the hospital. One of Belinda's recommendations was that the hospital designate a therapist to complete the tests on Intensive Care Unit patients as they arrived in the department to allow for quicker and more improved service.

*Belinda was instrumental in the implementation of the Improving Patient Care Through Technology (IMPACT) initiative.*

She was also instrumental in the implementation of the Improving Patient Care Through Technology (IMPACT) initiative.

After completing the training program, Belinda *personally trained* all of the Respiratory

Department employees. She

was so effective that the Informatics team asked her to help train the entire hospital.

Belinda's compassionate nature extends beyond her career. She, her husband and their four children aged 5- to 17-years-old immerse themselves completely in service for their church. For the past two years, they have run the hamburger stand at the annual festival, donating all proceeds to the church. For Christmas each year, Belinda buys cards to attach to gifts that are delivered to seniors in a local nursing home through the Valley Baptist Seniors' Santa Program.

It is Belinda's giving and service-oriented nature in the workplace and throughout the community that make her a selfless Tenet Hero.



## George Pierce, RN, PA

Physician Assistant, Non-Invasive Vascular Services

Tenet colleague since **2004**

### long distance running

His love for long distance running began in the U.S. Marines after he served from 1971 to 1978. Since then, George has completed multiple 5Ks, 10Ks and half marathons. Recently, he served as the Medical Representative for the Tri-Girl Triathlon and participated in the South Texas Sizzler and Kids Fun Run, which encourages children and adults to maintain healthy living and fitness routines.

George goes the extra mile at work, too. From personally escorting a patient to a different department and waiting with them to receive appropriate care to saving a patient's life through

recognition of potential problems and willingness to act quickly, George is never too busy to help patients or co-workers.

On one occasion George was rounding on the fifth floor and noticed that a patient's *vitals were quickly deteriorating*. He reviewed the patient's history and discovered the patient had been through a pericardiocentesis the day before to remove fluid. George took it upon himself to order

George Pierce, Physician Assistant (PA) at Valley Baptist Medical Center - Harlingen, has three loves in his life: his wife, his family and his job. His devotion to his career is such that he served for 10 years without once taking a vacation. He did, however, make time to run.

His love for long distance running began in the U.S. Marines after he served from 1971 to 1978. Since then, George has completed multiple 5Ks, 10Ks and half marathons. Recently, he served as the Medical Representative for the Tri-Girl Triathlon and participated in the South Texas Sizzler and Kids Fun Run, which encourages children and adults to maintain healthy living and fitness routines.

*George not only goes beyond expectations, he encourages his peers to go beyond their normal expectations.*

a 2-D echocardiogram to get a quick look. Upon reading the results, he found an issue and called a doctor to consult with him. Some nurses and PAs are not trained to read echocardiograms, but George is, so he followed up rather than placing the order for the test and waiting for the doctor to review it the next day. The patient was rushed to the Catheterization Laboratory for another

pericardiocentesis. George's efforts helped *saved this man's life*. "George not only goes beyond expectations, he encourages his peers to go beyond their normal expectations. He listens to others and always displays

empathy and compassion. He is very mindful of those around him and aspires to build relationships with others. He is very honest and he understands his role and how it affects patient outcomes," says George's director, Randy Townley. George's love of his patients and co-workers and his willingness to do what he can for them make him a very special healthcare professional and a Tenet Hero.



## Laura Jacob, MSN, APN, RN

*Transition Care Coach*

Tenet colleague since

2014

Laurie Jacob is a clinically excellent Transition Care Coach at Weiss Memorial Hospital with extensive knowledge in the management of cardiopulmonary disease. She is extremely thorough in her physical/psycho/social assessments and develops individualized patient-centered plans of care. She is extremely adept at *synthesizing information* to proactively anticipate patients' needs and her personal values do not allow

her to give up. She respects her patients' right to choose, but does not let that stop her from trying to help them make better choices by educating them on all available options.

A prime example is her recent work with a *homeless heart failure patient* who also had a drug addiction. The man had been readmitted to Weiss several times for the same issue and Laurie made a point to touch base with him whenever he was in the hospital, as he was not easy to get in touch with when he was in the community. He began to trust Laurie, greet her with hugs and listen to her when she explained the

extreme dangers of his drug use. Laurie went out of her way to make the man a box for his medications and her contact information to keep with him after discharge. The patient lost the box within two days, but she soon received a phone call from the person who found it. Laurie tracked her patient down, met

him outside the hospital and had another serious talk with him about his drug use. That same day, the patient signed into a detox program and was able

to find transitional housing when he was discharged.

Later, he contacted Laurie to thank her for her *encouragement and persistence*, which ultimately saved his life.

Laurie selflessly gives all that she has to help her patients. It is not unusual for her to

*Laurie respects her patients' right to choose, but does not let that stop her from trying to help them make better choices.*

visit with patients after discharge or arrange for patients to get affordable medications, then deliver them to the patient on her own time.

For her tireless and continuous compassion toward her patients, Laurie is highly respected by employees and patients and a real Tenet Hero.



## Heather O'Connor, MSPT

*Physical Therapist/Admissions and PPS Coordinator*

Tenet colleague since **2002**

**A**s a beloved coach of her team at Weiss Memorial Hospital, Heather O'Connor ensures their many tasks are performed safely and accurately to certify compliance with regulatory agencies and ensures positive patient experiences. As Physical Therapist/Admissions and PPS Coordinator, she follows up on quality measures such as flu shot documentation, functional independence measure scores (which measure the level of a patient's disability) and documentation for therapy/case management/nursing. Heather goes out of her way to ensure each team member is comfortable with their tasks and engaged with *team dynamics* by scheduling team-building activities to bring them closer together in an effort to improve patient care.

Heather is a champion for Weiss. When she became aware of a denial of payment for some patients' rehab services, she immediately contacted her director, initiated appeals procedures and coordinated with the Tenet Home Office to ensure that proper channels were followed. Then she worked with the electronic medical records and rehab teams to gather the highly detailed information needed and *donated her personal time* to see the process through. Heather works just as hard outside her department. She works each year to coordinate a Weiss team for the Ragnar Relay, an overnight relay race from Wisconsin to Chicago. For this event she recruited team members, coordinated the event, made costumes and obtained positive media coverage for Tenet Healthcare.

*Having educated herself on rehab regulatory standards, Heather now helps educate the rehab team and guides other Tenet facilities.*

Heather's peers say things like, "She always seems to know the answer," and "She really takes the time to do what is needed for anyone she is assisting, whether it is a team member, a patient or a complete stranger."

Heather is always ready to *step beyond her job description* to help team members in need, whether that means answering phones and call lights for hours at a time when nurses are busy, treating patients or simply lending a hand with a physical task. Having educated herself on rehab regulatory standards, she now helps educate the rehab team and guides other Tenet facilities in doing the same. She is an asset to her hospital and across the entire system. For her tenacity, hard work, expertise and generosity, Heather is a very deserving Tenet Hero.



## Barbara Highland-Lee, RN, CGC

*Registered Nurse, Relief Charge Nurse, Perinatal Services*

“Many nurses do wonderful things,” observes the Director of Perinatal Services at West Boca Medical Center (WBMC), “but Barbara Highland-Lee has a way about her that exudes both competence and kindness.”

Tenet colleague since **2004**

As an accomplished Relief Charge Nurse in Perinatal Services and former Operating Room RN at WBMC, Barbara has applied her extensive experience, passion and heart to make a remarkable impact on the lives of those touched by the hospital’s Maternity Unit. Driven by her relentless commitment to quality, Barbara implemented a successful initiative to reduce the risk of retained surgical items (RSI) that has been adopted as a national prototype. One Perinatal Care Certification surveyor said of the program, “We travel all over the country looking at perinatal services and have never seen a more hardwired and *comprehensive quality initiative* for RSI.” In addition to her dedication to optimizing patient outcomes in perinatal services, Barbara extends her reach far beyond the organization – sitting on a national task force for RSI to provide support to other facilities engaged in process improvement. She also serves the community tirelessly as a volunteer. Last year, Barbara championed the local March of Dimes walk and achieved her team’s

*ambitious fundraising goal* – holding bake sales and inspiring the entire facility as well as mentoring younger staff members in the value of charitable giving.

*Barbara implemented a successful initiative to reduce the risk of retained surgical items (RSI) that has been adopted as a national prototype.*

These achievements are significant, indeed, but Barbara’s most potent contributions are those made one-on-one, when she opens her heart to grieving families. She *embraces every loss* and every difficult situation with a quality of care and attention that is rare, and she has taken it upon

herself to improve the medical center’s perinatal bereavement services. When she hears of a death in Neonatal Intensive Care Unit, Barbara will not hesitate to delegate tasks to attend to a family that is overwhelmed with loss, remaining by their side for as long as is necessary and even following up by phone after they have returned home. These are the moments when Barbara’s heart shines brightest. Barbara is a leader in achieving remarkable clinical quality solutions, serving as an empowering community advocate and sharing her heart with so many who grieve. Barbara is truly a role model and a Tenet Hero.



Tenet colleague since **2010**

## Sarah Dean, MHA

*Director, Community Services, Volunteers and Security*

One day while walking through the hospital, Sarah Dean heard a patient calling for help. Sarah came quickly to the patient’s room and asked how she could assist. The patient was an elderly woman who was having *trouble lifting the spoon* to eat her lunch. So, in Sarah’s typical fashion, she helped the woman without hesitation, never told anyone about it and just went about her day.

In the time Sarah has been Director of Community Services, Volunteers and Security at West Suburban Medical Center, she has transformed their community outreach program by reestablishing the hospital’s relationship with local communities through collaborations with Sarah’s Inn, a non-profit organization that gathers gifts for families affected by domestic violence, a Senior Food Pantry Drive that raised more than 2,000 pounds of food for local senior citizens and Coloring for Calm, a senior citizens’ coloring, social and engagement group.

Sarah also developed and launched the *first health fair* in the Austin area, an underserved suburb with one of the highest crime rates in Chicago. In addition, she created a Patient Engagement Volunteer Program at West Suburban to address issues that patients have with social interaction. Over the past five years, these programs

have had a very positive impact on patients and the communities West Suburban serves.

On several occasions, Sarah has been described as kind, selfless and happy to help others. The manager of West Suburban’s mammography outreach program says, “Sarah is an integral part of making the mammography outreach program a success.” West Suburban’s Chief Executive Officer, Patrick Maloney,

*Sarah has transformed the community outreach program by reestablishing the hospital’s relationship with local communities.*

says, “If everyone was like Sarah, this *world would be a better place.*”

When Sarah hosts community events, there are always people approaching to thank her for the great job she has done and telling her how she is “heaven sent.” She has enriched the lives of her patients and the people in her community by being a committed, kind and selfless person always willing to put others before herself. Sarah’s kind-hearted soul makes her a Tenet Hero.



## Marta Alvarado, Ph.D.

*Director, Community Wellness Programs*

Tenet colleague since **2008**

**M**arta Alvarado's passion for giving back has lifted her to great success. In 2015, Marta hosted 442 community events with 52 community partners and personally attended more than 50 percent of the events. As Director of Community Wellness Programs at Westlake Hospital, Marta oversees all the hospital's community service activities and chairs their Community Connections Committee. The *sheer number of events* she coordinates is inspiring.

Marta's community initiatives, partnerships and programs are too many to detail, but one of her most impressive triumphs was her collaboration with the West Cook YMCA to secure a three-year Healthy Communities Initiative grant from the Westlake Health Foundation totaling \$479,610, which was used to improve the health of the uninsured and underinsured through community health screenings, health education and fitness sessions.

Thanks to Marta's dedication, 51 health screening events were held during the first year of the grant. At these events, more than 1,000 individuals, 25 percent of whom were uninsured, received *4,000 separate health screenings*.

In recognition for offering these community programs to the underserved community in Proviso Township, Illinois, Marta and Westlake Hospital were recognized with the 2015 West Cook YMCA Scott Gaalaas Partnership Award. In addition to the partner organizations, Marta has developed relationships with other groups such as Alcoholics

Anonymous, Narcotics Anonymous and Sarah's Inn by arranging space for meetings at the hospital. Marta also successfully collaborated with Enroll America to establish patient assistance programs during open enrollment and helped arrange *on-site bilingual sessions* four days a week.

*In 2015, Marta hosted 442 community events with 52 community partners.*

She has also successfully led the hospital's telephonic interpreter program, which included the implementation of more than 100 interpreter phones and education for all patient interfacing

employees. To enhance these services, she is implementing a video interpreter program, which will provide more options for hearing impaired patients. Marta is also one of the main organizers of charitable donation drives that provide supplies and clothing to local students in need and leads the hospital's Healthy Over Hungry Cereal Drive. Marta is in the perfect job. Her passion for community service is ideally matched to her remarkable skills and abilities. She is an invaluable asset to Proviso Township and Westlake Hospital and a very worthy Tenet Hero.



Tenet colleague since **2005**

## Sharon Calaman, MD

*Medical Director, Rapid Response Team and Simulation Program; Attending Physician; Pediatric Residency Program Director; Hospital Ethics Committee Chair*

*St. Christopher's Pediatric Associates*

Dr. Sharon Calaman wears many hats. At St. Christopher's Pediatric Associates she is the Medical Director of both the Rapid Response and Simulation Programs, attending physician, Program Director of the Pediatric Residency Program and serves as chair of the Ethics Committee. She is a devoted worker, determined advocate and support system for her residents, routinely taking calls to assist them with personal, professional or academic difficulty.

Over the past 10 years, Dr. Calaman has made significant contributions to the organization, including the development of the Rapid Response and Simulation Programs. She routinely conducts outreach trips to hospitals in the region to educate staff on necessary skills needed to care for pediatric patients. Her commitment to pediatric patients is apparent in her meticulous detail in the *high-fidelity simulations* she provides to clinical providers of all levels. In 2015, Dr. Calaman had an abstract accepted for presentation at the International Meeting on Simulation in Healthcare and she often consults with other organizations on the applications of simulation for pediatric healthcare training.

Dr. Calaman is also one of St. Christopher's strongest advocates for families. For example, as she was preparing to sedate a 6-month-old baby for a brain MRI a few months ago, she noted that the sedation could not be safely performed because

the baby had a *significant respiratory infection*. She also found that the premature child was behind on vaccines. The family tried to make an appointment but was told the baby couldn't be seen until the next month. Not satisfied,

Dr. Calaman started making calls and was able to switch the infant's primary care to St. Christopher's. If it weren't for her advocacy, the child's vaccinations would have been delayed for several more months, and possibly put her at risk for developing

very serious illnesses. Dr. Calaman's actions truly personify *patient-centered care*. Though she has her mind on critical care, she is always thinking about the whole needs of the family. Many of Dr. Calaman's co-workers are astounded at her ability to be such a great leader, educator and medical provider. She defines the term academic clinician and has excellent clinical care showing compassion, honesty, intelligence and respect to all of her patients as well as staff. In other words, Dr. Calaman has all the qualities of a true Tenet Hero.

*Dr. Calaman is a devoted worker, determined advocate and support system for her residents.*



## Maria DiGiorgio McColgan, MD, MSEd, FAAP

*Medical Director, Child Protection Program  
St. Christopher's Pediatric Associates*



Tenet colleague since **2000**

There are more than one million confirmed cases of child abuse with more than 1,500 child fatalities in the U.S. each year. As the General Pediatrics Medical Director of St. Christopher's Pediatric Associates for the Child Protection Program (CPP), Dr. Maria McColgan has committed more than 15 years to improving the lives of children and families in Philadelphia and its surrounding communities.

Upon her start in 2000, Dr. McColgan made it her goal to create a program to give children and families a "safe house" when faced with maltreatment or violence. She has established herself as an expert in the field and often

appears off hours as a witness in court or visiting a community group to explain child maltreatment. In light of national attention of potential child abuse claims, Dr. McColgan brought expert knowledge to the media and to the Pennsylvania capital on mandating the reporting of child abuse. She testified before the Pennsylvania Child Protection Task Force and the Pennsylvania House Children and Youth Committee to encourage legislators to **strengthen commonwealth laws** to better protect children. As a result, 23 new laws were enacted in the state. Dr. McColgan has also initiated classes and seminars in the CPP on how to intervene with a frustrated parent or child and the signs to look for to alleviate a potentially violent situation. Under her guidance, the CPP has expanded to include

*Dr. McColgan was instrumental in the passing of 23 new state laws to fight child abuse.*

the Philadelphia Children's Alliance (PCA) and the Bucks County Children's Advocacy Center. Her goal is to make sure that every community member is trained to **recognize abuse early**, in hopes that it can be prevented,

allowing children to grow and thrive in nurturing environments. Recently, she teamed up with the PCA to open a new medical suite for the Philadelphia Police Special Victims Unit, members of the District Attorney's office and Philadelphia Department of Human Services, to promote collaborative conversations resulting in interdisciplinary responses to allegations of child sexual abuse in the city. With her education of Stop Child Abuse and Neglect (SCAN), support of a city medical suite, expert media commentary on child maltreatment and off-hour support to families and patients, Dr. McColgan's contributions save and change lives. Through her work, she is an advocate and a guardian angel to many children, which makes Dr. McColgan a Tenet Hero.



**Alfredia Hunter  
Dr. Mayur Maniar  
Malissa Stewart  
Jackie Giroux**

*Office Team*

*Sunrise Medical Group-Pine Island*

**A**t the heart of Sunrise Medical Group–Pine Island, a neurology office with 44 employees, is their office staff – Alfredia Hunter, Office Coordinator, Dr. Mayur Maniar, Neurologist, Malissa Stewart, Medical Assistant, and Jackie Giroux, Practice Administrator – leading the charge in improving the lives of patients.

Just before Thanksgiving, they discovered that one of their patients, a blind woman and mother of two children, wanted to provide a dinner to her family but didn't have the means to do so. The Pine Island office

came together and offered the patient a **complete Thanksgiving dinner** of her choice, even delivering it to the woman's house to the extreme joy and gratitude of the family.

This level of compassionate care is common at the Pine Island office, where the staff sees more than 100 patients a day. Each time the team notices a patient or employee in need of everyday essentials, they come together to help in any way they can.

This focus started with the creation of **baskets filled with everyday toiletries** such as

toothpaste and shaving cream. The effort graduated to larger gift bags for veterans on Memorial Day and Veterans Day.

"Anywhere we see a need, we reach out. It's an office where everyone gets involved to support the cause. We try to make it as positive of a work

environment as possible," said Jackie.

At Pine Island, the office staff is committed to maintaining high standards in patient care. The team understands **change is important**, and in that mindset, they developed

*The team developed an innovative workspace to make the patient experience more comfortable.*

an innovative workspace to make the patient experience more comfortable with friendlier, individualized waiting rooms.

The Pine Island office staff has the mantra of doing anything they can to assist the patient and put a smile on their face. The office team works to ensure that every patient has a pleasant visit, including caring and supportive interactions with staff. The Pine Island office's mission is to improve the quality of life of every person who enters their doors, and that is what makes them Tenet Heroes.

Prior to joining Tenet, the Carondelet hospitals honored and celebrated exceptional achievements through the Ramirez Service Awards, which is similar to Tenet Heroes. The Ramirez Awardees were celebrated in late 2015 and are recognized below.

## Ramirez Service Awards

The Ramirez Service Awards were established by Carondelet in 2013 to acknowledge the associates, physicians, partners and volunteers who strive to provide the highest quality customer service to patients and their families.

Mr. Ramirez, who passed away in 2013, was a longtime resident of Nogales, Arizona, and a former

patient of Carondelet St. Joseph’s Hospital. He was a World War II veteran and Nogales community leader who held himself and his family to the highest standards. Integrity, faith and service were the guiding principles of his life. Mr. Ramirez believed every person needed to be passionate about their work and accountable for it.

### Carondelet Medical Group/ Carondelet Specialist Group

#### INDIVIDUAL AWARD

- Megon Cundiff  
*Clinical Research Assistant,  
Tucson Vascular Specialists*

### Carondelet Holy Cross Hospital

#### INDIVIDUAL AWARDS

- Jeannine Miller  
*Speech Language Pathologist,  
Speech Therapy*
- Maria “Toni” Ozuna  
*Patient Care Technician, Delivery Room*

#### INNOVATION AWARD

- Yvonne Poe  
*Manager, Laboratory Services*

### Carondelet St. Joseph’s Hospital

#### INDIVIDUAL AWARDS

- Emma Brassea  
*Patient Care Technician, Telemetry*
- Robin Thomasson, MSW  
*Social Worker, Social Services*
- Cynthia Menker  
*Patient Care Technician, Surgery*
- Gabe Rascon  
*Manager, Patient Care Services*

#### INNOVATION AWARDS

- Rose Ella Martin, RN  
*Clinical Lead, Infusion Services*
- Patricia “Trish” Williams  
*Behavioral Health Technician,  
O’Reilly Care Center*

### Carondelet St. Mary’s Hospital

#### INDIVIDUAL AWARDS

- Viridiana “Viri” Montijo  
*Patient Care Technician,  
MedSurg Oncology*
- Lagreta Kane, MSW  
*Social Worker,  
Case Management/Social Work*
- Alicia Larson, RN  
*RN-Clinical, Emergency Center*
- Elizabeth “Liz” Portillo  
*Medical Records Clerk,  
Health Information Management*

#### INNOVATION AWARDS

- Alice Lopez, RN  
*Clinical Lead, Ortho/Neuro*
- Lorraine Yentzer, RN  
*RN 4 – Expert, Palliative Care*