2017 PRIDE Honorees

Donna Alt • Raeanna Schreck • LeDarius Stewart • Rachel Garmen • Sue Alden • Heather Wagner • Megan Loomis • Chris Knoup • Jody Luy • Shelby Logemann • Kaydra Heller • Elizabeth Engelbarts • Chandra Seal • Colleen Gallagher • Laura Setterstrom • Brianna Green • Deb Burnell • Jo Clay • Joy Readeker • Mike Bauman • Luke Summers • Janell Jordan • Kelly Keeney • Craig Schmetz • Jessica Hutchison • Dr. Jeffrey Hass • Dr. Gregory Dammann • Mary Ellen Lincoln • Shari Anderson • Ashlee Williams • LaDarius Stewart • Kelley Hartman • Sherrie Grulke • Kristina Brown • Marsha Pospischil • Judy Venhuizen • Kelli Marcum • Melissa Pennington • Ashley Wire • Julia Larson • Lydia Sweitzer • Morgan Bradshaw • Becky Holbert • Robin Ortman • Teresa Gibbs • Sarah Kramer • Janet Meyers • Angela Zubebuhler • Corrine Waga • Annie Schreck • Rikki Perrin • Lorna Schindler • Megan Loomis • Jody Heeren • Ann Pohill • Misty Potts • Sondra Gentry • Carter Reubin • Stephanie Swalse • Monica Sandahl • Chandra Seal • Jody Heeren • Trinity Smith • Amanda Schroeder • Mary Place • Terese Hawley • Kelly Keeney • Donna Alt • Rachel Garmen • Amanda Stocks • Sam Garrie • Anderson Boatman • Amanda Kempel • Lorna Thompson • Krista Kane-Boop • Leyna Gross • Meghan Fry • Charles Billingsley • Ann Polhll • Stacey Moore • Shauna Heck • Courtney Schultz • Heidi Seals • Lisa Stoeher • Kimberley Kohley • Vicki Drake • Toni Erickson • Frank Arnoul • Mary Freidag • Sandra Didden • Becky Holbert • Erin Bidlingmaier • Frank Arnoul • Kelsie Geach • Tracey Gross • Devon Tobin
At FHN, PRIDE isn’t just a word. It’s the way we deliver healthcare excellence to our communities.

Every day, each of us has many opportunities to show pride in our work, like offering an extra moment of explanation, taking the time to help any way we can, or being authentic when we smile and ask “how are you?” These may seem small compared to many of the big roles we fulfill, but they can and often do mean more than we may ever realize. They demonstrate that we’re not only proud of what we do, but who we are.

I am once again delighted to open this year’s PRIDE Champions commemorative booklet and to acknowledge the compassion, skill, and engagement of the individuals honored in these stories. Pride underscores our commitment to being the kind of healthcare organization where we know that we’re not just treating symptoms or completing procedures – we’re caring for someone’s son, or mother, or closest friend.

Living our PRIDE standards …
• Rewards staff members to work productively and make a difference;
• Allows providers to practice medicine effectively;
• Provides safe, compassionate, high-quality care for our patients.

As a reminder, our PRIDE standards were developed by the FHN Standards Team, a collaboration of high-performing staff members from various departments. They are clear, understandable standards that apply to everything from how we answer the phone and greet each other in the hallways to the clinical aspects of providing the best healthcare we can offer.

Congratulations to the PRIDE Champions of 2017, and thank you for choosing FHN as the place where you make a difference every day!

Mark S. Gridley, MBA, FACHE
President & Chief Executive Officer
At FHN, we are all about …

We are accountable for …

Being **P**atient centered
Treating others with **R**espect, dignity, and compassion
Being **I**nnovative
Always **D**elivering excellence
Being **E**ngaged

**Rewards and Recognition Team**

Quincy Carter  Keri Wall
Amy Prowant  Kayla Rodebaugh
Amy Slick  Nicolette Drane
Monte Moore  Michelle Queckboerner
Eric Bader (Rehab)
nominated by Cody Gallagher

Eric demonstrated our PRIDE standards by helping a patient to their vehicle during inclement weather. On this particular day, the weather was quite unpleasant. Roads and sidewalks were covered in ice and there was a winter mix developing. At the end of the day, Cody stated that he observed Eric assist a patient across the slippery parking lot to their vehicle. He braved the conditions without a jacket while rain and sleet were coming down. Eric’s act of kindness was not only noticed by Cody, but also by the patient’s husband, who was very grateful. Cody stated that Eric demonstrated PRIDE in multiple ways.

“Eric Bader is kind and compassionate when working with all of his patients. Eric’s patients enjoy working with him due to his excellent clinical skills, as well as his kind demeanor. On many occasions, Eric is requested by name when a patient returns to FHN for additional therapy care. The patients recall the excellent care they had received previously and are thrilled to work with Eric again! In his daily interactions, Eric looks for ways to help those around him. Eric is known to help patients to their cars, clear the snow from a colleague’s car, or just share a laugh with the team. Eric is an asset to the FHN team, thank you for all you do! (Provided by Kristen Book, Clinical Operations Leader, Rehab)

Eric Bader

Eric Dittmar (Imaging/IT)
nominated by Kristen Book

Eric demonstrated our PRIDE standards by coming in on his day off to install a new machine and get it up and running for staff. A new piece of equipment used by Speech Therapy and Imaging had stopped and Eric worked diligently, communicating with the manufacturer several days to resolve the issue. When the alternatives did not work, he continued to work and advocate for FHN to get the equipment fixed. Eric then came in on his day off to install the new machine when it arrived. Kristen said throughout the process Eric kept all parties informed of the status. This all came at a time when many others, including Eric, were already taxed with the heavy load from OurFHN. Per Kristen, Eric never complained once and put full effort towards this and many other projects at once. She is very thankful for him.

“Eric Dittmar is resourceful and dedicated in providing support in a multitude of Imaging and Information Technology areas. He is accommodating with his time and strives for high user satisfaction. Eric is innovative and routinely resolves issues with creative independent thinking. He is very willing to help with issues that are not related to the areas he supports, specifically those that affect patient care. Working outside of a “normal work day” is the norm for Eric. He is accessible to providers and his technologist peers and focuses on respectful communications. He consistently exemplifies all areas of the PRIDE standards and we are so proud and appreciative of his accomplishments. (Provided by Mike Williams, AVP/Chief Information Officer)
Others nominated as PRIDE Champions this month include:

Terri Holland
Crystal Lawrence
Stephanie Roser
Teri Bland
Shawna Cook

Melanie Wichman (Admitting) nominated by Debra Curboy

Melanie demonstrated our PRIDE standards by working a very long day when they were short staffed in the Admitting Department. Melanie had started this day at 5:30 am. When the day became very busy and they were short staffed in the department, Melanie volunteered to help Debra close and stayed until 6 pm, working a long and hard 12.5-hour day. Debra is very grateful for Melaine for being such a great team member and putting herself out to help her.

Melanie Wichman is one of the Admitting staff who is often at the front desk for the start of the day. She helps set the pace for the day and gets the department up and running. There are often new employees or visitors/students who need assistance when they arrive. Melanie has been recognized by several FHN departments for her helpfulness to these groups of people. She makes them feel at ease and welcome when they arrive. Melanie is always willing to come in early or stay late to cover shifts for the department. Her schedule flexibility and eagerness to assist her coworkers is always evident. Melanie watches over people who come and go and pays attention to their needs. She will often know what a person wants before they ask and will guide them to the proper areas. Melanie, thank you for your dedication. (Provided by Kristen Andrews, Team Leader, Patient Access)

“You need to be aware of what others are doing, applaud their efforts, acknowledge their successes and encourage them in their pursuits. When we all help one another, everybody wins.”

– Jim Stovall
Tricia Halter (Burchard Rehab Services) nominated by Sara Schindler

Tricia demonstrated our PRIDE standards by helping a patient out with their transportation needs. Just as Tricia was ending her day, a patient called and was wondering why the bus had not made it to pick her up as it was her first time riding. Tricia quickly picked up the other phone to call the bus service and asked to speak with the supervisor and got the problem quickly resolved. They apologized and Tricia was able to get the patient rescheduled for the next day with a free ride. This patient struggles financially and has no means of transportation. Per Sara, Tricia is always going out of her way to help our patients.

Tricia Halter demonstrates our PRIDE standards in her daily interactions with staff and patients. She often goes out of her way to help others. During the winter, Tricia found out that a patient was having problems with the heat at home. She took it upon herself to call a friend in the business, and was able to get the patient’s heat fixed at no charge to the patient. Tricia often puts herself in others’ shoes and goes out of her way to help in any way she can, big or small. (Provided by Jessica Hutchison, Team Leader Rehab)

Rikki Perrin (CBO) nominated by Jodie Barncord and Shelly Brown

Rikki demonstrated our PRIDE standards by assuming the role of 2 people in the CBO during the OurFHN transition. When someone recently left the department, Rikki stepped up to help with grace and compassion. Rikki has been instrumental in the education of the CBO and outlying areas with the new system changes. Per Jodie and Shelly, when called upon for assistance, Rikki also delivers with positive energy and willingness to help. They both stated how much they appreciate everything Rikki does for FHN and its patients.

Rikki Perrin continuously exemplifies the PRIDE standards. She is always attentive to detail and consistently follows through to ensure that she is meeting and exceeding the expectations of her customers. She delivers assistance with positive energy and is eager to help wherever she can. Staff knows she is always available to jump in and help when there are problems to be researched and resolved. Rikki was instrumental in the education at the CBO and outlying areas with the implementation of OurFHN. She devoted a great amount of time and energy into helping each and every person to achieve success with the system change. (Provided by Dawn Clark, Reimbursement Coordinator/Team Leader CBO)
Kristy Wolter (Stephenson Urology) nominated by Mary Ellen Lincoln

Kristy demonstrated our PRIDE standards by helping a patient get a referral to another facility for a necessary treatment not provided at FHN. The problem arose when the patient’s insurance company would not approve her going to UW. Kristy spent time explaining to the patient the difference between in-network and out-of-network. She then called the insurance company to see where this patient could go for treatment. She spent over an hour on the phone with the insurance company. After she got a list of physicians this patient could see, she discussed this with Dr. Cheng and then proceeded to contact a physician in Rockford. She was able to arrange the appointment for the patient to be seen. When she called the patient with the information, the patient cried and said that Kristy and Dr. Cheng “saved my life.”

Kristy Wolter has been a nurse for 29 years – the past 10 working at Stephenson Specialty Clinic in the Urology department. She keeps the patient as the primary focus of her day. Many of the patients she encounters are embarrassed because the issues that bring them in are often very personal. Kristy treats all of her patients with the utmost respect, dignity and compassion and is sensitive to their need for privacy. She has developed relationships with many of the patients and they often request her specifically – they miss her if she is not available. As her PRIDE nomination indicates, Kristy works diligently to help patients understand the many requirements of their insurance and works tirelessly to assist them in receiving the best care within their network. When asked, “what fills your cup?” her answer is “taking care of and helping my patients.” (Provided by Mary Ellen Lincoln, Operations Leader)

Others nominated as PRIDE Champions this month include:

Sharon Kaiser
Terri Holland
Ashley Woker
Mary Freidag
Kaydra Heller
Val Collins
Laura Earlywine
Eric Dittmar
Nicolette Drane

“There’s nothing greater in the world than when somebody on the team does something good, and everybody gathers around to pat him on the back.”

– Billy Martin
Mark demonstrated our PRIDE standards by taking it upon himself to watch out for a neighbor of one the FHN facilities. The neighbor is an elderly woman with no family, and Mark has spent his lunch breaks helping her out. She is unable to get out and about, so Mark has gone grocery shopping for her, and delivered her rent payment for her so it wouldn’t be late. Most recently, he stopped by to check on her and found her in dire need of medical attention. He acted immediately and got her the help she needed. Per Seth, these are only a few of the selfless acts that Mark has performed over the years. He is truly an asset to our department, FHN, and Aramark.

Tammie Rogers (Burchard Labs) nominated by Karla Thompson

Tammie demonstrated our PRIDE standards by putting together little care packages for patients in the lab. Tammie has been buying little rubber duckies, stuffed animals, and juice boxes to put in these care packages. She and her daughters also make bracelets for the older kids. She has been doing this for years and never looks for any recognition. On top of that, Tammie is always helping the patients in the lab to their cars if they need assistance, and if they do not understand their lab orders, she helps explain them to them. She is always willing to help. Per Karla, she is such a wonderful person to work with and is so dependable.

Tammie Rogers exemplifies PRIDE in her day-to-day interactions with patients, families and staff. She is very caring and patients love her; it’s a joy to have her in the Burchard lab! Tammie is a pleasure to work with, always has the best attitude, and is very efficient. Thank you, Tammie, for your hard work and dedication to FHN, we really appreciate everything you do. We are proud to have you on our team! (Provided by Megan Kerchner, Operations Leader)

Mark Duden (Maintenance) nominated by Seth Shelly

Mark demonstrated our PRIDE standards by taking it upon himself to watch out for a neighbor of one the FHN facilities. The neighbor is an elderly woman with no family, and Mark has spent his lunch breaks helping her out. She is unable to get out and about, so Mark has gone grocery shopping for her, and delivered her rent payment for her so it wouldn’t be late. Most recently, he stopped by to check on her and found her in dire need of medical attention. He acted immediately and got her the help she needed. Per Seth, these are only a few of the selfless acts that Mark has performed over the years. He is truly an asset to our department, FHN, and Aramark.

Mark Duden is our outside grounds person and he interacts every day with patients, visitors and staff as they arrive at FHN. He is always courteous and makes sure that they have the right-of-way when he is mowing or moving snow. He always keeps an eye out for anyone needing help. Mark ensures that FHN is a good neighbor by interacting with our neighbors and ensuring that any concerns they have are being addressed. His action in helping one of our neighbors when she was ill shows just how Mark exemplifies the PRIDE philosophy. (Provided by Marcus Teubert, Director of Plant Operations)
Shelly Brown (CBO) nominated by Jody Heeren

Shelly demonstrated our PRIDE standards by working diligently to resolve a dispute/appeal with a patient’s insurance company. Back in April of 2016, a denial was found of a balance of $8,500 on a patient’s account. Jody discovered this and reached out to Shelly. Shelly made many phone calls, sent documents several times, and monitored the patient’s account as well as following up with Jody until it was resolved. Per Jody, she was patient-focused and engaged so this patient had the outcome we were all looking for, for him. Because of all this hard work, the insurance company ended up paying the account and leaving the patient with a $0.00 balance.

Shelly Brown reflects a patient-centered attitude to delivering excellence when responding to patient concerns, elevated issues, and questions. She approaches issues with curiosity and integrity and is solution-oriented. She responds to opportunities with enthusiasm, is eager to identify creative methods of turning charges into cash, and has a “can DO” attitude. Her flexibility, commitment to customer satisfaction, and taking the initiative are exemplified when she is approached about a complex billing issue. We appreciate the value that Shelly brings to the team, her coding knowledge, and professionalism. (Provided by Robin Hoops, Team Leader CBO)

Others nominated as PRIDE Champions this month include:

- Sue Montgomery
- Sharon Kaiser
- Alana Boyce
- Brian Routen
- Diane Bardell
- Kami Robinson
- Amy Bollon
- Nancy Carroll
- Barb Lloyd
- Shelby Logemann
- Stephanie Summers
- Stephanie Summers
- Maralee Kaufman
- Carol Gray
- Erin Bidlingmaier
- Kaydra Heller
- Kelly Geiseman
- Laurie Williams
- Dave Wulff

“If everyone is moving forward together, then success takes care of itself.”  
– Henry Ford
Carrie Ludeking (Ob/Gyn) nominated by Susan McKee

Carrie demonstrated our PRIDE standards by delivering excellent customer service to a patient who was having trouble with her insurance company. This patient’s insurance company did not want to cover charges as in-network. She made multiple phone calls on the patient’s behalf, spending hours on the phone, talking to multiple people. This went on for days. Carrie eventually got the situation resolved for the patient and her visits were covered at the in-network rates. Per Susan, Carrie was patient-centered, and was innovative and engaged while delivering excellent customer service.

Carrie Ludeking demonstrates the PRIDE standards in everything she does. She goes above and beyond in her interactions with coworkers, leaders, and patients. Carrie takes the initiative and leads by example while demonstrating compassion for her teammates and patients. She is proactive and thorough in her care and takes pride in her work. You can always count on Carrie to be engaged in everything she does. She is creative and can always be counted on for her innovative suggestions. She listens to her patients to make sure they feel heard and follows up with them to make sure their needs have been met. Carrie has touched the lives of many people and I hope she knows what a wonderful nurse she is! (Provided by Michelle Allen, Nursing Operations Leader)

Rich Stewart (Biomed) nominated by Nicole Hartje

Rich demonstrated our PRIDE standards by coming in on his day off to work on equipment. Rich was off for the day and received a phone call with a question about the mammography machines, stating they were not working. Rich took it upon himself to come in that day to see if he could help get the machine back up and running. He even came in on an additional day off to ensure it was functioning normally. Per Nicole, this shows just how much he cares about delivering excellence even on his day off and really helps to expedite patient care.

“Perfection is not attainable, but if we chase perfection, we can catch excellence.”

– Vince Lombardi
Jonathan DeRosales (Pharmacy) nominated by Carla Myers

Jonathan demonstrated our PRIDE standards by helping improve the delivery system of medications in the ACU. Jon was instrumental in developing ACU’s capability to pull oral and IV antibiotic from the medication pyxis after calling the Cardinal Pharmacist. This has guaranteed a pharmacist has verified allergies and ACU ability to pull the medication if not allergic. Jon also worked with his team in pharmacy to increase PAR levels so ACU has ample doses to prevent delay … among many other improvements that will help improve patient care. Per Carla, without Jon’s attention to this matter, delays would still be occurring for the first surgical cases as well as potentially others.

Jonathan DeRosales demonstrates PRIDE in his interactions with others by actively listening to what is being said and acting accordingly and in a timely manner. He strives to work efficiently to meet the needs of both patients and peers. He is aware that others’ work depends on his role and keeps that at the center of his actions. He will do whatever needs to be done, regardless of whose role or responsibility it is, to ensure our patients receive the best possible care. Jonathan has a very laid-back demeanor which helps to keep everyone calm when things get a little hectic. He successfully manages his dual role to accommodate both daily pharmacy operations and the informatics needs of not only the pharmacy department but also several other modules / departments. His willingness to go above and beyond in learning how other modules interact with the pharmacy and order management modules is well noted. Jonathan’s peers have come to expect quick resolutions, as he has set this standard through his daily actions. (Provided by Mike Weaver, Director Pharmacy)

If you want to lift yourself up, lift up someone else.” – Booker T. Washington

Others nominated as PRIDE Champions this month include:

Leyna Gross
Valerie Kohn
Miranda Connors
Kim Zink
Terri Holland
Joy Harris
Jody Luy
Barb Curran
Billie Jo Rogers
Brittney Mordini
Janelle Staas
Dr. Malladi
Lynn Zimmerman
Joe Bennett
Brandon Kappes
Amanda Hayenga
Ashley Knapp
**Jo Clay** (Highland View Drive) 
nominated by **Carla Myers**

Jo demonstrated our PRIDE standards by assisting a new family from the Philippines in getting a provider. Jo was so helpful and worked with Carla to get the children in this family as new patients to FHN after getting the runaround from the State for several months. Jo had the can-do attitude to get this issue resolved with the State and was so kind and patient as she helped resolve the issue.

Jo Clay’s philosophy is to treat people the way that she would like her own family treated and she follows that mindset each and every day. She is respectful of patients and co-workers. Recently a patient took time out of his day to call and commend Jo for the excellent customer service that he received from her. He stated that her professionalism and politeness isn’t something that he sees much anymore and was impressed with her follow-through. However, Jo doesn’t look at this as doing something special: If you ask her, she would say “it’s just part of doing my job,” but to our patients, she definitely makes a difference. (Provided by Marcia Bouray, Operations Leader)

**Grace Grobe** (Family Counseling Center) 
nominated by **Laura Bonsky** and **Heather Wagner**

Grace demonstrated our PRIDE standards by volunteering to check in patients and take phone calls when the nurse on duty was ill. She was innovative and patient-centered by reviewing her own schedule for the day, arranging to still see her patients and assist Dr. Upadhyay once patients began. This allowed for patients to continue to be seen and for the nurse to take the time she needed to rest and get feeling better at home.

Grace Grobe is a highly dedicated clinician at Family Counseling Center. She is flexible and adapts easily in order to meet the needs of patients. Grace consistently goes above and beyond in order to lend a hand to anyone in the department. She is an example of delivering excellence for those most in need in our community. (Provided by Laura Bonsky, Clinical Operations Leader)
Sean Huguenin (House Chaplin) nominated by Billie Rogers and the 3 North staff

Sean demonstrated our PRIDE standards by going above and beyond to ensure nursing staff were able to participate in FHN PRIDE Week festivities. Some members of the nursing staff were unable to take part in getting walking tacos for lunch during the PRIDE celebration due to caring for patients. Sean wrote down each staffer’s order on 3 North and brought everyone lunch. It was greatly appreciated!

Sean Huguenin

Sean exemplifies the FHN PRIDE standards in his daily work. Sean is so cognizant of the needs of others and is able to respond to individuals’ needs before he is even requested to intervene. Sean is very focused on the holistic care of patients, families, caregivers, and the community. His fellow FHN team members often compliment his focus and attention to others. Sean treats all people with respect and compassion. He actively listens with a compassionate heart. I am not able to count the number of lives Sean has impacted during his tenure at FHN, but each and every one of those lives has been blessed to have Sean cross their path. Sean is making a difference as he welcomes new lives to the world, counsels those in need, provides support to family members and caregivers during difficult decision-making, or delivers peace during the last moments of life. Sean delivers excellence each and every day and FHN received a gift on his date of hire. (Provided by Kathy Martinez, VP Patient Services/CNO)

Others nominated as PRIDE Champions this month include:

- Paula Dalton
- Mike White
- Adam Kuntzelman
- Jennifer Robinson
- Teri Bland
- Barb Fogel
- Barb Lloyd
- Natalie Althoff
- Wendy McGath
- Heather Musser
- Amy Brattrud
- Steve Hasenyager
- Amanda Schroeder
- Tanya Graves

“It is literally true that you can succeed best and quickest by helping others to succeed.”
– Napoleon Hill
**Miracle Slater** (EVS) nominated by **Chelsea Kile**

Miracle demonstrated our PRIDE standards by helping promptly clean a room in the ED that was in very poor condition. A critical patient had entered the ED and afterwards the room was a huge mess, including large amounts of vomit. ED staff planned to clean the room after transferring the patient, however when everyone returned, it was spotless. Miracle had promptly cleaned up the vomit, mopped the floor, and cleaned all the monitor cords, etc. She went above and beyond what was expected in her job role. Chelsea was so impressed that she wanted to make sure Miracle was recognized.

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**Toni Erickson** (Highland View Drive) nominated by **Jessica Larson**

Toni demonstrated our PRIDE standards by helping a fellow employee get the care he needed when he was diagnosed with cancer. Jessica stated that when her father was diagnosed with cancer recently, Toni was a true patient advocate for him. She made multiple phone calls to UW for Jessica’s dad to ensure UW had access to all of his medical records as well as ensured that his appointments were confirmed. She was genuinely kind and patient with Jessica and her family and their requests. Per Jessica, during this very difficult time, Toni made such a positive impact.

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**Toni Erickson** is genuinely caring and compassionate and always takes the time to go the extra mile for our patients and her co-workers. Over her years at Highland View Drive, she has developed many bonds with the patients and their families. They look for her smile when they walk in the door. Numerous times, Toni has taken a minute to drop a card in the mail for a patient who is going through a difficult time, just to brighten their day. Her co-workers appreciate her wealth of knowledge and willingness to help in any way that she can. Whether it’s a patient or a staff member, Toni takes the extra moment to make them feel special and gives a little extra TLC; it’s just her nature. (Provided by Marcia Bouray, Operations Leader)

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**Miracle Slater** (EVS) nominated by **Chelsea Kile**

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**Miracle Slater** – Environmental Services is a tasked with providing a clean and safe facility for patients, visitors, and staff. Often it is that little attention to detail that makes a difference, and it is that consistent attention to detail that propels us to excellence. Miracle consistently exemplifies PRIDE here at FHN by providing this attention to detail. Miracle follows up with the staff on her route to make sure nothing was missed and the environment she prepared was ready for them to deliver excellence to our patients. (Provided by Jacob Postlewaite, Director of Environmental Services)
Kim Price (Rehab Services) nominated by Kristin Rabideau

Kim demonstrated our PRIDE standards by helping a patient receive a special compression sleeve. Kim had been working with a patient with lymphedema and this patient could not afford a compression sleeve for ongoing swelling in her arm. Kim took the time to find a resource that made this sleeve for a great deal less than other companies. They could only supply one sleeve, however, so Kim took it upon herself to make another glove for this patient on her own time and hand-delivered it to the patient’s home.

Kim Price is an excellent physical therapist who has been delivering excellence at FHN for more than 20 years. Kim consistently strives to meet and exceed each of her patient’s expectations. Patients and families recognize Kim for having good communication skills and getting to know them on a personal level during their treatment time. Kim actively listens to her patients and identifies ways that she can customize their care, whether that be providing them with tips and tricks to be more successful with their exercises or even creating a custom-made garment for the patient’s benefit. Kim is compassionate and puts patient needs first in all occasions. Kim is a valuable member of the FHN team! Thank you for delivering excellence every day! (Provided by Kristen Book, Clinical Operations Leader Rehab)

Others nominated as PRIDE Champions this month include:

Sondra Gentry
Michael Myers
Lisa Farrar
Amy Kane
Kimberly O’Neill
Kelly Lowry

Wendy McGath
Krista Montgomery
Carrie Watson
John Love
Jody Dombeck
Renato Regalado

“Find a group of people who challenge and inspire you, spend a lot of time with them, and it will change your life.”
– Amy Poehler
Paula Skonieczny
nominated by Michelle Queckboerner

Paula demonstrated our PRIDE standards by going above and beyond to train new hires while also taking care of her patients. Per Michelle, Paula does this on a daily basis. She is innovative in ways to improve workflow for not only herself but also her coworkers on the unit and house-wide. She treats patients and coworkers like family and takes the time to ensure all new hires are properly trained and reaches out to them daily to ensure they feel comfortable. She often comes in on her days off to run drills and attend meetings to better our team and our patients. Michelle states that Paula is wonderful mentor, preceptor, leader, and an outstanding nurse.

Paula Skonieczny has been with FHN for 30 years, with her past five years at the Stockton office. Cathy shows her compassion in her patient care, which helps the patients feel at ease. She takes her time when working with the patient to ensure they understand either next steps, how a procedure will go, or what is expected of them in improving their health. Cathy also has a great sense of humor, which she uses with her team members and when working with patients to alleviate a stressful situation or make a personal connection with them. Cathy often goes above and beyond to provide excellent patient care. We are fortunate to have her as a Stockton team member and an employee of FHN! (Provided by Amanda Heimann, Operations Leader)

Paula Skonieczny
nominated by Michelle Queckboerner

Paula demonstrated our PRIDE standards by going above and beyond to train new hires while also taking care of her patients. Per Michelle, Paula does this on a daily basis. She is innovative in ways to improve workflow for not only herself but also her coworkers on the unit and house-wide. She treats patients and coworkers like family and takes the time to ensure all new hires are properly trained and reaches out to them daily to ensure they feel comfortable. She often comes in on her days off to run drills and attend meetings to better our team and our patients. Michelle states that Paula is wonderful mentor, preceptor, leader, and an outstanding nurse.

Paula Skonieczny exhibits all of FHN’s PRIDE standards every day in her interactions with patients, families, and her team. She delivers compassionate, patient-centered care and advocates for patient safety. Paula demonstrates all of FHN’s Delivering Excellence standards and is always sure to take the extra time to spend with patients, thoroughly explaining their care to help reduce their anxiety. Being an experienced Telemetry nurse, Paula is an exceptional preceptor and mentor to new hires into our department. She has been recognized by all of our night-shift team for being a great resource to each and every one of them. Paula is an exceptional RN and FHN is very fortunate to have her as part of our nursing team! (Provided by Megan Loomis, Nursing Operations Leader)
Elaine Larsen (ED) nominated by Laura Bonsky
Elaine demonstrated our PRIDE standards by assisting in researching critical patient demographics so that FCC patients are not left with undue financial burden. Elaine actively engaged registration staff to research why this happens, then also followed up with the OurFHN team to make improvements in process flow. She then followed up weeks afterwards to ensure the process was working. Elaine is active in the community and holds a special place in her heart for behavioral health. It is evident in all the work she does every day.

Elaine Larsen exemplifies PRIDE standards on a daily basis by being a patient advocate, being willing to challenge processes, taking on additional responsibilities to improve processes and by being willing to educate others. Patient safety is a passion of hers and she wants to make sure that those she worked with understood that there was a reason that processes are to be taken seriously in order to provide the patient with the safest possible care. Elaine has no trouble challenging processes as much as she was willing to enforce the processes. She wants to make sure that all aspects were taken into consideration with any changes that were to possibly be brought forth. With her passion for patient safety also came her ability to teach others. Elaine was involved with the building process of OurFHN for the Emergency Department and she was also a preceptor/trainer on multiple levels. Her strong drive to make sure that all staff had the proper tools and equipment to do their job to the best of their ability was evident every day. Elaine has been able to take her personal and professional experiences and find a way to make sure that a positive situation arouse in order to help not only herself, but others. (Provided by Tonya Pennington, Specialty Nursing Operations Leader)

Others nominated as PRIDE Champions this month include:

Mary Edler
Joy Weddle
Paula Dalton
Elizabeth Engelbarts
Chandra Seal
Pamela Stichter
Kathy Moring
Miranda Cox
Lydia Sweitzer
Donna Alt
Raeanna Schreck
LeDarius Stewart
Rachel Garmen
Sue Alden
Heather Wagner
Megan Loomis
Chris Knoup

“The only way to do great work is to love what you do.”
– Steve Jobs
Shelby Logemann (Admitting) nominated by Ashley Woker and RaeAnna Schreck

Shelby demonstrated our PRIDE standards by locating an extra-wide wheelchair for a patient to be seen in the Stephenson clinic. This patient was desperate for a wheelchair, but our standard wheelchairs could not accommodate him. RaeAnna called over to the hospital’s Admitting Department and Shelby went above and beyond to locate it. Not only did she find the chair, but she also delivered it to Cardiology at the Stephenson Street clinic. Per RaeAnna, she is always a delight to speak with and a wonderful person to have at FHN.

Shelby Logemann

Shelby is very passionate about her work, which revolves around helping our patients. Lab patients who come in regularly have gotten to know Shelby and are confident she’s taking good care of them. She does an excellent job of training new employees. Her explanation of the system and how it all works together from a Registration standpoint makes things easier to understand. Shelby assists in other areas when coverage is needed. She’ll offer to work in ER Registration when there are open shifts to be filled. She transitions easily from one role to another. Shelby, we appreciate all you do for FHN. (Provided by Kristen Andrews, Team Leader Patient Access)
Kaydra Heller (Tele) nominated by Megan Loomis

Kaydra demonstrates our PRIDE standards by continuously coming in on her days off to help insert and troubleshoot PICC lines. Recently a patient with a PICC line who was on telemetry came in and was potentially going to have the PICC line removed due to it not working properly. No one was able to discontinue the line due to meeting resistance when trying to pull it out. Kaydra spent hours making phone calls to the provider, surgeon, and the PICC line representative. She also spent hours taking the patient downstairs and trying to fix the line under fluoroscopy. Because of the time Kaydra spent with the patient and the interventions she tried, the patient did not need to have the PICC line surgically removed. Kaydra’s efforts took a lot of work off of the staff. Per Megan, Kaydra deserves to be recognized for her commitment to patient care.

Kaydra Heller shows FHN’s PRIDE standards through her daily work. Being on our PICC team, Kaydra has often offered to stay late or work extra to insert PICC line catheters in patients so they may receive much-needed antibiotics. This is just one way of many through which she demonstrates patient-centered care. Kaydra also is willing to stay extra or take an extra patient assignment to help out others on her team. She chaired the Professional Development Council and helped to develop the Nursing Newsletter to communicate information and share successes throughout the nursing departments. Kaydra also has worked with the Professional Development Council to create and coordinate RN education based on nursing feedback from the team. Kaydra also has helped with the development and future growth of healthcare professionals. She assists with training in EMS clinical hours, and as part of the Professional Development Council, she has worked to expand the FHN mentoring program for nurses working at FHN. Kaydra is an exceptional RN! (Provided by Megan Loomis, Nursing Operations Leader)

Others nominated as PRIDE Champions this month include:

- Elizabeth Engelbarts
- Chandra Seal
- Colleen Gallagher
- Laura Setterstrom
- Brianna Green
- Deb Burnell
- Jo Clay
- Joy Readeker
- Mike Bauman
- Luke Summers
- Janell Jordan
- Kelly Keeney
- Craig Schimetz
- Jessica Hutchison
- Dr. Jeffrey Hass
- Dr. Gregory Dammann
- Mary Ellen Lincoln

“Confidence breeds confidence and negativity breeds negativity. Treat those around you with respect and dignity and they will thrive.”

– Richard Branson
Ashlee Williams (Med/Surg) nominated by Terri Holland

Ashlee demonstrated our PRIDE standards by making a special delivery to a nursing home for a patient. A patient was discharged to a new nursing home in Oregon with a new colostomy. He was also discharged with an order for tube feedings. The patient discharged without the tube feeding formula and ostomy supplies that were promised. Ashlee volunteered to deliver the supplies to the nursing home for the patient. This was 20 miles out of her way (one way), but she did it without hesitation and with a smile on her face.

LaDarius Stewart is a valuable member of the security team, he exemplifies PRIDE standards in his daily work, and he is always willing to help the security team out. LeDarius treats patients, staff members and visitors with respect. LeDarius wants to help others whenever or wherever he can; he is often caught doing the right thing. (Provided by Quincy Carter, Supervisor Security)
Shari Anderson (Respiratory Therapy) nominated by Carla Myers

Shari demonstrated our PRIDE standards by helping a patient who came into the Admitting Department. On a Wednesday, a patient came into Admitting to get his oxygen tank replaced. Shari was called and she personally came down to assess the situation. She spent a great deal of time offering the patient suggestions regarding his home oxygen. She then called the patient’s home oxygen agency and spent 40 minutes on the phone trying to help the patient resolve the issues he was having. Shari was able to successfully assist the patient through her persistence. Carla states that Shari’s immediate willingness to help made such a positive difference for this patient.

Shari Anderson is a respiratory therapist who has been with FHN for 24 years. She is a daily example of the PRIDE standards in that she does not compromise great patient care and attention. Shari takes the time to ensure each patient’s needs are met. She owns that responsibility whether it is her “job” or not. She believes in being on the floors and being available to assist the RN team with patient needs. Shari brings best-practice knowledge and process to the table through information gained at seminars she has attended or CEU courses she has taken. Shari also has brought several cost-saving initiatives to us through personally signing up for respiratory-related products and passing them onto the department. Shari remains one of the biggest hearts in our department, from giving staff rides to work, to giving families with young children items they can use – not asked for – for no reason other than to be helpful and kind. Shari has integrity and a strong work ethic. She embodies the PRIDE standards on a daily basis and is an asset to the organization. (Provided by Adam Kuntzelman, Respiratory Therapy Team Leader)

Others nominated as PRIDE Champions this month include:

- Tracy Hansen
- Judy Harnish
- Brenda Hass
- Danielle Rodebaugh
- Kelley Hartman
- Sherrie Grulke
- Kristina Brown
- Marsha Pospischil
- Judy Venhuizen
- Kelli Marcum
- Melissa Pennington
- Ashley Wire
- Julia Larson
- Lydia Sweitzer
- Morgan Bradshaw
- Becky Holbert
- Robin Ortman
- Teresa Gibbs
- Sarah Kramer
- Janet Meyers
- Angela Zuberbuhler
- Corrine Waga
- Annie Schreck
- Rikki Perrin
- Lorna Schindler
- Megan Loomis

“None of us is as smart as all of us.”

– Ken Blanchard
This month is a little different than others. While we do in fact have 3 nominees, they are all nominated from one particular occurrence.

Jody Heeren, Ann Pohill, and Misty Potts (all from the CBO) nominated by Shirley Bowen, Shelly Brown, and the rest of the CBO staff

These 3 ladies demonstrated our PRIDE standards by helping a fellow co-worker when she was choking.

On 10/18, there was a celebration at the CBO for Patient Representative Week. Shirley took one bite of chili and all of a sudden, a piece of ground beef got lodged in her trachea, preventing oxygen and she could hardly breathe. Misty noticed right away and immediately got up and started doing the Heimlich maneuver. However, after a couple of attempts, Shirley still couldn’t breathe. Jody started yelling, asking if anyone knew CPR at this point as it seemed Shirley was not responding to their efforts. Ann jumped up and said she could help as well and started doing the Heimlich maneuver. After a couple tries, Ann was able to dislodge the food and Shirley could finally breathe! Shirley states that she is truly grateful for God and these courageous women who stepped in at such a critical and life-threatening time. She thanks them from the bottom of her heart and states that they are truly her heroes.

Ann Polhill exemplifies the PRIDE standards in her approach to every customer interaction. She is committed to a respectful and compassionate exchange and makes the customer, and her coworkers, her top priority. Ann’s actions in an emergent event at the CBO demonstrated her ability to approach a situation in a calm and confident manner while offering her assistance in any way possible. Ann’s commitment to providing high-quality, solution-focused service shows her engagement and commitment to delivering excellence on her work teams and for FHN. Thank you, Ann, for your dedication to our PRIDE behaviors in every interaction! (Provided by Julie Harn, Team Leader CBO)
Jody Heeren shows her commitment to respect, dignity and compassion in every customer interaction. As the Financial Resource Coordinator, her role is to offer patients education and advocacy in providing options and resources for their financial hardships. Jody demonstrates her compassion and expertise in delivering quality outcomes and excellent patient experiences. She actively supports the mission and vision of FHN and demonstrates a consistent commitment to our patients, her work teams and to our community partners. Thank you, Jody, for your continued PRIDE focus and patient-centered, compassionate service! (Provided by Julie Harn, Team Leader CBO)

Misty Potts is committed to innovation and creativity in her approach to balancing multiple priorities. She uses her healthcare background and expertise to guide her in managing multiple customer interactions throughout her day and ensures the customer is her first priority. Her compassionate care for our patients and her coworkers stands out in her engagement and results-focused productivity. I can count on Misty to use her resources wisely and to partner with others in achieving the organizational goals. Thank you, Misty, for your energy, enthusiasm, and compassion in supporting our patients, co-workers and community partners! (Provided by Julie Harn, Team Leader CBO)

Others nominated as PRIDE Champions this month include:

- Sondra Gentry
- Carter Reubin
- Stephanie Swalve
- Monica Sandahl
- Chandra Seal
- Jody Heeren
- Trinity Smith
- Amanda Schroeder
- Mary Place
- Terese Hawley
- Kelly Keeney
- Donna Alt
- Rachel Garmen
- Amanda Stocks
- Sam Garrie
- Anderson Boatman

“Excellence is doing ordinary things extraordinarily well.”
– John Gardner
Krista Kane-Boop (Savanna) 
nominated by Karina Tormohlen

Krista demonstrated our PRIDE standards by being a great patient advocate. A patient call recently came in that sounded like a case of a drug-seeking patient. Krista went to bat for the patient and reminded Karina that they didn’t know the patient’s story. Krista reminded Karina to reserve judgment and try to be understanding and compassionate. Per Karina, “During my moment of weakness, Krista reminded me of our standards and encouraged me to raise the bar. She is a true leader.”

Krista Kane-Boop takes the time in her daily work to go above and beyond for the patients she works with. It is not uncommon for Krista to spend a few extra moments educating a patient, listening to their concerns, or finding ways she can enhance their lives or healthcare. One example I can think of is that Krista purchased formula for a new mother who couldn’t afford it. She then reached out to a formula rep and now has the Savanna office stocked with formula samples to give out to patients. Krista also is willing to jump in and help out her fellow team members and if she doesn’t know the answer, she reaches out to her leadership team to assist her. She truly takes PRIDE in her daily work and in supporting the patients in her community! We are glad to have her as part of the FHN Savanna team and FHN family. (Provided by Amanda Heimann, Operations Leader)

Lorna Thompson (Highland View Drive) 
nominated by Toni Erickson and Peg Kohn

Lorna demonstrated our PRIDE standards by making a special delivery for a patient. Lorna, Vicki Drake, and Toni Erickson overheard a woman in her 90s verbalizing her worry regarding getting to the store to get an over-the-counter medication. This woman depends on the senior bus for transportation, and worried she did not have enough money for both the medication and the bus. These 3 ladies chipped in the money and Lorna went to the store for the woman and delivered her medication to her at Parkview Home on her afternoon off. Per Toni, “this is an example of Lorna’s kind heart we see daily.”

Lorna Thompson exemplifies PRIDE in everything that she undertakes. She has been a PSR at Highland View Drive for more than 25 years. Coworkers look to her for advice and assistance and she is always there to lend a hand in any way that she can. Patients are her No. 1 priority. She will go above and beyond to understand the needs of the patient and will work to ensure that their needs are met. Lorna recently received a call from UW wishing to establish a special needs patient. She worked with several different departments for multiple days to get this patient into FHN with someone who could support the level of care that this patient needed. This is just one of the many ways that Lorna advocates for patients each and every day and I’m proud that she is a member of the FHN family. (Provided by Marcia Bouray, Operations Leader)
Others nominated as PRIDE Champions this month include:

Leyna Gross
Meghan Fry
Charles Billingsley
Ann Polhill
Stacey Moore
Shauna Heck
Courtney Schultz
Heidi Seals
Lisa Stoeher
Kimberley Kohley
Vicki Drake
Toni Erickson
Frank Arnoult
Mary Freidag
Sandra Didden

Amanda Kempel (ICU) nominated by Erin Bidlingmaier and Amanda McIntosh

Amanda demonstrated our PRIDE standards by working for a fellow coworker on Thanksgiving when she had a family situation arise. Amanda was scheduled for an “A” day on Thanksgiving. Tonya was also scheduled to work. Tonya and her family became foster parents unexpectedly to 3 children. Amanda received a call on Thanksgiving morning to be put on call, however she asked if Tonya could be put on call instead and she came in and worked. Erin said “what an amazing act of kindness!” Amanda said of the act of kindness “This is what I love about the ones I work with. I know they really care about each other”.

Amanda Kempel always has a bright smile and positive energy that is contagious when you are in her presence. Many patients throughout the year have complimented how much they enjoy her caring for them. Even when they are not feeling well, she always has a way to make them smile. Amanda delivers compassionate patient care and builds relationships with her patients. She will even check on them when they are transferred out of the ICU to Telemetry to make sure they are still doing well. Amanda has been recognized by her team for the teamwork and support she provides. She has helped when our unit has needed extra staff, even working extra night shifts. She also has voluntarily taken extra patient assignments when other patients on the unit needed one-on-one nursing care, to relieve the strain of the other nurse, and make sure all of the patients were well taken care of. The positive energy that Amanda brings to FHN every day inspires everyone around her, including leaders. She is a valuable member of our team! (Provided by Megan Loomis, Nursing Operations Leader)

“Excellence is the gradual result of always striving to do better.”

– Pat Riley
Erin Bidlingmaier (ICU) nominated by Megan Loomis

Erin demonstrated our PRIDE standards by going above and beyond for the patients in the ICU and Telemetry on Christmas. Per Megan, Erin is always going above and beyond to provide exceptional care for her patients. For Christmas this year, Erin organized a group to make blankets and was able to pass out 9 blankets to patients who were hospitalized during the Christmas holiday.

Erin Bidlingmaier always exhibits FHN’s PRIDE standards. She spends extra time with patients and their families, building connections and explaining care to ease the families’ anxiety in a critical care setting. She coordinated and led an effort to make blankets for ICU patients admitted over the Christmas holiday. This had a lasting impact on those who received the blankets, and several have called back months later to make sure she was recognized, because those blankets meant so much to them. Erin is engaged and helps her team out in any way she can. She has worked many extra shifts when her team has needed support. Erin advocates for a culture of safety, and provides patient-centered care. As a member of the clinical quality council, Erin champions patient safety initiatives and collaborative care. She is a valuable member of the FHN nursing team! (Provided by Megan Loomis, Nursing Operations Leader)

Frank Arnoult (Facilities Services) nominated by Mary Ellen Lincoln

Frank demonstrated our PRIDE standards by consistently helping patients and providing excellent customer service during his rounds. Per Mary Ellen, during rounding with staff that month, 8 people had recognized Frank. Frank routinely rounds in the buildings twice per day. Not only does he complete his maintenance duties efficiently with great care, he also helps patients. This same day, Frank was seen helping a patient struggling with an oxygen tank and offering his arm to walk the patient to the elevators.

One of Frank Arnoult’s roles is to be in the rotation to do rounds and work orders for the Stephenson and Harlem clinics. Frank goes out of his way to help and is always friendly and courteous. This is validated by the numerous calls and emails received from staff at these clinics and within the hospital. When Frank sees something that needs to be done, he does it and stays to get the job done when needed. Frank is the type of employee who exemplifies the PRIDE philosophy. (Provided by Marcus Teubert, Director of Plant Operations)
Becky Holbert (ICU) nominated by Jessica Larson, Amanda Kempel, Kathy Martinez, and Megan Loomis

Becky demonstrated our PRIDE standards by providing outstanding patient-centered care to a patient in his final hours. Becky was caring for a patient with special needs. He had a very poor prognosis and Becky built a personal connection with the patient and his family. Becky went to the gift shop and bought this gentleman a teddy bear to hold for comfort. It was also close to Christmas, so Becky arranged for Santa to come visit the patient. Sadly, the patient passed away before Santa was able to visit him. The patient spent all morning sleeping and snuggling with the bear. Anytime he saw Becky, he would say “You’re my girl!” The impact that Becky made on this man’s final hours was truly the definition of compassionate, patient-centered care.

Becky Holbert demonstrates all of FHN’s PRIDE standards in caring for patients at FHN and instills those standards into her clinical groups of nursing students. Becky exhibits true, compassionate, patient-centered care with each patient she encounters. She sees patients for who they are and not just what their disease is, and because of this, she builds lasting connections with the lives she touches. Her patients recognize and remember her outside of FHN, and she has even helped at least one particular patient, who recognized her in the grocery store, shop for food that was low in sodium. Many of her patients have reached out to her to update her on the progress of their health and well-being long after she has cared for them. Rebecca also goes the extra mile for her patients to make sure they are holistically cared for, and that the patient’s goals are met. Being the Chair of the Skin and Wound team, she has coordinated visits with the Medline representative to meet with a patient who could not find the right dressing to work with his wound. The patient was very grateful for her extra efforts to find him a dressing that worked for him. Not only is FHN very fortunate to have Rebecca as part of our nursing team, her nursing students are fortunate to have her as their instructor, too. (Provided by Megan Loomis, Nursing Operations Leader)

Others nominated as PRIDE Champions this month include:

Kelsie Geach
Tracey Gross
Devon Tobin

“The extent of your impact on the world depends on the size of your devotion to excellence.”

– Robin Sharma