

2015 Employee of the Year Narratives

Dr. Adam Younoszai

Medical Director

Adventist HealthCare Behavioral Health Services

Dr. Adam, as Medical Director of Behavioral Health Services at Adventist HealthCare Washington Adventist Hospital, you understand that providing world-class therapeutic care must be a multi-disciplinary effort. In less than two years, you have involved the medical staff throughout the hospital as well as within the Department of Psychiatry to improve the delivery of psychiatry and consult liaison services. Your efforts have improved patient access to the Emergency Department, and you have collaborated to develop a substance abuse protocol and other clinical best practices within behavioral health. We honor you today for your clinical leadership and the strides you have made to elevate the reputation of behavioral health services.

Leslee Knecht

Manager of Performance Improvement

Adventist HealthCare Home Care Services

Leslee, as the Manager of Performance Improvement, you are a shining example of someone who lives up to her title. You have led the clinical team at Adventist HealthCare Home Care Services to continually improve, resulting in a 5-star rating from the CMS, which places them in the top 3% of home health agencies in the nation. You have reorganized the quality review processes that have helped the agency improve efficiency and effectiveness. Because of your leadership and preparation, Adventist Home Health is in a continual survey-ready status—and its reputation in the community results in increased referrals. We commend your dedication to helping your clinical team achieve their best.

Maria “Cathy” Saunar

Nurse Leader

Adventist HealthCare Physical Health and Rehabilitation Hospital

Cathy, as a Nurse Leader, you have enthusiastically embraced the Studer initiatives that have been implemented at Adventist HealthCare Physical Health and Rehabilitation Hospital. You inspire your nursing team to work collaboratively, providing an excellent example of AHC’s leadership competency: “Focus on Customer, Community and Mission.” In fact, this sense of team is so strong that your nurses are willing to come in on their days off to assist with care or attend a meeting or event. Your nursing staff has reported the highest engagement scores within the Adventist HealthCare system. You have created for them a culture of unity—a Culture of Always. Thank you, Cathy, for being such an inspiring role model.

Amy Gilkey

Clinical Nurse Manager, NICU

Adventist HealthCare Shady Grove Medical Center

Amy, as Clinical Nurse Manager, you are a leader in ensuring excellence in care delivery and patient outcomes in the Adventist HealthCare Shady Grove Medical Center Neonatal Intensive Care Unit. Your level of commitment is demonstrated daily, whether you are facilitating teamwork training to over 100 participants in the NICU or providing leadership support, inspiration, and motivation to the NICU multidisciplinary team. Your efforts have enabled the NICU to remain Central Line Blood Stream Infections-free for over 815 days, a best practice that has been extended to the Adult ICU. You personify the Adventist leadership competencies of “Building Team and Organizational Capabilities,” and we salute you.

Mabel Ankrah

Director of Nursing

Adventist HealthCare Washington Adventist Hospital

Mabel, you have consistently championed learning and educational opportunities as Director of Nursing at Adventist HealthCare Washington Adventist Hospital. You were the first in the hospital to institute hourly rounding, daily nurse leader rounding, and bedside shift reports—all your own initiatives before guidelines were established hospital-wide. You created a simulated Studer learning lab at WAH where staff train until they can perform functions at an ALWAYS level. Your efforts not only benefit the hospital and your patients, they also result in strong employee engagement, which is above the 75th percentile on both your units. We applaud your exemplary leadership in building organizational capability.

Shermal Anderson

Unit Secretary

BridgePoint Hospital Capitol Hill

Shermal, you excel in your position as Unit Secretary at BridgePoint Hospital Capitol Hill. You efficiently manage patient flow and busy nursing stations, transcribing orders in a timely manner and notifying the nurses of the orders so that patient care is not jeopardized. You have been instrumental in opening new nursing units and in the transitioning of new staff on the third floor, which included setting up and organizing patient medical records. You even have been known to come in on off days to ensure that tasks are completed. We are inspired by your willingness to assist not only your fellow employees but also the patients and their families, wherever and whenever the need arises.

Joann Johnson

Respiratory Therapist

BridgePoint Hospital Hadley

Joann, you have been instrumental in organizing and managing the tracking system for the respiratory services of our patients at BridgePoint Healthcare Hadley. You consistently monitor and review all patients from their admitting date to discharge to ensure all respiratory services provided by the respiratory team are maximized, completed, and captured. Your character informs your commitment to customer service, which extends to bringing a patient a cup water or serving as chairperson on the department’s committee to

assist staff during bereavements and celebrations. Your team is grateful for your willingness to help in every way and the way it has brought them close as a unit.

Althea Rada

RN Supervisor

BridgePoint Sub-Acute and Rehabilitation—Hadley

Althea, properly staffed units are not a problem when you are on duty. As RN Supervisor at BridgePoint Sub-Acute and Rehabilitation—Hadley, you also monitor staff, enforce policy, and do frequent rounding throughout your shift to ensure that the needs of residents are being met. You are an integral part of our quality leadership team, working collaboratively with the physicians, pharmacist, and all other clinical staff. You face challenges head on, working to ensure that concerns are resolved to the best of your ability, and taking on additional responsibilities as necessary. We are amazed at how hardworking, reliable, and professional you are, and we know that when you are in the house, everything is fine.

Barry Bloomer

Certified Medicine Aide

Brooke Grove Rehabilitation and Nursing Center

Barry, we stand in awe of the fact that you have been a Certified Medicine Aide at Brooke Grove Rehabilitation and Nursing Center for over 40 years. Over this lengthy timeframe you have seen many changes within the organization, from leadership changes to physical building changes. In addition, you have been a witness to how the industry as a whole has evolved over the past 40 years. Throughout this time, you have made numerous contributions in the way you deliver care to the many residents you have served. You have been an exemplary member of the team and have been a key contributor to making the facility what it is today. You have touched many, many lives over these many, many years, and we honor you today for your commitment and constancy.

Lyn Rowland

Director of Data Services and Business Analytics

Children's National Health System

Lyn, even though you are an excellent Director of Data Services and Business Analytics at Children's National Health System, today we are honoring another of your attributes—your courage. Here's the story: As you were walking through a parking garage, you heard a woman scream and saw that a man was trying to enter her car. You went over and asked if she was OK and firmly told the man that he needed to leave her alone. Then you walked her out of the garage (the man followed most of the way) and asked the security guard inside the building to call the police. Children's Lead Security Investigator says that he strongly believes your actions prevented the situation from becoming a worst-case scenario. You say that you're just thankful you were in the right place at the right time. We say that you are a hero.

Dr. Gabe Jaffe & Paula Bruening

Chief Medical Officer & Vice President of Nursing and Patient Care Services

Doctors Community Hospital

Dr. Jaffe and Paula, for more than 20 years you have served on a collaborative team focused on consistently advancing patient care at Doctors Community Hospital. In your roles as Chief Medical Officer and Vice President of Nursing and Patient Care Services, you have led clinical teams that developed evidence-based programs and policies, which positively impacted core measures and quality indicators. Your leadership has resulted in many achievement awards, and your commitment to making continuous process improvements has helped advance care in many departments. At the same time, your dedication to exceeding the hospital's high quality standards has nurtured a culture focused on applying best practices. Today we recognize your teamwork and leadership style and your contribution to making your hospital a leader in Prince George's County.

Susan Griffiths

Marketing Manager

George Washington University Hospital

Susan, as Marketing Manager you have figured out the secrets to how to market George Washington University Hospital in a positive light. As you model the core values and behaviors so integral to the hospital, you deliver excellent service to its departments, the medical school, and the Medical Faculty Associates. With just the right words, photographs, and posts, you ensure that GW is always on social media, and your interactions with real life people are always friendly, pleasant, and responsive. You are willing to take on all tasks that come your way, tackling them with a "whatever it takes" attitude. It is said that you seem to possess a sixth sense about media inquiries, and we sense that your integrity, character, and hard work have made you an ideal employee of the year.

Joanne Ogaitis

Administrative Coordinator

Holy Cross Germantown Hospital

Josie, you have a gift for organizing workflows, and it serves you well as Administrative Coordinator at Holy Cross Germantown Hospital. For instance, you took the Kaiser Permanente partnership process with direct admits and created a seamless workflow. You have the ability to diplomatically pull together resources across multiple departments to ensure operations work as smoothly as possible. Prior to the opening of HCGH, you were extraordinarily helpful in identifying gaps in care delivery, staffing, and equipment, taking it upon yourself to troubleshoot and fix any holes. We admire you for being able to visualize the big picture while never losing sight of small details—and balancing both seamlessly.

Sharon Harriston

Nurse Practitioner

Holy Cross Health

Sharon, as Nurse Practitioner and Stroke Program Lead, you are instrumental to the continued success of the Stroke Program at Holy Cross Health. Your leadership has been instrumental in the achievement of multiple certifications, recognitions, and awards. As a passionate advocate for the stroke program, you facilitate educational opportunities for

staff and collaborate with them to develop strategies to continually improve processes. You have often been seen rolling a computer into patient rooms to show patients and families CT scans and to review important details of their particular stroke incidents—and all this is done with sensitivity to individual needs. We acknowledge your dedication to your stroke patients and the care and consideration you bring to their bedside.

Enkutatash Alemayehu

Sleep Lab Coordinator—Department of Neurology
Howard University Hospital

Enkutatash, as Sleep Lab Coordinator for the Department of Neurology at Howard University Hospital, you stepped forward to assume responsibilities in an abruptly vacant administrative assistant position. You have voluntarily assisted the department in the coordination of administrative tasks in support of patient first endeavor. While balancing your assigned duties, you are willing to take on additional responsibilities. And now we want to thank you for tirelessly and cheerfully doing all you do to assist the department.

Crystal Wood

Director, Patient Safety, Quality Improvement and Outcomes
Inova Fairfax Medical Campus

Crystal, as Director of Patient Safety, Quality Improvement and Outcomes, you recognized the need to push Inova Fairfax Medical Campus into becoming a High Reliability Organization. Becoming a Master Trainer and encouraging others to do the same, you methodically were able to achieve acceptance of a plan to train every person at IFMC. Already, infections have been reduced for the past four months, and hand hygiene has improved to 81% by the end of 2015. Change moves slowly at any organization, but you are making sure that progress happens and that it will be sustainable. Your “can do” attitude and drive towards excellence are an inspiration to us all.

Carla Porter

Director of Non-Invasive Cardiology Services
Inova Heart and Vascular Institute

Carla, as Director of Non-Invasive Cardiology Services at Inova Heart and Vascular Institute, you remain focused on high quality care while ensuring that the department focuses on cost effective diagnostic evaluations. You are always on the lookout for ways to save time and money and eliminate waste; for instance, better technology means improved image quality, which reduces the number of repeat images needed. You also have been instrumental in promoting and growing the cardiac rehabilitation population. You are truly in every sense of the definition a transformational leader, and today we recognize your tireless efforts to meet the expectations of your patients and your team.

Roseanne Herbert

Director of the Emergency Department and Special Procedures
Laurel Regional Hospital

Rosie, eight months after your promotion to Nurse Manager at Laurel Regional Hospital, your skills were apparent and you were given the role of Director of the Emergency Department and Special Procedures. Shortly thereafter you stepped up to the challenge of organizing the closure of the Maternal and Child Health Program, becoming a caregiver not only to the patients but also to the staff as they grieved for their old jobs and applied for new ones. All the while, you have efficiently and effectively managed the daily grind of the Emergency Department. Although a novice, it's obvious you are a naturally inclined leader who demonstrates profound compassion and a meaningful grasp of the complexities of management, and we are proud of you.

Katherine "Katie" Werner

Recruiter

MedStar Georgetown University Hospital

Katie, due to your strong performance you have been recently promoted to Recruiter at MedStar Georgetown University Hospital. When the HR department needed someone to assume the lead for essential activities such as hospital orientation, you demonstrated the necessary agility and quickly developed enhanced materials and strong relationships. You were chosen to represent HR as the patient ambassador, and you have exceeded your goals in educating your department about how each person in health care, no matter their role, has an impact on patient care. We congratulate you on your efficiency and willingness to go above and beyond the call of duty.

Kiersten Henry

Manager, Advanced Practice Clinicians

MedStar Montgomery Medical Center

Kiersten, as the Manager of Advanced Practice Clinicians at MedStar Montgomery Medical Center, you have assumed additional responsibilities and accomplished significant operational projects. You are on the Leadership Team, are active in a variety of committees, and you promote and support your organization's system-wide efforts towards becoming a High Reliability Organization. As a clinician, you demonstrate the highest level of competencies, and you ensure the highest quality of care by supporting collaborative efforts for the best patient outcomes. We appreciate your positive spirit and dedication to teamwork, which is infectious—but in a good way.

Kathleen F. Chapman

Assistant Vice President, Human Resources

MedStar Washington Hospital Center

Kathleen, you have been with Human Resources at MedStar Washington Hospital Center since 1987, and you are well known by hundreds, if not thousands, of associates. As the consummate professional, you personify the special leader who is adept, genuine, and effective in working with individuals at all levels of the organization. As a keen analytical thinker, you are regularly presented with a difficult operations problem or a hypothesis that need to be proven up, and you craft a compelling analysis every time. You are a precise and persuasive communicator, and your mastery of the language, structure, and nuances of

bargaining agreements is legendary. Today we would like to salute the thoughtful and strategic way you go about delivering your technical proficiency and expertise.

Marisol Ortiz

Program Manager

Primary Care Coalition of Montgomery County

Marisol, you have led and managed the Care for Kids program for the last 10 years. Through your leadership, the program has successfully provided access to health care to about 3,000 uninsured children annually in Montgomery County. In the last two years an influx of unaccompanied immigrant children fleeing violence in Central America has significantly increased enrollment at Care for Kids. You responded actively to the needs of these children, many of whom lacked access to adequate health care in their home countries and may have experienced trauma. You developed and implemented a new streamlined enrollment system within an existing database that involved no additional cost, adding data fields to track additional information. Recognizing that children need education and other services beyond health care, you help coordinate services across diverse organizations and agencies. Today we acknowledge your compassionate service for these vulnerable children among us.

Kim Grady

Emergency Department Director

Prince George's Hospital Center

Kim, in the 17 months you have been at Prince George's Hospital Center, you have assumed ever-increasing responsibilities. You joined the team as manager in an emergency department that had been leaderless for a lengthy period of time, and you were able to quickly bond with staff and implement measures to improve teamwork and care delivery. When the director position became vacant, you transitioned into that role and continued to improve outcomes and efficiency—for example, in the triage process and in psychiatric assessment. More recently you have assumed oversight of the inpatient behavioral health areas well as the observation unit, and you are using the same skill set to rapidly implement improvements in staffing patterns, safety, visibility, and teamwork. By showing respect to others, you have gained their respect, and we praise your outstanding leadership abilities.

Brandon Stauder

Business Development Specialist

Providence Hospital

Brandon, as Business Development Specialist at Providence Hospital, you have never been satisfied with "business as usual." You are constantly searching for ways to improve efficiency, including better ways of performing menial tasks, which result in savings in time and money. The multiplicity of your talents has allowed you to be used in multiple areas of work as needed, and you have never balked at assignments that aren't in your job description. This cross training, along with your ability to adopt and adapt those skills, has made you a role model to others. In addition, you are a positive representative of the hospital in the community. You are highly valued by both patients and fellow workers for

you sense of humor and charismatic personality, and you are a worthy recipient of this award.

Yvette Ross

Acute Care Coordinator

Riderwood Village

Yvette, as Acute Care Coordinator at Riderwood, you single-handedly managed nearly 900 residents' visits to area hospitals in 2015—working closely with the residents and their family members, discharge planners, and medical staff to coordinate care. You also oversaw a major change in the way residents' health care was managed in the hospital setting when rounding was discontinued. You made sure this change was a positive one by collaborating with the hospitalists taking over care. As a result of your commitment, the continuity of care for your residents was not hindered. The medical staff has the utmost confidence in you, and they rely on you for updated information. And the residents and their family members praise your name for the help you've given during what could have been traumatic situations. Today we join in their praise.

Suzanne Dutton

NICHE Coordinator

Sibley Memorial Hospital

Suzanne, two years ago you became the first NICHE coordinator at Sibley Memorial Hospital. NICHE stands for Nurses Improving the Care of Healthsystem Elders. The NICHE credential demonstrates Sibley's commitment to providing high quality, appropriate care for patients aged 65 and beyond and their families. You have helped raise more than half a million dollars in grant money, providing ongoing education to nurses, care associates, and new hires, while also participating in community outreach. Perhaps more importantly, you remain committed to the direct care of elders as is evidenced by your daily rounds, focusing on their concerns. You can often be found sitting at the bedside while an agitated elder settles to watch kitten videos on your phone. Your patients respond immediately to your calming presence, and today we honor your compassion.

Tim Chamberlain

Director, Biomedical Services

Sibley Memorial Hospital, Johns Hopkins Medicine

Tim, as Director of Biomedical Services at Sibley Memorial Hospital, you have redesigned the preventative maintenance program for over 6,200 pieces of medical equipment to ensure they are serviced appropriately and in a timely manner. As you continue to increase the amount of equipment you and your team maintain, you are helping to eliminate outside vendor contracts, resulting in significant savings. Because you proactively identify trends and educate staff on equipment set up, you have been able to eliminate delays in the operating room. Your goal is to respond to customer service requests within 24 hours, and you do it over 99% of the time—while maintaining a 100% customer satisfaction rate. Those are very impressive numbers, and we are impressed by your level of expertise.

Fadwa Natour
Nursing Supervisor
Suburban Hospital

Fadwa, as Nursing Supervisor you are responsible for maintaining patient flow throughout Suburban Hospital. Facilitating this can become complex when the hospital is near capacity because of multiple entry points and transfers—and it requires a team approach and coordination with multiple departments. You are the “bed czar,” leading the team and managing the many moving parts—always with the patient’s best interest at heart. You are an extraordinary patient advocate, often called upon to assist staff or patients in potentially adverse situations. It is obvious that you love this aspect of your job because patients and families often ask for you personally. There never was a more benevolent “czar,” and we are thankful for your reign of kindness.

Robyn Winston Cohen
Director of Kids in Action Community Programs
The HSC Pediatric Center

Robyn, as Director of Kids in Action Community Programs at The HSC Pediatric Center, you assist families in transitioning to the community following the completion of inpatient or outpatient services. You know that when families can access services and recreational activities for their children with special needs, it reduces their dependence on the organization and promotes independent functioning of the family in the community. You continue to look at your programs objectively, using outcome tools to see how the children are benefitting from your programs and using parent/child satisfaction surveys to ensure that your programs remain relevant. We are heartened by all you do to encourage kids to strive to be all they can be.

Jennifer Dupree
Senior Human Resources Generalist and Labor Relations Representative
United Medical Center

Jennifer, in your role as the Senior Human Resources Generalist and Labor Relations Representative at United Medical Center, you are entrenched in ensuring that you minimize risk to the organization while addressing the issues and concerns of its employees. You have the task of managing the fact-finding process and investigations of site grievances and employee disciplinary issues, while providing advice and counsel to management and employees on human resource practices to maintain a positive labor relations environment. You manage to keep your balance on this tricky tightrope, and both parties can be assured that they are provided the highest level of service in their best interest. As a member of the United Medical Center family for over 24 years, you have shown us how to thrive in a continuously changing environment, and we thank you for a job well done.