

# SPECIAL Report

## Congratulations 2021 Employee of the Year Honorees, McNulty Award Recipient, and Omega Logan Scholarship Recipient

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Healthcare  
Council



On July 14, 2022, the 23rd Matthew F. McNulty, Jr. Award, and 10th Employee of the Year Awards Luncheon took place at Congressional Country Club in Bethesda, Maryland.

Forty-seven employees and/or teams were honored and presented with a crystal award. Recognition was given to those who made a significant contribution in healthcare in 2021 and was based on three criteria:

Sustainability, Quality, and Customer/Patient Satisfaction.

Inspiring narratives were read about each employee as they received a crystal award and certificate. The sentiments expressed, the tributes given illustrated clearly why they were being recognized and honored.

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## The Healthcare Council's 10th Employee of the Year and 23rd McNulty Awards Luncheon

On the following pages you will find the narratives read about each recipient during the presenting of the Employee of the Year Awards. The heartfelt sentiments, appreciative remarks and stories shared were truly awe-inspiring. The dedication, ingenuity, integrity, passion, and exemplary services provided by the 2021 honorees were nothing less than amazing.

Among those honored were physicians, nurses, food service directors, CNAs, social workers, rehab professionals, benefits managers, front desk coordinators and more. Each employee is part of a team and every associate makes a difference. That was apparent at the July 14 Awards Luncheon.

This annual awards celebration is about honoring those who have in some way excelled in the work they do. The past two Employee of the Year Awards ceremonies have been especially meaningful due to the incredible efforts and contributions made by our healthcare institutions and their teams. All healthcare workers and associates have been heroes during these past two and one half years and we are honored to recognize the individuals and team members who stood out in a very special way, meeting all the criteria required.

We hope you enjoy reading the narratives that follow and find them to be inspiring and rewarding.

Congratulations again to all the recipients and our heartfelt thank you for the commitment, dedication, and outstanding services you provide. Your commitment to excellence is appreciated and you are valued.

### *Congratulations Dr. Stuart Bell*



The 2021 Matthew F. McNulty Award was presented to Dr. Stuart B. Bell on July 14, 2022. Dr. Bell was joined by his family and some of his biggest fans—his MedStar family. Dr. Alex Yazaji Chief Quality & Safety Officer, Associate Medical Director and Vice Chairman of Medicine, MedStar Good Samaritan and MedStar Union Memorial Hospitals and Bradley S. Chambers, Senior Vice President and Chief Operating Officer, Baltimore Region, MedStar Health spoke about Dr. Bell and shared what his leadership has meant to them and the MedStar community and beyond. A [video tribute](#) was shown and Dr. Bell and his wife were recognized and presented with the prestigious McNulty Crystal Award and a dozen roses.

Dr. Bell has served as the vice president of medical affairs for MedStar Union Memorial Hospital since 2003, and previously served as the hospital's chief of staff. In 2018, Dr. Bell assumed the integrated role of vice president of medical affairs for both MedStar Union Memorial and MedStar Good Samaritan Hospital.

Prior to joining MedStar Union Memorial, Bell was the director of employee health service and medical consultant for the Children's Hospital for Reconstructive Surgery, medical director and physician in chief for Brightwood Health Center, and served as a consultant for the Baltimore City Health Department and the Federal Bureau of Investigation. He has also held teaching roles at the University of Maryland School of Medicine, MedStar Union Memorial Hospital, MedStar Good Samaritan Hospital and Greater Baltimore Medical Center.

Bell has a bachelor's degree in psychology from the University of Maryland, and a doctorate in medicine from the University of Maryland School of Medicine. He is a member of the Medical and Chirurgical Society of the House of Delegates, a fellow for the American College of Physicians, and a fellow for the American College of Physicians Executives.

It was an honor to present Dr. Bell with this well-deserved special recognition.



Dr. Susan Glover, accepted the award on Bonnie's behalf.

**Adventist HealthCare**

**Bonnie C. Arze, MD, PMP**  
**Vice President, Physician Quality and Performance Excellence**

Nominated by:  
 Susan L. Glover, System VP, Adventist HealthCare Heart Institute

Bonnie, as Vice President for Physician Quality and Performance Excellence at Adventist HealthCare, you have led efforts to improve patient care, physician ease of practice, and overall quality through the integration of clinical informatics, process improvement, and clinical data analytics. This approach was also integrated into the pandemic response, with over 200 process maps that were constantly revised to support seamless clinical care delivery during the pandemic. As incident commander for the health system for two years, you coordinated response and resources during a time when things were constantly evolving and required teamwork and agility. In addition, your work in developing clinical pathways is making a difference. Your quiet, effective leadership style is appreciated by the leadership and physician community because you make them feel valued and empowered.



**Adventist HealthCare**

**Deepthi Palaparathi, RN**  
**Intensive Care Unit Fort Washington Medical Center**

Nominated by:  
 Trakina Hogan, Nurse Manager, ICU

Deepthi, you joined the Intensive Care Unit at Adventist HealthCare Fort Washington Medical Center as a Registered Nurse a few months before the start of the pandemic. As the ICU began to experience an onslaught of COVID-19 patients, you proved your worth over and over. You worked extra shifts, helped find alternative ways to obtain supplies, and supported your team in countless ways, including serving as a resource nurse for the many traveling nurses needed to care for the overwhelming number of patients. During this tumultuous time, you endured visa challenges, but you never wavered in your service to your patients. We are impressed with how you look for ways to make things work better and improve your qualifications. Many patients and families have expressed gratitude for your compassionate care, and today we would like to extend our admiration and thanks.



**Adventist HealthCare**

**Noëlle Dribben**  
**Director of Operations Home Care Services**

Nominated by:  
 Marya De La Cruz Sabalbaro, Home Care Administrator

Noëlle, when you were new to your job as Director of Operations at Adventist HealthCare Home Care Services, you did your homework and obtained data to ensure that rates were appropriate and competitive, which helped offset the large increase in caregiver compensation found across the nation. You and your team implemented cost-saving processes that resulted in more efficiency in scheduling and billing capabilities. You discovered that the system your team was using to schedule and manage patients was not ideal, so you listened to team members and updated to a new system that had a positive impact. After identifying the benefits of the patient rounding that is performed in home health and hospitals, you and your team implemented patient rounding, which brought positive results. Today we would like to recognize you for making a real difference.



**Adventist HealthCare**

**Allison Abramson**  
**Senior Physical Therapist Adventist HealthCare Rehabilitation**

Nominated by:  
 Stacey Buckner, Outpatient Therapy Manager

Ali, as a Senior Physical Therapist, you do all you can to ensure that Adventist HealthCare Rehabilitation provides access to hard-to-find pelvic health therapy services. As an outstanding pelvic health provider, you keep current on industry trends, participate in committees, provide mentoring, and contribute to problem-solving. Your work includes discussion and treatment of what are often extremely delicate problems. Your compassion for your patients who have experienced trauma ensures that they feel comfortable and develop an understanding of their condition. And the fact that you are bilingual allows many of them to receive therapy in their preferred language, further developing bonds of trust. Your incredible patient care has earned the respect of referring physicians. The way you stand up for your patients has earned our respect, and we humbly offer this award.



**Adventist HealthCare**

**Jewel Thompson**  
**Director of Volunteers, Guest Services and Telecommunications Shady Grove Medical Center**

Nominated by:  
 William Raglin, Associate Vice President, Human Resources

Jewel, as Director of Volunteers, Guest Services, and Telecommunications at Adventist HealthCare Shady Grove Medical Center, your responsibilities span three areas essential to hospital operations. Your teams provide the first interactions with patients, family, and guests. COVID-19 greatly impacted if, when, and how hospitals welcomed guests. You rolled with the pandemic's punches and implemented new visitor policies while maintaining first-class guest experiences. At first, safety precautions prevented volunteers from coming to the hospital, but you kept in contact, so they remained part of the team—and when they were cleared to return, you made sure they were retrained and felt comfortable. As a hands-on leader, your kind and gracious demeanor, calms many a storm. Shady Grove is lucky to have you, and they know it. We join them in singing your praises.

**Adventist HealthCare**



**Miriam Prudente**  
**Nursing Director, Cardiac**  
**Stepdown, Behavioral Health &**  
**Telemetry Center**  
**White Oak Medical Center**

Nominated by:  
 Mable Ankrah, VP & CNO and  
 Anthony Stahi, President

Miriam, as Nursing Director for Cardiac Stepdown, Behavioral Health, and Telemetry Center at Adventist HealthCare White Oak Medical Center, you lead the way. As you strive for excellence in quality and patient safety, you engage your team to take charge in developing evidence-based practice to improve safety and care delivery within your department. Under your leadership of the shared governance strategic initiative "Free from Harm," the hospital continues to review practice risk and patient outcomes— including medication administration, fall reduction, rapid response workflow, and remote telemetry monitoring. Leading by example, you work with your team to hardwire patient focus, and your department consistently leads in patient experience with world-class overall rating scores. The way you "lead the way" is making a difference, and we salute your efforts.

**Asbury Communities**



**Belinda Nyarko**  
**Assisted Living Caregiver**  
**Asbury Methodist Village,**  
**Kindley Assisted Living**

Nominated by:  
 Michael J. Athen, Associate  
 Administrator

Belinda, as the Regular Daytime Caregiver on the Reflections Memory Care Unit at Asbury Methodist Village, Kindley Assisted Living, you know how to provide exemplary care, even when residents cannot easily articulate what they need due to dementia. You understand the importance of engaging with your residents throughout the day, focusing on their care and focusing on them. Not only do you remember their individual routines and preferences, you also take the time to learn the details about their life, past and present. Families love this about you and know they can trust you to take care of their loved one. If something doesn't seem right, you lift it up through the chain of command and follow up on your concern. The people who work with you know they can depend on you to do things right and that you are always willing to lend a hand. Thanks for the care you bring every day.

Accepting on Belinda's behalf is  
 Laura Cozia, RN, Director of Nursing

**Asbury Communities**



**Charles Gbotee, LPN**  
**Unit Coordinator**  
**Asbury Methodist Village, The**  
**Wilson Health Care Center**

Nominated by:  
 Rachel Karish, Associated Executive  
 Director

Charles, as the recently promoted Unit Coordinator at Wilson Health Care Center, you have not forgotten your former role as a charge nurse on the floor. You continue to be a nurse first, advocating passionately to ensure that your nursing team has the tools needed to do their jobs. As a manager in tune with your team, you help them manage their time so they don't burn out, and you assist them with bedside care when they need help. Recently, your dedication to education on hand hygiene and PPE use and your adherence to infection control practices helped prevent an outbreak of COVID within the facility. Committed to getting to know every resident and their families, you take time daily to give them updates. When concerns arise, you listen carefully, and you will not rest until things are resolved. Your empathy, listening skills, and follow-up have led to trust and confidence. Well done.

**Ascension Providence Health Services**



**Bindu Joseph, MD**  
**Medical Director for the**  
**Providence Center for**  
**Geriatrics**

Nominated by:  
 Shadi Soufi, MD, President of Medical  
 Group

Bindu, as Medical Director at Providence Health Services for both the Providence Center for Geriatrics and Carol Manor Nursing home, you provide a high level of quality care for the patients. Serving the community and the geriatrics population at Providence for more than 18 years, you are dedicated to the Providence mission of serving all patients, with special attention to the poor and vulnerable. Due to your experience and steady guidance, your staff was able to handle the COVID-19 pandemic surge at the nursing home and provide the best care for the residents. You implemented virtual care in the Center for Geriatrics, which helped to avoid any gaps in patient care during the pandemic and improved patient satisfaction by providing care when they needed it. We are heartened by your determined efforts to meet the health and wellness needs of those in your care.

**Ascension Saint Agnes Hospital**



**Dawn Stagi, RN**  
**Cardiovascular Unit**

Nominated by:  
 Saint Agnes Selection Committee  
 Team

Dawn, as an RN on the Cardiovascular Unit at Ascension Saint Agnes Hospital, you show dedication and loyalty to the hospital, the unit, other staff members, and all the patients—not just your own. Caring and compassionate, you are meticulous, hardworking, and always advocating for your patients. Other nurses know they can come to you with questions, knowing that you will never make them feel self-conscious or foolish. During emergencies, you are calm, focused, and a role model for the team. When you are in charge, the unit always runs at its most efficient pace and every nurse feels supported and secure. There is a concerted campaign to try to convince you to become a Clinical Unit Coordinator. As a nurses' nurse, you live to the fullest Saint Agnes's mission to serve the poor and vulnerable. We admire the way you lead by example and offer this award as a token of our esteem.

**BridgePoint Healthcare**



**Rudolph Proctor**  
**Dietary Supervisor**  
**BridgePoint Continuing Care**  
**Hospital - Capitol Hill**

Nominated by:  
 Darren Brown, Director, Food and  
 Nutritional Services

Rudy, as Dietary Supervisor at Bridgepoint Hospital Capitol Hill, you are a trusted leader. You take the time to work with your staff, communicating clearly so they understand the best, most efficient ways to perform their jobs and making sure they have a handle on their workload and what is expected of them. When ordering food and supplies for the dietary department, you are great at finding ways to save money and eliminate waste. Your winning personality shines through in all your interactions, not only with your staff but also with patients, residents, visitors, and doctors. It is obvious that your mission is to provide great service. You are a tremendous asset to the Bridgepoint team because you are a committed team player, and you have the trust of your teammates. Thank you for reminding us of the vital importance of teamwork.

**BridgePoint Healthcare**



**Valerie Hayes, RN**  
**Chief Clinical Officer**  
**BridgePoint Continuing Care**  
**Hospital - National Harborside**

Nominated by:  
 Reginald Lee, Chief Executive Officer

Valerie, as Chief Clinical Officer at Bridgepoint Hospital National Harborside, you work to create staffing opportunities that will curtail cost and award loyal workers. Your commitment to achieving quality indicators is the result of a focused effort to educate the clinical staff on the quality metrics that result in timely discharges. This process directly affects the hospital's revenue and contributes to financial sustainability. You are committed to hiring exceptional and highly qualified individuals who possess an outstanding work ethic. This creates a healthy working environment that satisfies patients and customers. Today we recognize your contributions and applaud your successes and dedication.

**BridgePoint Healthcare**



**Nnawa Nassiki**  
**Unit Manager**  
**Bridgepoint Sub-Acute &**  
**Rehabilitation National**  
**Harborside**

Nominated by:  
 Karis Morgan, Operational Project  
 Manager (SNF/Subacute Rehab)

Nnawa, as Unit Manager at Bridgepoint Hospital National Harborside, you have demonstrated continued strength under the immense pressure exerted by the effects of the pandemic. You have shouldered additional assignments to ensure oversight of the clinical team and to make certain the quality of resident care did not suffer. And you worked additional hours to make sure the center was in compliance with regulatory expectations. Together with the clinical team, you worked to revamp the process around clinical care, and you were a pivotal team member who helped navigate a challenging survey, remaining committed to being present even while facing personal health challenges. Residents and their families describe you as committed, passionate, and kind. Your co-workers are grateful every day that you are a part of their team, and we understand why.

**Chase Brexton Health Care**



**Kierra Wilson, PharmD, BCPS,**  
**AAHIVP, Clinical Coordinator,**  
**Pharmacy Services**

Nominated by:  
 Mahro M. Ershadi, PharmD, MBA,  
 Vice President of Pharmacy, Strategy  
 and Business Development

Kierra, as Clinical Coordinator of Pharmacy Services at Chase Brexton Health Care, you have used your collaborative skills to help identify and solve challenges in providing care to vulnerable patients. For instance, you've helped initiate a diabetes management program and ensured that the Hepatitis C patient population is engaged in treatment. Most recently, you led the redesign of the HIV patient's medication adherence program for those who are at highest risk. The program was quickly successful, patients are enthusiastic about the support they are receiving, and providers who refer their at-risk patients to this program consistently give positive feedback. Your gift for identifying opportunities for expanding and improving patient care and the way you have embraced teamwork have elevated the care offered by the pharmacy clinical programs.

**Children's National Hospital**



**Angelica Bowman**  
**Activity Coordinator**

Nominated by:  
 Catherine Codispoti, Chief People  
 Officer

Angelica, as Activity Coordinator at Children's National Hospital, you co-manage fun and therapeutic events in the Healing Garden, throw birthday parties for patients, and bring activities to the units for kids who can't make it outside. You have a knack for knowing what a patient needs, and you are able to create a genuine bond. One teenager was a long-term patient who was having a tough time being in the hospital. You went beyond providing activities and enlisted her to help you plan upcoming events. This was exactly what she needed, and it brought her so much purpose and joy. You have a way of connecting with employees too, developing real relationships throughout the hospital. Because of your warm and welcoming personality, you are able to provide both magic and normalcy to make a child's hospital experience better. It's a great job, and you know it.

**Frederick Health**



**Amy L. Arnold**  
Practice Manager, Frederick Health Immediate Care

Nominated by:  
Gloria Bamforth, Director of Operations, Primary Care, Urgent Care, Employer Solutions

Amy, as Practice Manager at Frederick Health Immediate Care, you have been a stellar leader for years. But the challenges presented by the pandemic proved that your ability to pivot is out of this world! Any day, hour, or minute, you were able to swiftly pivot to meet the present need, including extreme fluctuations in patient volume and uncertain staffing when employees came down with COVID. You triaged cases, making sure that only the sickest went to the very busy Emergency Department. Your flexibility led to impressive responsiveness in meeting testing needs—coordinating and performing tens of thousands of tests, even on evenings and weekends. When the vaccine clinics opened, you pivoted again to support that urgent need. You lead by example, and your staff shares your can-do attitude. We commend your determination to not allow the pandemic to stand in your way.

**George Washington University Hospital**



**Tiffany Coullahan, MSN, RN**  
Divisional Director, Nursing Administration, Emergency Room, Psychiatry, CTAAC

Nominated by:  
Scott Croonquist, Chief Nursing Officer

Tiffany, as Divisional Director, Nursing Administration at George Washington University Hospital, you developed a new model of care in the Emergency Room to decrease reliance on nursing staff only. This has been well received by current staff members, who report that the new approach and resulting improved communication has increased morale and employee engagement. Feedback from patients has also been very positive, and statistics show there has been an extraordinary decrease in the number of people who leave the Emergency Room without being seen. Your leadership has resulted in improvement in processes, the hiring of excellent managers, better technology, and improved relationships with other hospital departments, which has led to decreased RN turnover and need for traveling nurses. We are inspired by your talent and remarkable leadership. Thank you.

**Greater Baden Medical**



**Christopher DeMarco, MBA, PhD**  
Chief Administrative Officer

Nominated by:  
Sonja Bachus, Chief Executive Officer

Chris, as Chief Administrative Officer for Greater Baden Medical Services when the pandemic was threatening the partial shutdown of operations, you were tasked with expanding telehealth operations. Within five business days, Greater Baden had moved from intermittent use of telehealth operations to being fully operational with telehealth for all clinicians. And this was just the beginning! Over the course of the pandemic, telehealth operations and capabilities improved exponentially, including tracking and reimbursement. You helped secure funding to implement Remote Patient Monitoring, which extends the reach of chronic disease monitoring and care for patients. In addition to your advocacy for resources to support clinical and program teams, you are a committed advocate for health and social justice. We celebrate your accomplishments and initiative.

**HealthCare Access Maryland**



**Kenya Jenkins, MA, CWDP**  
Program Manager, Accountable Health Communities and Returning Citizens Care Coordination

Nominated by:  
Traci Kodeck, Chief Executive Officer

Kenya, as Program Manager for Accountable Health Communities and Returning Citizens Care Coordination at HealthCare Access Maryland, you successfully implemented a COVID-19 response initiative in 90 days, hiring over 40 community health workers and training them remotely to address social determinants of health impacted by the pandemic. Workers were deployed at testing sites and immunization sites to connect with community members who were dealing with the pandemic, the high rate of unemployment, and other social issues. Since June of 2020, your team successfully engaged over 14,000 residents, connecting them with food boxes, PPE, and wellness kits. You also assisted residents with safe quarantining access. You have shown us that anything is possible, regardless of barriers. We are in awe of all you have been able to accom-

**Holy Cross Germantown Hospital**



**Luciana Castro, RN**  
Clinical Nurse

Nominated by:  
Karen Vogel, Clinical Education Specialist, Nursing Education

Lucy, as a Clinical Nurse at Holy Cross Germantown Hospital, you find a way to ensure that the needs of the patient and family are met, no matter how busy or short-staffed the Intensive Care Unit is. As a dedicated nurse, you not only meet their physical needs, you go above and beyond to meet their emotional needs. Every patient and family that you interact with receives the same high level of care and dedication. Your professionalism and courtesy extend to those with whom you work as well. You are always willing to help solve problems, assist with patient care, and work extra hours or different shifts. Your presence as a positive and cheerful team player on the unit has been so important during this extremely stressful time. The culture of teamwork and compassion that you nurture is making a difference, and we are thankful for the example you set.

Accepting on Lucy's behalf is Candace Hanrahan, Director, Surgery & Intensive Care Unit

### Holy Cross Hospital



**Kaydion Harper**  
Front Desk Coordinator

Nominated by:  
Monica VanSickle, Director, Medical Imaging

Kaydion, when you joined the team as Front Desk Coordinator in the Mammography Department at Holy Cross Hospital, you jumped right in with both feet, quickly learning workflows and identifying opportunities for improvement—like implementing a color-coded organization system. Your customer service skills are exemplary and are repeatedly acknowledged by both colleagues and patients. You cheerfully assist each patient throughout the continuum of care, ensuring that they have been heard, that they have the correct information, and that all their needs have been met. With your heart of gold, you are especially patient and kind to those who need a bit of extra help along the way. You reassure the patients that you will take care of the processes so they can focus on necessary treatments and getting well. We applaud your empathy, dedication, and attention to detail.

### Howard University Hospital



**Brian Scott Grennan, DNP**  
Director, Department of Emergency Medicine

Nominated by:  
Robert Linton, MD, CMO, Anita Jenkins, MBA, CEO and India Medley, MD, CNO

Accepting on Dr. Grennan's behalf is Chief Nursing Officer, Dr. Medley

Brian, as Director of the Department of Emergency Medicine at Howard University Hospital, you have exceeded expectations for performance improvement standards in the Emergency Department. You have improved efficiency in the ED and have optimized EMS offload times to the degree that your department has the best offload times in the District of Columbia. You have also made significant progress in building trust with the ED staff, the hospital, and the community. You have guided a concerted focus on patient experience enhancements, including improvements in the physical appearance of the ED as well as the launching of the "Committed to Kindness Campaign," which raises awareness in staff to be kind to their patients. You are a part of the action, making daily rounds and talking to staff and patients. The high standards you hold are paying off, and we value your efforts.

### HSC Home Care



**Alix Aurelien**  
Health Administration Manager

Nominated by:  
Elisa Emmanuel, Chief Operating Officer

Alix, as Health Administration Manager at HSC Home Care, you identify opportunities to reduce spending and build revenue. You have been instrumental in increasing profitability margins in spite of multiple challenges posed to the organization. By partnering closely with the HR department, you've been able to creatively attract and recruit diverse candidates while sustaining and driving new business. In order to move from a transactional to a transformational customer service delivery model, you researched and implemented the use of alternate methods of communication to keep client caregivers and staff informed, thereby driving customer satisfaction. Even in the most challenging situations, you are resolute about seeing your job as a calling. We honor your resilience, your diligence, and your commitment to productivity and providing great service.

### HSC Pediatric Center



**Eyvette Weaver-Pauling**  
Clinical Social Worker

Nominated by:  
Jamie Cinotti, Director, Patient Care Services

Eyvette, as a Clinical Social Worker at the HSC Pediatric Center, you help patients who have complex medical needs obtain the resources required to successfully transition into the community. Here is an example. A child's medications were misplaced during the transition home after discharge. The family did not have a way to get to a pharmacy, much less the means to pay for replacements. You worked with a pharmacist to reorder the medications and drove to the family home at 9:30 p.m. to deliver them. And then you worked with the team to put a process in place to prevent a situation like this from happening again. Many parents speak of the impact you have had—tracking appointments, making phone calls, creating detailed discharge binders, and steadfastly standing by their side. Your calm reassurance helps families get through their most difficult times. We offer our gratitude.

### Inova Health System



**Maria (Mary) Castano**  
Unit Supervisor/Charge Nurse  
Inova Fairfax Hospital  
Emergency Services

Nominated by:  
Tricia Schmehl, Jill Tunstall-Murphy & Jared Fisher, Emergency Department

Mary, as Unit Supervisor/Charge Nurse at Inova Fairfax Hospital, you have a keen awareness of flow in the Emergency Department. This understanding helps you to create effective staffing, throughput, and communication—keeping things moving and allowing for efficient patient care. As a leader in this very busy department, you are a "jack of all trades," stepping in to help if a nurse needs an extra set of hands, making sure physicians and staff have what they need, and ensuring that standards of care are met for all patients. As the nursing leader, you also play a crucial role in being the face of customer service, and often there are multiple customer service events that need to be managed. Even in high stress scenarios, you show poise and calm, and you are able to balance the concerns of the patients with support for the staff. Your skills are impressive, and we recognize them today.

**Inova Health System**



**Holly Wirth, MSN, RN, SCRN, NE-BC**  
**Clinical Director, Neuroscience Department, Inova Fairfax Medical Campus**

Nominated by:  
 Julieanne George, MSN, MBA, RN, PCCN-K, CCRN-K, Senior Director, Critical Care/Neuroscience Services

Holly, as Clinical Director of the Neuroscience Department at Inova Fairfax Medical Campus, you have set the foundation in which accountability in care is the centered approach. Regarding the prevention of hospital-acquired infections, you have inspired the neuroscience team to not just achieve the compliance results by checking the box but to focus on the patient and prevent harm. Your collaborative team in the Epilepsy Monitoring Unit has developed process and practice improvements to ensure patient safety and fall prevention. You have created supportive learning structures, including simulation training and a neuroscience curriculum. The structures that you have put in place engage your team in proactively understanding solutions, and when they encounter problems, they are able to leverage lessons learned. We appreciate your commitment to your team and your patients.

**Inova Health System**



**Mary Boteler**  
**Senior Pharmacy Technician Inova Fairfax Hospital Pharmacy Services**

Nominated by:  
 Meena Morgan, Senior Director of Pharmacy

Mary, as Senior Pharmacy Technician at Inova Fairfax Hospital, you make certain that the operations of the Heart and Vascular Institute are consistent and sustainable so that patient care isn't compromised. You are gifted in managing inventory, and your ability to forecast need while minimizing waste is exceptional. You have helped weather interruptions caused by supply chain shortages so that providers and nursing teams have not experienced any delays. In addition, you take the time to develop these skills in others, and with your oversight, service is top notch. Even though you work part time, your impact is felt every day. The focus of your work is on the patients and the teams who are taking care of them. This focus allows you to troubleshoot ineffective processes and make real change. This is more than just a job for you; it is a labor of love. Your commitment is an inspiration to us all.

**Inova Health System**



**Heather Grayson**  
**Senior Director, Rehab Inova Fairfax Rehabilitation Services**

Nominated by:  
 Tricia Schmehl, Chief Operating Officer, IFMC

Heather, as Senior Director of Rehab at Inova Fairfax Medical Campus, you have led your team through several large and complicated transitions. In 2021 you were asked to redesign your entire department to allow for critical ED expansion. You were able to create temporary space and relocate services and equipment in about two days with little disruption to patients. Then you continued the initiative to redesign workspaces and move patients and team members to other sites. Another project involved working to significantly decrease admission time into the inpatient Rehab unit. Faced with a high census, you implemented the role of assistants for the physical therapists, and they are now an integral part of your team. You have faced challenges head on, leading with a can-do attitude and connecting with your team. We admire your fearlessness and enthusiasm.

**Kaiser Permanente**



**Cheryl Fox Ward**  
**Regional Director, Lab**

Nominated by:  
 Lawrence Hamilton, Chief Operating Officer

Cheryl, as Regional Director of the Lab at Kaiser Permanente, you have invested in numerous improvements to workflow, staffing, and reallocations, resulting in improvements in efficiencies, quality, and service. You have also invested in your team, particularly your leadership team. Early on in the cycle of the pandemic, you recognized the stress, volume of work, and risk of burnout and turnover. You took the time to coach your team and support them in their growth while encouraging balance and wellness. Proactively, you brought in an internal consultant to design and deliver leadership development and support sessions, modeling ideal leadership behaviors that led to a culture of safety, wellness, inclusion, and employee engagement. Your leadership, insight, and dedication to making things better make you a worthy recipient of this award.

**Luminis Health Doctors Community Medical Center**



**Crystal D. Beckford**  
**Chief Nursing Officer & Vice President, Patient Care Services**

Nominated by:  
 Alex Freemire, Director of Human Resources and Deneen Richmond, President

Crystal, as Chief Nursing Officer & Vice President, Patient Care Services at Luminis Health Doctors Community Medical Center, you have a thoughtful approach to building a stable and welcoming environment for all staff. A champion for clinician resilience, you supported the creation of two "Exhale Rooms," where staff can enjoy soft music and other comforts to help them face the unpredictability of a hospital day. You make sure everyone is working to the top of their license and has access to professional development opportunities. Your entire team is empowered to identify possibilities for improvement and is encouraged to challenge current clinical practices in order to enhance patient outcomes. In addition to the connection you've developed with hospital staff, you work to build relationships with community partners. Your team is grateful for your leadership, partnership, and vision.

**MedStar Health**



**Erin Hays, MD**  
**Graduate Medical Education**  
**(Resident Physician, Urology,**  
**Georgetown University**  
**Hospital**

Nominated by:  
 Jenna Rickman, MD, Chief Resident,  
 Urology

Erin, as a Resident Physician in Urology at MedStar Georgetown University Hospital, you are willing to go beyond routine care and take the time to meet deeper needs. Perhaps a story illustrates this best. You recently cared for a patient with failed stents. You relayed the appropriate recommendations to the primary team and, because the patient was struggling with dementia, communicated with his family as well. There was no need for you to be involved anymore, but the patient asked that you come check on him every day. So you did—for almost three weeks, spending more than an hour each day discussing the plan of care with him and his family. You saw that the patient and his family were overwhelmed by the sheer amount of information they were receiving on his complex medical issues, and you helped ease their way. You recognize what’s truly important. Hang on to it.

**MedStar Health**



**Allison Profili**  
**Director, Clinical Support**  
**Improvement Operations**  
**Good Samaritan and Union**  
**Memorial Hospital**

Nominated by:  
 Bradley S. Chambers, Sr. VP & COO,  
 Baltimore Region; President MedStar  
 Good Samaritan & Union Memorial  
 Hospitals

Allison, as Director, Clinical Support Improvement Operations for MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital, your focus is on ensuring that patients have extraordinary experiences during every encounter. You manage the patient representatives, who serve as liaisons between patients and staff, removing any obstacles to high-quality care. Throughout the COVID-19 pandemic, you have been directly involved in organizing the onsite testing centers and vaccinations centers for associates and community members. Leading a multi-department team, you organized the effective operation of these centers, making sure that everyone encountered a welcoming, safe, and smooth process—and community members sent their accolades and appreciation. We applaud the commitment and skill you employ to make good things happen.

**MedStar Health**



**Ericka Baker, RN**  
**RN Charge Nurse, IMC**  
**Montgomery Medical Center**

Nominated by:  
 Claire Piccirillo, DNP, MS, RN, PCCN,  
 CPAN, CNO & VP Patient Care  
 Services

Mary Jo Schweickhardt, VP Human Resources MGHU/MMMC/MSMHC/MSMH at MedStar Health accepting on behalf of Ericka Baker

Ericka, as a night shift Charge Nurse in Critical Care at MedStar Montgomery Medical Center, you have the support of your colleagues when leading them through a difficult shift, instilling confidence with your calm approach. An excellent teacher, you can be seen taking time during your shift to help staff both on and beyond your unit understand how to handle a clinical issue. You are willing to address areas of opportunity, offering key insights and creative and workable solutions, and then rolling up your sleeves to solve unit and organizational problems. You complete multiple weekly audits and participate in numerous committees and subcommittees. Well respected as a consummate professional, supportive leader, and kind caregiver, it is said that the night shift runs because of you. All these qualities and more make you a worthy recipient of this award. Congratulations!

**MedStar Health**



**Pamela Gray**  
**Assistant Vice President,**  
**Support Services**  
**National Rehabilitation**  
**Network**

Nominated by:  
 John Rockwood, President

Pamela, as Assistant Vice President for Support Services at MedStar National Rehabilitation Network, you work across the organization to find cost effective strategies to provide a high level of service and financial stewardship. You started your career in the finance department 22 years ago and have progressively grown, demonstrating true commitment to the mission and providing effective leadership for all the departments that report to you. Throughout the pandemic, you implemented creative staffing patterns, made sure that PPE was well managed and accessible to clinical associates, and ensured a high level of infection prevention in each unit. In addition, you accurately reflected the COVID versus normal operating expenses so that expenses from Federal Relief Programs could be recouped. You are an invaluable member of the leadership team and truly appreciated.

**MedStar Health**



**Joey Dunn**  
**Senior Director of Support**  
**Services Washington Hospital**  
**Center**

Nominated by:  
 Kenyetta Keys, Vice President of  
 Operations

Joey, you rejoined MedStar Washington Hospital Center to oversee the newly created Support Services Staffing Office as Senior Director. You were able to successfully centralize the data collection process and the appropriate application of the hospital’s time and attendance policies. Working with the Float Pool and Staffing Office, you were instrumental in maintaining services for patients, nurses, and providers during the height of the pandemic when many associates were out due to COVID, ensuring equitable coverage. Your work with the Environmental Services Department created a focus on patient room turnaround time and patient satisfaction scores. Your work ethic and attention to detail have been instrumental in the improvement of services for patients and associates. You are achieving remarkable results, and we congratulate you for being a remarkable leader.

**Meritus Medical Center**



**Serina GBaba, MBA, BSN, RN-BC Registered Nurse, Float Pool**

Nominated by:  
Heather Markeu, BSN, RN, CEN,  
Director, Clinical Operations

Serina, as a Registered Nurse for Meritus Medical Center’s Float Pool, you demonstrate in many ways your determination to deliver the highest quality evidence-based bedside care. Your commitment to quality in your leadership can be seen in the many committees in which you take part—not only are you an active committee member, often you are also the rotational chair, co-chair, charter member, or founding member. Perhaps most groundbreaking are your extraordinary efforts to support a uniquely diverse work force for the organization. Recognizing the unequivocal need for diversification and equity in nursing staff and throughout the organization, you are authentically supportive and work to create ways to explore, promote, and celebrate diversity. You have received numerous awards, and your patients and peers regularly praise your name. We add our praises today.

**Primary Care Coalition of Montgomery County**



**Danielle Carter  
Provider Services Coordinator**

Nominated by:  
Leslie Graham, President & CEO

Danielle, as Provider Services Coordinator at Primary Care Coalition, you work incredibly hard to keep up with the multifaceted claims processing activities you oversee. Yet, even with your constant flow of work, you make time to take on special projects, lending your expertise to untangle the complexities of billing. You have a keen eye for improvement opportunities and are forthright in sharing ideas. As a highly collaborative team player, you have repeatedly demonstrated your willingness to go the second mile to help your team members. Although you give extraordinary attention to detail, you are also able to see the bigger picture, recognizing how the billing process and billing data shed light on patient experience and quality of care, and using your insight to advocate for resolutions to gaps in access or care continuity. We acknowledge your dedication to always giving your best.

**Riderwood**



**Garima Srivastava  
Infection Preventionist**

Nominated by:  
Dee Dee Gray-Weaver, Executive Director

Accepting on behalf of Garima is  
Angela Pärler, HR Director

Garima, for the first half of 2021, you worked as a physical therapist at Riderwood, taking the lead in improving operations and even volunteering to serve as the safety officer. Then in July you were promoted and became Riderwood’s first full-time infection preventionist. You dove right in and continue to work non-stop to help prevent the spread of COVID-19 and other infectious diseases. You made an immediate impact by looking at processes and establishing more sustainable approaches, impacting all aspects of infection prevention. All along you have put the care of residents first, placing a special emphasis on outreach and communication—you even volunteer to appear on Riderwood TV to circulate information and gain compliance from the residents, which is helping to keep them healthy and safe. You have made the brand-new position of Infection Preventionist indispensable!

**Sentara Northern Virginia Medical Center**



**Nowman (Mani) Karram, RN**

Nominated by:  
Christy Grabus, MBA, BSN, Chief Nursing Officer; Mandy Gensimore, DNP, RN, Director Professional Practice; & Ermi Tisak, DNP, RN, Manager, Patient Care Services

Mani, as a Registered Nurse at Sentara Northern Virginia Medical Center, you are a member of the Resource Pool, a group of expert nurses who float throughout the hospital to cover staffing needs. Beyond this, you have volunteered to participate as a mentor, coach, and educator to nurses and students. As a mentor in the Nurse Apprenticeship Program, you provide student nurses with hands-on experience in the clinical setting, preparing them to enter the workforce. As an adjunct clinical instructor, you work with students during their clinical rotation in the hospital. And you deliver a great learning experience for students in the Patient Care Technician course, an entry point for community members considering a career in healthcare. Embraced by staff wherever you are assigned and praised by patients and families for your exceptional patient care, you inspire us all with your positive spirit.

**Sibley Memorial Hospital, Johns Hopkins Medicine**



**Cagla Oruc  
Manager of Emergency Management**

Nominated by:  
Jennifer Abele, MD, MBA, FACEP, VP Medical Affairs

Cagla, you joined Sibley Memorial Hospital in the early stages of the pandemic as Manager of Emergency Management and you were thrust into the midst of major planning in a rapidly changing environment. In these instances, people sink or swim—and you swam, leading your organization through massive changes and sustaining those efforts over the course of several years. From leading vaccination clinics for staff and the public, writing standard operating procedures, and collaborating with local and regional colleagues and agencies to moving equipment, running huddles, educating staff, and monitoring safety procedures—you have been involved in every aspect of the response. Your background in industrial engineering and knowledge of emergency management, combined with your attention to detail, collaboration skills, and dedication, proved to be a winning combination. Bravo!

**Sibley Memorial Hospital,  
Johns Hopkins Medicine**



**Suzanne Dutton, DNP, CRNP  
Geriatric Nurse Practitioner/  
NICHE coordinator for all work  
in PCS around burnout and  
resiliency**

Nominated by:  
Laura Hendricks-Jackson, DNP, NEA-BC, RN-BC, CPHO, VP & Chief Nursing Officer

Suzanne, in 2013 you were hired as Sibley Memorial Hospital's first coordinator for NICHE (Nurses Improving Care for Health System Elders). The next year you created the first geriatric nurse navigator position to support hospitalized older adults by ensuring that evidence-based geriatric nursing interventions were implemented at the bedside. When the geriatric surgery program was established, you joined as a geriatric advanced practice nurse, helping it grow to include a large multidisciplinary team to support frail older adults before, during, and after surgery. During this time, you also have written multiple grants to support these programs, and, oh yes, you completed a doctorate in Nursing Practice, with a focus on nurse burnout. As a nurse leader, you promote well-being resources and stress management to reinforce resiliency. You are making a real difference in so many ways.

**Spring Grove Hospital**



**Mathew Karmel  
Chief Financial Officer**

Nominated by:  
Dwain Shaw, Deputy Director, MDH Healthcare System

Mathew, as Chief Financial Officer, you are a hands-on leader and one of the most dedicated and reliable staff members at Spring Grove Hospital. In service to the patients and staff, you are willing to go beyond what is required or expected to get them what they need. For instance, during the pandemic, you drove in your own vehicle to other parts of the state to obtain PPE when there were shortages. You help staff succeed in their work by setting an example of leadership and hard work, never hesitating to roll up your sleeves and assist directly. Because of this, you are able to achieve big tasks with limited staff. When there was a network outage, your department manually managed the patient accounts, and as a result there was complete continuity of service to the patients. For everything you do, we are pleased to recognize you today as employee of the year.

**Suburban Hospital,  
Johns Hopkins Medicine**



**Joe Linstrom  
Vice President of Operations**

Nominated by:  
Suburban Executive Team

Joe, as Vice President of Operations at Suburban Hospital, your impact has been extensive. Under your leadership, the local IT department was integrated into the health system's IT division—a transition that was planned and executed over several months. You also led the way in supply chain and procurement optimizations, including transitioning purchasing and inventory management work from clinical departments to the materials management department, allowing clinical resources to be refocused on care. Under your guidance, the redesign of the annual capital planning process resulted in improved stakeholder satisfaction, financial savings, and efficiency in procuring needed capital items to support operations and clinical care. This is a brief snapshot of your accomplishments this past year, but we also honor your contributions throughout 25 years of distinguished service.

**Winchester Medical Center**



- **Nicole Clark, RN, Director of Nursing, Medical Units**
- **Robbie Dusing, RN, Director of Telemetry Monitoring**
- **Jennifer Murray, Director of Critical Care**

Nominated by:  
Howard M. Green, MD, Physician Director, Surgical Services

Nicole, Robbie, and Jennifer, as the Directors of Nursing, Telemetry Monitoring, and Critical Care, respectively, at Winchester Medical Center, you worked collaboratively during the large surge of COVID patients experienced from November 2021 to February 2022. You created efficiencies as you opened, closed, and rearranged units and staffing on a nearly daily basis as the numbers of patients kept growing. Then you reversed it all in stepwise fashion as the numbers began falling. These processes aligned the varying needs and resource of the emergency department, the medical/surgical nursing floors, and the intensive care units. Coordinating responses to these continually changing circumstances required abundant patience, communication, and good cheer. We are in awe of the complexity of the task you undertook, and we commend your skill and determination.

**Woodbine Rehabilitation  
and Healthcare Center**



**Mesekere Besheir, CNA  
Certified Nursing Assistant  
Woodbine Rehabilitation and  
Healthcare Center**

Nominated by:  
Donna Shaw, RN, LNHA, Administrator

Mesekere, you started working as a Certified Nursing Assistant at Woodbine Rehabilitation and Healthcare Center on a traditional long-term care unit. However, you have grown in ability and have accepted more responsibility, and now you are assigned to the unit where the most ill patients reside, the respiratory care unit. Here you provide excellent care in bathing and other important tasks, and you also value and give outstanding support to communication with the nurses, the residents, and their families. Your attention to detail in your countless hours of gentle, personal care for our residents frequently leads to decreased skin issues and improved quality outcomes. Residents and their families are appreciative and very satisfied with the care you deliver. You offer stability, competence, and kindness to those who count on you, and today we humbly offer this award.

# Employee of the Year and Matthew F. McNulty Awards Luncheon Official Photos

To view the full gallery of photos from our Employee of the Year and McNulty Awards Luncheon you may visit our [Flickr page here](#) or go to [flicker.com](#) and search for The Healthcare Council. You may also view a recording of the video tribute to Dr. Stuart Bell, McNulty Award Recipient by visiting our [website](#).



*Thank you to our generous Sponsors for supporting our Employee of the Year and McNulty Awards Luncheon!*

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## First Omega Logan Silva Scholarship Recipient Awarded

We are thrilled to announce that Cali Wilson, a junior majoring in Public Health at Johns Hopkins University, is our very first Omega Logan Silva Scholarship recipient and was presented with a check at the Employee of the Year Awards Luncheon. The scholarship initiative was established to commemorate our 75th Anniversary. The scholarship is named in honor of our late board member who served as trustee of The Healthcare Council for 20 years, and her passion was encouraging economically disadvantaged women to pursue a degree in healthcare – a cause she supported throughout her entire career.

Cali, from the age of five, knew that pursuing a career in healthcare was the only option for her. Her dream is to become a surgeon. As a child, Cali did not choose to watch cartoons, instead she preferred watching live surgeries and has since realized the satisfaction she gains in helping individuals in a medical sense. She decided a long time ago, she would not sit back and watch her dreams pass by. Instead, she has worked to broaden her knowledge in the healthcare field, engage with her community, and lead projects focused on improving the wellbeing of others. Cali demonstrates her desire to help others in her involvement in community service experience. Most recently, she worked with a team as a collaboration between Biomedical Engineering and Public Health to create a prototype that added safety and accessibility to current powered wheelchairs. She has supported patients through end-of-life-care and facilitated personal connections with family members and volunteered at the M&T Stadium in Maryland assisting with the covid-19 vaccination process.

Cali in her own words - "I have discovered I have an innate desire to help others and I have found merit in knowing that I succeed by helping others around me succeed. Obtaining this scholarship will lessen the economic burden and allow me to focus on achieving my career aspirations."

It is without a doubt that Cali is on her way to becoming a great surgeon and we could not be more proud to have awarded her The Healthcare Council's first Omega Logan Silva Scholarship!



## Guest Host Jim Handley

The Healthcare Council was honored to have Jim Handley host the 2022 Employee of the Year and McNulty Awards Luncheon.

Jim anchors the NBC-Affiliate News4 at 5 and News4 at 11, both #1 newscasts in the Washington, D.C. region. Handley joined News4 in 1992, anchoring the launch of the weekend editions of News4 Today and then the launch of News4 at 4, the area's first 4 p.m. newscast. Handley has been anchoring News4 at 5 since 2006 and News4 at 11 since 2016.

He has been honored with multiple EMMY Awards through his career which has taken him to the Middle East, Russia, and the Caribbean. He's also reported live on big breaking news stories in the Washington, D.C. area. Along the way, he has covered seven inaugurations, countless election nights and four U.S. Papal visits and, as a Florida native, his share of hurricanes.

He has also enjoyed covering the Olympics, the Super Bowl, and most of all Nationals and Caps Championship celebrations.

During his time in Washington, Handley has been involved in many organizations including the Washington Tennis and Education Foundation, Humane Rescue Alliance, Junior Tennis Champions Center in Maryland and Thanks



USA which provides scholarships for families of military soldiers. For twenty plus years, he's been the host of the Blue Bird Blues Festival in Prince George's County.

Prior to moving to Washington, Handley served as an anchor and reporter for the CBS affiliate in Hartford/New Haven CT. He began his broadcasting career anchoring and reporting for WPTV, the NBC affiliate in West Palm Beach, Florida.

Off the set, Handley is a competitive tennis player who enjoys taking part in charity tennis events. In his off time, you will find Jim, biking, kayaking and checking out the newest coffee houses & roasters and farmers markets around our region while living in the nation's capital in Washington, D.C.

We were honored to have him host the event. He demonstrated his expertise as a master host and was a delight to have in attendance. His positive upbeat approach and appreciation and intent of the event was very special. Those in attendance expressed their appreciation for his presence and his heartfelt comments to the healthcare workers at the event.

We look forward to his return at our 2023 Employee of the Year and McNulty Awards Luncheon.



# THE Healthcare Council

Collaboration.  
Cooperation.  
Education.

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### Interested in Joining The Healthcare Council?

The Healthcare Council continues to develop its All-Inclusive, Broad-Based Association of Members to accurately reflect the providers of care doing business in its service area encompassing the Mid-Atlantic Region. It is committed to creating and providing opportunities for new members and associates while keeping member dues low. It serves its members with detailed communications and professional contacts, partnerships, timely educational programs, surveys, collaborative efforts, and strategic alliances.

To learn more about joining The Healthcare Council and/or participating in our ShareSource, please contact us at 301-731-4700 or visit us at: [www.healthcare-council.org](http://www.healthcare-council.org) and [www.share-source.org](http://www.share-source.org).

**Council Vision** - To meet the healthcare challenges of tomorrow by working together today.

The Council functions as a neutral intermediary to facilitate networking and to provide member driven services.

**Mission Statement** - The Healthcare Council is a membership organization dedicated to helping members reduce costs, encouraging co-operative working relationships, and promoting quality healthcare in our region.

**The Council:** The Healthcare Council is an organization consisting of hospitals and allied health care facilities, associations and educational institutions located in the Mid-Atlantic region. The purpose of the Council is to provide for members "strategic and business advantages" that no single institution or system can efficiently or economically develop alone. Divisions of specific activity have been formed to carry on the ever changing tasks at hand. These divisions develop information and improve performance using cooperative networking meetings, surveys, group discussion and analysis and continuing education programs. The aim of the Council's wholly-owned subsidiary, ShareSource is to serve its membership in the promotion of programs and services that will enhance the members' ability to operate their organizations successfully and cost effectively with integrity and competency.

The Healthcare Council is a not-for-profit  
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The Council has opportunities for Associates: For membership information, call 301-731-4700

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