

# SPECIAL Report

## Employee Of The Year Awards Luncheon Honors Area Healthcare Professionals

Collaboration.  
Cooperation.  
Education.



On March 9, the 24<sup>th</sup> Matthew F. McNulty, Jr. Award, and 11<sup>th</sup> Employee of the Year Awards Luncheon took place at Congressional Country Club in Bethesda, Maryland.

Fifty-three healthcare employees from around the region were honored and presented with a crystal award. Recognition was given to those who made a significant contribution in healthcare in 2022 and was based on three criteria:

- Sustainability
- Quality
- 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. Once again, The Healthcare Council was deeply honored to host this special event and recognize these outstanding individuals.

THE  
Healthcare  
Council



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2023

## Congratulations To Our Award Recipients

On the following pages you will find the narratives read about each recipient during the presenting of the Employee of the Year Awards. Each year, we are blown away by the the heartfelt sentiments, appreciative remarks, and stories shared about these remarkable individuals. The dedication, ingenuity, integrity, passion, and exemplary services provided by the 2022 honorees were nothing less than amazing.

Among those honored were physicians, nurses, CNAs, LPNs, social workers, pediatric feeding specialists, benefits managers, HR specialists, environmental safety officers, guest services specialists, and more. Each employee is part of a team and every associate makes a difference. That was apparent at the March 9 Awards Luncheon.

This annual awards celebration is about honoring those who have in some way excelled in the work they do. All healthcare workers and associates bring value to their respective fields 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.

Congratulations 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. Kurt Newman*



The 24<sup>th</sup> Matthew F. McNulty Crystal Award was presented to Dr. Kurt Newman on March 9, 2023. Dr. Newman was joined by his wife, Alison Newman, and some of his biggest fans — his Children's National Hospital family. Kathy Gorman, executive vice president, patient care services & chief operating officer at Children's National shared what his leadership has meant to the Children's National community and beyond. A wonderful [video tribute](#) was shown in his honor.

Dr. Newman entered the atrium of Children's National in 1984 and planned to stay for two years. Instead, he fell in love – with the hospital, the Children's National family and its longstanding tradition of serving children of all needs and abilities in our nation's capital. He was taken by the city itself and its medical community, which embraced him and gave him the nickname "Flash" for his unhurried, Southern style. He also met his wife, Alison, a neonatal nurse at Children's National, and they decided to make their lives in Washington.

Colleagues who have known Dr. Newman for decades say that working with him has been a privilege. "His leadership is ... characterized especially by kindness and empathy, particularly as it is applied to patients and families," says Dr. David Wessel, chief medical officer and physician-in-chief at Children's National.

In the words of his Children's National family, "Dr. Newman is a beloved leader, revered and cherished by all for his compassion, humility, ingenuity and kindness. His career and legacy exemplify the McNulty Award's celebration of moral courage, a vision for change and a track record of bold and lasting impact. Our heart is whole. We could not be prouder of Dr. Newman, and our family is sad to see him go."

It was a privilege to present Dr. Newman with this well-deserved special recognition.



### Adventist HealthCare

**Maria Saldana**  
Clinical Nurse  
Adventist Medical Group

Nominated by:  
Gabriel Santa Cruz, Human  
Resources Business Partner

Maria, as Clinical Nurse for Adventist Medical Group, you ensure that patients receive preventative care, vaccinations, and medication refills. You take the time to help providers and staff work more effectively, training them to proactively monitor their patients' health needs. Your work to enhance workflows and electronic medical record templates has allowed staff to maximize time spent with patients and has resulted in patients getting the treatment they need. With your kind and approachable demeanor, you equip providers with information that improves patients' experience. Thank you for your quiet leadership.



### Adventist HealthCare

**Anna Cazes, DNS, MSN, RN**  
Vice President, CNO and COO  
Fort Washington Medical  
Center

Nominated by:  
Eunmee Shim, President, Adventist  
HealthCare Fort Washington  
Medical Center

Anna, as Vice President, Chief Nursing Officer, and Chief Operating Officer at Adventist HealthCare Fort Washington Medical Center, you engage with your team members and do not hesitate to assume a clinical role during staffing shortage crises. Your recruitment and retention initiative resulted in reducing contract labor personnel by 88% over a three-month period. Because of your attention to quality and safety data, performance measures that are not meeting target are quickly addressed. Your restructuring of the patient experience program has resulted in the designation of your hospital as one of the safest in the state. We applaud your remarkable achievements.



### Adventist HealthCare

**Kathleen Parcelles, RN, BSN,**  
CWOCN  
Wound, Ostomy, and  
Continence Nurse  
Home Care Services

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

Kathleen, as the Wound, Ostomy, and Continence Nurse for Adventist HealthCare Home Care Services, you assess and monitor patients who have wounds, and you educate team members on how to properly care for patients. You are also responsible for managing wound supplies—monitoring usage and providing appropriate alternatives when needed. Leading many projects, you are dedicated to the performance improvement process. Your leadership has played an integral role in invigorating your team to strive for the same level of excellence.



### Adventist HealthCare

**Dr. Heather Tropiano**  
Neuropsychologist  
Rehabilitation White Oak

Nominated by: Rob Grange, Vice  
President, Post-Acute Care  
Services Administrator

Heather, as Neuropsychologist, you initiated, designed, and deployed the facility dog program at Adventist Healthcare Rehabilitation White Oak. After undergoing months of training and preparation, you brought Peru the Facility Dog into the hospital—and this has made a huge difference! Many patients have improved their performance and healing due to Peru's participation in their program. Further, you are conducting research to quantify the impact of a facility dog on outcomes in a rehabilitation hospital. While Peru is one of the most cited team members in patient surveys, we know that you deserve some credit too, so here is an award for your most excellent idea.



### Adventist HealthCare

**Natalia Osorio**  
Quality Analyst and Patient  
Relations Representative  
Shady Grove Medical Center

Nominated by:  
Tammy Woodfork, Associate Vice  
President of Human Resources

Accepting on Natalia's behalf is her  
Director Cherr Hahn

Natalia, as Quality Analyst and Patient Relations Representative for Adventist HealthCare Shady Grove Medical Center, you ensure that patients and families receive accurate, timely, and compassionate answers to questions and concerns about their care. Every day you listen to patients, manage strong emotions, and share concerns with the clinical teams. Acting as a bridge, you not only identify needed improvements, you also promote and celebrate clinical practices that reinforce high-quality care. Being the point of contact for complaints is not easy, but your kindness, grace, and professionalism prevent small concerns from becoming large ones. Bravo!



**Adventist HealthCare**

**Helen Tuffee, MBA, BSN,**  
**AVP Cardiovascular,**  
**Research and Surgical**  
**Services Adventist**  
**HealthCare White Oak**  
**Medical Center**

Nominated by:  
 Robert Jepson, Chief Operating  
 Officer

Helen, as part of the restructuring at Adventist HealthCare White Oak Medical Center, you assumed responsibility for operations for both cardiac services and surgical services. In addition to leading these day-to-day operations, you ensured re-certification as a chest pain center and certification of ongoing conformance from the state for cath lab services. You have laid the groundwork for a valve clinic for structural heart patients and implemented a program where nurse practitioners round and consult with in-house cardiac patients, enhancing timely care and clinical outcomes. Your accomplishments are beyond inspiring, and we honor them—and you.

**Asbury Communities**

**Priscilla Kissiedu, RN**  
**Unit Manager**  
**Asbury Methodist Village,**  
**The Wilson Health Care**  
**Center**

Nominated by:  
 Rachel Karish, Associate Executive  
 Director, Health Care

Priscilla, you balance your role as unit manager for the long-term care neighborhood at Wilson Health Care Center with your roots of being a nurse first, jumping in to lend a hand with patient care when you see a need. You have increased staff efficiency by working closely with the interdisciplinary team while maintaining safe patient-to-caregiver ratios. Your dedication to education and adherence to infection control policies helped prevent an extensive outbreak of covid within the facility. By prioritizing accountability and communication, you have changed the culture on your floor. Patients and family members value your care and support, and so do we.

**BridgePoint Healthcare**

**Wendy Cunningham-**  
**Delespin**  
**Supervisor Environmental**  
**Service**  
**BridgePoint Continuing Care**  
**Hospital - Capitol Hill**

Nominated by:  
 Cecilia Tilghman, Executive  
 Assistant to the CEO

Wendy, as Supervisor in Environmental Services at BridgePoint Capitol Hill Hospital, you are very involved with your team, and it shows. You are organized, you use resources wisely, and you respect your staff. If you see a need, you don't hesitate to step in and help take care of it. Because of this kind of leadership, your team is professional and they respect your authority. You meet regularly with patients on site, develop relationships with them, and make them feel cared for, which goes a long way toward easing their fear and worry. Great leaders follow and are team players—and you are definitely the MVP! Congratulations!

**BridgePoint Healthcare**

**Kim McClary**  
**Discharge Planner Assistant**  
**BridgePoint Skilled Nursing**  
**& SubAcute - Capitol Hill**

Nominated by:  
 Dexter Reed, LISW, Social Worker

Kim, as Discharge Planner Assistant at BridgePoint Capitol Hill Hospital, you help patients and families as they prepare to leave the hospital. It is said that you are both very professional and a real go-getter as you find ways to get hold of durable medical equipment, obtain supplies, or line up home health care agencies. Families who you have worked with you have made superlative comments about your thoughtfulness and your sensitivity to their needs as you help them plan their discharge. We are grateful that you are willing to go beyond the call of duty to help people at a time when they have so many questions and worries.

**BridgePoint Healthcare**

**Alexander Trang**  
**Director of Pharmacy**  
**BridgePoint Continuing Care**  
**Hospital - National**  
**Harborside**

Nominated by:  
 Reginald Lee, Chief Executive  
 Officer

Alex, as Director of Pharmacy for BridgePoint Hospital, National Harborside, you are extremely knowledgeable about your profession and highly respected by the medical staff and your colleagues. You are eager to reach out to other team members to explore options and opportunities to improve care as it relates to medication administration. Examples of your acumen in leading by example include the way you model compassion and stewardship of resources to the members of your department. Today we acknowledge your dedication to providing the best care in the most cost



### BridgePoint Healthcare

**Hope Rushing**  
**Director of Therapeutic**  
**Recreation**  
**BridgePoint Sub-Acute &**  
**Rehabilitation - National**  
**Harborside**

Nominated by:  
 Keysha Dale, Nursing Home  
 Administrator

Hope, as Director of Therapeutic Recreation at Bridgepoint Healthcare-National Harborside, you demonstrate flexibility and creativity as you work to meet resident needs and regulatory standards. When faced with challenges, you lean in as you advocate to improve operations and deliver quality services to residents. You lead your department with excitement and enthusiasm, never failing to wow everyone with the creativity and pizzazz you bring to resident programming month after month. Your compassion and energy are remarkable, and we offer you this award with gratitude.



### Chase Brexton Health Care

**Dwight Walker**  
**Manager, Human**  
**Resources**

Nominated by:  
 Lindsey Brown, Assistant Vice  
 President, Human Resources

Dwight, as Manager of Human Resources, you are responsible for all provider recruitment for Chase Brexton Health Care. In this role, you spend countless hours sending emails, making phone calls, and scouring the job boards to find the highest quality candidates. Your dedication and passion are apparent in the mission-driven, team-focused candidates you submit. You are the first impression of Chase Brexton to candidates, whether it is via electronic media or at an in-person event, and your representation is always at the highest level. We salute your professionalism and commitment to finding the personnel to provide the best patient care.



### Children's National Hospital

**Kimberly Bright, RN, BSN,**  
**CPN, ACRN**  
**Registered Nurse II**

Nominated by:  
 Catherine Codispoti, Executive  
 Vice President & Chief People  
 Officer

Kimberly, you have been working for Children's National Hospital since you graduated from nursing school in 1986. You started on an inpatient unit, where you got to care for many patients with HIV. Finding special meaning in caring for this population, you took a job in the Special Immunology Clinic. One example of the way you go above and beyond includes your extraordinary efforts to ensure that patients get the right vaccinations and medications. You set up a system to get the patients caught up—working with families, pharmacies, and primary care providers. We honor your expertise, your deep knowledge, and your loving spirit. Thank you.



### Frederick Health

**Christina R. Poffenberger**  
**Practice Transformation**  
**Lead**  
**Frederick Health Medical**  
**Group**

Nominated by:  
 Brittany Savic, Sleep Medicine  
 Liaison

Christina, as Practice Transformation Lead, your commitment to streamlining workflows and processes has immensely improved day-to-day operations within Frederick Health Medical Group. You are instrumental in building scheduling templates, you act as a bridge to operationalize processes, and you've recently taken on the role of training front desk registration staff. Moreover, you act as a project manager when there are acquisitions of new practices, ensuring that the needs of the practices are met. And you do all of this with a positive attitude that sets the tone for each encounter. We appreciate that attitude and your commitment.



### George Washington University Hospital

**Lyndon Augustine, PhD**  
**Director, Health**  
**Information Technology**

Nominated by:  
 Kimberly Russo, Chief  
 Executive Officer and the  
 Executive Team

Lyndon, as Director of Health Information Technology at George Washington University Hospital, you ensure that medical equipment is functioning on a daily basis. You prioritize your tasks based on their impact on patient safety and ensure follow-ups with key stakeholders. Your competence and technical expertise—coupled with your friendly demeanor and willingness to lend a hand to anyone asking for help—support your staff as well as the entire organization. Always on the lookout for unforeseen obstacles, you perform your tasks with a positive attitude. We are impressed by the way you lead by example with respect, integrity, and collaboration.





### Goodwin Living

**Dr. Margaret Gloria, HMD**  
**Medical Director**  
**Goodwin Living Hospice**

Nominated by:  
 Rob Liebreich, President & Chief  
 Executive Officer

Margaret, as Medical Director for Goodwin Living Hospice, you provide heartfelt and headwise guidance to hospice patients and their families. You also serve on numerous leadership teams, providing oversight and strategic support across many dimensions. In your work training chaplain students, you help them understand the impact of the end-of-life journey on a person and family. As an Assistant Professor at George Washington University, you educate medical students in palliative medicine. You also share your expertise with the community through presentations and seminars. Today we would like to show our esteem for all you do.



### Healthcare Access Maryland

**Joseph Poindexter**  
**Senior Director, Health**  
**Insurance Programs**

Nominated by:  
 Traci Kodek, MPH, Chief Executive  
 Officer

Joseph, as Senior Director for Health Insurance Programs at Health-Care Access Maryland, you have built a strong culture of trust, partnership, and process improvement for all programs. You have created a dynamic and experienced team to assist customers in health insurance enrollment, with a strong program geared toward customer service, resulting in high enrollment rates and customer return. Moreover, you work with team members to improve the interviewing process, onboarding, and retention of employees. Your support for clients reentering the community from prison is especially notable. You are indeed making a difference.



### Holy Cross Health

**Michele Krause**  
**Registered Respiratory**  
**Therapist**  
**Holy Cross Germantown**  
**Hospital**

Nominated by:  
 Staci Smith, Director, Medical  
 Imaging Radiology, Respiratory &  
 In-house Transport

Michele, as a Registered Respiratory Therapist at Holy Cross Germantown Hospital, you make sure that your patients get the best care you can provide, working with physicians to advocate for the patient. You strive to make sure the team works smarter not harder, looking at processes to see if there is a better way—and when you find it, you work with the team and leaders to implement it. Because you understand that each patient's situation is unique, you make sure to take each case into account and address those specific needs. Today we commend the thoughtful and considerate way you go about achieving results that make an impact.



### Holy Cross Health

**Roman Morales, BSN**  
**Clinical Nurse**  
**Holy Cross Hospital**

Nominated by:  
 Cathy Saunar, Director, 6 East  
 Acute/Neuro

Accepting on Roman's behalf is Cathy Saunar and  
 Phoebe Thangawng

Roman, as a Clinical Nurse at Holy Cross Hospital, you juggle two roles—as both a clinician and a trainer. A clinician with a heart, you connect well with your patients and take pride in what you do. And you have made a big impact as an EPIC CT Trainer, receiving a great deal of positive feedback on your effective and engaging teaching style. Because you are yourself an innovator, you are quick to adopt any changes, be they on the unit or hospital wide. You pay attention and don't hesitate to ask appropriate questions or offer suggestions on how to improve current practice and workflow. You are greatly appreciated.



### Howard University Hospital

**Melissa Taylor**  
**Guest Services Specialist**

Nominated by:  
 Anthony Blue, Director Public  
 Relations & Marketing

Melissa, as Guest Services Specialist, you serve as the point of contact for staff, patients, guests, and visitors who enter Howard University Hospital—not an easy task. You understand the overall process, and you are always looking for ways to improve the patient experience and support your colleagues. From the initial planning, you have been an integral part of the implementation of a new patient and visitor sign-in system that will increase efficiency in assisting patients in getting to their destinations—again, not an easy task. Because you understand the value of doing the right thing, even though it's hard, we congratulate you!

**HSC Health System**

**Ms. Bolude Ademola**  
Licensed Practical Nurse  
HSC Home Care

Nominated by:  
Alix Aurelien, Health Administration  
Manager and Keetra Williams, Sr.,  
Clinical Manager

Bolude, as a Licensed Practical Nurse for HSC Home Care, you have consistently demonstrated professionalism, loyalty, dedication, and expertise in caring for all clients, especially those who are dependent on mechanical airway devices in the home setting. Your willingness to cover cases at the last minute ensures that your medically fragile and complex clients are not left without care. You have a unique way of relating to your clients, meeting them where they are with patience, calmness, and grace—and their families are eager to sing your praises. We are grateful for your unwavering commitment, enduring service, and shining example.

**HSC Health System**

**Sarah L. Beck, MS, CCC-SLP,  
CLC, BCS-S**  
Manager, Feeding and  
Swallowing Program  
HSC Pediatric Center

Nominated by:  
Anne Ruecktenwald, PT, DPT,  
Director of Outpatient Services

Sarah, as Manager of the Feeding and Swallowing Program at The HSC Pediatric Center, you have created efficiencies that reach beyond your specific program to include all of the outpatient programs. The monthly Feedings and Swallowing Journal Club that you run allows for the sharing of ideas across the continuum to develop a smooth transition for families through the healthcare system. You strive to keep patients and their families at the center of your program, from the way appointments are scheduled to the inclusion of caregivers as active participants in therapy sessions. We appreciate the way you exemplify the idea of teamwork.

**HSC Health System**

**Patricia Hubbard**  
HEDIS Analyst  
HSC Special Needs

Nominated by:  
D. Mark Mahler, M.D., Chief Quality  
Officer

Patricia, as the HEDIS Analyst for Health Services for Children with Special Needs, Inc., you ensure that care coordination services are provided to beneficiaries requiring supportive services. You have cultivated a deep knowledge of your organization and solid relationships with its provider community. You assist team members at every turn, providing orientation and support for colleagues and leadership. You are a problem solver, always on the lookout for alternative approaches to meeting needs. It's been said that you follow football rules: you're a team player, you quarterback, remove obstacles, and help your team reach the end goal!

**Inova Health System**

**Kimberly Davis, BSN, RN-BC**  
Director of Inpatient  
Psychiatry  
Inova Loudoun Hospital

Nominated by:  
April Brown, DNP, NE-BC, RN-BC,  
AVP, Campus/Clinical Operations  
and Emergency Services

Kimberly, as Director of Inpatient Psychiatry at Inova Loudoun Hospital, you balance safety, nursing/patient ratios, and support services to ensure an environment that is safe, efficient, and therapeutic. You creatively staff to make sure that patients receive the best quality care while also being fiscally responsible. This was demonstrated in a recent team-supported decision to add more clinical positions (rather than nursing positions) to facilitate wellbeing and safety checks. This was not a top-down decision but one that was supported by your team as you took the time to educate and facilitate understanding. We applaud your exemplary leadership.

**Inova Health System**

**Noel R. Rhodes**  
Director, Diagnostic Imaging  
Inova Mount Vernon  
Hospital

Nominated by:  
Roberta Finch, President

Noel, as Director of Diagnostic Imaging at Inova Mount Vernon Hospital, you have demonstrated amazing leadership around team member retention and engagement, growth, and patient access. Because you are collaborative and inclusive in your approach, you have generated momentous movement toward a positive team culture. In addition, your leadership with the MRI upgrades will lead to reduced protocol length, allowing for additional outpatient appointments and increased patient access to services within existing service hours. We honor you today for your focus and the strides you have made to improve productivity and access.





Accepting on Serena's behalf is Kun Lee

### Kaiser Permanente of the Mid-Atlantic States

**Serena Ly, PharmD**  
Drug Use Management  
Coordinator

Nominated by:  
Kun Lee, PharmD, Executive  
Director of Pharmacy Operations

Serena, as Drug Use Management Coordinator for Kaiser Permanente of the Mid- Atlantic States, you have leveraged your clinical expertise in diabetes management and your experience with criteria-based consultations to further develop the pharmacy utilization management strategy. You spearheaded design strategy for pharmacy utilization management tools for high-cost specialty areas through collaborative partnerships with physicians, clinical pharmacy, and pharmacy benefits. Your efforts to decrease the volume of time-intensive clinical reviews have helped prevent delays to prescription fills. We celebrate your initiative and contributions.



### Luminis Health

**Deonte' Terrez Boyd**  
Practice Manager  
Center for Fetal & Maternal  
Medicine

Nominated by:  
Judy A. Thomas, Director - Women's  
& Children Services

Deonte', as Practice Manager at Luminis Health—Center for Fetal & Maternal Medicine, you have introduced many changes that have resulted in increased overall patient access and improved staff engagement and retention. You led the initiative to open satellite offices and found a way for physicians to provide telehealth visits. You implemented national standards by changing templates, patient scheduling, and workflows. An example of your goal to improve patient satisfaction is having the clinical team come to the patient's room during the visit, rather than the patient being moved from room to room. We are impressed by your vision and bravery.



### Luminis Health

**Ayesha Khalil, MD**  
Adult Hospitalist Director  
Anne Arundel Medical  
Center

Nominated by:  
Stephen Selinger M.D., Chief  
Medical Officer

Ayesha, as Adult Hospitalist Director, you manage a group of over 40 physicians who care for inpatients at Luminis Health Anne Arundel Medical Center. You are involved in efforts to improve throughput and operational efficiencies, while maintaining high standards of quality. Standardized models of care and improved multidisciplinary communication at the bedside have been established under your watch. In addition, you support your team with a focus on physician wellness and prevention of burnout, which is vitally important in these challenging times of excessive patient volumes. We admire your dedication to your team and their patients.



### Luminis Health

**Arlita L. Simmons**  
Surgical Technologist III  
Doctors Community Medical  
Center

Nominated by:  
Alex Freemire, Director of Human  
Resources

Arlita, as lead surgical tech in the operating room at Luminis Health Doctors Community Medical Center, you are the surgical tech expert for general and robotic surgery. By training new staff and sharing your knowledge and skills with the entire OR team, you have enhanced their ability to perform complex procedures with more precision and shorter recovery times. You are committed to your patients and will stay late to perform procedures when your expert skills are needed to maximize the best possible outcomes. We join in the many accolades from surgeons and your team regarding your impeccable work, guidance, and attention to detail.



### Luminis Health

**Alexandra V. Moran**  
Community Health  
Outreach Provider  
Shared Services

Nominated by:  
Renee Kilroy, Director,  
Collaborative Care Network

Alexa, as Community Health Outreach Provider with Luminis Health Shared Services, you work in the community to reduce health disparities and build trusting community partnerships. You provide care where people are living, socializing, or working— targeting high-risk, underserved areas. You go to community events to answer questions and return to provide vaccines, screenings, and health education. As you gain the trust of residents who are skeptical of the health care system, you connect them to local primary care providers. We are inspired by your unique ability to meet people where they are and connect them to the services they need.



**MedStar Health**

**Amy Sherman**  
**Senior Director Multi-site**  
**Patient Access Services**  
**Franklin Square Medical**  
**Center**

Nominated by:  
 Deana Stout, Chief Financial  
 Officer, Baltimore Region,  
 MedStar Health

Amy, you have only been at MedStar Franklin Square Medical Center as Senior Director of Multisite Patient Access Services for a year, but the amount of change you have successfully implemented has been extraordinary. You completely revamped Patient Access Services by redesigning workflow in a way that created standardization across service lines and reduced redundancies. This has increased associate satisfaction, decreased patient complaints, and improved patient throughput. It's said that you look for the root cause of any problem and find a way to deal with those root causes. That's a genuine solution, and we salute your determination.

**MedStar Health**

**Heather Tomaselli, LICSW**  
**Clinical Social Worker**  
**Georgetown University**  
**Hospital**

Nominated by:  
 Tracy Councill, Art Therapist

Heather, as a Clinical Social Worker at MedStar Georgetown University Hospital, you support patients and their families. You recently cared for a young patient with a brain tumor. The family had few resources and spoke little English. You coordinated with the Language Services team to communicate the plan of care and help them secure medical insurance. After discharge, you visited the home to make sure needs were being met. And when the mother asked you to be with her as the child was dying, you came and stayed to the end. When you attended the funeral, the family asked you to speak, and you spoke from the heart. We are proud to honor you today.

**MedStar Health**

**Joshua Delp, PharmD**  
**Multi-site Director of**  
**Pharmacy Services**  
**Good Samaritan Hospital**  
**and Union Memorial**  
**Hospital**

Nominated by:  
 Bradley S. Chambers, Senior Vice  
 President & Chief Operating  
 Officer, MedStar Baltimore  
 Region

Joshua, as Multi-site Director of Pharmacy Services, you oversee pharmacy operations at both MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital. The past three years have been demanding, with you handling covid vaccinations, managing drug shortages, contributing to two TJC hospital accreditations, and overseeing regulatory inspections. Never wavering in the face of challenges, you have excelled by surpassing every milestone goal, growing and supporting your large team, and finding innovative ways to make great ideas and processes even better. We are encouraged by your initiative and in awe of your energy!

**MedStar Health**

**Lucas Carlson, MD, MPH**  
**Regional Medical Director,**  
**Care Transformation,**  
**Baltimore Region**

Nominated by:  
 Bradley S. Chambers, Senior Vice  
 President & Chief Operating  
 Officer, MedStar Baltimore  
 Region

Lucas, as Regional Medical Director of Care Transformation for the Baltimore Region of MedStar Health, you work to transform the way care is delivered to patients by breaking down barriers, systematically addressing social factors, and filling gaps in the healthcare system. You lead a multidisciplinary team that has expanded efforts to reach a greater number of people and improve capacity to connect them to resources and programs throughout the region. Your initiatives have addressed the overutilization of the Emergency Department, the reasons for readmission to hospitals, and transitional care nursing. Our respect for your work is immense.

**MedStar Health**

**Emmanuel Tagai**  
**Registered Respiratory**  
**Therapist**  
**Montgomery Medical Center**

Nominated by:  
 Thomas Breakey, FACHE, Vice  
 President, Operations

Emmanuel, as a Registered Respiratory Therapist at MedStar Montgomery Medical Center, you are willing to think outside the box. Here is an example: one of your long-term patients had limited mobility due to ongoing respiratory issues. Taking extra time out of your day, you used creativity and collaboration with colleagues to find innovative ways to get the patient out of bed and outside for fresh air. And when weather and workload permitted, you took the patient on several additional outings. Putting yourself in your patient's shoes, you demonstrated your deep commitment to kindness. We are thankful for the thoughtfulness you bring with you each day.

**MedStar Health**
**Bryan Caplan, PT, DPT, MTC**  
**Regional Director**  
**National Rehabilitation**  
**Network**

Nominated by:  
 Jill Anderson, Assistant Vice  
 President & John Brickley, Vice  
 President, MedStar National  
 Rehabilitation Network

Bryan, as Regional Director of four outpatient therapy locations for MedStar National Rehabilitation Network, you have taken measures to promote positive employee satisfaction and excellent customer service. You also have a passion for teaching, directed toward your associates, network leaders, therapists, and patients. While balancing many leadership responsibilities, you also are an outstanding Physical Therapy professional, committed to supporting the needs of patients and even commuting from site to site to see a patient who needs your specific skill set. We are heartened by your dedication, reliability, and professionalism.

**MedStar Health**
**Marie Wayns, MS**  
**Administrative Director,**  
**Clinical Laboratory and**  
**Anatomical Pathology**  
**Washington Hospital Center**

Nominated by:  
 Jill Anderson, Assistant Vice  
 President & John Brickley, Vice  
 President, MedStar National  
 Rehabilitation Network

Marie, as Administrative Director of Clinical Laboratory and Anatomical Pathology at MedStar Washington Hospital Center, you uphold high ethical standards and challenge antiquated practices. With a background in quality and compliance, you set high expectations for your staff and provide mentorship. You scrupulously review the laboratory financials to ensure accuracy of all lab accounting, and if you find discrepancies, you demonstrate consistent follow-through to correct the issue. You are detail-oriented, creative, and organized, and we recognize you today for your diligence and dedication to keeping the lab up to date and state of the art.

**Primary Care Coalition**
**Stephanie Narayanan**  
**Senior Development**  
**Manager**

Nominated by:  
 Mindy Pierce, Senior Director,  
 Population Health

Stephanie, as Senior Development Manager, you are committed to finding grant funding that supports the mission of Primary Care Coalition. You actively listen to program managers' visions for deepening the impact of their programs. Then you align these needs with funders' objectives and create winning grant proposals that sustain existing programs or start new ones. You have streamlined the process, enabling teams to collaborate, share knowledge, and track progress. Your proposals are submitted on time, respond to funders' requirements, and paint a compelling picture of the impact. We admire the way you skillfully meet every complexity.

**Riderwood Senior Living Community**
**Sherene Lindsay, CRNP,**  
**FNP-C**  
**Employee Health Nurse**  
**Practitioner**

Nominated by:  
 John Porter, Associate Executive  
 Director

Sherene, as Nurse Practitioner, you manage the Employee Health and Well Being Clinic at Riderwood. You bring your unique sense of caring and compassion to all the staff who come to the clinic for medical services, injuries, or advice. Going out of your way in your service to them, you direct some to higher levels of care when it is called for or offer health education and direction. You know how to balance the needs of the business to stay staffed safely with the needs of the staff members' health. We offer this award to thank you for making the clinic the most efficient and caring place it has ever been—and for your calming bedside manner.

**Sentara Northern Virginia Medical Center**
**Wendy M. Atkinson, RN, MSN**  
**Senior Director of the**  
**Integrated Care Management**  
**Team**

Nominated by:  
 Alice Tang, DO, MBA, MPH, Vice  
 President/Chief Medical Officer

Wendy, as Senior Director at Sentara Northern Virginia Medical Center, you have led many programs to improve quality and patient safety, as well as projects to reduce readmissions and improve the length of stay. You spearheaded the palliative care program from the ground up, and as a result, palliative care is now part of the culture of the hospital. When you came to Integrated Care Management, never having done it before, you jumped in with both feet and started improving on the small things first, using each improvement to fuel larger, broader initiatives. You do not back down from a challenge, and that has made all the difference.



**Sheppard Pratt**

**Todd Peters, MD**  
VP/Chief Medical Officer  
and Chief Medical  
Information Officer

Nominated by:  
Jennifer Wilkerson, Vice President  
and Chief Strategy Officer

Todd, as Vice President and Chief Medical Officer and Chief Medical Information Officer at Sheppard Pratt, you wear many hats. You led the redesign of the admissions process. You lead the Quality and Safety team, which has restructured to integrate resources and processes across the entire system. You've worked with the research team to implement best practices to improve treatment outcomes, and you designed and implemented systemwide dashboards to monitor important metrics. Your focus is on making things better for patients, families, and the staff and providers who care for them. We don't know how you do it all, but we're grateful!

**Sibley Memorial Hospital-  
Johns Hopkins Medicine**

**Kamelia Bayat, MBA**  
Administrative Director,  
Women and Infants' and  
Behavioral Health

Nominated by:  
Anu Mullick, Executive Director,  
Regional Clinical Programs

Kamelia, as Administrative Director for Women and Infant Services and Behavioral Health at Sibley Memorial Hospital, you have led numerous quality improvement and safety initiatives. As you work to enhance access to care for high-risk mothers in underserved communities, you gather data and track performance for maternal health quality metrics, using it to help identify any disparities in outcomes. Additionally, you champion training and education opportunities for staff to gain awareness regarding unconscious bias while caring for diverse populations. With gratitude for your leadership and contributions, we are pleased to offer you this award.

**Spring Grove Hospital  
Center**

**Karima Orpia, MSN, CMSRN,  
DNS-CT**  
Chief Resources Officer

Nominated by:  
Marie Rose Alam, M.D., FAPA,  
Chief Executive Officer

Karima, as Chief Resources Officer at Spring Grove Hospital Center, you have worked wonders. You have increased transparency in the scheduling process, ensuring a more equitable distribution of overtime shifts and thereby improving employee morale. Along the way, you revamped nursing scheduling and recruitment, leading to a decrease in overtime costs and an increase in employee satisfaction. You also oversee the education department and work with all the departments to improve quality through education. And your supervision of patient library services does a great deal to keep patients happy. We are proud to acknowledge your efforts.

**Suburban Hospital-  
Johns Hopkins Medicine**

**Courtney Cornell, RN,  
MSN, CMSRN, DNS-CT**  
Director of Oncology

Nominated by:  
Jessica Melton & LeighAnn  
Sidone, The Suburban Executive  
Team

Courtney, your leadership role has expanded to include a number of nursing administrative departments in addition to your responsibilities as Director of Oncology at Suburban Hospital. You led the implementation of a traveler reduction initiative, streamlining and optimizing the hiring and onboarding process for nurses. Another project was to expand the telesitter program to remotely monitor patients at risk for wandering. And during this winter's surge in RSV, flu, and covid, you led the rapid creation and deployment of a 15-bed ED Admission Surge Unit, which can now be activated on demand. We commend your leadership and can-do attitude.

**TidalHealth**

**Teresa "Mother Teresa"  
Bennington, RN**  
Nursing Division Team  
Member  
Nanticoke

Nominated by:  
Chris Hall, Vice President, Chief  
Business Officer of Strategy &  
Business Development

Teresa, as a Registered Nurse in the Mother/Baby Unit at TidalHealth Nanticoke, you often put others before yourself. This is evident in the way you relate to your fellow team members, and they know that you are always willing to help. Your patients also notice the many ways you strive to connect with them and help them feel at ease. You have a unique way of showing kindness and compassion to your patients, and because of your extraordinary talent for bringing peace and calmness, you are nicknamed "Mother Teresa." This kind of love and thoughtfulness means a lot and deserves to be acknowledged, so today we offer this award to you in thanks.



### TidalHealth

#### Cody Branch Transport Services Peninsula Regional

Nominated by:  
Chris Hall, Vice President, Chief  
Business Officer of Strategy &  
Business Development

Cody, as a member of the Transport Services team at TidalHealth Peninsula Regional, you go above and beyond the call of duty. Many nights, you can be counted on to rise to the occasion to help cover any gaps or needs in your department. Even during the busiest and longest of shifts, you press on—always with a smile on your face. Patients, who may be frightened, lonely, and worried, are comforted by your cheerful, friendly, and welcoming presence during their transports. Thank you for creating a safe, everyday atmosphere, for never forgetting what they are going through, and for doing all you can to ensure their safety, comfort, and peace of mind.



### University of Maryland Capital Region Health

#### Kimberly Cook, RN, BS Director of Nursing Administration, Capital Region Medical Center/ Laurel Medical Center/ Bowie Health Center

Nominated by:  
Joel Sandler, MBA, BSN, RN,  
Senior Vice President, Chief  
Nursing Officer

Kim, as Director of Nursing Administration at University of Maryland Capital Region Health, you have taken the lead in ensuring safe staffing in all hospital units. During severe staffing shortages, crisis standards of care, and census overload, you helped design a model of non-traditional staffing assignments. This model allowed the organization to continue to offer high-quality care during extremely difficult times. You joined the struggle personally, stepping into roles that required you to stretch and working shifts you never expected. We praise you today for your innovative and tireless efforts to manage staffing and help your team care for patients.



### University of Maryland Capital Region Health

#### Holly Greever, MSN, RN, NE-BC, Director of Professional Practice, Capital Region Medical Center/Laurel Medical Center/Bowie Health Center

Nominated by:  
Joel Sandler, MBA, BSN, RN,  
Senior Vice President, Chief  
Nursing Officer

Accepting on Holly's behalf is Joel Sandler

Holly, as Director of Professional Practice at University of Maryland Capital Region Health, you have redesigned the New Graduate Nursing Program to address the shortcomings of nursing education in the covid era. In doing so, you have contributed to the significant improvement in newly licensed nurse retention. Using this model as a base, you have created additional programs for non-acute nurses transitioning to the acute care space and new-to-specialty nurses. All three of these programs have helped with hard-to-fill positions and specialties. Your vision has directly contributed to the retention of team members, and we celebrate your foresight.



### University of Maryland Capital Region Health

#### Erroll W. George, Sr., B.S., NRP, Hospital Environmental Safety Officer, Capital Region Medical Center/ Laurel Medical Center/ Bowie Health Center

Nominated by:  
Samrong So, Vice President of  
Operations

Erroll, as Hospital Environmental Safety Officer at University of Maryland Capital Region Health, you organize monthly sustainability stakeholder meetings that focus on mitigating day-to-day waste and inefficiencies. In addition to playing an integral role in regulatory readiness, you coordinate a respiratory protection program that aims to protect employees against harmful airborne agents in the workplace. You have implemented a program designed to ensure that all medical equipment is monitored for recall, minimizing risks to patients. These are just a few examples of all you do to take care of people and keep them safe, and we want to say thank you.



### Unity Health Care

#### Andrew Robie, MD Chief Medical Officer/Chief Medical Information Officer

Nominated by:  
Tosha Hershey, Chief Human  
Resources Officer

Andrew, you stepped up to fill the role of Chief Medical Officer/Chief Medical Information Officer at Unity Health Care, and you have continued to look for ways to improve the services provided to the community. You spearheaded electronic medical record software upgrades and redesigns that allow for greater efficiency of the system, reducing wasted time and resulting in better patient outcomes. You partnered with clinical operations to ensure that health centers were appropriately staffed and resourced to best serve patients during times that are most convenient for them. We hope this award lets you know how highly valued your leadership is.





### UPMC Western Maryland

**Denise Marsh, BSN, RN, CIC**  
Program Manager, Infection Prevention and Control

Nominated by:  
James Karstetter, MBA, BSN, RN,  
Chief Nursing Officer and Vice  
President of Patient Care Services

Denise, as Program Manager for Infection Prevention and Control at UPMC Western Maryland, you were tasked with reducing four healthcare-associated infections by 15%. You developed a process for daily rounding on units and integrated the focus of removing lines and foleys in patient interdisciplinary rounds that led to reduced device days overall. You implemented evidence-based practice and collaborated with the lab to ensure best practices around culturing. You also developed processes for auditing to ensure sustained practice of all initiatives. Your efforts were successful and are contributing to better outcomes for patients. Well done!



### Valley Health Winchester Medical Center

**Stephen Turner**  
Team Lead, Transportation

Nominated by:  
Howard Green, MD, Associate  
Vice President for Medical Affairs

Stephen, as Team Lead in Transportation at Winchester Medical Center, you are in constant contact with patients and an essential caregiver on the team. You put a human face on what can become a dehumanizing experience as patients are moved from place to place for procedures and testing. You speak to each patient in your care as if they are the most important person in the hospital—and to you that patient is. You show the rest of us what it means to be kind, to be caring, and to treat people like human beings. Your Winchester family notices your mindful approach to all you do and everyone you meet, and we can assure you that you are appreciated.



### Woodbine Rehabilitation and Healthcare Center

**Linda Aboagye, CNA**  
Certified Nursing Assistant

Nominated by:  
Florence Debra, Director of  
Nursing

Linda, as a Certified Nursing Assistant at Woodbine Rehabilitation and Healthcare Center, you are a mentor and leader on your unit, training new staff members and welcoming them to this post-covid world. You pay attention to detail as you care for your patients, so you are able to communicate to the nursing staff any changes that should be addressed by the team to prevent a re-hospitalization. It is said that you stand out among the angels at Woodbine. Your patients, who are at a vulnerable and challenging time in their lives, are fortunate to have you as their very own guardian angel. We are in awe of the compassionate example you set for us all.

## EMPLOYEE OF THE YEAR AWARD CRITERIA

*Sustainability: Extraordinary efforts in creating efficiencies or savings that contributed to financial sustainability.*  
*Quality: Extraordinary contribution towards the improvement of processes that contributed to financial sustainability.*  
*Customer/Patient Satisfaction: Contribution to the structural changes in the delivery of care aimed at improving the experience of Patient Satisfaction customers or a single contribution of such magnitude that it merited recognition on its own."*

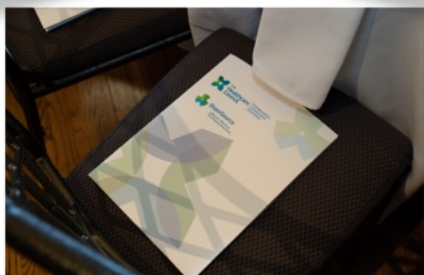


*"We are what we repeatedly do. Excellence, then, is not an act, but a habit."*

*- Attributed to Aristotle*

## 2023 Employee Of The Year And Matthew F. McNulty Awards Luncheon Official Photos

To view the full gallery of photos from our 2023 Employee of the Year and McNulty Awards Luncheon visit our [Flickr page here](#) or go to [flicker.com](https://www.flickr.com/photos/thehealthcarecouncil/) and search for The Healthcare Council. You may also view a recording of the video tribute to Dr. Kurt Newman, McNulty Award Recipient by visiting our [website](#).





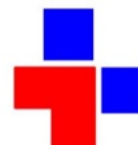
# Thank You 2022 Employee Of The Year Awards Sponsors

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# Employee Research Reduces Voluntary Turnover



The American Association of Critical-Care Nurses (AACN) reported the percent of nursing professionals that are very satisfied with their job declined by 35% from 2018 to 2021. The pandemic caused significant challenges for health care professionals and employers have been scrambling to remain competitive.

An ongoing survey to assess employee satisfaction and engagement will keep leadership focused on what matters the most to employees and allow them to act proactively before an employee decides to leave. Modern employee experience surveys (Ex) capture a wide range of opinions and action intentions.

A few of the key benefits include:

- **Attrition Intervention:** By including a technique called "closing the loop", employees have the chance to discuss anything that might be causing dissatisfaction, and the employer has an opportunity to act before the employee departs. This has been proven to significantly reduce turnover levels
- **Benefit Mix Assessment:** Benefits are an expensive budget item for most organizations. Understanding which benefits employees desire, and which they do not, ensures organizations are optimizing their spend. This content is also helpful at understanding satisfaction levels with key benefit providers
- **DEI Perceptions:** A very critical component of the employee experience is feeling included and not being treated differently. A good employee research program will keep your organization informed on its DEI programs and efforts

Understanding employee satisfaction, engagement, and offering competitive wages is essential for employers in the healthcare space today. PeriscopIQ has created a solution that allows organizations of all sizes to affordably measure and take action on employee feedback. Many organizations are paying hundreds of thousands of dollars to track and act on their employee experience, PeriscopIQ is able to offer organizations the same technology and service for a fraction of what our competitors charge (often less than 10% of what they would pay with other providers).

If you are ready to begin measuring your employee experience (or save by moving an existing program) PeriscopIQ is ready to help!

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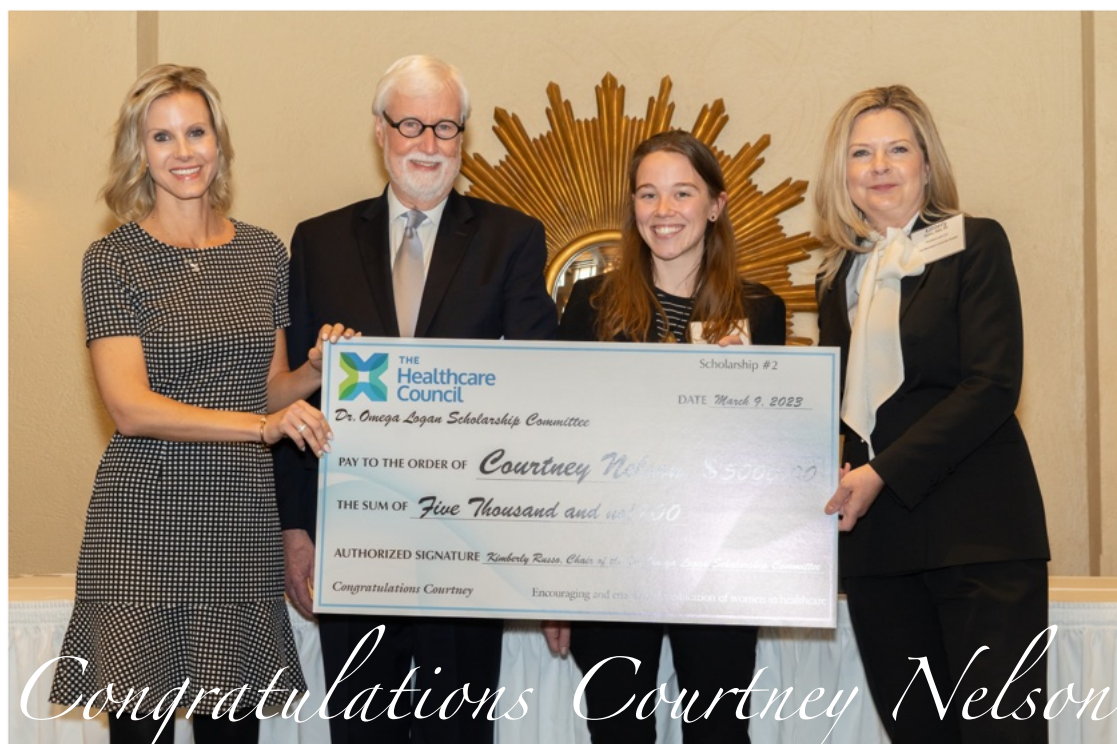
## 2023 Omega Logan Silva Scholarship Recipient

We are thrilled to announce that Courtney Nelson, a first-generation college student in the second year of Mary Baldwin University's doctoral occupational therapy program, was the recipient of the second annual Omega Logan Silva Scholarship. Courtney hopes to carry on the late, aforementioned board member's passion in teaching and in helping those in need, particularly disadvantaged women.

Upon graduating in 2024, Courtney aspires to work as an occupational therapist in a setting oriented around pelvic, maternal, and familial health. She aims to maximize connection and quality of life, not only on the individual-level, but also community-level. Within her local town, she's had the opportunity to engage the community through starting a nonprofit organization: Daughter of the Stars Farmers Market. Its mission echoes that of occupational therapy, to promote health and wellness for all (through providing education and an avenue to affordable local food options).

Throughout several state conference presentations, she has noted how the physical and mental health of individuals and populations is interconnected with the environment. In Courtney's words, "People look up to healthcare professionals and entities as role models. As I enter the field, I aim to advocate for and model approaches to incorporate elements of the natural world and principles of sustainability into everyday, interprofessional practice."

Courtney shared with the Omega Logan Scholarship Committee that she is honored and excited to have the means to continue to advocate for equitable, accessible programs and services. The Healthcare Council was delighted to present Courtney with the scholarship amidst the company of so many healthcare workers from around the region as well as Cali Wilson, last year's scholarship recipient, who joined the event. We are confident that we will see great things from Courtney and look forward to following her success.



## Guest Host Melissa Mollet

The Healthcare Council was pleased to have Melissa Mollet, traffic reporter for News4 Today, host the 2023 Employee of the Year and McNulty Awards Luncheon.

A native of Gaithersburg and graduate of Gaithersburg High School, Melissa's journalism career began at NBC4 where she interned in three different departments during college. She returned in 2010 as a reporter for News4 Today. Mollet has earned three EMMY awards including one for a 2013 story called *Rescuers Rescued* in which she detailed a Beltway accident involving a fire truck. Between stints at NBC4, Mollet reported and anchored the morning show for KDVR in Denver. She covered a wide range of stories — from the 10th anniversary of the Columbine High School shootings to the 2008 Democratic National Convention to several American Idol finales in Los Angeles. While at KDVR, she won the Colorado Broadcasters Association award for "Best Breaking News Story."

Melissa has also reported for Cable News 21 in Rockville, Maryland, News channel 8 in Washington, D.C., and NBC25 in Hagerstown, Maryland,



where she was an anchor for every newscast from 6 a.m. - 11 p.m. at one time or another and created the station's consumer segment, *Test it Out Tuesday*.

Melissa has been at NBC4 for ten years and was recently named the 4-5 a.m. anchor for News4 Today where she sits next to Jummy Olabanji. She continues to provide the 5 a.m. traffic report.

Melissa lives in Maryland with her husband, Jake, and three children, Brennan, Barrett, and Colette. Norm, the mohawked Mini Goldendoodle, serves as the family mascot.

We were honored to have Melissa host this year's Luncheon and appreciated the warm and welcoming atmosphere she created. She added a personal touch to her comments which made for a truly memorable experience for everyone involved. Those in attendance expressed their appreciation for her presence and her heartfelt comments to the healthcare workers and all that the Children's National Hospital team meant to her personally. The day after the event, she mentioned her participation on News4. Watch the clip here.





# THE Healthcare Council

Collaboration.  
Cooperation.  
Education.

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**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.

**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.

**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 Healthcare Council is a not-for-profit  
501(c)(3) corporation

The Council has opportunities for Associates: For membership information, call 301-731-4700

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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.

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