

# SPECIAL Report

## Employee of the Year Awards Luncheon Honors Area Healthcare Professionals

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On March 14, the 25th Matthew F. McNulty, Jr. Award, and 12th Employee of the Year Awards Luncheon took place at Congressional Country Club in Bethesda, Maryland.

Dozens of healthcare employees from around the region were honored and presented with crystal awards. Recognition was given to those who made a significant contribution in healthcare in 2023 and was based on three criteria:

- Sustainability
- Quality
- Customer/Patient Satisfaction

Inspiring narratives were read about each employee as they received their crystal award and certificate. The sentiments expressed and 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.

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# Congratulations to our Award Recipients

On the following pages, you will find the narratives about each recipient during the presenting of the Employee of the Year Awards. Each year, we are blown away by the heartfelt sentiments, appreciative remarks and stories shared about these remarkable individuals. The dedication, ingenuity, integrity, passion and exemplary services provided by the 2023 honorees were nothing less than amazing.

Among those honored were physicians, nurses, CNAs, LPNs, social workers, benefits managers, environmental safety officers, administrators, technicians, occupational therapists, CFOs and more. Each employee is part of a team and every associate makes a difference. That was apparent at the March 14 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 these narratives 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 Lori Brigham*



The 25th Matthew F. McNulty Crystal Award was presented to Lori E. Brigham on March 14, 2024.

Lori dedicated the majority of her healthcare career to the organ donation and transplantation field. She was the founding President and Chief Executive Officer of Washington Regional Transplant Community (WRTC), the organ procurement organization (OPO) in the metropolitan Washington, D.C. area. She served as the only CEO of WRTC for 35 years before the OPO merged with its sister organization The Living Legacy Foundation of Maryland to become Infinite Legacy in January 2023.

Lori built WRTC from the ground up. In 2022, the OPO had a record-breaking year with 158 organ donors, a 150% increase in three decades.

Throughout her distinguished career, Lori has served on a variety of committees, task forces, workgroups and advisory panels for organizations including the National Institutes of Health, the North American Transplant Coordinators Organization, National Kidney Foundation, the Organ Donation and Transplantation Alliance, the United Network for Organ Sharing and the Association of Organ Procurement Organizations (AOPO).

Lori's peers say the attributes that made her such a successful leader are her confidence, expertise, ability to build relationships, attention to detail, humility and direct communication style.

It was a privilege to present Lori with this well-deserved special recognition. And, it was inspiring and heartwarming to hear her colleagues, friends and family talk about her at the luncheon.

You may also view a recording of the video tribute to Lori Brigham, McNulty Award Recipient by [clicking here](#).



**Daniel Lopez-Mendez**

Financial Operations Manager - Adventist Home Care Services

Daniel, as Financial Operations Manager at Adventist Home Care Services, you oversee supply and payroll management, and your leadership has significantly improved the financial performance and satisfaction of team members. You spearheaded a project to streamline the supply process, which resulted in supplies being shipped directly to team members' homes, eliminating the need for them to go out of their way to collect them. You also restructured the payroll process for team members, updating rates and improving accuracy. You are making a real difference.

**Steve Peterson**

Director, Ancillary Services  
Adventist HealthCare Fort Washington Medical Center

Steve, you wear multiple hats as department director, facilities manager, and event coordinator at Adventist HealthCare Fort Washington Medical Center. You keep a fiscally responsible mindset, think proactively, and even pick up staff during inclement weather or fill in as a security officer when needed. When challenges arise, your solution-oriented approach centers on how you and your team will work with others to do what is best for the patients, hospital, and community. Our hats are off to you; we honor your positivity and dedication with this award.



**Evelyn Bethancourt**

PET/CT Technologist - Adventist HealthCare Imaging

Evelyn, not only are you a knowledgeable and talented PET/CT Technologist, you also are amazing at managing workflow at Adventist HealthCare Imaging. You are willing to take on additional responsibilities and go the extra mile. Your positive attitude also affects fellow team members, and they often turn to you as a resource. Ever aware that your patients are going through very challenging times, you demonstrate a warm and genuine bedside manner, offering patients compassion and empathy. We hold you up as an extraordinary example of care.

**Cindy Roa**

Therapy Supervisor - Adventist HealthCare Rehabilitation

Cindy, as Therapy Supervisor at Adventist HealthCare Rehabilitation, you have empowered your team to provide an excellent patient experience. You address challenges head on, investigate the problem, and find a solution. In this way you were able to implement processes to deliver a marked improvement in planned discharge rates. You also led the outpatient initiative to reschedule cancelled appointments within the same week, which supports patients' therapy plans of care. We are impressed by your dedication and the outstanding results.



**Anthony Adapon**

Clinical Nurse Manager, Progressive Care Unit and Telemetry Unit  
Adventist HealthCare Shady Grove Medical Center

Anthony, since coming to Adventist HealthCare Shady Grove Medical Center, your performance has propelled you through several promotions. Now, as Clinical Nurse Manager on the Progressive Care Unit and Telemetry Unit, you are responsible for ensuring the assessment, coordination, implementation, and evaluation of the delivery of safe and effective patient-centered care. You have led your department to witness the best outcomes through 2023, and you're working with your team on strategies to continue the improvement process. Well done!



**Jorge Hernandez**

Floor Technician on the EVS Team  
Adventist HealthCare White Oak Medical Center

Jorge, as Floor Technician on the EVS Team at Adventist HealthCare White Oak Medical Center, one of your chief responsibilities is the care and maintenance of the terrazzo flooring in the main lobby and nearby areas. First impressions are important, and the first thing visitors, patients, and staff notice is the appearance of the facility. You treat your work as a craftsman, attacking challenging projects with hard work, commitment, and a heart for service. Not only do you keep the environment safe, you make it beautiful and inspire confidence. Thank you.

**Wilma Javelosa**

Director of Rehabilitation - Asbury Methodist Village

Wilma, as Director of Rehabilitation, you take personal responsibility for each resident's success while at Wilson Health Care Center at Asbury Methodist Village. You frequently meet with residents and their loved ones to develop realistic physical and occupational therapy goals. For you, there is no greater joy than to see a resident successfully discharged from therapy to their prior level of function. You lead by example and don't hesitate to step in and treat patients when needed. You have created a true sense of team, and they know they can count on you.



**Steve Mathis**

Community Business Manager - Asbury Methodist Village Administration

Steve, since you became Community Business Manager at Asbury Methodist Village, your efforts have had a direct impact on the residents. Your transparency, through an open-door policy and attention to detail toward resident service and financial interactions, is at the forefront—for example, in the monthly financial report to residents you present through the on-campus TV station. We could go on and on, but suffice it to say that your largest contribution is toward campus-wide cost containment. The results are remarkable—and so are you.

**Maceline Yaya**

Director of Nursing - Wilson Health Care Center, Asbury Methodist Village

Maceline, you are a visible Director of Nursing at Wilson Health Care Center at Asbury Methodist Village. You round frequently and often work from a unit in order to connect with the nursing team. When you recently observed nurses working significant overtime, you mentored them on triaging, time management, and work-life balance. When you recognized an influx of clinically acute residents, you proactively worked with the interdisciplinary team to ensure timely and appropriate care. Your team values your support, and we commend you for it.



**Mohammed Jalloh**

RN Supervisor, Long-Term Acute Care - BridgePoint Capitol Hill

Mohammed, as RN Supervisor, you are very familiar with the ins and outs of the processes within the Long-Term Acute Care at BridgePoint Capitol Hill. This has enabled you to successfully strategize ways to solve complex issues and improve efficiency. You consistently go above and beyond to provide quality customer service, resolve patient and family concerns, and support your colleagues and team. In making sure staff are fully trained and have the knowledge and tools they need, you demonstrate your commitment. We extend our gratitude.



**Christine Karuiki**

Registered Nurse - BridgePoint Capitol Hill Skilled Nursing Facility

Christine, as a Registered Nurse at BridgePoint Capitol Hill Skilled Nursing Facility, you make sure residents are well taken care of and are properly assessed. Using your communication skills and gift for seeking accommodation, you are the "bridge" between the facility and the residents and their families. You also put these skills to work as a mentor for your counterparts and those who work under your leadership, providing support, assistance, and education. When you see flaws, you help review processes and provide solutions. Today we recognize your contributions.

**Roderica Jennings**

Patient Relations Specialist - BridgePoint National Harborside

Rocky, as Patient Relations Specialist at BridgePoint Healthcare Long-Term Acute Care Hospital, you serve as the ambassador for all patient and family interactions. You receive and initiate all service recovery—and you are very good at discovering the problem. By communicating all potential quality issues in real time, you begin process improvement opportunities. You also excel at conducting tours of the facility for new families. We commend your great personality, positive spirit, and thoroughness in completing your task.



**Katrina Heubner**

Director of Rehabilitation - BridgePoint Sub-Acute & Rehabilitation National Harborside

Katrina, as Director of Rehabilitation at BridgePoint Healthcare National Harborside, you and your team provide an atmosphere for residents while they are in therapy that allows them to believe in themselves, which encourages each resident to extend to their highest potential. Your leadership has inspired the team to deliver extra effort for resident care from the rehab gym to the bedside. The structure that you have created provides a safety net for residents that enables them to excel. The BridgePoint team values your contributions tremendously.



**Noelle Flaherty**

Director Care Coordination and Integrated Care - CalvertHealth Medical Center

Noelle, as Director of Care Coordination and Integrated Care at CalvertHealth Medical Center, your care and concern for patients is always at the forefront, and this attitude flows out to your team. You lead by example and, together with your team, you have stepped up to facilitate many projects, developments, and improvements. Fair, encouraging, and supportive, you are always looking to be part of the solution. With your excellent communication skills and your knack for organizing people and processes, you are a tremendous asset to CalvertHealth.



**Taylor Hans**

Social Work Case Manager II, MVC Site Coordinator - Chase Brexton Health Care

Taylor, you started with Chase Brexton Health Care as a student during the pandemic. Last year you accepted the role of Site Coordinator, where you are continuing to strengthen your skills as a Social Worker. In addition to providing supportive and empathetic care to your patients, you also train your coworkers and assist them with navigating difficulties. For example, you have become an expert at insurance and enrollment processes, and you use those skills to train other employees and reach out to clients who might be falling out of care. You are an inspiration.





**Michelle Elden**

Registered Nurse II - Children's National Hospital

Michelle, as a Pediatric Intensive Care Nurse at Children's National Hospital, you are often called upon to provide empathy and support in difficult circumstances. Here is one example. A mother had to make the difficult decision to discontinue life support for her child. She didn't have a support system, so you anticipated and met the mother's needs while also providing exceptional end-of-life care for the patient. You created a calm atmosphere and you stayed by her side, even after your shift. Your compassion is a beautiful portrayal of the art of nursing.

**Kathryn Troupe**

Nurse Practitioner - Frederick Health

Kathy, as a Nurse Practitioner at Frederick Health, you fill gaps in care for medically and socially complex patients. Your expertise in cardiopulmonary care makes it possible for underserved patient populations to receive comprehensive follow-up after discharge. Your ability to see the big picture of each patient's situation provides them holistic support that keeps them out of the hospital and provides the education they need to maintain a healthy lifestyle. We are thankful for your shining example of how to collaborate to provide care.



**Joe Verde**

Executive Team - George Washington University Hospital

Joe, as a member of the executive team at George Washington University Hospital, you know how to motivate staff, provide mentorship, and maintain the focus on quality and safety. Collaboration is your watchword, and you work hard to integrate your teams across multidisciplinary environments. You understand the educational mission of the hospital, presenting at conferences and engaging actively with residents, medical students, and nurses. We admire not only your initiative and resourcefulness but also the kindness and respect you offer everyone.

**Kerri Mai**

Administrator, Home Health - Goodwin Home Health/Goodwin Living

Kerri, as Administrator, you have navigated the vast shifts in the home health industry, leading Goodwin Home Health to serve more patients than ever in its history—while also increasing quality of care and broadening care capacity. Focused on both the people you are serving and the people you could be serving, your ability to lead with your mind fully engaged is equaled by your ability to lead with your heart. Your effort to maximize patients' visits while achieving greater efficiency demonstrates your dedication to doing well by doing good. Congratulations!



**Julie O'Toole**

Chief Financial Officer - HealthCare Access Maryland

Julie, as Chief Financial Officer, you are a trusted thought partner on HealthCare Access Maryland's senior leadership team. You have worked diligently to improve financial processes and create efficiencies. Committed to being a good steward, you strive to maximize resources and skillfully modify budgets to ensure that the highest programmatic needs are met. We applaud your strong sense of connection to your organization's mission to ensure that every Marylander has an equal opportunity to be healthy.



**Daniel Ganthier**

EKG Technician - Holy Cross Germantown Hospital

Daniel, you are the EKG Technician at Holy Cross Germantown Hospital, but that is not all you do. You continue to learn, and you use those new skills wherever they are needed. For instance, you have a talent for IVs, which can be difficult to get started. However, even if a patient is anxious, you are able to soothe their fears and provide that extra care. It's obvious that you love being called on, love being able to help the people you work with, and love being able to care for patients. Today we celebrate your willingness to offer your help to anyone who may need it.

**J. Parker Wilson**

Clinical Nurse - Holy Cross Hospital

J, you began your time with Holy Cross Hospital while serving in the U.S. Army. After retiring from the service, you continued as a full-time LPN in the dialysis department while earning your BSN. You are an extremely observant RN and have continually brought issues to the forefront for management to address to improve patient care and operations within the unit. In times of high volume and limited staff, you are always willing to pitch in and help—and you do it with a smile. We extend our thanks for being an exceptional nurse, role model, and caregiver.



**Faith Fitzgerald**

Director of Community Health Programs - Hospice of the Chesapeake

Faith, as Director of Community Health Programs at Hospice of the Chesapeake, you focus on spiritual care, volunteer services, integrative arts, and grief care for hospice patients and their families. Working with your volunteer services team, you launched a doula program that offers patients and families the gift of compassionate presence as they accompany them in the last days of life. Other interventions include aromatherapy, massage, music, and pet therapy. Thank you for bringing a sense of peace to patients and caregivers during the most difficult of times.

**David McAllister**

Director of Medical-Surgical Nursing - Howard University Hospital

David, as Director of Medical-Surgical Nursing at Howard University Hospital, you have collaborated with various departments for the openings and renovations of patient units. When you became aware of the complaints about the condition or lack of chairs, you helped get the ball rolling for the purchase of new chairs for all inpatient units. Coworkers know they can turn to you if they experience difficulties with new processes. The secret to your success may be that you are all about the success of the team. We congratulate you on your remarkable leadership.



**Pia Lipscomb-King**

Care Manager 1 - Health Services for Children with Special Needs

Pia, as a Care Manager at Health Services for Children with Special Needs, you coordinate high-quality, community-based care for members with complex needs. You are a source of empowerment for them, aiding in bridging gaps across healthcare teams and improving their quality of life throughout the continuum of care. Your dedication to improving coordinated care through partnership and collaboration is commendable. We are heartened by your commitment to meeting the families where they are, both figuratively and literally.



**Colette Bembuh**

Registered Nurse - HSC Home Care, LLC

Colette, as one of the top airway management nurses at HSC Home Care, you mentor other nurses to ensure they understand the how and why of tracheostomy and ventilator care. You have been caring for the same client Monday through Friday for two years. The mother appreciates your dedication and has said, "When Ms. Colette is here with my son, I am comfortable and have nothing to worry about." Not only do you provide excellent care, you keep your eye on the big picture and keep everyone in the loop. We appreciate your diligence.

**Anne Freidhoff**

Supervisor, Collaborative Services and Admissions Liaison  
The HSC Pediatric Center

Anne, as Supervisor for Collaborative Services and Admissions Liaison at The HSC Pediatric Center, you collaborate with case managers and social workers when patients are referred for post-acute or long-term care. You are thorough when gathering medical history, reason for referral, and goals for hospitalization. With your comprehensive knowledge of all the departments and services at the Center, you are able to patiently answer questions and give the family all the attention and information they need. You love your job, and it shows.



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**Mariana Capati**

Senior Director of Nursing, Patient Care Services & Professional Development  
Kaiser Permanente of the Mid-Atlantic States

Mariana, as Senior Director of Nursing, Patient Care Services & Professional Development, you are leading a transformation in the nursing culture within Kaiser Permanente of the Mid-Atlantic States. By encouraging nurses to pursue board certification, you are empowering them to elevate their professional practice and work at the top of their scope. You and your team also built a pipeline for new nurse graduates to transition into practice by launching the first-ever nurse residency program. We are impressed by your efforts to support growth and retention.

**Colleen Hordesky**

Director of Infection Control - Carroll Hospital, a LifeBridge Health Center

Colleen, as Director of Infection Control at Carroll Hospital, you take a lead role in assuring the safety of patients, employees, and the community. You have high standards of excellence and are not timid about having courageous conversations or providing daily reminders about hand hygiene. An accountable leader, your collaborative approach drives accountability throughout the organization. Because of your experience and qualifications, you are viewed as a respected and valuable resource. You care deeply about the health of the community—and we are so glad.



**Catherine Nye**

Registered Nurse - Northwest Hospital, a LifeBridge Health Center

Catherine, as a Registered Nurse at Northwest Hospital, you are truly a patient advocate. You spend time explaining the plan of care to patients and their families. With a calm and professional demeanor, you hold your patients' hands and actively listen to their questions and concerns. You are a role model and mentor, sharing your expertise and precepting new nurses. With your attention to detail, you address challenges and seek opportunities for improvement in your unit. We are heartened by the commitment and care you bring to work every day.





**Keyana Wright**

Office Coordinator—Ophthalmology  
Sinai Hospital of Baltimore, a LifeBridge Health Center

Keyana, as Office Coordinator at the Krieger Eye Institute in Sinai Hospital of Baltimore, you are known for your compassion. You have consoled patients while they wait for medical assistance, helped patients up the hill to the Emergency Department, and prayed with staff and patients seeking comfort. You play a pivotal role in training, take the initiative in streamlining workflow, and find ways to be useful—even in ways that fall outside your duties. You have said, "It's what we do. We take care of people." And you do more than say it—you live it.

**Casey McMullen**

Patient Account Representative - Luminis Health Clinical Enterprise

Casey, as a Patient Account Representative at Luminis Health, you showcase excellent care for patients without having direct patient contact. Taking pride in working hard behind the scenes, you ensure that patients' claims are handled efficiently and in a timely manner. You take on complex billing cases as a challenge, and fight to resolve denied claims favorably. Always willing to take on additional responsibilities, you demonstrate outstanding teamwork. For these and many more reasons, you demonstrate what it means to be a committed Luminary.



**Yolo Wilson**

Post Anesthesia Care Unit Technician - Luminis Health Anne Arundel Medical Center

Yolo, as a Post Anesthesia Care Unit Technician, you ensure that the care your patients receive is consistent with the mission and vision of Luminis Health. Recently a patient lost a baby in a traumatic way. You stepped up and helped the patient and her family cope, grieve, and remember the baby. It was challenging, emotional, and overwhelming, but you saw that it needed to be done. Your efforts directly contribute to quality care, and you make a difference in the overall patient experience. We value your admirable example of clinical support.

**Yolanda Lang**

Staff Nurse - Luminis Health Doctors Community Medical Center

Yolanda, as a Staff Nurse at Luminis Health, the care you provide surpasses the ordinary. You anticipate what people need—bringing warm blankets for patients and family members and smiling so brightly that you light up the room. You are a shining star to your coworkers as well, assisting them whenever you see a need and even bringing coffee to perk them up. Your excellent customer service and teamwork support your superb clinical technical skills. Thanks for establishing the atmosphere for your unit and showing what it means to serve with love.



**Carrie Rodevick**

Corporate Compliance Coding & Billing Analyst - Luminis Health System

Carrie, as a Corporate Compliance Coding & Billing Analyst, you engage with departments across Luminis Health to help identify areas of billing risk. Your approach and engagement with other departments is done in a thoughtful, collaborative way that fosters a team outlook. Your attention to detail ensures that the information you are reviewing is accurate and adheres to regulatory guidelines. Furthermore, you are doing all this while also in nursing school, fulfilling your lifelong goal to become a nurse. We applaud your efficiency and perseverance.



**Craig Kemp**

Director of Patient Transport - MedStar Franklin Square Medical Center

Craig, as Director of Patient Transport at MedStar Franklin Square Medical Center, your team serves as the connector for patients to services or destinations. Always leading your department toward improvement, you piloted a successful initiative with a dedicated transport resource during peak times, resulting in decreased patient wait times. As evidenced by the long tenures of many of your team, you've built a strong culture and instilled the importance of safety and being friendly and helpful. We're grateful for your reliability and leadership.

**Concepcion Jones**

Patient Financial Associate - MedStar Georgetown University Hospital

Concepcion, as you were working as a Patient Financial Associate during a busy morning in the Emergency Department of MedStar Georgetown University Hospital, you noticed a patient in the waiting room who was displaying facial drooping, a sign of a possible stroke. Because you were actively helping register another patient, you asked the Protective Services officer to get the triage nurse to assess the patient. Because you spoke up, the patient was given immediate stroke treatment and had a positive outcome. Your vigilance and teamwork are invaluable.



**Ken Walsch**

AVP of Quality, Risk Management & Compliance  
MedStar Good Samaritan Hospital & MedStar Union Memorial Hospital

Ken, as AVP of Quality, Risk Management & Compliance at MedStar Good Samaritan Hospital & MedStar Union Memorial Hospital, you are an advocate for patients and their families and for staff. Not only do you reach out to patients when a concern is raised, you make sure to deploy care for the care giver, addressing events with compassion and transparency. You are able to pull together multi-disciplinary teams to review an event—and learn from each one. With gratitude for your leadership and contributions, we're pleased to offer this award.

**Yanitza Velazquez**

Community Health Advocate - MedStar Montgomery Medical Center

Yanitza, as a Community Health Advocate at MedStar Montgomery Medical Center, you help patients navigate the complexities of the healthcare system. Using patience and well-honed listening skills, you connect people with the resources they need. Recently you helped a patient with a life-threatening disease apply for medical assistance, provided guidance, checked up on him, helped him find a primary care physician, and offered to take him to his first appointment. That was exactly what he and his family needed. Your hard work and kindness are inspiring.



**Marvin Hicks**

Director of Environmental Services - MedStar National Rehabilitation Hospital

Marvin, as Director of Environmental Services at MedStar National Rehabilitation Hospital, you have made significant contributions through your proactive approach to coordinating structural changes in care delivery. During the pandemic, you streamlined processes for patient room turnover. Furthermore, your leadership in addressing staff concerns about covid exposure through education and support has fostered a sense of safety and reassurance. This welcoming environment is a tribute to your hands-on involvement and willingness to engage directly.



**Darla Um'matallah**

Clinical Nurse - MedStar Southern Maryland Hospital Center

Darla, you are a trusted Clinical Nurse with 13 years of dedicated experience in the Cardiology Catheterization Department at MedStar Southern Maryland Hospital Center. Because of your continuous sensitivity to operations, you identified the need for process improvements related to medication ordering. Your recommendations have improved accuracy in medication deliveries and reduced potential risks. As a trusted peer within the team, you are a skilled mentor and the go-to person for issues of quality and safety. We salute you as a champion of safety and care.

**Dara Arnold**

Assistant Director, Emergency Department - MedStar St. Mary's Hospital

Dara, while you are an exceptional nurse and leader in the Emergency Department at MedStar St. Mary's Hospital, you especially deserve recognition for your work as a leader of the Forensic Nurse Examiner program. A staunch patient advocate, you are passionate about the care provided to victims of crime, providing patients and staff with compassionate care and support. You have fostered relationships with community resources that can provide additional services. This program has grown because of your transformational leadership. Thank you.



**Dionne Ross**

Cardiac Cath Lab Nurse Director - Medstar Washington Hospital Center

Dionne, as Cardiac Cath Lab Nurse Director at Medstar Washington Hospital Center, your exceptional leadership skills and emphasis on patient satisfaction are instrumental in cultivating a culture of continuous improvement. Your recent implementation of a best practice centered around associate engagement led to notable improvements in the associates' sense of connectedness and purposefulness. Your collaborative approach and emphasis on accountability have fostered a sense of ownership among team members. We honor your vision and dedication.

**Griffin Rooker**

Assistant Professor and Director of Graduate Studies in Applied Behavior Analysis Mount St. Mary's University

Griffin, as Assistant Professor and Director of Graduate Studies in Applied Behavior Analysis at Mount St. Mary's University, you are committed to addressing local behavioral health needs by training the next generation of Board-Certified Behavior Analysts. Your efforts in helping the university launch a graduate program in applied behavior analysis include recruitment, pursuing partnerships and grants, building an infrastructure, and mentoring graduate students. You must feel both blessed and exhausted—and we recognize you for your visionary leadership.



**Aisha Robinson Mason**

Senior Program Manager - Primary Care Coalition

Aisha, as Senior Program Manager, you oversee compliance and reporting for Montgomery Cares, Primary Care Coalition's largest program. Across a complex set of activities and staff, you ensure compliance with all programmatic contractual requirements. All audits are clean with you overseeing compliance—and that is crucial for community trust. You wear multiple hats and use your project management skills to facilitate and lead multiple projects, never letting anything drop. We salute your efficiency and dedication to helping others.



**Olivia Roundtree**

General Manager, Continuing Care, Dining Services - Riderwood Village

Olivia, as General Manager for Dining Services at Riderwood Village, you lead a team of over 70 employees in providing excellent food and nutrition to over 330 residents in continuing care. As a mentor, you have developed and promoted your team to successful roles in multiple departments. You develop, lead, and present hospitality training to all departments within continuing care services. The strong partnerships you've developed with nursing, programming, and housekeeping show that you are an excellent example of teamwork. You are an inspiration!

**Jasmine Dockett**

Occupational Therapist - Sentara Northern Virginia Medical Center

Jasmine, as an Occupational Therapist at Sentara Northern Virginia Medical Center, you worked with a mom in the NICU who was in severe pain, couldn't get out of bed, and was worried about being able to care for her newborn twins. The wheels started to turn in your head as to the role rehab could play in postpartum care. You talked with your manager, began research, and put together countless presentations. As a result, there is greater recognition of the immense value of therapy in supporting maternal health. We honor you for acting on your idea.



**Maria Purcell**

Liaison for Diversity Partnerships - Sheppard Pratt

Maria, as Liaison for Diversity Partnerships at Sheppard Pratt, you have been instrumental in creating and sustaining programs to develop and engage with nurses. The Nurse Extern Program allows nursing students to gain real-world experience through opportunities to work with experienced providers. You have developed partnerships with several local colleges, diversifying the staffing pipeline, elevating the strength of the program, and paving the way for nursing students to join the team. We celebrate your accomplishments and initiative.

**Sharon Powell**

Senior Director, Patient Safety, Quality, and Performance Excellence  
Sibley Memorial Hospital, Johns Hopkins Medicine

Sharon, as Senior Director for Patient Safety, Quality, and Performance Excellence at Sibley Memorial Hospital, you have led many key initiatives, including developing a process for responding to safety concerns raised by staff, spearheading efforts to have transparent conversations with patients and families around patient care, and deploying a process for quality assurance and performance improvement plans for each department in the hospital. There's more—lots more—and we are inspired by your initiative and in awe of your energy!



**Dr. Monica Chawla**

Chief Medical Officer - Spring Grove Hospital Center

Monica, as Chief Medical Officer at Spring Grove Hospital Center, you take a personal interest in the experience of patients and their families—even when the asks are not easy. You meet with them and their treatment teams and make sure they understand the next steps and have the opportunity to ask questions. You are a zealous recruiter of medical staff, currently holding firm at zero physician vacancies. Furthermore, you have contributed your time and expertise in the absence of a chief compliance officer. We admire your willingness to give your best.



**Samantha Crandall**

Director of Safety - Suburban Hospital, Johns Hopkins Medicine

Sam, as Director of Safety at Suburban Hospital, you were one of the leads on a cross functional team that developed and implemented a High Reliability Organization Training program for leaders and frontline staff across the National Capital Region. Along with peers, you developed a revised Root Cause Analysis Process framework for Suburban Hospital. In addition, you and your team helped launch a Safety Coach Program to help reinforce High Reliability Organization skills across the organization. We appreciate your effective leadership.

**Dr. Blanca Toso**

Medical Director IV-Physician IM - Unity Health Care

Blanca, as a medical director for Unity Health Care, you played a pivotal role in improving patient experience at Unity's Upper Cardozo site. Your commitment to enhancing patient health outcomes, minimizing costs, and promoting equity has been a driving force behind the adoption of the data-driven analytic tool AZARA. Leading numerous quality improvement initiatives, you significantly boosted health outcomes, bridged healthcare gaps, and strengthened team satisfaction. You have brought about the necessary changes to turn things around. Bravo!



**Hisani McNally**

Senior Director of Med Surg and Dialysis - University of Maryland Capital Region Medical Center, UM Laurel Medical Center, UM Bowie Health Center

Hisani, in the short time you have been Senior Director of Med Surg and Dialysis at University of Maryland, Capital Region Health, you have stabilized the leadership in the medical-surgical division. You have seen to the improvement of staff retention and accountability, patient and staff safety, and the quality of the care the team delivers. This focus on the team has reduced agency use significantly. Your mindful contributions on numerous committees, willingness to take on new challenges, and can-do attitude have proved to be a winning combination!

**Briana Levison**

Practice Manager - University of Maryland Capital Region Medical Center, UM Laurel Medical Center, UM Bowie Health Center

Briana, as Practice Manager at University of Maryland Capital Region Health, you provide valuable contributions to the leadership team due to your vast understanding of practice operations from front to back of house. You have gained this level of understanding by working side by side with your team when staffing is short. You have a special way of nurturing your staff that inspires them to improve and develop. Your leadership style fosters a positive work environment that has led to high team morale. We are in awe of your hard work and efficiency.



**Sammy Patel**

Director of Security and Emergency Preparedness - University of Maryland Capital Region Medical Center, UM Laurel Medical Center, UM Bowie Health Center

Sammy, as Director of Security and Emergency Preparedness, your leadership and teamwork has kept the University of Maryland Capital Region Health community safe, secure, and ever prepared for potential emergency. You work closely with clinical and nonclinical colleagues to ensure that patient-centric care can be delivered consistently across all sites. The many committees you serve on are responsible for everything from violence prevention to parking options. We offer our thanks for the integral role you play in readiness and so much more.



**Brittany McDonald**

Director, Capacity Management and Support Services - UPMC Western Maryland

Brittany, as the newly appointed Director of Capacity Management and Support Services, you have already led many initiatives at UPMC Western Maryland. Your work implementing the Admission Discharge Unit has directly improved patient flow while reducing wait times in the Emergency Department. You have implemented actions to improve response to critical capacity and have improved the satisfaction of stakeholders. Innovative and proactive, you are an advocate for patients and an asset to your organization. Keep up the good work!

**Novella W. Thompson**

Administrator Population Health  
University of Virginia Medical Center, UVA Health

Novella, you led the effort to create the Population Health Department at UVA Health University of Virginia Medical Center, and as its administrator you are committed to continuously improving the multi-faceted patient journey. Interactive Home Monitoring is one of several successful programs aimed at leveraging innovative technology to meet patient needs and address health equity beyond hospital walls. The interdisciplinary comprehensiveness of the program closes significant care gaps. We are inspired by your talent, competence, and bravery.



**Katie Lalonde**

Director of Continuous Improvement - Verbal Beginnings

Katie, your role as Director of Continuous Improvement at Verbal Beginnings makes you highly sought after for revamps of processes and positions to create efficiencies. These updates provide the necessary tools for staff to engage in their jobs more effectively and allow clients to supply crucial feedback. You spearheaded a project focused on adding quality-based care metrics to the clinical outcome standards and also helped roll out software programs that support onboarding and training. Your gift for facilitating continuous improvement has been invaluable.

**Kara Haines**

Emergency Department Technician - Valley Health Winchester Medical Center

Kara, as an Emergency Department Technician at Winchester Medical Center, you go beyond doing what needs to be done. You notice real needs. When a patient missed dinner, after your shift you went home, cooked dinner, and brought it back. When adolescent behavioral health patients board in the emergency department while waiting for placement in an inpatient facility, you buy them tablets to help them pass the time. When you noticed a working man's torn-up boots, you gave him new ones. We know you are shy about this award, but we have to make sure you know how much we cherish you.



**Myong "Bruce" Park**

Certified Nursing Assistant - Woodbine Rehabilitation and Healthcare Center

Bruce, as a Certified Nursing Assistant at Woodbine Rehabilitation and Healthcare Center, you ensure that the entire unit is well taken care of. Your commitment to the well-being of the elderly and fragile patients, as well as your colleagues, has created a work environment where everyone feels valued, supported, and motivated. Your resilience and humor make you an ideal mentor for new trainees, and it is a joy to watch you shepherd them through daily challenges and help them develop their strengths. The culture of compassion you nurture truly matters.

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

To view the full gallery of photos from our 2024 Employee of the Year and McNulty Awards Luncheon, visit our [Flickr page here](#). To learn more about the event, visit us [online here](#).



*Our sincere gratitude to our Annual Employee of the Year Awards & Matthew F. McNulty, Jr. Award Luncheon Sponsors*

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## 2024 Omega Logan Silva Scholarship Recipient

We are thrilled to announce that Aleia Manning is the recipient of the third annual Omega Logan Silva Scholarship. Aleia Manning is a graduating Medical Anthropology student at the University of Pennsylvania and an incoming Master of Health Administration student at Cornell University. With aspirations to work toward decreasing socioeconomic health disparities, she hopes to embody the spirit of this scholarship award in her continuing education and in her career.

Aleia's undergraduate education has exposed her to the history of healthcare and how that history created and maintains disparities in health outcomes across the divides of socioeconomic class and race in the United States and beyond. Her graduate studies in the administration of healthcare will help her learn the intricacies of American healthcare systems and healthcare-oriented businesses with the goal of implementing substantial change within these spheres.

Aleia's special interests revolve around maternal healthcare disparities in the U.S. relative to comparable countries, especially as they pertain to the disproportionate maternal and neonatal outcomes between Black and White populations. Over the past four years, Aleia has conducted a wealth of research and taken many classes within this area. She currently works as an administrative assistant for an annual summer program at the University of Pennsylvania with the aim to increase the representation of underrepresented populations in health services research, so that academia can become more diverse in its breadth and study designs targeting underserved populations are better oriented toward those communities' worldviews and real needs.

Aleia hopes to continue in this vein through her future work opportunities at Cornell. The chance to be a leader in the field of healthcare administration, and to bring an impassioned, hopeful and energetic spirit to a field where many feel deflated, is her greatest inspiration - and the industry-specific knowledge and skills that she will learn from a master's degree in healthcare management will empower her to begin right away.

This scholarship provides Aleia with the means to continue her education and become a voice for underrepresented populations throughout her life.



# Guest Host Melissa Mollet



The Healthcare Council was pleased to have Melissa Mollet host the 2024 Employee of the Year and McNulty Awards Luncheon.

Melissa anchors the 4 a.m. hour of News4 Today and covers traffic throughout the morning. It was an honor having her host the event again this year. Her charm, professionalism and personable demeanor made the luncheon even more special.

A lifetime of living, commuting and telling stories around the Washington area qualifies Melissa to provide up-to-the-minute traffic and transit news to morning viewers.

A native of Gaithersburg and graduate of Gaithersburg High School, Melissa's journalism career began at NBC4 where she was an intern in three different departments during college. She returned in 2010 as a reporter for News4 Today.

Melissa has earned five EMMY awards, including one for a 2013 story called "Rescuers Rescued" in which she detailed a Beltway accident involving a fire truck.

Melissa proudly created two news franchises at NBC4. Finding Families features children in foster care in need of a loving home, and Meet Your Street takes a fun look at how local roads in the Washington area were named.

In between stints at NBC4, Melissa 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 a Colorado Broadcasters Association award for "Best Breaking News Story".

Melissa has also reported for Cable News 21 in Rockville, Newschannel 8 in Washington, and NBC25 in Hagerstown, where she was an anchor for every newscast from 6 a.m. to 11 p.m. at one time or another and created the station's consumer segment, Test it Out Tuesday.

Melissa lives in Maryland with her husband, Jake, and children Brennan, Barrett, and Colette.





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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.

The Healthcare Council is committed to creating and providing opportunities for new members and associates, while keeping member dues low.

The Healthcare Council 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 ShareSource, please contact us at 301-731-4700 or visit us at: [Healthcare-Council.org](http://Healthcare-Council.org) or [Share-Source.org](http://Share-Source.org)

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**The Healthcare Council Vision:**

To meet the healthcare challenges of tomorrow by working together today.

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

**Purpose:**

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, 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 501(c)(3) corporation.*

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