

SPECIAL Report

Employee of the Year Awards Luncheon

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Council



On March 20, the 26th Matthew F. McNulty, Jr. Award, and 13th Employee of the Year Awards Luncheon took place at Bethesda North Marriott & Conference Center in Bethesda, Maryland.

Healthcare employees from around the region were honored and presented with awards. Recognition was given to those who made a significant contribution in healthcare in 2024 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 2024 honorees were nothing less than amazing.

Among those honored were physicians, nurses, CNAs, LPNs, benefits managers, environmental safety officers, administrators, technicians, a police officer, overdose coach, physical therapist, pharmacists and more. Each employee is part of a team and every associate makes a difference. That was apparent at the 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.

Honoring Dr. Norvell "Van" Coots



Pictured above from left: Les Pitton, President & CEO, The Healthcare Council/ShareSource; Melissa Mollet, special guest host, News4 Anchor; Claudia Coots, wife of the late Dr. Norvell "Van" Coots, who shared a heartfelt response on behalf of the family; and Ajay K. Gupta, Board Chair of Trinity Mid-Atlantic.

In Memoriam: Norvell V. Coots, M.D., MSS, FAAD

Dr. Norvell V. Coots was a prominent healthcare leader, serving as President and CEO of Holy Cross Health and the Maryland Region of Trinity Health, where he managed two hospitals, eight clinics and a Comprehensive Cancer Center in Montgomery County, Maryland.

He held key roles as Chairman of the Board for Maryland Physicians Care and the National Institutes of Health Clinical Center Hospital, and served on the Maryland Hospital Association and American Hospital Association boards. During the pandemic, he was a critical member of the Governor of Maryland's COVID-19 Task Force.

A retired U.S. Army Brigadier General, Dr. Coots was Commanding General of Regional Health Command Europe and Command Surgeon for U.S. Army Europe and 7th Army. He also served as the final Commander of the Walter Reed Healthcare System and Walter Reed Army Medical Center from 2008 to 2011.

A dermatologist with a master's in Strategy from the Army War College, Dr. Coots earned numerous accolades, including the National Medical Association's Scroll of Merit, the Army's Distinguished Service Medal and recognition as a Knight of the Legion of Honor of France. He was named among Becker's Hospital Review's "105 Physician Leaders to Know" in 2019 and "145 Physician Leaders to Know" in 2023.

Dr. Coots was a member of Alpha Phi Alpha and Sigma Pi Phi Fraternities and the American Academy of Dermatology's Leadership Circle. He is survived by his wife, Claudia Gomez, and their children, Maximilian and Catalina. Dr. Coots passed away in June 2024.



Anna Marable, RN

Cardiology Nurse - Adventist HealthCare Cardiac Associates

Anna, as a Cardiology Nurse at Adventist HealthCare Cardiac Associates, you assist physicians in caring for patients with critical needs. A natural leader, you excel in training and supporting your colleagues. You also have the magic touch with patients, quickly building rapport and providing reassurance. When the patient portal went live, you provided guidance on making it patient friendly. As a true physician extender, you're accessible to patients and able to promptly respond to their needs. We hold you up as a shining example and commend you for all you do.

Valarie Barnes

Director of Care Navigation - Adventist HealthCare Fort Washington Medical Center

Valarie, as Director of Care Navigation at Adventist HealthCare Fort Washington Medical Center, you identify inefficiencies, implement solutions, and motivate your team. For example, you have found ways to reduce the length of patient stays, lower departmental spending, optimize patient transportation, and improve the discharge process. Your ability to foster collaboration extends beyond your team to other departments and the community. We salute your leadership to drive meaningful change, cultivate excellence, and foster relationships.



Jacqueline Enriquez, RN, BSN

Clinical Manager - Adventist HealthCare Home Care Services

Jackie, as Clinical Manager at Adventist HealthCare Home Care Services, you are committed to process improvement and operational excellence. Dedicated to patient care and service recovery, you work tirelessly to assist patients in challenging situations and ensure that clinicians are well-prepared and supported. Your hands-on approach demonstrates your extraordinary commitment to patient safety and positive clinical outcomes. We are grateful for your unwavering dedication, proactive leadership, and focus on quality outcomes.



Matt Santmier, RN, BSN, CRRN, MRM

Nurse Manager - Adventist HealthCare Rehabilitation

Matt, as Nurse Manager at Adventist HealthCare Rehabilitation, you have implemented a standard management approach aimed at enhancing hospital performance—particularly in team member engagement, staff turnover, and patient satisfaction. Through robust team member and patient rounding programs, valuable feedback is collected, promptly addressed, and used to inform performance improvement initiatives that promote lasting progress and low nurse turnover. You are a quiet healthcare hero, and we appreciate your servant-leader approach.



Sunshine Capao, RN

Registered Nurse - Adventist HealthCare Shady Grove Medical Center

Sunshine, you perform the role of Admissions Nurse at Adventist HealthCare Shady Grove Medical Center with great efficiency and accuracy, completing nursing assessments and admission documentation while also picking up subtle cues about a patient's condition. Your compassionate approach and attention to detail impacts both patients and the healthcare team. Your assistance in streamlining the admissions process has improved operational efficiency and enhanced patient satisfaction. You are a true ray of sunshine to your patients and colleagues.





Ralph Creamer

Facilities Maintenance Supervisor - Adventist HealthCare White Oak

Ralph, as Facilities Maintenance Supervisor, you fix everything around Adventist Health White Oak. You are a true craftsman who seeks long-term solutions instead of quick fixes. When something breaks, you've been known to come up with an idea to try before buying something new. Because of your skill and professionalism, people know it will be done right. In many ways, you are the heart and soul of the medical center: You help keep people safe, keep things working their best, solve problems, and address challenges. Thank you for making a difference.

Rachel Karish

Associate Executive Director of Healthcare - Asbury Methodist Village

Rachel, as Associate Executive Director of Healthcare at Asbury Methodist Village, you are extremely proficient in the budget process, looking deep into the operation as a whole. You excel in streamlining processes and convene regular meetings with your team on performance improvement, regulations, and quality assurance. Wanting to offer the best customer service possible, you take each discharge survey to heart, reaching out to review the feedback. We applaud the way you strive to ensure that all residents are cared for in the best possible way.



Gerard Wandji, RN

Director of Nursing - Kindley Assisted Living at Asbury Methodist Village

Gerard, as Director of Nursing at Kindley Assisted Living at Asbury Methodist Village, your leadership and vision inspire your team to strive for excellence. Your efforts to streamline nursing operations have enhanced patient care and optimized resources. Your talent for discussing even the most challenging topics without sugarcoating manages to convey the message with compassion and understanding—so residents and families feel heard, respected, and well-informed. Thank you for your remarkable contributions to the delivery of care.

Martha Velez, RN

Transitional Care Unit Manager - Wilson Health Care Center at Asbury Methodist Village

Martha, as Transitional Care Unit Manager at Wilson Health Care Center at Asbury Methodist Village, you oversee the admissions process and plan of care for new patients by thoroughly reviewing hospital records, physician notes, and medications. This chart review process can take hours and requires extreme attention to detail. You implemented rounds that enable the care team to identify subtle changes in patient condition and make adjustments. You even share your cell phone number so patients can call you with questions. Your dedication is inspiring.



Amanda Bibey, RN

Clinical Manager II - Bayada Home Health Care

Amanda Bibey, as Clinical Manager II at Bayada Home Health Care, you are always looking for ways to improve performance. At the forefront of educating staff on care improvements, you work closely with the office lead preceptor to ensure the thorough onboarding of new clinicians. The office you oversee has outstanding client satisfaction scores, which may be attributed to team building with the intent of improving communication and collaboration—resulting in improvement of care coordination. We celebrate your efforts and honor your commitment.



Ifeoma Olasewere, RN, BSN

RN Nurse Supervisor - BridgePoint Hospital Capitol Hill

Ifeoma, as RN Nurse Supervisor, you participate in many activities that directly influence the quality of the patient experience at BridgePoint Hospital Capitol Hill. As an example, you are a driver with the clinical team when it comes to wound care management and antimicrobial stewardship. You are responsible for timely throughput. You consistently ensure that patients are admitted and discharged in a seamless manner and that proper staffing ratios are in place. Furthermore, your hospital tours are legendary! Thank you for the care you bring each day.

Wendy Cunningham

EVS Director - BridgePoint Skilled Nursing & Sub-Acute Capitol Hill

Wendy, as Director of Environmental Services at BridgePoint Hospital Capitol Hill, you ensure a clean and safe environment for staff, patients, and visitors. As a team player, you are always ready to assist other staff members in any capacity you can. You are cost conscious and keep your eye on management of housekeeping inventory and overtime. But more than that, you are dedicated to improving quality. You are dedicated to customer satisfaction and make sure that residents' concerns are resolved and followed up. The things you do are greatly appreciated.



Veronica Hill, RN, BSN

Nursing Supervisor - BridgePoint Hospital National Harborside

Veronica, as Nursing Supervisor, you have knowledge of multiple roles within BridgePoint Hospital National Harborside. You assist in all measures related to quality care. When any quality improvement projects are introduced, you ensure that the nursing staff members are well educated and proficient in implementing the initiatives. Every day, in addition to rounding, you meet with families as they are visiting their loved ones, making sure that any concerns are addressed in a timely manner. We honor your expertise and offer this award with gratitude.



Marie Moise, RN

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

Marie, as Interim Director of Nursing for BridgePoint Healthcare, your goal is to continually improve the care of patients in the nursing home and to remind others of the importance of excellent customer service and patient satisfaction. You create an environment of compassion for residents, family, and staff, making sure they have what they need and providing support to others in their role. Today we recognize your commitment to providing great health care and your flexibility with change and demanding circumstances. You set the standard for excellence.



Merideth Moody, PharmD

Director of Pharmacy - CalvertHealth Medical Center

Merideth, as Director of Pharmacy at CalvertHealth Medical Center, your adaptability and hands-on approach ensure continuity of care and smooth operations. You empower your team to participate in decision-making, fostering ownership and innovation. Effectiveness has also been enhanced by your efforts to implement new solutions, delegate tasks, collaborate, and expand the skills of team members. Thanks to your approachable demeanor and open-door policy, your team feels valued and empowered. Your exceptional leadership makes you a tremendous asset.





Lori Nzekwe, PharmD, CPh

Interim Director of Pharmacy - Cedar Hill Regional Medical Center

Lori, as Interim Director of Pharmacy, you have been a pivotal force in the establishment of the new inpatient pharmacy in Cedar Hill Regional Medical Center. Methodically overseeing every aspect of this initiative, you've helped design the layout and established policies that ensure compliance with regulatory standards, while also prioritizing patient-centered care. Promoting interdisciplinary collaboration, you actively engage with other departments. We honor your deep understanding of the critical role of pharmacy services in the overall healthcare ecosystem.

Jeffery Cywinski, RPH, ACE 340B Certified

Director of Pharmacy Services - Chase Brexton Health Care

Jeff, as Director of Pharmacy Services at Chase Brexton Health Care, your commitment to improvements has streamlined access to medication, increased affordability, and optimized care for patients. Your efforts have not only strengthened compliance with 340B guidelines but have also resulted in significant cost savings and improved patient access. Your collaboration with cross-functional teams, attention to regulatory compliance, and commitment to operational efficiency has had a meaningful impact. We are grateful for your diligence and initiative.



Anthonia Osungbemi, CNA, CMT

Direct Support Professional - Cherished Hands Home Healthcare

Anthonia, as a Direct Support Professional at Cherished Hands Home Healthcare, your contributions have streamlined documentation processes, reduced time spent on paperwork, and enhanced staff satisfaction, leading to a more efficient and productive work environment. You implemented a technique that integrates care plans with daily visit notes, which has enhanced documentation efficiency, ultimately improving the quality of care for clients. We acknowledge you today for your keen attention to detail and dedication to improving the patient experience.

Scott Davis

Special Police Officer - Children's National Hospital

Scott, as Special Police Officer at Children's National Hospital, you often take time for a very special ceremony. A Donate Life flag is raised any time there is an organ donation or when a transplant recipient is well enough to go home. As the security representative who helps the families raise the flag, you approach each ceremony with compassion, reverence, and professionalism. You recognize the importance of the ceremony for families and that each flag raising represents both loss and hope—and you never rush through it. We offer you our thanks.



Robert Simpson

Support Services Program Lead - Children's National Rehabilitation & Specialized Care

Robert, as Support Services Program Lead, you are responsible for the procurement and distribution of supplies throughout Children's National Rehabilitation & Specialized Care. You work closely with the clinical staff to ensure they have all specialty supplies for the complex patients they serve. You recently stepped up to assist in managing an additional department on an interim basis—and got right to work assessing, prioritizing, and streamlining. It is inspiring the way you show up every day to support your staff and help them deliver exceptional care.



Jeb Gibson, MSN, RN, APRN-CNS, ACCNS-AG, CEN, NRP
 Clinical Nurse Specialist, Emergency Services - Frederick Health

Jeb, as a Clinical Nurse Specialist in the emergency department of Frederick Health, you guide the nursing team through constant change while maintaining a focus on compassionate and efficient care. You lead through your values, consistently striving for higher levels of clinical practice and serving as a calm and stable collaborator on multiple professional teams. Your deep clinical expertise ensures that evidenced-based care is consistently delivered. We honor you for reinforcing the emergency department's role as a critical entry point for the community.

Shunquanna "Q" Woolard, BS, PN/ALM-CDP
 Home Care Operations Manager - Goodwin Living/Goodwin House Home Care

Q, as Home Care Operations Manager at Goodwin House Home Care, you have enhanced efficiency, reduced costs, and improved service delivery. Your forward-thinking vision led to the expansion of services beyond the campuses and into the greater community. Your innovative approaches and commitment to fostering a supportive work environment have strengthened morale and improved engagement. Embracing technology, communication, and inclusion, you are determined to ensure that everyone succeeds—and making a big difference!



Lakeethia Eddy

Community Outreach Representative - Health Services for Children with Special Needs

Lakeethia, as Community Outreach Representative, you represent Health Services for Children with Special Needs with integrity and professionalism. You are careful as you communicate with members of the community, establishing a relationship that gives the beneficiary the confidence to enroll. For many months, you have been the sole supporting staff member for the Outreach team. You have identified creative ways to engage with the community while keeping the department afloat and maintaining a positive attitude. We hold you up as a champion.



Megan K. Supinski, MSN, RN, CMSRN
 Nurse Supervisor - Holy Cross Germantown Hospital

Megan, as Nurse Supervisor at Holy Cross Germantown Hospital, you are dedicated to maintaining high standards of patient care. You foster a culture of efficiency, leading by example to encourage an organized and waste-free environment. By addressing issues as they arise, you are able to follow up on patient concerns in real time, and your meticulous attention to detail helps you identify any missing elements in patient care orders. Your commitment to innovation and improvement is commendable, and we are grateful for your contributions.



Mohamed Luqman, BSN, RN
 Nurse - Holy Cross Hospital

Mo, as a NICU Nurse at Holy Cross Hospital, you deliver exceptional care with expertise and compassion to critically ill babies. With a resourceful and proactive approach, you navigate the complexities of neonatal care, offering solutions and guidance to others. By mentoring, you contribute to the professional development and confidence of new nurses. You treat every patient and family with care and consideration, providing comfort and reassurance, and making them feel heard, supported, and valued. You give us a splendid portrayal of the art of nursing.



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Natalie Nguebou

Home Health Aide - Homs Senior Care

Natalie, as a Home Health Aide at Homs Senior Care, you have demonstrated an exceptional ability to go above and beyond to ensure that every client feels valued, comfortable, and respected. Whether by suggesting an improvement that enhances client comfort or stepping in during a critical moment to provide outstanding care, your dedication has made a tangible impact on the lives of clients and their families. With this award, we pay tribute to the professionalism, diligence, and commitment you share. Thank you for giving your best.

Josh Magariel

Director of Quality & Compliance - Hospice of the Chesapeake

Josh, as Director of Quality & Compliance for Hospice of the Chesapeake, you have played a pivotal role in transforming the approach to document management, collaboration, and process automation. Your leadership and innovative solutions have made it possible to operate more efficiently, transparently, and collaboratively. Because of your commitment to fostering a culture of continuous improvement, you have created an environment where team members feel supported and empowered. We salute you for your remarkable ideas and the remarkable results.



Sanaa Belhriti, PharmD

Director of Pharmacy - Howard University Hospital

Sanaa, as Director of Pharmacy at Howard University Hospital, you have played a critical role in advancing patient safety, financial sustainability, and interdisciplinary collaboration. You have significantly enhanced quality and safety through process improvements, which has had a transformative impact. Your leadership has directly improved patient outcomes and satisfaction by enhancing education, accessibility, and service delivery. Your financial acumen, patient-centered initiatives, innovation, and dedication make you a deserving candidate for this award.

Andres Rojas

Managerial Consultant V, Performance Improvement - Kaiser Permanente

Andres, as Managerial Consultant for Performance Improvement, you are a transformative force in patient safety and operation excellence at Kaiser Permanente. Your leadership in critical safety and quality improvement projects has directly enhanced patient outcomes, streamlined operations, and strengthened regulatory compliance. Through your strategic problem-solving, collaborative leadership, and deep commitment to patient safety, you have set a new standard for quality and laid the foundation for long-term improvements. We celebrate your vision.



Melanie Pinkett-Davis, PhD, MSW, LCSW-C, HEC-C

Assistant Vice President, Clinical Services - Kennedy Krieger Institute

Melanie, as Assistant Vice President of Clinical Services at Kennedy Krieger, you provide training and support initiatives that improve access to care, bringing essential services to those who need them most. A natural leader, you build partnerships, inspire colleagues with your dedication, and encourage a culture of teamwork and support. Your ability to connect with everyone and your innovative problem-solving skills have led to successful outcomes in many challenging situations. Every team needs a beacon of hope and support like you.



Frances Faciolan, RN, BSN

Registered Nurse II - LifeBridge Health—Northwest Hospital

Frances, your influence extends far beyond the Post Anesthesia Care Unit at Northwest Hospital where you are a key member. One of your greatest contributions is the mentorship and support you provide to the international nurses on staff. You meet with each new nurse personally, making sure they have everything they need to assimilate to a new culture. You introduce them to their new teammates, help them settle into their new home, and make sure they can succeed. Today we honor you for making your hospital, your community, your world, a better place.

Jessica Wilson, MS, RN, CEN, CPEN, TCRN, EBP-C

Clinical Excellence Supervisor & Clinical Outcomes Specialist - LifeBridge Health—Sinai Hospital

Jessica, as Clinical Excellence Supervisor & Clinical Outcomes Specialist at Sinai Hospital, your unwavering commitment to improving patient experience is evident in your work to implement patient-centered care changes across the system. Your work on evidence-based practices has directly contributed to enhancing the quality of care for vulnerable patients, meeting the unique needs of patients in crisis. You emphasize the importance of teamwork, communication, and collaboration. Today we recognize and applaud your achievements.



Rev. Caralis Kumbrue, M.Ed., M.Div

Duty Chaplain - Luminis Health Anne Arundel Medical Center Spiritual Care

Caralis, as Duty Chaplain at Luminis Health Anne Arundel Medical Center, you bring spiritual focus and well-being to the healing journey, working alongside caregivers in the healing process. With sensitivity and respect, you help patients and their loved ones in times of grief, loss, and distress. You respect the varied cultural and faith traditions of the community and often lift a voice for the voiceless. Because you know the importance of treating the spirit to allow the body to heal, you often remind others to "be present." Thank you for being present.

Natalie Pierre

Customer Service Representative - Luminis Health Clinical Enterprise

Natalie, you've only been a Customer Service Representative at Luminis Health Imaging for a few months, but your commitment to mission and service are making an impact. While you welcome and register patients, you take personal responsibility for their experience. When a patient said she was late for her appointment because she didn't have money for the bus and had to walk, you noticed that her shoes were threadbare. You called Goodwill and arranged for her to receive a pair. Your compassion and initiative have immeasurable value. And we admire you.



Fiona Burke, MSN, RN, SCRNP, CMSRN-BC

Coordinator, Stroke Program - Luminis Health Doctors Community Medical Center

Fiona, as Coordinator of the Stroke Program, you have guided the development and integration of services to expand the care provided to stroke patients at Luminis Health Doctors Community Medical Center. You worked with your nationally recognized Stroke Program team to test new technology and provide education across the system—including the Emergency Department and ICS—to improve stroke diagnosis, triage, efficiency, and patient outcomes. We are inspired by your talent, competence, and extraordinary leadership.



Jeri Anderson

Patient Experience Manager - MedStar Franklin Square Medical Center

Jeri, as Patient Experience Manager for Food & Nutrition at MedStar Franklin Square Medical Center, you have built a sustainable, high-performing program that puts patients first. One key to your success is your willingness to dive in, address issues head-on, and quickly make positive change. You focus on training improves staff skills and informs patients about the reasons for their diet modifications. With your dedication, creativity, spirit of fun, and desire to succeed, you bring a contagious sense of positivity. You offer an extraordinary example of success.

Thaddeus Wientzen

Overdose Survivor Coach - MedStar Georgetown University Hospital

Thaddeus, as Overdose Survivor Coach at MedStar Georgetown University Hospital, you set a shining example of compassion, professionalism, and well-coordinated care. You have shared that you are able to relate to patients because you have struggled with addiction and gotten your life on track. Your approach to peer recovery includes letting patients know that you can relate and are there for them. You recently were able to calm a combative patient in great distress with your kindness and empathy. Witnesses to this event were deeply moved by your skill.



Karen Droter, MSN,RN-CENP

Director Nursing Practice Innovation - MedStar Good Samaritan Hospital & MedStar Union Memorial Hospital

Karen, as Director of Nursing Practice Innovation at MedStar Good Samaritan Hospital & MedStar Union Memorial Hospital, you are committed to patient safety, quality patient care, nursing excellence, and professional achievement. Whether you are rounding with your team, sitting on a committee, or teaching about quality improvement, your work has a direct impact on patient experience. You have been instrumental in many initiatives and are open to alternate ways to improve results. We commend the thoughtful way you go about achieving results.

Sandra Walsh

House Administrator - MedStar Montgomery Medical Center

Sandra, as House Administrator at MedStar Montgomery Medical Center, you are a planner! Always thinking three steps ahead, you have a plan for A, B, and C—and have probably already mulled over a potential event before it occurs. You are an advocate for the nursing profession and believe that every employee is critical. You see each patient as if they were your own family member and have a certain finesse when dealing with challenging patients. You demonstrate what it means to be patient centered and staff supportive—and we are grateful.



Rebecca Schwender, PT, DPT

Program Specialist for Compliance and Safety - MedStar National Rehabilitation Hospital

Rebecca, as Program Specialist for Compliance and Safety at MedStar Health Physical Therapy, you implement efficient strategies that improve education of team members and aid in improving care delivery. You track the completion of disaster drills and ensure emergency preparedness. Your communications and education are clear and concise, allowing leaders to drive change where needed to ensure the highest standards are met. Your passion for improving safety and compliance for patients and employees is impressive and we extend our gratitude.





Nichole Martin

Patient Care Tech - MedStar Southern Maryland Hospital Center

Nichole, as a Patient Care Tech at MedStar Southern Maryland Hospital Center, your decisive actions, clinical intuition, and commitment to patient safety exemplify the highest standards of care. During a recent patient assessment, you noticed a rapid change in blood pressure and notified the charge nurse. Then you observed a significant shift in breathing and quickly called for a Rapid Response activation. Thanks to your vigilance and swift action, the patient—who'd had a pulmonary embolism—was stabilized. We applaud your alertness and quick thinking.

Caitlin Gutekunst, PharmD, BCPS

Clinical Pharmacy Specialist - MedStar St. Mary's Hospital

Caitlin, as a Clinical Pharmacy Specialist, you are committed to increasing awareness and promoting the safe and effective use of antimicrobials at MedStar St. Mary's Hospital. You provide expertise during interdisciplinary rounds, offering recommendations for adjustments, changes, and discontinuation of orders. In collaboration with the rest of the multidisciplinary team, this "antibiotic time out" process has resulted in a clear reduction in bacterial infections. Today we celebrate your passion for impactful antimicrobial stewardship interventions.



Dr. Jessica Fields

AVP Medical Operations and Resource Management - MedStar Washington Hospital Center

Jessica, a big part of your job as AVP Medical Operations and Resource Management at MedStar Washington Hospital Center is improving the efficiency of patient care. A true champion for clinical documentation improvement, you work tirelessly with physicians and advanced practice providers on a variety of topics. You advocate for the inpatient Hospice Program, working to expand access and help hospital staff understand the benefits of the program. Today we are proud to offer you this tribute to your leadership and accomplishments.

Mary Jackson, MMS, PA-C, CAQ-EM

Program Director, Physician Assistant Program - Mount St. Mary's University

Mary, as Program Director, you have worked diligently to build a curriculum and take other necessary steps to launch a Physician Assistant Program at Mount St. Mary's University. This effort has taken long hours, patience, and perseverance as you and your team worked through accreditation and the many associated challenges. In addition, the associated Care for America program that you are helping to develop will bring healthcare options and support to areas of the nation where it is much needed. Your optimism for future is an inspiration for us all.



Juhi Morrison, PA-C, MSHS

Director, Programs of Nexus Montgomery - Primary Care Coalition

Juhi, as Director of Programs of Nexus Montgomery, you are unwavering in your commitment to organizational sustainability, service quality, and patient satisfaction for Primary Care Coalition as well as for local healthcare providers and the community. With your exceptional problem-solving skills, clinical expertise, and strong focus on quality improvement, your leadership has been transformative. Beyond your technical skills, you also foster collaboration and learning, inspire confidence, and strengthen communication. You are an inspiration.



Sharon Flowers-Williams

Health Care Counselor - Riderwood Village

Sharon, as Health Care Counselor at Riderwood, you have been instrumental in improving processes that streamline admissions and transition of care. Your approach has strengthened interdisciplinary collaboration, leading to seamless care coordination and enhancing the quality of life for residents. You foster a hospitality-driven culture rooted in servant leadership, ensuring that every resident and family member feels supported throughout their journey. Your leadership is not only inspiring, it's contagious—and we're grateful for your good example!

Evelyn Gomez Quintanilla, R.T.(R)(MR)

MRI Technologist - Sentara Northern Virginia Medical Center

Evelyn, as an MRI Technologist at Sentara Health, you are pivotal in ensuring the safety and well-being of every patient who enters the MRI suite. Your unwavering attention to detail and proactive mindset serve as a vital safeguard against potential harm to patients, particularly when it comes to reviewing prior imaging studies for any critical information that could impact the MRI procedure. Your sharp eyes and quick thinking recently saved a patient from serious injury. We commend your diligence and dedication to the highest standards of care and safety.



Emily Haley

Manager of Food Services - Sheppard Pratt

Emily, as Manager of Food Services at Sheppard Pratt, you are patient-centered, using food in creative ways, like therapeutic snacks, themed meals, and kid-friendly menus. You often showcase special items to enhance employee engagement. As a servant leader, you give your team care and support—bringing staff to work during weather emergencies, assuring them they are welcome at celebrations, and even helping an unhoused staff member find housing. For understanding how important food is, and that people are even more important, we salute you.

Patrick Bray

Safety & Security Manager - Sibley Memorial Hospital- Johns Hopkins Medicine

Patrick, as Safety & Security Manager, your vigilance and proactive measures have given peace of mind to team members and patients at Sibley Memorial Hospital. You rolled out a robust weapons detection system, and you track metrics related to safety, including alarm response time. You were instrumental in recruiting and training many new officers to increase the security presence—coaching them on customer service and ensuring that patients have a great experience. Because of your efforts, Sibley is safer than ever. Thanks for helping us feel secure.



Prisca Njume, DNP, MSN, FNP, BSN, BMLS, RN

Chief Nursing Officer - Spring Grove Hospital Center

Prisca, as Chief Nursing Officer at Spring Grove Hospital Center, you are a role model of steady, professional, and positive leadership in all you do, whether interacting with a patient, family member, staff, supervisors, or regulators. You have shown consistent initiative for process improvement that increases efficiency, quality, and patient satisfaction. As a creative thinker, you don't wait for someone to tell you to make something better, you go for it. You can be counted on to do the right thing no matter the situation, and we value your dedication.



Jonathan Verbus, MBA

Director, Environmental Services - Suburban Hospital – Johns Hopkins Medicine

Jonathan, as Director of Environmental Services, you have been instrumental in developing a high functioning team that believes in the mission to provide high-quality care at Suburban Hospital. You developed processes that aim to increase operational efficiencies, while also ensuring that each patient resides in the cleanest of environments. Cleanliness scores and patient satisfaction have improved due to your efforts. In addition to improving patient care, you also search for ways to reduce costs. Today we salute your dedication and efficiency.

Senta Purzer, MSN, RN

Senior Clinical Analyst - The George Washington University Hospital

Senta, as Senior Clinical Analyst at The George Washington University Hospital, you employ critical thinking to streamline existing clinical and operational processes, which results in reducing redundancies in staff workflows. When leaders are looking to incorporate new processes or address problems in existing workflows, you are able to assess each issue and provide the best recommendations. After considering many factors when making your informed decisions, you are able to explain things so others can understand them. That's a gift. Bravo!



Jennette Hathorn, DO

Associate Medical Director III of Respite Care – Physician Family Medicine - Unity Health Care

Jen, through your leadership in Unity Health Care's Medical Respite Program, individuals experiencing homelessness receive the care they need to stay out of the hospital and get on their feet again. By engaging with other healthcare professionals and developing partnerships in multiple sectors, you have created a crucial part of the continuum of care. Your ability to address the unique needs of this vulnerable population and connect with each patient are obvious to anyone who sees the respect and warmth with which your patients greet you. Bravo!



Kwaku Boateng-Athur

Director of Accreditation & Hospital Environmental Safety - University of Maryland Capital Region Health, UM Laurel Medical, UM Bowie Health

Kwaku, as Director of Accreditation & Hospital Environmental Safety, you deliver exceptional leadership in envisioning and implementing improvements to providing care across multiple facilities at University of Maryland, Capital Region Health. This includes development of care guidelines and policies, identification of practice opportunities, and patient throughput efficiencies. Most impressive are your organizational skills in leading toward exceeding regulatory standards of care. Your leadership and ability to engage others are highly valued.



Katrina Smith

Director Transformation Office - University of Maryland Capital Region Health, UM Laurel Medical, UM Bowie Health

Katrina, as Director of the Transformation Office, you are a key leader on the journey of University of Maryland Capital Region Health as they make changes that improve safety and patient experience. As a problem solver, you bring creative thought and structure to your work. You have helped support and lead the organization through significant change and during times of crisis. Your mentoring role in developing leaders has led to all your project managers taking on greater responsibilities. We are pleased to recognize your accomplishments with this award.





Malinda Marroquin, MSHCA, RN, NEA-BC

Senior Director Perioperative Business and Operations - University of Maryland Capital Region Health, UM Laurel Medical, UM Bowie Health

Malinda, as Senior Director of Perioperative Business and Operations at University of Maryland Capital Region Health, your leadership and commitment to fostering collaboration across teams have been instrumental in improving both operational efficiency and patient care. As a champion for multidisciplinary work, you regularly bring groups together to solve problems and improve processes. Your clear communication, organized approach, and ability to unite teams with diverse expertise have led to innovative solutions and streamlined workflows. Well done!

Karen Howsare, MSN, RN, ACM

Director Population Health - UPMC Western Maryland

Karen, as Director for Population Health at UPMC Western Maryland, you have taken the lead on initiatives for various population health programs, such as diabetes, COPD, and heart failure. The impact of your work reaches far beyond administrative tasks—it has a profound effect on patients and the broader community. Your contributions directly enhance the lives of those who rely on these services, ensuring they receive the best possible care and support. Even though you work behind the scenes, you play a pivotal role, and today we celebrate your dedication.



Esther Yeboah

Licensed Practical Nurse - Woodbine Rehabilitation and Healthcare Center

Esther, as a Licensed Practical Nurse at Woodbine Rehabilitation and Healthcare Center, you seamlessly coordinate with your team while delivering top-tier care to residents. Your multifaceted approach—combining mentorship, efficiency improvement, follow-up on patient concerns, listening and communication, empathy, and unwavering dedication to patient care—demonstrates a proactive and innovative approach. Your presence in the facility instills a sense of security and comfort among residents. You exemplify loving care, and we extend our thanks.



*Congratulations again to
our Award Recipients!*

2025 Employee Of The Year And Matthew F. McNulty Awards Luncheon Official Photos

To view the full gallery of photos from our 2025 Employee of the Year and McNulty Awards Luncheon, visit our [Flickr page here](#). To learn more about the event, visit us [online here](#).



CareFirst Healthcare Council Highlight



CareFirst BlueCross BlueShield (CareFirst) is one of the nation's largest not-for-profit healthcare organizations. We are headquartered in Baltimore and have nearly 5,000 employees in the Greater Baltimore Region.

As a leading healthcare organization, CareFirst goes beyond the role of a traditional health plan by making meaningful differences through impactful and sustainable actions. We understand that healthcare extends past the walls of a provider's office, with social and environmental factors impacting health more than clinical care. Through investments in community health and social impact initiatives and strategic partnerships, we understand the challenges our communities face when seeking care and strive to reduce systemic barriers to create a more fair, inclusive region. Partnerships are essential to advancing positive health outcomes and high-quality healthcare that is affordable, accessible and equitable for all.



One of our valued partnerships is with The Healthcare Council, which we have proudly supported since 2007. The Healthcare Council shares our commitment to health equity, analyzing the social drivers of health that impact our shared communities and working towards solutions that advance positive health outcomes for all. Over the course of our partnership, seventeen of our Difference Makers have graduated from the program.

We believe that lasting change in our region won't happen through any one individual or industry but by the collective efforts of many. The Healthcare Council is an essential way to uplift the next generation of community leaders to lead the charge.



For more information on how CareFirst drives impact in our communities, please visit carefirst.com/transformation.

Our sincere gratitude to our Annual Employee of the Year Awards & Matthew F. McNulty, Jr.
Award Luncheon Sponsors. Your support of this special event is greatly appreciated.

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2025 Omega Logan Silva Scholarship Recipient

We are thrilled to announce that Dr. Edna Normand, a neuroscientist and graduating physician, is the recipient of the fourth annual Omega Logan Silva Scholarship. She will begin her residency in psychiatry in July 2025, focusing on delivering exceptional medical care to underserved patients with psychotic disorders, advancing research to improve treatments and advocating for better community support systems.

Dr. Normand earned her PhD from Princeton University in systems/circuits and computational neuroscience and is completing her MD at Rutgers RWJ Medical School. An NIH F30 fellow, she has received accolades such as Merck's Top 10 Global Innovator and the NIH BRAIN Initiative Trainee Highlight Award.

Beyond academics, Dr. Normand has dedicated more than 15 years to community service, volunteering at a student-run free medical clinic, assisting in special education, and leading relief efforts during COVID-19 and Hurricane Sandy. Her supervisors praise her compassionate and empathetic patient care.

The Omega Logan Silva Scholarship will help Dr. Normand offset educational costs and support her mission to bridge the gap between medicine, science and society for underserved populations.



Guest Host Melissa Mollet



The Healthcare Council was delighted to have Melissa Mollet host the 2025 Employee of the Year and McNulty Awards Luncheon again this year.

It was an honor having her host the event. Her charm, professionalism and personable demeanor made the luncheon even more special.

Melissa, a Gaithersburg native and News4 Today anchor at NBC4, brought charm and professionalism to the event.

She began her journalism career interning at NBC4 and returned in 2010 as a reporter. Melissa has won five EMMY awards, including one for her 2013 story "Rescuers Rescued," and created two NBC4 franchises: Finding Families, highlighting foster children, and Meet Your Street, exploring local road names.

She previously anchored and reported for KDVR in Denver, earning a Colorado Broadcasters Association award, and worked at Cable News 21, Newschannel 8, and NBC25, where she launched Test it Out Tuesday.

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





**THE
Healthcare
Council**

**Collaboration.
Cooperation.
Education.**

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**Interested in Joining
The Healthcare
Council**

The Healthcare Council continues to develop its all-inclusive, broad-based association of members to accurately reflect the providers of care doing business in its service area - encompassing the mid-Atlantic region.

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
or 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.