

Healthcare Council Report

SPECIAL EDITION:
MCNULTY AND EMPLOYEE AWARDS LUNCHEON

April, 2017

HEALTHCARE COUNCIL OF THE NATIONAL CAPITAL AREA
SPECIAL EDITION

HCNCA

Acknowledging Our Award Winners

Thank you to Healthcare Council members, for participating in the 2016 McNulty and Employee of the Year Awards Luncheon. The HCNCA Board's selection of Kevin Sexton as the McNulty Award recipient and the nomination of outstanding employees by healthcare providers, is a reminder of the talents and efforts of those who help us achieve excellence in service to others. Congratulations to all Award Recipients. Employees from hospitals, continuing care retirement communities, home care agencies, federally qualified health care centers and specialty hospitals were honored at the March 2017 Awards Luncheon. Healthcare values and principles are made possible because of dedicated employees who make significant contributions to high quality care for our patients and residents. The words of commendation about Kevin Sexton's 18 years of healthcare leadership were impressive. Hearing the narratives as to how each employee impacted their organization and why they were selected for this award was uplifting.

This special issue of the Healthcare Council Newsletter is to acknowledge and express appreciation, that the foundation of our success in the region, is built upon each individual's commitment and dedication to enduring quality and strength in service to others.



25 of the 33 Employee of the Year Award Recipients

Stay Connected

www.healthcare-council.org

@HCNCA

HC
NCA

Inside this Issue:

McNulty & Employee Awards Photos	2	Photos of Employee Awards Recipients & Bios	5 - 13
McNulty & Employee Awards Photos Continued	3 - 4	Thank You To Our Sponsors	13

2017

HEALTHCARE COUNCIL OF THE NATIONAL CAPITAL AREA

CENTERPARK II - FIRST FLOOR 4061 POWDER MILL RD, STE 100 CALVERTON, MD 20705 PH: 301-731-4700

MCNULTY AND EMPLOYEE AWARDS LUNCHEON PHOTOS



Greeting and meeting was part of the registration process. The Awards Luncheon attendees were all smiles as they registered for the annual event. Sponsors, healthcare executives, HR leadership and award recipients enjoyed the opportunity to socialize prior to the invocation and call-to-order. For many it was an opportunity to visit with friends and teammates who worked together in previous organizations. For others, it was an opportunity to network with individuals from different institutions.



Paul Hagens, Doctors Community Hospital; Denise Keys, Holy Cross Health and Forest Read, Jackson Lewis



Waymon Armstrong, EEO, ECS, Inc. with Lynn Welch and Randy Marribe, EMS, LLC



Alicia Brill, George Washington University Hospital and Ken Cohen, PhD, The Synergy Group

MCNULTY AND EMPLOYEE AWARDS LUNCHEON PHOTOS, CONTINUED



Les Pitton, President, HCNCA, opens the meeting



Roxanne Holston, Providence Hospital, checks out the day's events



Hercules Pinkney, PhD, Board Chair, Holy Cross Health and Judith Rogers, PhD, President, Holy Cross Hospital, speak about and introduce Kevin Sexton, recipient of the McNulty Award



Joan Lewis, American Hospital Association; Les Pitton, HCNCA; Kevin Sexton, Hercules Pinkney and Judith Rogers, Holy Cross Health (Hospital)



Michael Chiamonte, President, Chiamonte & Associates, welcomes everyone and gives background on the Employee of the Year Award



Robby Brewer, Lerch, Early & Brewer and HCNCA Legal Counsel, gives background on the McNulty Award



Holy Cross Health attending board and executive staff



Standing ovation for Kevin Sexton



Standing ovation for Kevin Sexton



Kevin Sexton, former President, Holy Cross Health (Hospital) accepts the Matthew F. McNulty, Jr. Award

MCNULTY AND EMPLOYEE AWARDS LUNCHEON PHOTOS, CONTINUED



Alison Arnott and Joanne Miller, Sibley Memorial Hospital



Scott Belzelos, M.D., Michelle Vassallos and Ann Marie Madden, Inova Fairfax Medical Campus



Rob Grange and Elizabeth Kotroba, Adventist Healthcare Physical Health & Rehabilitation Hospital



Jacob Carr and Conan Dixon, Johns Hopkins Medicine



Kim Russo, GWUH, with Kristen Feliciano and Judith Rogers, Holy Cross Hospital



Julie Keese, Ann Coppersmith and Matthew Lukasiak, Holy Cross Health



Keon Stevenson, Dixon Hughes Goodman with Teresa Burke Wright and Katherine Soppett, Jackson Lewis



Lynette Godhard, Adventist Healthcare Home Care Services and Mary Williams, Premier Inc.



Tammy Woodfork and Wanda Watlington, Ft. Washington Medical Center



Adam Schmidt, United Medical Center and Julian Walker, Fukuda Denshi



James Thomas, Sibley Memorial Hospital; Tom Peacor and Ron Flowers, Roberts Oxygen and Robert Jewell, Sibley Memorial Hospital



Denise Keys and Norvell Coots, Holy Cross Health, checking out the day's program

Photos and bios of the 2016 Employee Award Recipients. We congratulate each and everyone on this achievement and thank you for the service you provide



Kara Hidalgo
Staff Development Manager
Adventist HealthCare Behavioral Health & Wellness Services

Kara, as staff development manager at Adventist HealthCare Behavioral Health & Wellness Services, you wear many hats, metaphorically speaking. You have developed a new curriculum for orientation. You've developed multiple trainings for nursing staff, and you continually conduct ongoing trainings based on hospital needs. You are a liaison for nursing schools and the nursing cohort program. You are an active participant in many committees. You are a valuable resource for nursing staff; when they ask for support, you are there to teach or coach at the drop of a hat, so to speak. Your leadership, positive attitude, and willingness to get it done inspire us all, and our hats are off to you!



Jean Costa
Rehabilitation Manager
Adventist HealthCare Home Care Services

Jean, as rehab manager at Adventist HealthCare Home Care Services for more than 11 years, you have led and provided clinical oversight for the physical, occupational, and speech therapists. The orientation you created for the therapy team has led to high engagement as well as low turnover of the therapy staff members. In addition to mentoring new therapists in the home health environment, you are willing to step up in times of tight staffing to provide direct patient care for patients that must be seen. You co-chair several committees and work closely with other managers, teams, and physician groups to support community outreach and coordinated therapy needs. The therapy staff know they can turn to you as a resource when handling difficult issues. Your leadership, dedication, and contributions make you a worthy recipient of this award.



Elizabeth Kotroba
Associate Vice President, Operations
Adventist HealthCare Rehabilitation

Elizabeth, as associate vice president for operations for Adventist HealthCare Rehabilitation, your leadership has brought operational excellence to the outpatient service line. Rehab has expanded from two sites to five over the past three years, with volumes growing by double digits. Further, you have expanded the outpatient department outside the hospital walls and into Montgomery County public high schools through the athletic trainer program, which enables Adventist HealthCare to directly serve over 8,000 athletes in our community by focusing on preventing injuries and promoting safe athletic activities. We are heartened by your efforts to reach out to the community and meet their health and wellness needs.

"I consider my ability to arouse enthusiasm among men the greatest asset I possess. The way to develop the best that is in a man is by appreciation and encouragement." - Charles Schwab



Joie Damico, PharmD, MBA, BCPS
 Director, Pharmacy
 Adventist HealthCare Shady Grove Medical Center

Joie, since joining the Adventist HealthCare Shady Grove Medical Center team just over a year ago as director of the pharmacy department, your leadership and direction have produced remarkable improvements. You developed a diverse department leadership, empowering staff to take ownership. Employee engagement scores have risen dramatically, as has customer service. Your plan to deploy pharmacy techs to the emergency department has led to greatly increased home medication reconciliation compliance, undoubtedly reducing medication errors and saving lives and money. You were able to gain the trust of your teammates and bring about the many changes necessary to make the pharmacy department one of the standout teams in the organization. We admire your perpetual optimism and fearless drive.

Catina Brooks
 Director of Patient Transport
 Adventist HealthCare Washington Adventist Hospital



Marc Bloom Accepting for Catina Brooks

Catina, as director of patient transport at Adventist HealthCare Washington Adventist Hospital, you are responsible for the transporters, stretchers, wheelchairs, volunteers, guest services, and mail management programs. Then last year your duties were expanded to include the translator program and special events management. Despite a challenging workload, your transporters are widely recognized for their high level of engagement. You are a strong role model for these young employees, and your staff's success is borne out by the frequency with which they are recruited for other, higher-level positions at the hospital. In recognition of your can-do attitude in taking on multiple leadership roles as well as your skill at recruiting and mentoring young staff, we applaud you today.

Debbie Hedges, LNHA Associate Executive Director
 Asbury Methodist Village



Debbie, because of your confident, positive, and effective leadership, you have recently been promoted to associate executive director at Asbury Methodist Village. You are a natural problem solver, and you do so collaboratively with your team and community leaders. You advocate for the right things for the right reasons, and are committed to mentoring others. But what impresses us most is your attitude. Your grace under pressure is legendary, and others can count on you to be the "non-anxious presence" during challenging times. Everyone feels more confident when you assess the situation with the simple phrase, "We got this." Thank you for "getting it." And thanks for being a pillar of strength, patience, calm, and compassion.

Sharee Bailey
 Patient Care Technician BridgePoint Hospital - Capitol Hill



Sharee, you were willing to step beyond your role as a patient care technician when you agreed to be cross-trained as a unit secretary. Now you are able to provide even more care and compassion for your patients and their families at BridgePoint Hospital - Capitol Hill. You bring a positive attitude with you every day, and it shows in the smiles you bestow on your co-workers, patients, and their family members. You are passionate about your work, and are always quick to lend a helping hand as you strive to make sure that all of your patients receive the best care possible. Your patients and their families are heartened and strengthened by your energy and enthusiasm, and they praise you for the love you show them. And so do we.

Michele Patten
 Lead Dietician
 BridgePoint Hospital - National Harbor

Michele, as lead dietician you are an integral part of the team at BridgePoint Hospital - National Harbor. You are extremely knowledgeable about your profession and you always put the patient first. An example of this is your recommendation to transition to a new tube-feeding vendor. You are working with their team to help establish a fully integrated malnutrition program that is able to quickly diagnose and treat those who suffer from various stages of malnutrition. Not only does this help patients while they are in the facility and long after they have been discharged, this transition has resulted in financial savings for your organization. You are a mentor to other dietitians and respected by your peers, and your colleagues at BridgePoint are proud to support your nomination for this award.



Nate Sweeney
 Executive Director
 Chase Brexton LGBT Resource Center

Nate, as executive director, you have been strategic in planning and organizing programs that continue to make a difference in the communities served by Chase Brexton LGBT Resource Center. The events and services assist a diverse group of patients, and they are always planned with your passion and commitment for serving the LGBTQ community. Many of the creative events that have taken place have enabled Chase Brexton to become a critical resource for our patients in time of need. People say that compassion, quality, and creativity are your brand, and you have imprinted the organization with this enthusiasm and empathy. We honor you today for all your efforts to put patients at the center of their own care, empowering them to live their healthiest lives.



Andrey Ostrovsky, M.D.
 Pediatrician
 Children's National Health System

We all know what happens to this city in a snowstorm: it shuts down. We also know that hospitals cannot close; they must keep providing seamless care to their patients. Andrey, as a pediatrician at Children's National Health System, you worked all night as last year's winter storm dumped more than 17 inches of snow on our region. After your shift, you needed to get home, and since the Metro was closed, you got on your bike and rode nearly 15 miles to Rockville. In Bethesda a camera crew from a local news station flagged you down and interviewed you on air. Everyone who saw it was amazed at your dedication to your job, but what touched us most was the shout-out you gave to the other staff at the hospital, from the nurses to the cafeteria staff, assuring everyone that things continued to work like clockwork. Thank you for reminding us of the vital importance of teamwork.



Salim Jarawan
 Director, Pharmacy Operations
 Doctors Community Hospital

Salim, as director of pharmacy operations, you have implemented several strategies that have contributed to the improvement of processes and sustainability at Doctors Community Hospital. For instance, you implemented therapeutic automatic substitutions that allow a cost-effective use of a drug as a representative of a class, thus reducing the cost and inventory. You installed appropriate software and a camera system in the Pharmacy IV clean room to ensure the accuracy and aseptic quality of IV preparations with effective remote monitoring. And you improved customer satisfaction by introducing a bedside medication delivery program that allows patients to fill their prescriptions in the hospital prior to being discharged. We are impressed not only by your ideas but also by your ability to put them into practice.



Wanda Watlington
 Chief Nursing Officer and Vice President of Patient Care
 Fort Washington Medical Center

Wanda, over the last few months since you have joined Fort Washington Medical Center as chief nursing officer and vice president of patient care, the organization has witnessed your effective leadership, active engagement, and attention to detail. Among other processes and policies, you have established care rounding as the navigator for patient care and introduced monthly reports, interconnecting them with budget variance reports. You have been trusted with the implementation of the organization's vision and we know that your instincts and choices will be the correct ones. Your optimism for the future is contagious, in a good way, and you are an inspiration to us all.



Heather Kirby
 Assistant Vice President, Integrated Care Delivery
 Frederick Regional Health Systems

Heather, as assistant vice president for integrated care delivery at Frederick Regional Health Systems, you have worked tirelessly for many years to stay on top of current trends in the case management and healthcare industry. You are open to new ideas and have a knack for knowing what programs will work well for the hospital and community. For instance, before readmission reduction was mandated, you spearheaded initiatives that have been effective and sustainable, resulting in the steady decline of readmission rates. You listen to needs and build partnerships to tackle challenges. Your visionary and creative thinking energizes those around you, motivating them to join you in this journey for excellence and service. We are in awe of your innovative ideas and the inspired results.



Ivy Benjenk
 Senior Clinical Analyst
 The George Washington University Hospital

Ivy, as senior clinical analyst for The George Washington University Hospital, you have successfully led many key quality and patient safety initiatives that have contributed to the overall reduction of adverse outcomes and associated expenses. For example, you successfully led an interdisciplinary initiative focused on improving the care and management of patients with sepsis, which led to a significant decline in your organization's sepsis mortality. In addition to serving as chair of multiple quality and safety committees, your commitment to quality and patient safety and improving patient outcomes is exemplified in all of the work that you do for the organization. We are grateful for your dedication.



Lori Saffitz
 Director of Social Work
 Hebrew Home of Greater Washington

Lori, as director of social work at Hebrew Home of Great Washington, you lead a team of eight social workers to manage complex issues with residents, including their psycho-social and financial assistance needs. You carefully plan for over 1,000 safe discharges per year, significantly limiting re-admissions to either the facility or to local hospitals. Every day you roll up your sleeves to ensure timely assessments and progress notes are completed, along with robust care plans to meet very stringent regulatory standards. Whether you are working with crisis intervention, special needs residents, advanced directives assistance, or resident rights, you work tirelessly on behalf of all residents and families. We salute your dedication and commitment.



Fred Carmen
Security Supervisor
Holy Cross Health, Germantown Hospital

Fred, as security supervisor at Holy Cross Health, Germantown Hospital, you always go above and beyond to create a safe environment for the hospital staff, patients, and visitors. Whenever there is an issue, you respond in a timely manner and help decrease the anxiety. Not only are you efficient in your daily work activities, but you also are willing to stay beyond your shift to help where hands are few. You are always respectful and pleasant to be around, plus you are a good listener, a trait everyone appreciates. From day to day, in your work and actions, you are an outstanding example of what it means to be a Holy Cross Health employee. Because of you, Holy Cross Germantown is a safer place to work, and we hope this award lets you know how highly valued you are.



Ronald D. Knight
Carpenter
Holy Cross Health, Holy Cross Hospital Silver Spring

Ron, as a carpenter at Holy Cross Hospital - Silver Spring, you are a true asset to the department and the organization. You are very responsive to every work order that comes in for the department, and you are always willing to go the second mile and serve beyond your assigned duties. For instance, your latest project involved the installation of aluminum tiles inserted into PVC flooring to prevent sagging and to help with moving an extremely heavy collimator. It was such a vital, complicated project, yet you made it seem effortless with your professionalism and care. Your Holy Cross family is delighted to have you as a member, and we are thrilled to be able to assure you how much you are appreciated.



Patricia Austin, RN, MSN Chief Operating Officer
HSC Home Care

Patricia, you were instrumental in the development of HSC Home Care, and now you are chief operating officer of this pediatric-focused home care agency. Since the inception of the organization, you advocated for an all-electronic health record system, and this forward thinking approach has improved the speed of tasks, decreased human error, improved health outcomes, and reduced costs. You have an extraordinary ability to recruit and retain talent, and your clinical staff turnover rate is impressively low. You have been a leader in developing structural changes to the delivery of care, continuously addressing social determinants of health that often impact care outcomes. For instance, you ensure that all clients have access to social work services to connect families with community resources and assist with financial, social, and emotional concerns. We praise you today for your extraordinary efforts and your visionary leadership.



Michelle Vassallo
Senior Director of Nursing Inova Fairfax Hospital

Michelle, as senior director of nursing at Inova Fairfax Hospital, you were the leader who spearheaded a significant throughput project that decreased boarding hours in the emergency department and PACU and increased collaboration between doctors and nurses to coordinate patient care. Your team has implemented a robust trio rounding process that involves patients in their timely discharge. These priority discharges will save the hospital over 8 million dollars as they decrease length of stay and increase the efficiency of environmental services and transport teams. We congratulate you on your leadership and your dedication to helping your team achieve their best.

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



Kimberly Cook, RN
Administrative Coordinator/Nursing Supervisor
Laurel Regional Hospital

Kimberly, as nursing supervisor representing hospital leadership after business hours at Laurel Regional Hospital, you have shown remarkable initiative. By helping to deploy efficient operating processes, you've supported opening beds in several areas to decompress the emergency room and facilitate hospital admission. Your approach to solving problems is pragmatic: you have high expectations for care delivery but you are supportive of staff regarding the challenges they face. Because of your example, your clinical skills, and your loyalty to the principles of safe patient care, staff members are able to see challenges as opportunities that can be resolved. Today we applaud your leadership.



Shirley Douglas
Executive Assistant
MedStar Georgetown University Hospital

Shirley, for over 10 years you have supported the human resources department at MedStar Georgetown University Hospital as executive assistant, and your skill set and contributions to the team have grown with each passing year. In 2016 you helped the department achieve goals relative to several major projects, volunteering to add extra work to your plate with gracious enthusiasm. Not only do you provide coordination, organization, and support as you work behind the scenes, you are endlessly cheerful and proactive and, to all appearances, you love what you are doing! Your departmental and institutional knowledge have made you invaluable. It would be so easy to overlook our quiet heroes, but today we acknowledge that you are the glue that has kept your department running smoothly.



leisha Dunston
Supervisor, Sterile Reprocessing
MedStar Montgomery Medical Center

leisha, as the supervisor in the sterile reprocessing department at MedStar Montgomery Medical Center, you not only provide sterile equipment to multiple departments, you consistently look for ways improve your service. There have been several changes in the department recently, from reorganization of supplies to rework of the flow, and you have ensured that there has been minimal interruption. Your willingness to help goes beyond your assigned duties, and you step up to help wherever it is needed. You advocate for your staff and help them find ways to meet challenges. Your team sees your example and your support; they notice that you involve them in decisions. And they do their best for you. You have said that you want to make a difference not only in your department but also throughout the hospital, and we would like to assure you, that's exactly what you do. You make a difference, and we are thankful.



Deborah Bush
Nurse Recruiter
MedStar Washington Hospital Center

Deb, as nurse recruiter, your role is vital in hiring the best clinical nurses to give safe, high quality, customer-focused patient care. In the past 10 years you have led and contributed to many hiring initiatives for MedStar Washington Hospital Center to meet and beat hiring goals. You focus on the quality of your work and treat your team members and candidates with respect and integrity. You understand that while you don't have a direct impact on patient care, you do have an impact on direct patient care givers—and so you are always thinking outside the box to come up with innovative ways to improve processes within your department. Today we commend you for always keeping the bigger picture firmly in mind.

Barbara Eldridge, PA
 Director, Quality Improvement & Outcomes
 Primary Care Coalition

Barbara, as director of quality improvement and outcomes at Primary Care Coalition, you have gone beyond building stronger teams and developing effective training programs. You have worked with the Specialty Care for the Uninsured program to add capacity through process redesign, which increased the funding that can go towards patient care. You recognized that safety-net providers need a provider workforce with medication dispensing privilege, and you saw that many safety-net providers have an onsite pharmacy to get affordable medication to their low-income patients. So you have worked for change to allow PAs to dispense the medications they can already prescribe and administer. Legislation is in process this Maryland legislative session. Tonight we honor you as a champion for your providers and their patients, and a champion for health care.

Linda Sylvester, RN
 Director of Infection Prevention
 Prince George's Medical Center

Linda, you have been at Prince George's Hospital Center for 33 years, but last year was probably the most challenging. First, after the death of the director of infection prevention, you were asked to take on the interim role. You kept things humming along well, but a few months later the hospital was blindsided by an outbreak of pseudomonas aeruginosa. This is not uncommon, but it was very unwelcome; it attracted the attention of the evening news and the state and federal healthcare regulators. This challenge propelled you to another level of extraordinary performance. You worked tirelessly to meet reporting expectations and coordinate compliance with other departments and regulatory agencies. You developed a water management plan and collected, logged, and reported hundreds of water samples for testing. Many employees in your organization had to work outside their comfort zone this past year, and we honor you for leading the way.

Dr. Eugenia Powell
 Chief Quality Officer
 Providence Healthcare, Ascension

Eugenia, because your natural gifts align to quality and safety, you were recently promoted to the position of chief quality officer at Ascension-Providence Healthcare. You have created structures and processes that have immediately impacted outcomes, such as closing the quality gap on preventing hospital-acquired infections, with all healthcare associated infections matrices moving in a positive direction. Patient experience keeps hospital leaders up at night; however, your solution has been to create patient experience teams. These four interdisciplinary teams intentionally focus on courtesy and respect, transition of care/discharge information, environment of care, and communication. And it's working. We recognize you today for these improvements and for the positive outcomes in patient experience.

Jeff Kimbell
 Director, Dining Service
 Riderwood

Jeff, in your first full year as director of dining service at Riderwood, significant changes have taken place and resident satisfaction scores have improved. This success is the result of your planning, communication, and teamwork. Your plan involved bringing in new talent, and this kind of change is always hard, but your open communication with staff has helped them embrace the plan and focus on improvement. Your style of communication is forthright and non-defensive, and residents and staff know that you listen thoughtfully and treat their viewpoint with respect. Your team has become collaborative, and decisions are owned by everyone because everyone is involved, working together for a common goal. You are truly a transformational leader and we are inspired by your vision.



Leslie Graham accepting for Barbara Eldridge



Robert Jewell
 Director, Environmental Services
 Sibley Memorial Hospital

Robert, as director of environmental services, your innovative thinking has improved the quality of life at Sibley Memorial Hospital. You worked collaboratively to improve the process for disposing of regulated medical waste in patient rooms by replacing large cans with small bags, thereby decreasing medical waste by an average of 1,000 pounds per month. You train your staff to talk with patients, linking their daily work of cleaning and disinfecting to the hospital's mission of delivering excellence and compassionate care. In addition, you continuously come up with fun, engaging projects to improve employee wellness. For instance, you led a design team in planting a vegetable garden for employees in front of the hospital, encouraging staff to work in the garden and enjoy the fresh produce. The welcoming environment at Sibley is a tribute to your leadership.



James Thomas
 Director of Emergency Management & Hospital Safety
 Sibley Memorial Hospital - Johns Hopkins Medicine

James, under your calm and visionary leadership, the move to Sibley's new state-of-the-art complex was completed with zero harm. You worked tirelessly to uphold patient safety and also ensured that employees would be prepared for any given situation. You directed the move on top of your regular responsibilities as director of emergency management and hospital safety, which include overseeing the overall quality of care provided to patients as well as the safety of visitors and staff. You have led your multidisciplinary team to develop and implement strategies to enhance the patient's experience. Specifically, in collaboration with physicians, nurses, and environmental services, you've launched the "quiet at night" initiative to promote rest and recovery. As our champion of safety and uninterrupted sleep, we salute you.



Jeanmarie Gallagher
 Manager - Cardiac Rehabilitation
 Suburban Hospital

Jean, as manager of cardiac rehabilitation for Suburban Hospital, you are focused on the quality of the patient experience. You work closely with hospital patient access and corporate patient access to process new patients for quick starts of care in cardiac rehab. You converted new patient Phase II cardiac process from individual sessions to a hybrid small group orientation, followed by individual starts of care. This model has allowed for faster starts of care for patients and has increased the volume of new patients. You offer physician and patient education on the benefits of rehab, and you collaborate with the cath lab and cardiology to promote referrals to cardiac rehab post-cath procedures. Furthermore, you engage your staff to join in your quest for excellence. You are worthy of this honor we offer you today.



Shannon Bowles
 Program Manager of the Orthotic and Equipment Department
 The HSC Pediatric Hospital

Shannon, as program manager of the orthotic and equipment department at HSC Health Pediatric Hospital, you recognize the need to maintain volume in your clinic to ensure sustainability. In order to maximize the amount of direct treatment time and minimize cancellations as well as staff travel time, you have forged partnerships with other providers, such as schools, parent groups, and the Department of Health. The operation of your clinic includes cross training of your clinical staff in the registration, scheduling, and authorization processes. The team approach in your clinic allows for one appointment that covers a lot of areas, minimizing multiple trips for the family. In addition to delivering a beneficial treatment experience, you value the time of your patients and their families, and we value your hard work and efficiency.



Erin Taylor
Coordinator
United Medical Center

Erin, as coordinator, your quality of work is consistent with the values and goals of United Medical Center. Your hard work, dedication, and task-oriented efforts help tremendously in providing efficiency and preventing redundancy. You keep your eyes on the prize as you search tirelessly for solutions to challenges, and you consistently meet or exceed customer satisfaction. We value your contributions, and we commend your dedication and commitment.



Joyce Alexander
Coding Manager/Department of Financial Services
Unity Health Care, Inc.

Joyce, as coding manager in the department of financial services for Unity Health Care, you serve in the critical role of patient/third party billing, in addition to being a highly skilled trainer in medical coding. Because accurate coding is critical to the success of third party billing, you are required to interact with provider staff, which you do in a very professional manner, earning the respect and appreciation of all the providers with whom you relate. You have enhanced the success of your department at a time when Unity has experienced a growth in Medicaid and Medicare visits. About four years ago, someone shared your resumé at a national conference and indicated that you were moving to the DC area, saying "She is a gem." That assessment is so right, and your colleagues at Unity are very glad to be your setting.

A SINCERE THANK YOU TO OUR PLATINUM, GOLD, BRONZE AND HONORABLE MENTION SPONSORS. WE APPRECIATE YOUR SUPPORT!

PLATINUM



GOLD



BRONZE



HONORABLE MENTION



HEALTHCARE COUNCIL OF THE NATIONAL CAPITAL AREA

CENTERPARK II - FIRST FLOOR 4061 POWDER MILL RD, STE 100 CALVERTON, MD 20705 PH: 301-731-4700



Les H. Pitton
President & CEO
lpitton@healthcare-council.org

Cheryl E. Thomas
Executive Assistant and Office Manager
cethomas@healthcare-council.org

Jami Shaffer
Member Services Manager
jshaffer@healthcare-council.org

Debbie Johnson
Director, Partner Development
djohnson@healthcare-council.org

Jenn Johnson
Accounting Supervisor
jjohnson@ltbd.com

Jill Tipton
Office Assistant
rjtipton@healthcare-council.org

Christopher N. Howard
Healthcare Council Fellow
cnhoward@healthcare-council.org

HEALTHCARE COUNCIL OF THE NATIONAL CAPITAL AREA
CENTERPARK II - FIRST FLOOR 4061 POWDER MILL RD, STE 100 CALVERTON, MD 20705 PH: 301-731-4700

The HCNCA/NCASS Board Adopts New Mission and Vision Statements

At the September 21, 2016 Board a new vision and mission statement were approved as recommended by the Strategic Planning committee. The new statements reflect the changing healthcare environment and the organizations purpose in serving it's membership.

Council Vision: "To meet the healthcare challenges of tomorrow by working together today."

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

Mission Statement - "The Council (HCNCA) is a membership organization dedicated to helping members reduce costs, encouraging cooperative working relationships, and promoting quality healthcare in our region."

"The Council": The Healthcare Council of the National Capital Area, Inc. (HCNCA) is an organization of Providers of Care consisting of hospitals and allied health care facilities located in Maryland, Virginia and Washington, DC. The purpose of the Council is to provide for members "strategic and business advantages" that no single institution or system can efficiently or economically develop alone. Divisions of specific activity have been formed to carry on the ever changing tasks at hand. These divisions develop information and improve performance using cooperative networking meetings, surveys, group discussion and analysis and continuing education programs. The aim of the Council's wholly-owned subsidiary, National Capital Area Shared Services, Inc., (NCASS) 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.

Healthcare Council is a not-for-profit
501(c)(3) corporation
The Council has opportunities for Associates: For membership information,
call 301-731-4700

Healthcare Council Report is published by:

HEALTHCARE COUNCIL OF THE NATIONAL CAPITAL AREA
CENTERPARK II - FIRST FLOOR 4061 POWDER MILL RD, STE 100 CALVERTON, MD 20705
PH: 301-731-4700
FAX: 301-731-8286
WWW.HEALTHCARE-COUNCIL.ORG

LES H. PITTON
LPITTON@HEALTHCARE-COUNCIL.ORG

CHERYL E. THOMAS
CETHOMAS@HEALTHCARE-COUNCIL.ORG

Man is a goal seeking animal. His life only has meaning if he is reaching out and striving for his goals.
Aristotle