

Living the Values Nominations

Core Value of Creativity



Marilyn A. Krishnan, Cardiac Tech, Dr. Ullah's Cardiology

Marilyn is primarily responsible for a 35 session treatment program we provide called EECP, which treats angina in cardiac patients. When there was a slight lull in the number of patients she had daily, Marilyn outlined a plan and took steps independently to create a greater awareness of this treatment option. She drafted and put up flyers around the office explaining what EECP is. She purchased books (paid for by herself) to lend to patients doing the treatment and to those recommended for it. This has created greater awareness not only among the patients but staff as well. Marilyn also started getting each patient who completed the treatment sessions to write a testimonial to the program. With their consent, these are displayed in the treatment room. She now has five patients a day, with a waiting list of six.



Lynnette Chakkaphak, System Director, Laboratory Services

Lynnette's management style truly inspires her associates to be creative in tackling challenges, whether it's staffing models, supply savings, or evaluating a process. Her close connection to laboratory science and education provides excellent critical thinking and problem solving skills. What is so amazing is her dedication to being creative and providing the calm and positive inspiration to get the job done. Lynnette's focus on positive teamwork inspires and fosters the creative nature of her associates.



Justin Smith, Clinical Engineering, St. Luke's

Justin is a team player who exceeds when serving the needs of the hospital. Recently a company put a bid in on new monitoring on the floors. This monitor had SPO₂ monitoring capabilities only. Justin thought he should explore other options and present his findings to staff. He found a system which could monitor all aspects needed and could be installed for \$20,000 less. The department found value in his proposal and is moving forward with his suggestion. Justin did not have to get involved, but his love for St. Luke's inspired him to do so. He is honestly living the values.



Linda Jenkins, Administration, St. Luke's

Linda is the driving force behind most activities at St. Luke's, especially for birthday and holiday parties. She makes miracles out of thin air and no budget. The first Christmas party, she spent less than \$200 over 400 associates. The last Christmas party, she organized St. Luke's associates to put on a play with donated costumes. Linda creates many a flyer to promote the great things we do when Marketing is not able to help. Often, she has to purchase decorations from her own pocket to make sure things look great. But, she makes sure the associates feel a sense of pride being a part of St. Luke's, not neglected. People rarely know all of the extra things Linda does to make sure St. Luke's is well represented and she is never one to take the credit.



Glenda Ellis, Scheduling Coordinator, Nursing, St. Catherine Labouré Manor

Glenda can be found sitting at her desk in the nursing office, always multi-tasking and showing her ability to plan, organize, and arrange events on a minimal budget and short notice (Nursing Home Week, Nurse's Week, C.N.A Week, and Christmas celebrations). It takes great creativity to keep up with the entire nursing schedule and provide an accurate amount of nursing hours per patient. Glenda will quickly volunteer to participate on committees. She is reliable, outgoing, and persistent when she begins a task. She will follow through and not stop until the mission is complete. We are fortunate to have Glenda as a part of our team.



Mary Mayo, RN, Care Manager, Lourdes Hall, St. Catherine Labouré Manor

Mary is the nurse liaison between physicians, families, and the nursing staff on the short-term rehab unit. She is responsible for managing the care of 60 short-term patients every day, relieving the anxiety of family members and keeping their physicians and surgeons informed of their progress. It is a position not duplicated in other skilled nursing facilities and Mary cannot be duplicated. Her attention to the clinical needs of the patients and her attention to detail are extraordinary. Mary carries out her duties with creativity and positivity.



Bryan Burleson, Activities Assistant, St. Catherine Labouré Manor

According to a well known philanthropist, "Enthusiasm is excitement with inspiration, motivation, and a pinch of creativity." Bryan is all of the above rolled into one. We might even call him our "creative chameleon." One day he's Elvis, then next week he'll be Cupid, then Sinatra, and even the Phantom of the Opera handing out roses to the ladies at The Manor. There are no limits to his imagination and creativity. His inspiration? Our residents – he loves to make them smile, sing, and enjoy life. Bryan is truly an asset to his department. You can tell he really loves his job and the residents he cares for. He created the "happy movement" which entails giving out smiley face stickers that encouraged everyone to smile throughout the day. He is always thinking up ways to improve his department and keep our residents busy and happy.



Carol Sparks, Administration, St. Vincent's Medical Center

Carol serves in an administrative assistant role-she deals with members of the medical staff, administrators, and guests to the organization, serving two Vice Presidents and supporting many others including the CEO, consultants, and those in interim administrative positions. She handles a variety of situations every day with creativity-problem solving, seeking solutions to sticky situations, carefully thinking through issues and providing options for resolution. Carol remains calm under stress and pressure which helps the rest of us remain calm. She has a great sense of humor and seeks ways to defuse tense moments. Carol truly demonstrates creativity in all that she does to manage us!



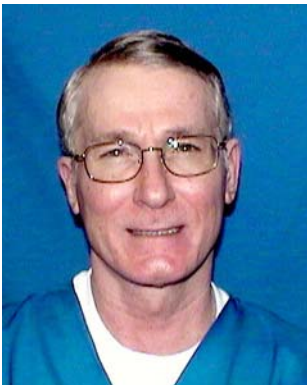
Cheryl Pollett, ACP-ICU, St. Vincent's Medical Center

Cheryl is a valuable asset to our team and is frequently the “Johnny on the spot” to fix things, or come up with a plan to get a complex situation resolved. Her skills go beyond being a great ACP. Many times, the nurses or the Assistant Nurse Managers have approached her with an issue and her comment is, “you know me, I’ll get it done—you can count on me.” Count on her, we do, and she has never let us down.



Mike Neill, Education, St. Vincent's Medical Center

Mike knows all about “tight” spots and he has certainly helped me out of more than one. Our first meeting was, in fact, all about one when Mike coordinated moving my office. There were many challenges and all were met with Mike’s creativity and encouragement. Not long after that move, we found ourselves working together again when he assumed the position of AV Tech. I work with physicians and their weekly grand rounds programs. There are plenty of opportunities for miracles with these programs. Rarely do physicians have the luxury of time to preview the compatibility of their slides with embedded video, laptop connections, animation, DVD, web links, etc. within the context of our AV equipment. What a blessing it is to have Mike. He makes it all work.



Thomas Mason, Patient Transport, St. Vincent's Medical Center

Creativity and attentiveness to needs here at St. Vincent’s are shown by Thomas as he traverses the hallways to transport patients. If Thomas sees something that needs to be fixed or if he thinks of something clever, he will bring it to the attention of the appropriate person responsible to address it. Thomas is very creative.



Kathie Ford, Marketing, St. Vincent's HealthCare

Kathie is a wonderful example of all of our Core Values, especially Creativity. Her talent and creative gifts have allowed her to create beautiful projects throughout the Health System. She is extremely generous with her time, coming to the aid of any department that needs her input and talent. Kathie’s smile is always on and she brightens the day of those she works with. We are blessed to have Kathie on our ministry team!



Boye Smart, Laboratory, St. Vincent's Medical Center

Boye is a great worker, team player, and true patient advocate. There are numerous examples of his professionalism, caring, and creativity. For example, he added to our line drawn sheets two sections to check for a heparin gtt and follow up. This was an excellent idea, easy to check for the RN and time saving because no phone call was needed to get the information. It takes initiative to make changes for the better, no matter how small they seem. Boye is always trying to make the lives of the patients, as well as the RN's, better.



Martha English, Finance, St. Vincent's HealthCare

Martha has been charged with developing reporting tools for the monthly Care of the Poor and Community Benefit reports. She has skillfully crafted these reports into multi-paged color graphs adding information as needed. This is a task requiring patience and a willingness to think beyond the norm (creativity). Martha's ability to enter and report the various expenditures of funds and associate time into the reporting categories on a new form required by the IRS is making the report more user friendly and complete. Martha cheerfully enters into the unknown. If it requires courage and looking at from another angle, she is willing and able to do so. This trait is exemplified by Martha's careful research and recommendations about what can be counted on these forms.



Paula Naugle, Service Excellence, St. Luke's

Paula lives the Mission and each of the Core Values. She is truly involved in every activity. Frequently she initiates projects for the good of the staff and patients. She manifests a positive attitude, is pleasant and joy filled. Paula chairs the St. Luke's celebration committee and does an excellent job of involving others. Her glowing smile and personality makes everyone she comes in contact with feel welcome. It has been said, "It's not what you say but how you say it." Paula knows what to say and how to say things to make all people feel appreciated and respected.

Core Value of Dedication



Carla Jordan, Phlebotomy Supervisor, Lab, St. Vincent's

Carla's dedication is evident in her devoted work ethic as Phlebotomy Supervisor. She works tirelessly covering shifts as needed and re-arranging her personal schedule to ensure adequate staffing. Carla's hard-working example and dedication inspires and fosters respect and admiration from co-workers. She leads by example and her dedication is truly an asset to supporting our Mission and Core Values.



Christina Longobucco, Outpatient Rehab, St. Luke's

Tina has excellent rapport with her patients and always goes the extra mile to be sure their goals are met while exceeding their expectations. Whatever it takes: spending extra time to be sure they understand, speaking to their physician, working through lunch, really listening and being compassionate toward their needs and ALWAYS encouraging them. She also holds them accountable. As a co-worker, I feel blessed to have a team player, teacher, and positive person like Tina to share our Mission with.



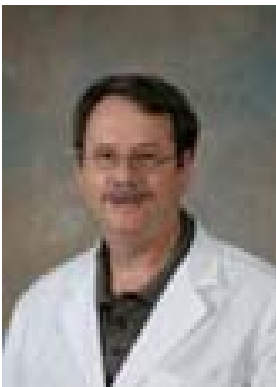
Lynnette Chakkaphak, System Director, Laboratory Services

Lynnette is part of three organizations: St. Vincent's Medical Center, St. Luke's, and Consolidated Lab. She epitomizes the Core Value of Dedication with the amount of attention that she pays to all three of her areas. She works long hours to get all of her work accomplished and always has a smile on her face. Lynnette is always interrupted by the associates, but never complains. Every one of her associates is important to her. She gives selflessly of her time and energy to all three of her labs. Lynnette believes in the Mission and demonstrates it through her words and actions. I can't think of a more deserving individual for this award.



Ron Davis, Courier, Consolidated Lab

Ron carries out his job in a dedicated and serious manner. He makes the trip between St. Luke's and St. Vincent's multiple times each day. He is pleasant to those he meets in the course of his pick-ups and deliveries. Ron has to deal with many different persons each day and some can be quite demanding. It takes effort for him to remain calm and to live the Core Values.



Dr. James D. Lawlor, St. Vincent's Primary Care

As an employee, I see how dedicated Dr. Lawlor is to his patients. He takes valuable time with them as most are geriatric patients. He makes sure all of their symptoms have been treated and that they have an understanding of what is going on before leaving the room. He works until the wee hours of the morning—2:00am has been the last sign-on seen. Dr. Lawlor personally calls patients to see how they are doing—this might even be as late as 11:30pm at night—he also prays with his patients. His patients adore him and say he is the best. Dr. Lawlor's dedication and loyalty extend to his staff as well. Everyone feels comfortable working with him.



Michelle Ayscue, Medical Assistant, Dr. Ullah's Cardiology

Michelle is a part-time Medical Assistant in our office and is scheduled to work mornings. Our full-time Medical Assistant, who is the only one seeing patients in the afternoons, was due to be on vacation for over a week in July. Without being asked, or even informing me, Michelle took it upon herself to make arrangements to fill in for the period. Michelle has two young children and her husband works shifts. She made all of the arrangements to modify their schedules to accommodate our need in the practice. Once the arrangements had been made, she informed that I would not have to arrange coverage as she had taken care of it. Michelle consistently shows a willingness to exercise flexibility with her time and responsibilities outside of work in order to accommodate the best interests of the physician and the practice.



Mercedia Sidbury, PCT – MICU, St. Luke's

Mercedia is such a joy for our patients and their families. One of our long term vent patients is a witness to her dedication. Merc has taken a special interest in this patient-she has a bond with her that is truly special. Each day she wakes her up with a song and a smile—she even dances for her. Merc will do anything to make her smile. She brought in a Christmas tree and present when the patient was having a difficult time being in the hospital. Whenever she works on Fridays, she sings with the little choir for our patients. Merc goes out of her way to make our patients and families feel comfortable. She exemplifies our Core Values and Mission.

Photo not available.

Judith Thomas-Christopher, ANM, 3S-St. Luke's

Nurse Judy truly enjoys her job as Assistant Nurse Manager at St. Luke's. When she begins her 3-11 shift daily, she is able to turn sometime chaos into peacefulness with her soft-spoken words and a deep rooted desire to get the job done. She treats the patients, their families, and the associates with genuine care and respect. Nurse Judy does not get easily upset, but handles every challenge

with calmness and an opportunity to grow and learn. She is an asset to the St. Vincent's Health Care family. Thank you, Nurse Judy, for your continuous dedication and service.



Jessie Haury, Operating Room, St. Luke's

Jessie planned for years to train and prepare to work on a mercy ship in Africa. She fulfilled this dream after jumping hurdle after hurdle. Jessie inspires everyone to make a difference in their own way.



Eva Brogan, Operating Room, St. Luke's

Eva feels passionately about medical missions. She has made two trips to Haiti this year. She currently is working on her BSN so she can devote herself full time in this area.



Robin Six, RN, PACU, St. Luke's

Robin is a talented nurse who works in the PACU. She exemplifies the Core Value of Dedication, not by the big things she does, but by the little things she does each day in her work. Robin approaches each day with a hope and a sincere desire to help all of those who we serve despite any trials she may be facing on a personal level. Adversity has come Robin's way in the last few years – she lost her home to fire and her mother was severely ill and has now moved in with Robin and her family. Despite these challenges, she remains steadfast in her dedication to patients and families during their most vulnerable times in the pre-op area and PACU at St. Luke's. There is never a bad day with Robin. She is always compassionate, loving, and thoughtful to all those she serves. Robin's dedication to her job has helped hundreds of patients at St. Luke's and I am honored to have her part of our team.



Linda Jenkins, Administration, St. Luke's

Whenever there is a need, Linda is there with a helping hand, listening ear, or a shoulder. You will never hear from her, "that is not my job" or "sorry, I don't have time." No matter the need or person, she is the first to say "let me help" or "I can organize that" or just "I'm here, what can I do to help?" She gives with her whole heart to so many at work, home, Church, and community, asking nothing in return. I am honored and blessed to call her a friend and co-worker.



Elaine Schurr, EEG/EMG, St. Luke's

Elaine is a department of one. She handles everything required to run the department and does whatever it takes to complete the job at hand. She is always available to work and I believe has had perfect attendance for the past two years. Elaine also takes call for 50 weeks out of the year. She continually seeks out new ways of providing quality services to our patients and physicians. Elaine's dedication to St. Luke's and commitment to her profession make her invaluable to St. Vincent's HealthCare.



Greg Six, Plant Operations, St. Luke's

Greg is always going out of his way to make life easier and more pleasant for others. He has assisted a visitor by covering a broken car window during a storm. For our Christmas pageant, he helped with decorating the trees and used his woodworking capabilities to create such things as a large lever to “turn the lights” on the outside tree. For our first Christmas at St. Luke's, we did not have an outside tree, so Greg strung lights from the top of the flagpole on the roof so passersby would see a Christmas tree at the top of the hospital. Just before Mother's Day, he made a large Mother's Day card and placed it on an easel in the cafeteria asking associates and visitors to write a tribute on the card to their own mothers. All of this Greg has done on his own, starting with an idea of how to improve life for everyone at St. Luke's and taking the reins to complete the task.



Glenda Bolden, Unit Secretary, MICU, St. Luke's

Glenda is the glue that fills in the spaces at the MICU. As the Unit Secretary, she runs a tight nursing station with great ease. One of her greatest contributions to St. Luke's was being the driving force in creating and maintaining the St. Luke's choir. Glenda gathers every available singer on Fridays at 2pm to walk units and inspire people with gospel music. Often this means she has to find coverage for herself and others. Often, this is her only break of the day that she sacrifices unselfishly. But, her passion to share the hope and joy of St. Vincent's Health Care exceeds the barriers. It is so moving you often see tears of joy from the choir, families, and patients as they briefly forget their pain and enjoy the inspiration of song.



Janice Marsh, C.N.A., Prince of Peace Hall, St. Catherine

Janice has been a C.N.A. on Prince of Peace Hall for 22 years. She is deeply religious and brings those values to her residents in a caring, loving way. When asked to be a Care Partner—one who panel interviews potential associates and then mentors them—Janice quickly accepted. In this role, I have seen her develop from a hesitant interviewer and leader into a confident and skilled interviewer. As a Care Partner, Janice has found a way to take her dedication to the residents one step further – by making sure her co-workers are the best around.



Mary Strange, RN, Clinician, Marian Hall, St. Catherine

Mary has dedicated her skills, money, patience, compassion, and time to providing the leadership for her associates and residents that work and live on that unit. She meets with her associates and residents daily and holds family meetings at least quarterly to share the operations of the unit and receive feedback from others on their observations. Mary does not just work the required eight hours—she will not leave until all situations have been resolved. She purchases holiday decorations for the unit and arranges them herself. Mary's hope is that the residents and associates are happy.



Carrie Goodwin, Vice President, Physician Relations, St. Vincent's HealthCare

During Carrie's first week of employment, I was away. Upon my return, Carrie came enthusiastically to my office stating, "I could hardly wait for your return because I want to talk to you about how to integrate and live the Mission through the areas for which I am accountable." Since then, Carrie has led her team in reflecting upon the Mission, sought opportunities for Mission and Ministry contribution for her team, and consistently connected with the needs of the under-served and uninsured. Dedication is more than putting in long hours, which Carrie does every day. Dedication is deeper than loyalty, stronger than willpower. Dedication comes from within; from the fabric of our being. Carrie has cultivated this within her life. Carrie-inspiration because of who she is; dedicated to the Mission of Serving.



Dee McKrow, Administration, St. Vincent's HealthCare

Food and Nutrition Services would like to nominate Dee McKrow for her hard work and dedication regarding all of the changes at St. Vincent's. Through her actions, Dee exemplifies the Core Value of Dedication. Not only does she show her dedication to the Mission of St. Vincent's every day, but she creates in the staff that works with her a desire to exceed expectations. Dee is always supportive within our Catholic community and volunteers often at the Basilica of St. Augustine.



Merlinda Pilapil, RN, ICU, St. Vincent's

As a night shift nurse at St. Vincent's, Merlinda shows a caring spirit for each of her patients. Each night she prays with them-it does not matter whether they are able to communicate with her or not. She feels it is important that she talk to each one about how Jesus heals the sick and what the patient can do in the healing process. Merlinda also cares very much about her fellow workers and has been a counsel to them. Each morning before she leaves the hospital, she stops by the Chapel to pray for her patients and her co-workers. She has been a role model to some of our newer nurses. Merlinda is a dedicated and valued nurse who can be counted on to provide quality care.



Alanna Eubanks, Cancer Services, St. Vincent's Medical Center

Alanna is always quick to assist anyone that needs help, and always with a smile. She spends many of her off hours volunteering in the community. She has been a team captain and fund raiser for the leukemia/Lymphoma Society, the American Cancer Society's Relay for Life, and speaking engagements for local cancer support groups, to name a few. Alanna has endless energy when it comes to reaching out. Her dedication to cancer patients and our community is a tribute to St. Vincent's and all who work with her.



Rhoda Hall, ACP, 5 West, St. Vincent's Medical Center

Rhoda is a very hard working ACP. She always keeps her patients on top of everything that she does. She makes sure that all her total care patients are given a bath and have been turned at least twice her shift. Rhoda comes to work with enthusiasm and answers her beeper in a timely manner. She speaks with respect, humor, and hope to our sick patients and their families. Rhoda is very dedicated as she works not only at St. Vincent's but also at St. Catherine.



Vanette Edwards, Monitor Tech, 4 West, St. Vincent's Medical Center

Vanette is like a mother hen with all the staff on the unit. She encourages people when they are discouraged. She exhorts staff members to work as a team whenever they need a little guidance. Vanette helps the RN's by doing extra paperwork to make their job easier. She often collects money and plans parties for staff members who have a birthday or have a baby. Vanette is always thinking of ways to help other staff members and helps to keep the morale high by her positive demeanor.



Josephine DeLara, 5 West, St. Vincent's Medical Center

Working on a high acuity floor can be exhausting. You may hear her talk a lot about the enormous amount of tasks at hand, but Josephine keeps going and working, doing her best. She is neat and orderly, keeping her patients' charts organized. Josephine also displays dedication by always coming to work on her scheduled days, and has been kind enough to switch shifts with her colleagues to accommodate their personal needs.



Andra Smith, Nursery, St. Vincent's Medical Center

Andra has worked in the nursery for over 40 years. She is one of the sweetest people I know. She is that way with every patient, co-worker, and family she comes in contact with. Andra has dedicated her life to caring for newborns and helping the new moms adjust and become comfortable caring for their new baby. Andra has touched many lives and through her dedication to her work, will touch many more.



Gloria Nicholson, ACP, 4 Center, St. Vincent's Medical Center

Gloria's dedication is evident by her continued commitment to her patients, her hospital, and her community. She has received countless spirit cards from associates thanking her for her teamwork and countless comment cards from patients and their families praising the kindness shown and excellent care given. Gloria organizes holiday parties and events for the unit and comes in on her days off to decorate the unit. Her dedication and positive energy keep staff morale high. Gloria is a member of the Retention Committee and also is a team captain for the American Heart Association for which she has helped raise over \$5,900. She is an excellent example of someone living out the Core Values.



Ryan Soehlig, Pharmacy, St. Vincent's Medical Center

Ryan, the Pharmacist at the Seton Pharmacy, is always so helpful, courteous, and non-judgmental. He recently ordered meds for a patient ahead of time so that they would be available the day it was due to be filled instead of having to run to different pharmacies all over Jacksonville. This patient has several chronic medical conditions and is on disability, but Ryan always treats him with dignity and respect. He will never know what a blessing that is to him and his family. Ryan truly exemplifies the Core Values here at St. Vincent's.



Sister Beatrice Hkawnyi, Nursing/Pastoral Care, St. Catherine Labouré Manor

I first met St. Beatrice in May of 2010. I had learned earlier that morning I was going to be laid off. I immediately went into prayer mode and during my travels that day, God sent Sr. Beatrice my way, down an aisle at Walgreens. I bravely went up to her and told her my story through sheets of tears. Sr. Beatrice then prayed with me and shared words that felt like a warm blanket on a bitterly cold night. She said to trust in God, that He knows what's best. Sr. Beatrice took away all of my fears and, miraculously, days later I received a job offer from St. Vincent's. All I could think of was Sr. Beatrice and her ministry. Thank you, Sister, for your dedication here at St. Vincent's and for taking it out into the community – touching my life and the lives of many others.



Darrell McLeod, RN, 3 Center, Nursing, St. Vincent's Medical Center

From a former patient: I had the most wonderful experience on 3 Center. I had the best care any patient could have had. Darrell McLeod is responsible for saving me from having a terrible experience. He called the hospitalist who was going to send me home and told him he thought I needed a surgeon. He is a dedicated, expert nurse.



Latifa Gary, ACP, 4 Center, Nursing, St. Vincent's Medical Center

Latifa is a wonderful person and worker. She assists her patients in a most professional manner with whatever their needs are. Not only does she take wonderful care of the patients that are assigned to her, but she also pitches in wherever she is needed. For any ACP or RN who asks for help, she is always willing and helps without hesitation. When we see Latifa is working, all nurses feel relieved because we know our patients will be well taken care of. Thank you so much, Latifa, for always working to your fullest potential!



Mary Smith, RN, 5 Center, St. Vincent's Medical Center

Mary is a very dedicated nurse on 5 Center. She went above and beyond in being a patient advocate when she noticed her patient with a potentially life threatening condition. The patient had been off the unit for a while and when they returned, Mary called the physician to have a test ordered. It turned out the patient was positive for thrombus. Without Mary advocating for her patient, this could have developed into a serious situation.



Phyllis Appleby, Community Relations, St. Vincent's HealthCare

Let Phyllis take on a project and see the sparks fly! Phyllis is inspired in her dedication to carrying out the mission of St. Vincent's, especially when it takes the form of projects: Heart Walk, United Way, and Dignity You Wear are just a few of the organizations that are enriched because Phyllis has taken on the liaison responsibilities for St. Vincent's. Because of her hard work, she has a core of returning captains, advocates, artists, and donors for the various causes she champions. St. Vincent's is represented in the community as a caring employer and one that is concerned about the good of the community thanks to Phyllis's dedication. She never forgets the reason for taking part in these community activities: to enhance the understanding of the Mission of St. Vincent's, particularly in the care of the poor and vulnerable.



Susan DuChanois, Strategic Planning and Marketing, St. Vincent's HealthCare

Susan is the right arm to our department. She helps at a moment's notice, she assists in any way she can. She is patient when asked to help with "simple" tasks to her, even though they may not be so simple to me! Susan keeps us from being hungry by providing candy of all sorts each day. Sometimes we just need a little sugar. Susan is dedicated to assisting all of us in the department; she keeps us all on task and on schedule. Susan keeps the box for the Food Pantry going, truly exhibiting her dedication by affirming the hope and joy of our ministry.



Phyllis Benitez, Volunteer Services, St. Vincent's Medical Center

Affirming the hope and joy of our ministry, Phyllis embraced the challenges that were placed in front of her when the Director position for Volunteer Services was vacant for over six months. Along with her assigned responsibilities, she took charge to make certain the entire department continued to run smoothly. Phyllis's strong work ethic and commitment to service were apparent when I joined the Volunteer Services team. She quickly brought me up to speed on the operations and shared her passion for working with volunteers. When challenged with new projects, she is always willing to do whatever it takes to get the job done. Phyllis goes the extra mile to assure our volunteers feel valued and appreciated. I am blessed to have the opportunity to work side by side with her.



Lynn Cherry, RN, Cardiology, St. Vincent's Medical Center

I don't know exactly how long Lynn has worked for the hospital, but it has been many years. Her dedication shows. She not only "talks the talk," she "walks the walk." Lynn constantly affirms our God and His love for all of us. She is not shy about sharing her love for Our Savior with patients and others in the community. It is an honor to nominate her.



Fred Oca, Laboratory, St. Vincent's Medical Center

I came to the laboratory as a student and I will never forget the kindness and patience he showed daily while instructing us. As the years have passed, I see Fred's dedication to our Mission on a daily basis. He is forever smiling. I have never seen him cross or angry in 15 years. Fred volunteers and assists with every lab function. He has given of himself to make our work environment one of joy and fellowship. Fred recently made heart-shaped pillows to help open-heart patients alleviate discomfort during recovery – only weeks after his own emergency heart surgery. Fred is the heart and soul of this lab, and his dedication inspires me to be a better person. His 40 odd years of service exemplify dedication-it just wouldn't be St. Vincent's without Fred!

Core Value of Integrity



Lynnette Chakkaphak, System Director, Laboratory Services/Consolidated Lab

Lynnette Chakkaphak demonstrates all of the Core Values on a daily basis. As the System Director for both St. Vincent's and St. Luke's Laboratory Services plus Consolidated, she inspires everyone to be their best. She is a beloved leader to all of us, including the students whose lives she touches in our MT School. Her responsibilities would prove daunting to most of us, but yet she "skips" down our halls with joy, and embraces daily challenges fearlessly. I am sure I speak for everyone in our lab when I recommend that Lynnette be recognized for the Core Value of Integrity.



Laura Crawford, RN, Waycross Cardiology

Laura wears “many hats” at the office of Waycross Cardiology. She inspires trust through personal leadership. She steps up when asked to. Laura is a professional in all aspects of her duties as Team Lead in this office. She keeps the office running as smoothly as possible and has asked to attend management classes, several of which she has already completed. Laura wears a smile to work and from this smile we get “happy associates and most of all, happy patients.” She accepts challenges and seeks out resources as needed. We are thankful to have Laura as part of our team at St. Vincent’s Health Care.



Arun Krishnan, Dr. Ullah’s Cardiology

Arun has been Office Manager at Dr. Ullah’s Cardiology office for 10 months. He has grown in his role and expects nothing less than excellence from himself. He works diligently to make things right. Arun communicates to leaders and his associates to improve efficiency and productivity in the office. He is a policy-driven leader and has an excellent work ethic. Arun has attended management classes and seeks out resources. He has an excellent working relationship with Dr. Ullah and is charged with continued improvement and efficiency. Arun works well with associates and fosters an environment of professionalism.



LaRhonda Brown, Care Management, St. Luke’s

The last couple of months our department has experienced some difficulty in several different aspects. But, through it all, LaRhonda has remained steadfast and unmovable and has shown what a true manager does—support their staff. She really demonstrates all of the Core Values daily. She is dedicated to not only our department but the health system as a whole. LaRhonda is the kind of manager I’m proud to work “with” because she does work with all of us. Thank you, LaRhonda, for modeling the Core Value of Integrity!



Sean McAfee, Nursing Administration, St. Luke’s

Sean exemplifies all leadership aspects as a Nursing Supervisor. He leads the group fairly and equally. His primary focus is always on what is best for our patients. Sean has extended himself personally in aiding and caring for the individuals he works with as well as the patients of St. Vincent’s Health Care. His compassion and sensitivity to the needs of our patients and the staff he works with is heartwarming and provides a level of comfort that is rare—you can trust and believe in his efforts. Sean is one of those rare individuals that go above and beyond daily. He is a pleasure and joy to work with.



Jon Evans, Respiratory Care, St. Luke's

Jon is a dedicated respiratory therapist who is comfortable and skilled in all phases of Respiratory Care. He is eager to learn as evidenced by his ability to work in the ICU, Neonatal ICU, or general care units. Jon will help out wherever and whenever needed. We have respiratory students rotate through St. Luke's for clinical studies and he always takes them under his wing to give them the best experience possible. Jon's attitude helps to create a positive atmosphere that fosters team work, helps improve morale, and has a calming affect on patients and co-workers. He is the one to call when things get tough and an expert is needed.



Linda Jenkins, Administration, St. Luke's

Linda is a self-starter. As Administrative Assistant to Randy Hartley, she keeps very busy but still has time to help anyone in need. She is secretary for our Mission Activity Committee and chairs the Formation and Education Committee. Linda is also involved in book and Bible studies with plans to expand these activities. She is most helpful in planning and executing celebrations at St. Luke's. Linda's enthusiasm and willingness to help is most appreciated. People just seem to want to help when Linda is involved.



Bob Cook, Cardiopulmonary Services, St. Luke's

Bob demonstrates integrity by helping others succeed, improving the work environment, and staying involved with the staff's everyday activities. He never asks or expects anyone to do something he wouldn't do, setting high expectations for himself and his staff. Bob opens the doors and helps new associates navigate the sea of healthcare administration in order to be successful. He is definitely a "hands-on" manager, always trying to improve processes and holding people accountable while fostering a positive work environment.



Sasha Manalo, ANM, Three North, St. Luke's

Sasha always goes above and beyond her job as our Assistant Nurse Manager. She is here on time and stays late almost every day. When she is told she is a hard worker, she replies with, "Oh, I'm just doing my job." Sasha and the other ANM's had to take on additional responsibilities because we have not had a Nurse Manager. She never complains and she is always encouraging to us to improve our nursing practice and patient care. I can go to Sasha with any issue and I know she will help—she motivates me to be a better nurse by her example. She exemplifies our core values every day through her leadership—Sasha won't admit it, but she deserves this recognition.



Randy Hartley, Administration, St. Luke's

It is easy to dismiss the long hours Randy shows as part of the job, but Randy truly goes above and beyond to care for the associates, doctors, and patients like his own family. He so frequently visits all areas of St. Luke's that people no longer ask why he is there - it is his routine. He knows the night and weekend staff and comes in during holidays to thank the associates working. Randy is so engaging and respected among the staff that people not only enjoy his re-telling of Civil War stories but remember the lessons he is teaching them through the stories. He shares his spirituality openly with all. Often Randy says, "Those who do not see the hand of God in this are blind, sir, blind!"



Valarese Mitchell, C.N.A., Marian Hall, St. Catherine Labouré Manor

Ms. Mitchell's integrity, compassion, and professionalism are visible through the work she performs with the residents and families here at The Manor. She is a role model for all staff and a leader among her co-workers. Every C.N.A. should train with her because she is a perfect example of what they should strive to be. Ms. Mitchell completes her work assignments with a positive attitude, takes the initiative to mentor new associates, and provides quality care to her residents. She sees her position not as a job, but as loving service.



Jeff Hartman, Maintenance, St. Catherine Labouré Manor

Jeff has been with St. Catherine for nine years. He is a very dedicated associate whose focus is to provide a comfortable, safe, and friendly atmosphere for our residents. Jeff is also an experienced mechanic and takes the initiative to fix projects he finds before he is even asked. This prevents further breakdown and saves the facility financially. Jeff is a husband and father of two and is very active in his Church and their youth group. I am proud to recognize Jeff Hartman for the Core Value of Integrity.



Elizabeth Greathouse, RN, 3500 ICU, St. Vincent's Medical Center

Elizabeth is a dedicated nurse in the ICU. She can be counted on to provide quality care to each of her patients and to assist others to do the same. She is frequently utilized as the Charge Nurse on the night shift and preceptor for newer nurses to the ICU. Elizabeth can be counted on to handle additional assignments and is a caring professional at all times. Others seek out her advice and use her as a resource on a regular basis.



Rhonda Parish, RN, 4 West, St. Vincent's Medical Center

Recently, one of Rhonda's patients sent a card that said, "Rhonda, you were really the best nurse I've ever had. All of the extra things you did for me will never be forgotten. Thank you ever so much." Rhonda leads by example and often receives Spirit Cards from her co-workers and supervisors, praising her teamwork and positive attitude. She is co-chair of our very active Unit Operations Council and has facilitated the implementation of many ideas to make our unit a better place to work. Rhonda was one of our very first RN's to achieve PCCN certification and has encouraged others to do so. She often precepts students and new RN's—always resulting in positive feedback as she is a great role model as they start their nursing careers.



Linda Cooler, Laboratory Processing, St. Vincent's Medical Center

Linda's inspirational integrity sets her apart on many levels. Her everyday actions foster trust and inspire all who work with her, either directly or indirectly. She leads by example always focusing on accuracy, quality, and service excellence. She not only exhibits professionalism, but her spirituality inspires co-workers and is often a source of comfort to those in need. Her sincerity and honesty promote a trustworthy leadership style based on integrity.



Eileen Hughes, Social Work, St. Vincent's Medical Center

Speaking of a woman with integrity, I wish to nominate Eileen Hughes. Eileen is articulate as she goes above and beyond the call of duty in attending to patients, family, and staff, addressing patient needs with compassionate care and most wise professionalism. I nominate Eileen Hughes for the Core Value of Integrity.



Rev. Gerald Clark, Chaplain, Pastoral Care, St. Vincent's Medical Center

Rev. Clark is a professional Chaplain who truly "inspires trust through personal leadership." As a colleague and associate, I have observed his work and ministry to patients, families, and staff. When he is on call, his work at St. Vincent's, St. Luke's, and St. Catherine is carried out in a whole-hearted manner. During the years he functioned as Interim Director of Pastoral Care, Gerald was exceptional in performing those responsibilities. He never faltered from the integrity that is so characteristic of his person as a Chaplain in healthcare. There are many reasons for considering Rev. Gerald Clark as an example of the Core Value of Integrity.



Sandy Dupont, CRC, 3500 ICU, St. Vincent's Medical Center (3 separate nominations for Integrity)

It was very difficult to choose just one Core Value when nominating Sandy, but Integrity was chosen because of her high esteem for following our Mission, Core Values, and being a role model to her staff, peers, and leadership team. She is a team player and strives to provide a safe, caring, and positive work environment. Sandy is an excellent nurse educator and demonstrates personal leadership on all levels. She is dedicated to ensuring our staff gets all of the education they need to provide quality care, working one on one with staff when necessary. Sandy has the trust and respect of all of the nursing staff. She always presents as calm and confident, even when the stress inside her body is "about to bust"- she pushes up her sleeves and digs in!

Core Value of Reverence



Gilbert Phillips, RN, MICU, St. Luke's

Gilbert's infectious smile illuminates our unit. He immediately puts our patients at ease with his gentle touch. I often have seen him pray with his patients-which offers them comfort. In a unit which is so often filled with emotions, Gilbert offers comfort and a sense of control. Coupled with his strong clinical skills, this makes him an exceptional nurse. He is also the first to volunteer to help with any assignment or assistance to his peers. The new staff feels so supported. Gil has strong leadership skills which make him an informal leader, but his strong desire is to just care for his patients. We are so fortunate to have Gilbert on our team.



Leighanne Driggers, RN, MICU, St. Luke's

Leighanne is an exemplary role model in our work place. She consistently goes above and beyond to assure her patients are treated with the utmost respect and dignity regardless of their status, situation, etc. Leighanne treats all patients as if they were her own family members and is a great advocate for them in their time of need to ensure they receive the best care possible. She is an interdisciplinary team player and would be an asset to anyone's team. We're proud to have her on ours!



Beth Fagin, IT, St. Luke's

Beth chairs our "Spirituality in the Workplace" committee. She is doing a wonderful job bringing Catholic identity to St. Luke's. Beth takes a turn each week saying morning prayers over the system to the whole hospital community. She serves as a Eucharistic minister each Thursday. In addition to all she does, her presence is an inspiration to all those she encounters throughout the day.



Christine Cobb, LPN, Lourdes Hall, St. Catherine Labouré Manor

Christine is a nurse on our short-term rehab unit. Many patients are cared for on the unit and their length of stay is around 15 days. Regardless of their individual preferences, Christine finds a way to meet these diverse needs. She is particularly sensitive to the needs of the families, especially spouses. Christine is good at assessing the patient's adjustment to rehab care and is well aware everyone experiences the need for support at different levels. She is also a caregiver herself and recently after a long struggle with what was best for her grandmother, placed her at St. Catherine. Christine accepts everyone as an individual with individual needs, both spiritually and physically. She truly understands the importance of compassionate care.



Marjorie (Joy) Sacayanan, RN, Clinician, Lourdes Hall, St. Catherine Labouré Manor

Marjorie, or Joy as she prefers, is very quiet, but don't let that fool you. As the Clinician on the short-term rehab unit, she is responsible for overseeing all of the activities of 60 patients, including nearly 100 admission and 100 discharges a month. Her associates know her expectations and if they fall short, she very quietly takes them aside—they don't do it again! They respect Joy as much as she respects them. When I think of Joy, I think of Reverence for her position that she does so well in her "joyous" way.



Seng Kue, C.N.A., Good Shepherd Hall (Alzheimer's Unit), St. Catherine Labouré Manor

Seng is a C.N.A. on the St. Catherine Alzheimer's Unit. She has been an absolute model of reverence while working on the unit. To say that Seng exceeds the expectations of her job would be an understatement. The care she gives and the reverence she shows her residents is unmatched. Seng knows each of her residents completely. She knows one resident only likes diet root beer and purchases it herself to keep on hand during meal and snack times. She knows one resident loves to wear colorful beads and makes sure she has them on every day. She brings baked goods from home to add variety to some of the residents' meals. In addition, Seng spruces up the day room with table decorations, flowers, and streamers making the room more

inviting. On behalf of everyone who has benefitted from Seng's phenomenal work ethic and service, it is an honor to recognize her for the Core Value of Reverence.



Barbara Killian, Gift Shop, St. Luke's

Barbara does a great job in the Gift Shop at St. Luke's. Her displays show innovation. In addition, her presence is welcoming – showing warmth and courtesy. Many associates just stop by the Gift Shop to spend a little time in Barbara's company.



Dee McKrow, Administration, St. Vincent's HealthCare

No whining here! Dee has filled the need whenever and wherever needed. She smiles, never complains, always finds the good, and is honest, fair, and sensitive. Dee knows how to make the best of hard realities and understands that band aids are good for some things but they can't fix a leaky pipe. She keeps us out of trouble, not just for today, but for the long term. Dee gives balance, understanding that relationships are important. Dee does not get lost in the letter of the law, but exercises grace and trust, keeping in mind the greater good. As an example, we were making decisions about how to maintain telephone service to a department under another organization's authority. For Dee, it was not so much about who owns the phone line but rather, can we still talk to each other. We are fortunate to have Dee as a leader among our leadership team.



Kimberly Johnson, RN, ICU, St. Vincent's Medical Center

Kimberly is one of the lead nurses in the ICU and is often called on as a resource for other staff. Kimberly has a way with patients and their families in discussing the patient's condition and helping them understand and cope with the challenges of the disease or condition that has placed them in the ICU. She approaches each situation and person with letting them know she cares about them and their concerns. In her calm and compassionate manner, she has helped them understand the prognosis, treatments, and to make difficult decisions for continued care. Kimberly's soothing manner has been appreciated by all, especially those who are facing the death of a loved one or a life threatening illness.



Sabrina Burghart, RN, Women's Services, St. Vincent's Medical Center

Sabrina is a model associate. Her attitude toward everyone is immeasurable. I have never met anyone who consistently rises above others with her compassion with everyone she meets. Her respect towards everyone, whether it is the patients, physicians, or staff is equally exceptional. If Sabrina ever has a bad day, you would never know it. Her smile and demeanor are always positive, upbeat, and professional. I'm certain that anyone who comes in contact with Sabrina will agree.



Althea Whitehead, Nurse Manager, The Family Birth Place at St. Vincent's

Althea leads by example, and everyone trusts her implicitly, so her integrity first comes to mind. But then I think about the way she nurtures and mentors students from the Bridge and her service of the poor stands out. She displays creativity and wisdom as she gives each associate the opportunity to know they make a difference by teaching them how to monitor supplies, to staff safely and efficiently, and to make sure patient satisfaction is a priority. I ultimately realize that all of these values shine because of Althea's innate respect for everyone. She looks first at the positive, takes the time to learn as much as she can about each associate's strengths, and shares how all of those different strengths come together to make a great team. Althea actively demonstrates how to live the Core Value of Reverence and is dedicated to the continuation of this health care ministry.



Jackie Bess, Laboratory-Phlebotomy, St. Vincent's Medical Center

Jackie's compassion and respect for patients and co-workers is reflected in the frequent recognition she receives from Spirit Cards. She endears patients and families with her sweet, caring demeanor and ever present smile. Her concern for patient care is reflected in her conscientious work ethic for accuracy and efficiency. Jackie has been an excellent ambassador for our laboratory through her outstanding interactions with nursing, patients, and co-workers.



Barbara Butler, Operator, St. Vincent's Medical Center

Barbara is being recognized for her reverence in her directives that echo concern for the person calling St. Vincent's by telephone. Her manner of attention to need as her voice carries a message or a call over the hospital intercom-whether she is calling for a doctor or for prayer-conveys her spirit of reverence.

Core Value of Service of the Poor



James Wang, Nuclear Technologist, Dr. Ullah's Cardiology

James sprang into action when he heard about the devastation in Haiti. He wanted to know where he could send money. He was so excited, he wanted to do it right away—he even wanted to go to Haiti. In today's world, it is so nice to see people like James. He believes in "helping they neighbor." James lives by the St. Vincent's HealthCare Mission and is a joy to have as part of our team.



Char Hedgepeth, Operator, St. Luke's

Char is charitable and always giving...usually anonymously. She is always looking at life and situations in positive ways. She is going through rough times in her life, but always finds a way to arrive at work with a smile on her face and love to share. It's a pleasure to work and be friends with Char. We should all have her attitude. Thank you, Char.



Gina McGinn, MICU Manager, St. Luke's

As the Nurse Manager, Gina makes it an expectation for her unit to embrace our Core Values. Year round, Gina purchases snacks and brings them to sell in our break room. The money collected goes towards many charity events throughout the year. She also has her associates send condolence/support cards to the families of patients who pass away—caring for them even after the patient is gone. Gina is also starting a program to help those who are choosing to “die with dignity” at St. Luke's. Her program would give them support, education, and a keepsake blanket—something they can hold on to. Gina teaches her department how to have the difficult conversation about how organ donation saves lives-never an easy topic to discuss. She truly lives to serve others.



Ravish Narvel, M.D., Medical Director, St. Catherine Labouré Manor

It was difficult to choose the core value Dr. Narvel, the Medical Director at St. Catherine Labouré Manor, should be recognized for but I finally settled on Service of the Poor. His service, responsibility, professional behavior, special skills and insight into the medical care of the patients and residents here at the Manor is extraordinary. The nursing home environment presents challenges that most physicians might not normally deal with. As the clinical leader of our facility, Dr. Narvel has dedicated himself to our mission of caring for the elderly and the infirm ensuring each patient's needs are matched to available resources. He has developed and maintained liaisons between other physicians, physician designees, and the medical community at large. Dr. Narvel makes himself

available for individual consultations with family members and associates. In addition, he serves as the chairman of the Manor's Quality Assurance/Risk Management Committee assisting in an educational function and providing reviews of complex medical cases. It is a pleasure to recognize him for the *Core Value of Service of the Poor*.



Eva Brogan, RN, Surgical Services, St. Luke's

Following the earthquake in Haiti, Eva was one of two nurses to fly to Haiti with several other medical professionals from around the southeast. In partnership with a Haitian Christian mission group, Eva, along with her colleagues, began to see thousands of patients over the course of the next twelve days. The team also set up a hospital that is still caring for patients today.



Amy Hilt, RN, Surgical Services, St. Luke's

Following the earthquake in Haiti, Amy was one of two nurses to fly to Haiti with several other medical professionals from around the southeast, putting her own plans on hold (planning her wedding). In partnership with a Haitian Christian mission group, Amy, along with her colleagues, began to see thousands of patients over the course of the next twelve days, working in an “operating room”. The team also set up a hospital that is still caring for patients today. Amy is always encouraging and inspiring to others to give service to those less fortunate.



Rendy McKnelly, 3 South, St. Luke's

We had a patient that became homeless after losing his job. He needed an accu-check machine and other diabetic equipment as he was a newly diagnosed diabetic. In his Service of the Poor, Rendy and the Care Manager bought the necessary equipment, as well as dog food for his pet.



Kathi Neace, Care Management, St. Luke's

We had a patient that became homeless after losing his job. He needed an accu-check machine and other diabetic equipment as he was a newly diagnosed diabetic. In service to the poor, Kathi and another RN purchased the needed supplies for him as well as food for his dog.



LaRhonda Brown, Care Management, St. Luke's

As manager of the Care Management Department at St. Luke's, LaRhonda wears many hats. One of her outstanding traits is her interest in the welfare of the patients- especially those who are poor. She was very helpful in assisting with the Food Pantry and she took the initiative to start the "Clothes Closet" project. LaRhonda's quiet nature makes it easy for people to approach her and share with her their needs.



Christina Longobucco, Rehab Department, St. Luke's

Tina went above and beyond for a patient who was expected to be on bed rest for a number of weeks at the hospital. She would make an extra effort to bring her items to keep her busy, checking on her periodically to address any needs of the patient and even bringing her take-out menu's from local restaurants to give her a variety of options. Tina demonstrates many Core Values, but showed her generosity of spirit in a patient's time of need as well as dedication to her patients.



Brenda Robinson, Medical Staff Office, St. Luke's

Brenda is constantly volunteering to coordinate programs for the less fortunate members of the community. She initiated the "Undie Sunday" collection at St. Luke's, is a Heart Walk Team Captain, and volunteers to head up any collection that is being held by the hospital. At one time, a family came to pick up bags from the Food Pantry and knowing they would only be receiving dry goods, Brenda went shopping and bought them bags full of meat, eggs, milk, and fresh produce. She has a big heart and is constantly assisting others. She volunteers for any committee that will promote the Mission or help someone in need, and even assists fellow co-workers by going out of her way when she sees someone in need.



Brenda Patterson, Dietician, St. Catherine Labouré Manor

Brenda is a true representation of Service of the Poor. Brenda, on her own initiative, brings in items for our front-line associates to help them out – ranging from school supplies, clothing, food, and toys for their children. She also buys, with her own money, decorations for our main dining room for the residents. It's refreshing to see one of our associates caring for the residents and co-workers alike in this time of economic hardship we are all facing.



Cecilia Hennig, Diabetes Outpatient Department, St. Vincent's Medical Center

Cecelia recognized an unmet need – classes in Spanish for diabetic patients. To that end, she has personally taken on learning Spanish, has found tutors and mentors, and is carefully preparing for an October 2010 kick-off of the first Spanish Diabetes Outpatient class in the northeast Florida area! I am so proud of her efforts, her recognition of the need, her focus on a new initiative even when the department has a vacant position, and her willingness to learn something new that will benefit this population of patients. The Medical Staff is thrilled that their Spanish-speaking patients will be better served-these classes will fill up.



Nathalie Boyd, RN, ICU, St. Vincent's Medical Center

Nathalie is very concerned for the under-served people of the world. She has been actively involved in medical missions through her Church. One of her recent trips was to Zimbabwe for two weeks. She served as part of the medical team where she not only cared for the sick, but helped to spread the message of God's love to those less fortunate.



Shirley Colter, RN, 5 West, St. Vincent's Medical Center

Shirley initiated monetary contributions for a young sitter who lost his money at work. The money was supposed to be used for tuition fees. After a negative security search, Shirley asked everybody around who could share a little amount to give to the young man. The sitter was so happy and was even teary-eyed when he received the money. He was able to pay his tuition at school. Kudos to Shirley for recognizing not only the needs of her patients, but also the needs of others around her.



Cathy Watson, RN, L&D, St. Vincent's Medical Center

Cathy came to me one day and wanted to start a collection in Women's Services for the Food Pantry. Nurses were not on email at that time and did not receive the communication for help when food was low. However, we printed emails for Cathy and she made boxes and put up flyers to collect food. She enjoys providing for the needy and helping to hopefully brighten a day for someone else. Cathy is always about "helping others," always giving and never expecting anything in return. She volunteers at some of the homeless shelters and has performed other activities to help the less fortunate. Cathy is a very special person and her dedication to serve the poor is appreciated. Thank you.



Boye Smart, Laboratory-Phlebotomy, St. Vincent's Medical Center

Boye's happy spirit is displayed on his smiling face and his uplifting laughter. He is an encouragement to co-workers, nursing staff, and especially his patients. Boye has received multiple Spirit Cards from nursing associates and recently from a patient. The patient expressed her gratitude for his phlebotomy expertise and described him as a "jewel." Boye is a most valuable associate in his phlebotomy skills and personable, friendly approach.



Sharon Solomon, Registration Services, St. Vincent's Medical Center

Sharon's actions on a daily basis reflect the very essence of Service of the Poor. On numerous occasions I have witnessed first-hand Sharon guiding individuals through the very complex system of co-payments, registration, and even just finding the clinic a patient is trying to get to. My friend has breast cancer and when I tried the routine way of getting her help with her insurance question, I got nowhere. I was out of town when I received a frantic call from my friend who needed medication and she was having trouble getting insurance clearance. I called and left a message for Sharon and like always, she took care of the patient's need. She not only got the right forms, she called my friend up until 7pm, which was after her regular hours, to let her know everything would be ok. We are fortunate to have associates like Sharon. She truly knows how to help those who are poor in spirit and who need guidance.

Core Value of Wisdom



Sean McCaulley, Central Supply, St. Luke's

When we lost our mailroom clerk during the RIF, Sean volunteered to jump in and take on the mail, in addition to his regular duties. He has a good heart and he is always eager to help out if he sees someone in need. Sean also tries to come up with ideas to save money for the hospital, very often thinking outside the box. He is dedicated to the success of the hospital.



Gemma Rio, DNS, CPH, ARNP, GNP, Administration, St. Catherine Labouré Manor

Gemma is the St. Catherine ARNP. In addition to her ARNP designation, she has a Doctorate in Nursing Science and holds a Certificate in Public Health. She just recently accepted a part-time teaching position instructing new nurses. Her great knowledge and skills guide her in caring for The Manor's elderly with medically complex cases. Gemma inspires those around her with her dedication and caring, sharing her experience and knowledge in collaboration with the other nurses in problem solving related to resident care issues. A devout Catholic, she incorporates her foundational beliefs as well into her model of care. Gemma truly understands that the more we care for others, the greater is our own sense of well being. I know of no one who better exemplifies the professional qualities that are defined by our *Core Value of Wisdom—integrating excellence and stewardship*.



Julie Pickren, Family Birth Place, St. Luke's

Julie brings her love for nursing and her passion for our Mission to her role as Director of Women's Services. She leads by example and is careful about carrying out *The Religious and Ethical Directives for Catholic Health Care*. She is a role model for new nurses, is cheerful, professional, and conscientious.



Pat Bell, Nursing Administration, St. Catherine Labouré Manor

Pat is a good example of our code of values. When others, yes, including me, overlook mistakes, she can catch them faster than a speeding bullet. Her computer skills are stronger than a train. For example, I spent some time (I won't tell you how long) trying to figure out a computer issue. I called Pat and she figured it out in just a few minutes. This has happened several times. I am sure she is able to leap a tall building in a single bound...somehow I know she has an invisible cape we just can't see. In our eyes at St. Catherine, she is SUPER PAT! Thanks for all you do for the various departments at The Manor.



Gene Miyamoto, System COO, St. Vincent's Health Care

It is rare when one can balance stewardship with generosity and opportunity with accountability given the current economic and healthcare environmental challenges. Such is the ability of Gene Miyamoto. I have observed Gene looking wisely and carefully at needs as though viewing them through a prism, giving honor to every light and shadow cast. He can make tough decisions, and he makes them gently, always leaning to the positive perspective. Gene has extended himself to use Wisdom to honor the poor in addressing the needs of the Food Pantry. He sees the disadvantaged, and at the same time, follows the path of integrity conserving precious resources. Because of Gene's responsibilities, it is not possible to give specific examples save to say time after time after time, he

is consistent in living the Value of Wisdom. I have seen it. Thank you, Gene, for looking justly, generously, and wisely at every challenge and life situation for which we are entrusted.



Gay Guthrie, RN, 3500 ICU, St. Vincent's Medical Center

As an experienced Critical Care Nurse of 30 years, Gay is a resource sought out by others on a regular basis. Gay is busy from the time she arrives until the time she leaves, believing that "our patients deserve the very best." Nursing students and new nurses have called her their role model. Outside of her job here, Gay is involved in mission trips through her Church and recently completed a two-week trip to Zimbabwe as part of a medical team serving the sick and sharing the message of God's love to the less fortunate.



Ray Skipper, Lab-Pathology, St. Vincent's Medical Center

Ray is the technical lead for histology. He demonstrates the Core Value of Wisdom through his careful maintenance of quality in the histology lab, his interaction and relationships with the pathologists, and in the guidance of maintaining the highest standards while identifying opportunities for the conservation and better application of resources. Throughout his tenure at St. Vincent's, Ray has sought and managed to maintain the highest standards of excellence using only those resources necessary, while inspiring his staff and others to follow his example.



Michelle McCannon-deGaris, Property Management, St. Vincent's Medical Center

Michelle is a real treasure to St. Vincent's Medical Center. Spend any amount of time with her and you quickly realize how committed she is to our Mission and each of our Core Values. Michelle's wisdom manifests itself in her talent to recycle items within our system to allow for new life for things that may have otherwise been discarded. She keeps a huge mental inventory of thousands of available items that she is able to turn from trash into treasure for the next department. Michelle can often be seen racing up and down the halls, running to help the next person who needs her. She never finishes a job until everyone is satisfied and the work is done correctly. We are blessed to have her in our ministry.



Ernesto Selorio, Jr., Ortho Technician, 2 Center/2 West, St. Vincent's Medical Center

As the interim CRC for 2 Center and 2 West, I have recently had the pleasure of meeting Ernie Selorio. I was blown away by his knowledge, skill, and compassion. Ernie's knowledge of each patient's condition and his attention to their individual needs is a feat in and of itself. However, his true gift is his ability to teach, reassure, and put the patient's mind at ease with an incredible amount of kindness and patience. I have not known Ernie very long, but in 15 years of nursing, I have met very few people of his caliber.



Diane Fox, RN, Emergency Department, St. Vincent's Medical Center

Diane has been a staff nurse, charge nurse, and now CRC in her 20+ years of service to the St. Vincent's ED. In her role, she imparts her knowledge of emergency nursing to all our staff on a daily basis. As her manager and friend, I can count on her to keep our patients safe by making sure our associates are up to date on all of our procedures. Diane will have a wonderful legacy – knowing how many associates she taught and how many patients' lives she's effected positively during her tenure.

Photo not available.

Mike McKellar, Emergency Department, St. Luke's

Recently, the Emergency Department had to deal at length with an extremely difficult patient who was trying to leave. Mr. McKellar used empathy and wisdom in explaining all of the good reasons why the patient shouldn't leave and let him know how much the staff cared about him and wanted to help him through is ordeal. He was able to convince the patient to stay by displaying kindness and reassuring the patient he was in the right place to receive the care he needed.