

Region Represented	Winner	Department	Nomination
GSH	Guy Vollrath	GSH 10HI PSYCH ADLT	Guy is a Substance Use Treatment Coordinator. He was working with a pt, who was brought in by EMS. The pt revealed that he was homeless, living out of his car, and a Lyft driver. The pt did not know where his car was. Guy called police/fire and was able to locate the pt's car. Guy went to the location on his way home and checked on the patient's car, and also asked the owner of the gas station where it was parked to allow it to stay there until the pt is discharged. The pt was thrilled and so relieved.
North/ Arrow Springs	Theresa Koenig	NRTH ADMITTING/REGISTRATION	Terry has been a loyal employee for many years, and you can tell that she really enjoys what she does. Every patient that comes into contact with Terry is treated with nothing but kindness, compassion, and genuine sympathy for what they are going through. Terry is an AIDET Rockstar! When Terry gets caught up on registering in the ER, she takes the time to walk around the entire ER to check on patients and family members to see how she can improve their experience! She serves the WOW factor! Anyone can register a patient and put a smile on their face. Terry goes above that. I noticed her tonight walking to each room in the Bethesda North Emergency Room. When she was finished, I went up to her and asked what she was doing. She said she always goes around to each room and just asks if the patients or families need anything. THAT BLEW ME AWAY. She has the biggest heart of anyone I have ever met.
Ewendale	Shari Croley	EMC CORPORATE FINANCE	Shari is always receptive of my presenting her with a "walk in" patient. She drops what she is doing and tends to this situation. She quickly communicates with the office/physician regarding the patient presented. Communicates with support staff at TriHealth Ewendale Hospital regarding an "add on" situation and any extenuating circumstances. Updates

			me as the process moves along so I can update the patient.
Butler	Christopher Arszman	BTLR ENVIR SVCS	Chris went above and beyond to make me feel comfortable while I was waiting on a family member; He explained how he loves the hospital and that he truly enjoyed working for Trihealth. This demonstration of hospitality came so natural to Chris that I'm sure ALL of his patients feel his welcoming nature. You can tell he takes great pride in his work and how he makes people feel. EVS plays an important role in each facility and Chris is a shining example of what hospitality should look like!
MHMH	Amy Keeler	MHMH ACCESS & CARE MGMT ADMIN	Amy is that person that when patients walk through the ER doors all frantic, they can instantly feel comforted and comfortable when she speaks to them. I've witnessed many times on many occasions' patients walk in upset or worried about a loved one and Amy instantly talk up our medical team and ensure that they're loved one is in great hands. While doing this Amy not only makes sure the patient is well taken care of but their loved ones as well. Amy makes the ER a stress-free environment. I've never met a person like Amy Keeler, ever. One phrase Amy uses with every visitor in our ER is: "Hey, hang in there. They're in good hands." That to me is one of the most comforting things someone can say to me. To know my loved-one is in good hands when I can't be by their side in the ER is very important to patient satisfaction. Amy never hesitates to speak to any person who comes through the ER. She truly shows Tri-Health Values in the ways that she never judges a person by look, complaint, or stature. Every patient and visitor are sure to be met with a "how can I help you; can I get you anything?" and a "hang in there". I've seen her go above and beyond to make sure patients have a way of getting home. She never leaves a patient by themselves in the ER waiting room after a visit stranded. She works side by side the patient to figure out the next step

			<p>in their care, which is getting them home. There is not enough I can write about Amy. Her generous and kind spirit not only is shared with patients but other team members. Anytime any team member has a bad day you can count on a call from Amy to check up on you and ask if there's anything she can do. Amy is the type of model we should look at when explaining our values. She represents every value in her day to day life. She's got a servant heart, always giving to others what she can offer. She exceeds every expectation at everything she does in her job. She respects every human being whether it be team member, patients, or visitor that she comes in contact with. She values everyone by reminding them their worth and always complimenting them on the work they do. Lastly, my favorite thing about Amy is no matter who you are or where you come from you can always count on Amy to engage with you, make sure you're okay, and uplift you. When looking at this award, I can only think of one person who shows these values day after day and never waivers no matter on what is going on in her personal life. Amy is a role model on the team member and woman I want to be some day.</p>
<p>Shared Services</p>	<p>Rita Gray</p>	<p>TRISSINGLE BILLING OFFICE</p>	<p>Rita will take every step possible to resolve a patients account. She works very hard to satisfy each and every patient she encounters. She has reached out to every single department/person that has ever touched a patients account to resolve their issues. Every day she answers questions regarding accounts from upset patients. She does so with a smile on her face. She gives everything she has to Trihealth and has so for 45+ years. Rita is a go-to person, no matter the ask. For me, she helps me resolve executive level patient complaints a round bills, which are never fun. She is very detailed in her research and is always happy to call the patient to do service recovery. She finds the good in</p>

			<p>any situation, always saying "thanks for allowing me to be of service". She's also extremely generous with her time and money, which is especially awe-inspiring given that she's a front-line team member not making big money. Rita Gray has 45 years of service with TriHealth. She is a great asset and has built impactful and long-lasting relations with internal and external team members. Rita delivers outstanding customer service always. She addresses the customer needs in a timely and professional manner. Many of the patients that Rita assist take the opportunity to reach out to management to share how exceptional their customer service experience has been with Rita. She demonstrates outstanding customer service. I would like to give recognition to Rita Gray for her outstanding customer service. Rita is always ready to assist us in the PB Revenue Cycle & is a great asset to TriHealth. She always takes care of any request, regardless of how big or small with the utmost professionalism & genuine care. I appreciate you Rita for everything you do every day!!</p>
TPP	Karen Vismara	GHAN PEDIATRICS PHYS SPECIALTY	<p>Karen is a great coworker, she is always there to help, she loves her job and it shows through to our patients. She makes a day a great day. I would just like to say thank you for always being such a great team and family to work with! You are uplifting and positive when I need it, truthful when I need to hear it, and such a caring, amazing, hardworking group of women! I really do love working with all of you, and I am lucky to be a part of these office!</p>
Ambulatory	Sherry Farrington	GHKN PHYSICAL MED PHYS SPECIAL	<p>An elderly patient called the GH all center to say she was so appreciative that Sherry came out of her office to come to the lobby to see her & that she appreciated all of her prayers. Sherry has been seeing this patient for many years & often call to check on her, when one day, she admitted to Sherry she had a fall. She ordered an x-ray for her & found out she had been walking around with a broken hip. She got her</p>

			to call 911, went to BN & had a hip replacement done. Sherry saved this patient!
Pavilion/ Corp Health	Alycia Rahe	PAVI CARDIAC REHAB	Alycia is such a pleasure to work with in Cardiac Rehab. She always has a smile on her face no matter if it is in the beginning of the day or end of a 12-hour shift. She has stellar character and is always willing to share her knowledge of cardiac exercise with a patient, family member and or staff at any moment. Alycia leads by example whether to perform a new task or volunteers to take on one. Patients love her and when she is not working, they notice. She is upbeat, joyful and encouraging!
Hospice	Rebecca Julian	HOC INFORMATION SVCS	Becky is an amazing HOC team member and a wonderful example of someone who practices the TH ALWAYS behaviors every day. Each and every month during leader rounding several of my team members ask me to recognize Becky for the work that she does. Becky is kind, engaged, always willing help (no matter the issue) and her knowledge of processes here at HOC is invaluable. My team and I often say that Becky is the "go-to" person for most of us at HOC when there are EMR or other issues! Becky's vast knowledge of our procedures and system is invaluable. Our entire department has voiced appreciation for her ongoing willingness to research and correct issues. Not only is she technically able to address and correct the challenges presented, she does so with a positive attitude. She demonstrates "Always Behaviors" by her constant willingness to help, assurance you are never a "bother," and reliability in regard to follow up and communication.