



## 2022 TriHealth Healthcare Heroes Week

### Share the Glory Stories

We asked you to Share the Glory and recognize your fellow team members and volunteers—and you delivered. In an overwhelming outpouring of heartfelt appreciation, you recognized each other for serving our community with compassion, excellence, and safety. We were so impressed, and we couldn't keep it to ourselves!

#### Glenda Gajus, nominated by Sarah Baughan

I am entering the Share the Glory competition for my clinical coach, Glenda Gajus. I had been a nurse for several years on medical floors before I transferred to MBU. Starting on a new unit with a new specialty was very overwhelming, and I had a lot to learn. Glenda was so patient, kind, and an amazing teacher.

She was so knowledgeable and the most thorough nurse I have ever worked with. She no longer works on my unit, but I have since become a clinical coach and strive to be the teacher and mentor to my new orientees as she was to me. She continues to be a resource. I have found a lifelong friend and will always cherish her. Anyone that has the pleasure of having Glenda as their nurse is lucky and will be well cared for. Thank you for all you have done and continue to do for our staff and our patients Glenda!

#### Charm Siegel, nominated by Laura Haverkamp

[I] would like to nominate Charm Siegel. She goes beyond her duties. Even though she is no longer [the leader] of most of the Records Department, she is always there to cover for us and help us with our work in spite of having to do her work as well. We love you, Charm.

#### Angie Aylor, nominated by Kendra Dooley

Thank you for this opportunity to share about my dear friend, Angie Aylor. We are members of the vascular access team for Bethesda North and Good Samaritan. Angie is a dedicated nurse. She worked hard long before COVID and then continued to work hard and tirelessly during COVID.

In November 2021, she [had to take time away]. Our team has rallied around her and showered her with love, encouragement, and support. She is a fantastic nurse and a fierce friend. Thank you for letting me share.

#### Shirley Englemon, nominated by Yashna Patel

I believe that Shirley Englemon with EVS is an unsung TriHealth Hero.

Shirley keeps Good Samaritan Hospital sparkling clean every day that she works. Although we only see her at around 4 pm Monday-Friday, Shirley has touched our hearts in many different ways. When she is off, we all miss her greeting, worry for her, and miss her cute laugh.

Shirley is an unsung hero because the work she does is not easy and is unseen, and she gets very little recognition for it. Her work keeps this hospital spick-and-span for patients, employees, and The Joint



Commission. Not only does Shirley work diligently, but she makes sure to greet each and every one of us before we go home each day.

EVS is not a job for everyone, and people don't realize the impact it has on an organization or how manually hard it is, but to find someone who does an excellent job but goes above and beyond to build relationships is outstanding. Shirley never complains, and she never seeks acknowledgment.

I hope this organization realizes how big of an impact she makes not only through her job duties but as a colleague, friend, and a person who brings light to the end of every day. Shirley works to serve others [through] selfless work.

I have a small story about Shirley I would like to share. This past Christmas was my first Christmas [at] Good Samaritan Hospital. My co-worker gave Shirley a gift for Christmas and expected nothing in return, but the next day, Shirley came in with a bag of presents for my co-worker, and it melted my heart.

Please recognize Shirley as an unsung TriHealth Hero because her morals, values, and principles are shown every single day. Not many people realize how much of a true impact she makes, but she is the heart of TriHealth, and she deserves to be recognized for the light she brings to work that encourages us to be better people.

#### Teena Diggs, nominated by Mary Caskey

I work in the business office [at] Hospice of Cincinnati and would like to nominate Christina Diggs as one of the many unsung heroes here at TriHealth. She is the manager of the business office, but honestly, she's so much more than that.

Christina (Teena) was my new hire [ambassador] as well as my manager, and she did everything she could to make me feel welcome and part of the team. She supports us when we need [help at work], but I also had some personal issues that I was struggling with. Teena not only provided a listening ear and good advice, but she literally put her money where her mouth is by helping me with a few crucial items I needed for my home. She did this without prompting, without garnering attention, quietly and kindly.

The other members of my department have talked amongst ourselves about what a wonderful manager and overall great person she is. When we were short-staffed, Teena was putting in the hours, taking work home, and doing all she could to help carry the burden of the extra workload. She is truly the unsung hero of the business office here at Hospice of Cincinnati and is a beautiful person both inside and outside of work. I hope she'll be considered an unsung hero, as I can think of no one more deserving of the award.

#### Michele Anderson, nominated by Jen Mangino

I would like to nominate Michele Anderson for the Share the Glory unsung TriHealth Hero. Michele is a primary nurse for medical oncology in TCI. I have had the pleasure of working with her for the last 5½ years, and every single day, she is dedicated to improving the lives of the patients she touches.

Going above and beyond is the norm for her. Every patient is treated like a family member while working in a very busy clinic with patients going through chemotherapy. Patients know that if they call



Michele, they will get a quick reply to their concerns. Michele is a great resource to other team members and readily offers assistance. TriHealth is lucky to have a staff member like her, and she will be dearly missed after her retirement at the end of May!

#### Michelle Burke, nominated by Kristy Banaszynski

I would like to recognize Michelle Burke, Front office receptionist, for her quiet greatness in the office. Many times nurses, MAs, and doctors get attention and recognition when it comes to healthcare. Receptionists usually go unrecognized at times and do not get the recognition that they deserve.

Michelle truly lives the Trihealth Values and practices them throughout the day to go above and beyond to help our patients every day. She greets every patient with a smile and a warm welcome as they come into the office. Many of our patients specifically wait for her to check them in, so they have a chance to talk with her for a few minutes. She truly makes each patient—and staff, for that matter—feel special, even for a few minutes.

She goes out of her way to make sure patients have everything they need and will not hesitate to come to the back office to obtain paperwork or ask questions regarding the patient's appointment for them. Not only is she one of our four great and wonderful front office receptionists, but she is also our HRO Coach and SOAR Champion. She is always looking for ways to better the office and keep our patients and staff safe. Michelle is a wonderful asset to our office and a true unsung hero.

#### Machel Tipton, nominated by Chelsea Noonan

I would like to nominate Machel Tipton for the TriHealth Unsung Hero Award. Machel came to TriHealth a few years ago and continues to grow as a manager. She is currently [holding] two management positions and continues to support her team in every way possible. Machel always demonstrates Always Behaviors and the TriHealth Way.

#### Sara Glutz, nominated by Katie Gingrich

My name is Katie Gingrich, and I'd like to share a name for the Share the Glory contest. I have worked as the project lead on the COVID Vaccine project since December of 2020! It's been a long and arduous journey, and there is one colleague here in the IS department who has traversed the peaks and valleys and everywhere in between with myself and our leadership.

Sara Glutz, Senior Application Engineer, has built, rebuilt, and creatively constructed ALL of the Epic Scheduling Decision Trees for COVID Vaccines. Every time a new vaccine, new age group, new dose, new location/ practice, or new recommendation has been made by the CDC, Sara has had work to do. She has done that work without complaint, with great success and often on Friday late afternoon (the CDC always seems to meet on Fridays!) She always has a positive attitude and a gracious heart and knows that this is important work behind the scenes to come out on the other side of this pandemic.

Sara is friendly and kind and deserves to have her work highlighted. We continue to do this work as vaccines are integrated into TPP Peds offices, and hopefully, soon, another age group will be eligible. Please consider this my nomination to Share the Glory about Sara's quiet greatness.



### Mary Branscum, nominated by Tempeste Duvelius

I would like to recognize Mary Branscum. She is such a hard-working nurse. She is one of our floating nurses here and never complains. She goes with the flow and gives it her all. She always has a smile on her face and makes everyone feel appreciated. I do not know what we would do without her.

### Melanie Crone, nominated by Sharon R. Collini

I would like to recognize Melanie Crone as a TriHealth unsung hero. Melanie Crone provides data analytics for the HIM, Quality, and Infection Prevention Departments. Since the beginning of the pandemic, Melanie has been involved with providing COVID numbers for our state and other regulatory bodies. Melanie initially had to provide these numbers seven days a week along with all of her other tasks/ responsibilities and does so with a smile.

Melanie is truly an unsung hero at TriHealth.

### Melanie Crone, nominated by Kay Vonderschmidt

I would like to nominate Melanie Crone for the Share the Glory award. For the last two years during COVID, she has supplied COVID statistical information DAILY for OHIO and Federal Reports. These reports are mandated, and if we miss a report, we run the risk of not receiving CMS payments. She is also always wonderful to work with and ready to help in any way possible. A true Healthcare Hero!

### Melanie Crone, nominated by Leslie Markesbery

If you're looking for an unsung hero, Melanie Crone is it – no need to look further.

She supports and reports from a variety of data systems for Infection Prevention, Clinical Safety, Clinical Quality Resources, HIM, Data Analytics and more.

For over two years now, she has, literally every day – seven days a week regardless of holidays, vacations, or illness – been up in the wee hours processing daily COVID data for mandatory reporting to state and federal agencies.

She works so hard it's hard to watch, but she makes it look easy. It's not, but she does it anyway. Seriously a hero!

### Bridget Hacker, nominated by Paula Sizelove

I would like to enter Bridget Hacker. She is always willing to go the extra for our patients and does it without asking or expecting acknowledgment.

### Tammy Goodwin, nominated by Maureen Smart

I would like to nominate Tammy Goodwin, Front Desk Office Coordinator at TOSI Western Ridge PT. Tammy is absolutely an employee who is greatly appreciated at our Orthopedic and Therapy office.



She is a dedicated employee who will always give 110%. She is quiet as she works diligently and completely, finishing her work preparing [for] the needs of the next day's patients.

When you come in for the day to start, you can feel confident that anything needing to be taken care of was completed and is ready for our patients, No matter who will be taking care of that patient when there arrive for our care. She is not one who leaves work to be accomplished by someone else.

Even when a timeframe comes up for the needs of others to be taken care of, she will attend to that and then complete her work. She is very attentive to our patients. Tammy is very dependable as a front desk employee, and it makes all of our jobs a whole lot easier knowing that Tammy has prepared things for the upcoming days. Even when there are times when Tammy will be out of the office for a few days, she will prepare paperwork for our patients for days ahead when she won't be here.

It is such a comfort to have her as a co-worker, and someone I know will handle things at the office in a complete and efficient manner.

### Wendy Baker, nominated by Pam McClintock

Wendy Baker, Associate Practice Administrator of Samaritan OBGYN and Dr. Carol Egner, is an "unsung TriHealth hero." Her level of commitment is off the charts. She puts in far many hours above the hours the practices are open. She is often the first one in and last to leave. She bends over backward to make sure her team is taken care of. She is the first one to step in and provide help to her staff when there is a personal problem, just as she would do with a family member – many times using her own money and personal time to do this:

- Recently a newer team member faced a temporary housing issue. Wendy donated money herself as well as rallied her physicians and personally rented a room for this team member and her kids, so they had a roof over their heads.
- Recently a physician needed to have her car serviced and had no transportation to work. Wendy picked her up at the dealership, drove her to work, and then repeated the process at the end of the day, even though this was not on her own path home so that patients wouldn't be negatively impacted by having appointments canceled.
- Last year a physician needed to return home to Alabama quickly due to a family emergency. Flight options were not working. Wendy was concerned about this physician making this drive herself in her emotional state, so she and another co-worker literally got in the car and made the 18-20 hour drive to deliver her "home safely."
- When another team member had a personal health crisis, Wendy provided the family support she needed when there was no other family local to help.
- When a physician's spouse had a health crisis and was admitted, Wendy stayed with this physician for hours until the physician's own children could arrive.

The list goes on and on. These are just some of the ones I can think of that have happened in the last 12-18 months.

Wendy spends hundreds of dollars a year of her personal money doing thoughtful things for her staff. Special badge clips, hot potato bar, hot chocolate bar, smores bar, scarves, pins, special order cookies,



lunch, and hand cremes. The list is long. Her total focus is to make each and every team member know they are seen, valued and matter.

Sam OB, Carol Egner, [me], Women's and TriHealth are lucky to have Wendy on our team!

### Connie Stephens, nominated by Daniel Hunley

I would like to recognize Connie Stephens in the Nutrition Services Call Center at Good Samaritan Hospital as my Unsung Hero at the hospital. Without fail, every time I call into nutrition and get Connie, I can attest I always hear that familiar voice that is there to help us and our patients [with] ordering food!

When I have patients on fixed diets, she will still have me go over everything the patient is requesting and does her best to get as much of the request as the diet dictates! She goes above and beyond and is very knowledgeable and appreciated by me for her role in our patients' care here at Good Sam! Manning a phone, especially during those lunch and dinner rushes (especially after 5 pm when everyone is scrambling to get those last-minute orders in), can get monotonous and sometimes thankless, so I just want her and the hospital to know how amazing and appreciated she is by me!

### Maria Kreitzer, nominated by Mandi Stang

I would like to nominate Maria Kreitzer, Director of OB at McCullough-Hyde. Maria consistently thanks her team members and others from different departments during daily hospital huddles and makes sure they feel appreciated. She speaks to everyone she passes in the hall and makes them feel welcome. She is always open to discussion on how we can improve relations and patient care between departments, especially with us in the lab, where we constantly work hand in hand.

Above and beyond all of that, Maria exemplifies the TriHealth Way in caring for her patients and their families. She is an outstanding leader in modeling the behavior she would like her team to have. She personally helped me [with an issue] and showed such care to me, my family and my sister. She would routinely check in on me and give me the opportunity to express my feelings, and always gave words of encouragement.

Upon the birth of my second child, she truly went above and beyond to make me feel safe and comfortable during my time on the labor and delivery floor. To me, she is the definition of the attitude and compassion TriHealth team members should have, and as a leader, she does not get recognized enough for her outstanding work. I will forever be grateful to her and the wonderful work she does day in and day out.

### Sherry Callahan, nominated by Katrina Dudley

I nominate Sherry Callahan in Case Management at McCullough-Hyde. During the pandemic, she took the masks that required us to tie tops and bottoms and took them home, cut off the ties and sewed on the most comfortable knit bands that went over our ears. She saved McCullough-Hyde team members' ears! Everyone who tried one came back for more. No one wanted to use the masks that had to be tied, so this was the perfect solution. She also sewed hats/ bonnets for everyone that wanted one.



### Amy Costello, nominated by Jennie Reed

Amy Costello, RN (ER Float Pool), has been my unsung hero for the entire 25 years I have worked for TriHealth. We met in the ER at Good Samaritan Hospital. She is one of those nurses who is quietly excellent. She is smart, dedicated and thorough. I would choose her to care for my family or me any day, and in fact, she did provide excellent, sensitive care to a family member of mine.

Amy is not flashy. While she is a clinical ladder IV nurse, she is quiet about it. When the department is chaotic, Amy is calm, and all her patients receive great care. She is the nurse you want in triage because she can sniff out a sick patient in a heartbeat. Amy is my hero, and each day I strive to be the nurse she is.

### Alyssa Enderle, nominated by Valerie Enderle

I would like to nominate Alyssa Enderle, Emergency Room nurse at Good Samaritan Hospital, for the Unsung TriHealth Hero.

She has worked at TriHealth for six years as an Emergency Room nurse at Good Samaritan Hospital. She has worked through the entire COVID pandemic and picked up extra hours as she could.

I saw her firsthand calmly and quickly attend to an unconscious patient at the front desk of the ER. She sprung into action so quickly to help that patient, and I was extremely impressed. Her years of skills and training and her true compassion to give excellent care were witnessed by all who saw this. She has told me she truly loves caring for patients and helping people and loves the skills she has learned working in the ER. She is a very hard worker and takes her job very seriously.

As a Mom of three little boys, taking care of them is a full-time job alone – and then to go to work in the ER, which is consistently busy and give the attention and care she does to patients (as I witnessed) is amazing!

I can't think of a truer 'Unsung Hero' than Alyssa!

### Adrienne James, nominated by Jeri Foster

I just wanted to let you know how much I APPRECIATE YOU DAY IN AND OUT.

### Melanie Hooks, nominated by Jeri Foster

Thank you for all the help that you give me on a daily. I appreciate you.

### Lisa Rorick, nominated by Jeri Foster

Thank you for being patient with me. I appreciate you.

### Susan Lange, nominated by Jeri Foster

I just wanted to let you know I appreciate you every day.