

Name	Department	Submission Type	Tell us about the great work you do each day to support the TriHealth Way of Leading, Serving and Delivering Care!	Name(s) of everyone in the photo
Gary Roberson	Protective services	Individual	I'm like concierge. I help people get where they need to be; appointment, parking garge, main lobby and information desk. I also do valet.	
Christina Wedding	Corporate Health	Individual	I enjoy connecting with the employees at my facility each day by learning more about their position and what makes them happy. I try to make a connection with each employee I see. Being new, I know how important first impressions can be. It is important to me to take my time with each employee's health surveillance appointment and promote their personal wellness by providing health promotion tips.	Christina Wedding RN
Paula Sizelove	TPP Oxford	Individual	I am a CMA with Oxford Internal Medicine in Oxford Ohio. I love the care that I am able to provide to our Senior patients everyday. They are so appreciative of us and that makes me know that we are making a difference.	Paula Sizelove
Barbara Piper	Therapy	Individual	I'm glad to help my team mates by helping patients to the commode during therapy sessions, ensuring patients have everything they need before they leave them after their therapy sessions and strictly follow the do not pass role to ensure patient safety and satisfation.	Barbara J Piper, PT, DPT
Carol Tuttle RN	Float Pool	Individual	First as the discharge/admission nurse, I'm the "last hug" or good interaction that a patient and the family has before leaving the hospital, I'm helping the nurse's complete the discharge paperwork and by getting the pt's out of the hospital in a timely manner it helps with through put to help alleviate back up in the ED & PACU :)	Carol T
NyKell Smoot	Corporate Security	Individual	We make sure everyone on the grounds is safe and take care of people badges and are there at any time during the days and also the we hours of the night.	
Lori Downs	registration	Individual	Our registration team is all about serving others and making sure each pt gets the best care here at TriHealth!! Making each pt feel that they our number one priority!	Lori Downs and Allisa Schneider

Frances Paytes	Hospice of Cincinnati	Individual	I am there for my patients and their families through one of the most difficult times in life. I am that ear. I am that friend. I am that caregiver. I strive to be the best nurse I can be for my patients and my families. I treat my patients as if it was my family member. A hug goes a long ways, a smile brightens a day. I am blessed that God has given me this journey to go down.	Frances Paytes LPN HOC CENTRAL TEAM
Polly Bickett	Insurance Verification	Remote Worker	I have been in this new role since January 2023. I worked for Trihealth since 2012. My primary role now is to secure prior authorization for all radiology procedures prior to their date of service.  Most of these procedures are costly, so it is crucial to secure the authorization within a timely manner. I enjoy serving our patients on the "back end" and being able to secure these authorizations to ensure I am delivering the best care possible when they arrive for their appointments.	Polly Bickett
Blood Utilization Team	Hematology/Blood Utilization	Team/Department	Our team is small but mighty. This teams responsibility is to ensure we are providing blood products in the safest and most effective manner and also when possible to intervene before procedures to decrease the need for blood products. We consistently work on ways to improve the safety, care, and service of our patients. The team consist of the manager of Hematology and Blood Utilization, the Transfusion Safety Officer, and the Anemia Clinic coordinator.	Amy Williams, Barbara (Anne) Lamar, and Patti Stiger-Roeckner
Kelayla Hollon	Pediatrics	Team/Department	We care for our patients with extra care and love. We go above and beyond to make sure parents and children feel welcome when at our office.	Kelayla Hollon (Me) Yani Soto Chelsea Huffman Courtney Johnson Kelsey Willer Sherry McDaniel Thersea Derickson MD Jenny DeBruer MD John Bacon MD Nafeh Fananapazir MD Samina Ahmed MD

Angela Schaufert	Cvicu	Team/Department	<p>We as a team do daily rounds with all of our disciplines involved. We try to make it fun for the patients and we have been known to sing Christmas carols with our patients on request of course. We have dressed up in all kinds of outfits and made our way through the unit. I believe through teamwork and leadership we have involved our patients and their family in decision making involving their care while providing a smile and some laughter with our outfits along the way. Our sts numbers along with our patient satisfaction numbers have shown our level of amazing care we have provided and continue to provide to our patients. The population we serve is extremely critically ill and by providing the highest level of care and compassion as the team in the cvicu does, we will continue to see improvement in patients outcomes and satisfaction</p>	<p>Angela schaufert          Deb rohner          Natalie goforth          Lauren wolfer          Monica kishman          Kendra west          Carly scalon          Lauren kerns          Lauren muthig          Lauren hutzel</p>
Melonie Haney	Sports Care	Team/Department	<p>We serve our patients by delivering excellent patient care and education in the community. Our team of athletic trainers are second to none and represent our organization and profession through outstanding care, amazing service, leadership by example, and ALWAYS keeping our patients and communities first. We may be a healthcare team that works with athletic teams, but we "win" when our patients, organization, and community succeed.</p>	<p>Ken Rushford, Dr. Kevin Reilly, Nicole Resetar, Nathalie Towchik, Elizabeth Ebbeler</p>
Martha Rosenberger	Western Ridge- Queen City Physicians- Back Office	Team/Department	<p>Our team here at Western Ridge Internal Medicine goes ABOVE and BEYOND to make each of our patients feel welcomed each and every day!! From the back office when the appointment is scheduled, to the front desk staff, who welcomes each patient with a friendly smile, to our wonderful nurses and physicians. We want each of our patients to know how important their care is to each of us. We S.O.A.R. everyday here at Western Ridge to do our very BEST!!!          I am just proud to be a part of such a great team!!!</p>	<p>Dr. Alexadra Kreiselman          Dr. Ronald Gall          Jennifer Trabel          Darcie Ellis          Kara Karaus          Debra Spiller          Dr. Hana Winchester          Brooklyn Dillard          Lori Seitzer          Emily Crouch</p>

Sharon Shepherd	Anderson Pediatrics	Team/Department	In Pediatrics we strive to provide excellent care to our youngest patients and support healthy lifestyles.	Samantha Grenner, Ann Walker, Sharon Shepherd, Shayna Vicars, Samantha Allen and our new APA of Pediatrics Tonya Honeycutt.
Veronica Schulte	Miami University Health Services	Team/Department	Our team is always ready to greet patients with a smile, hear all questions and concerns, and work cohesively to help in their healing process. We love our community and most of all the Miami University students that we are able to work with daily.	Top Row (left to right): Chelsea Noonan, Veronica Schulte, Tammy Gustin, Akeisha Wilson-Coulibaly, Cara Colclasure, Dakota Smith, Lindsey Pettit, Becky Stephensen Bottom Row (left to right): Christy Baker, Bev Logan, Katrina Ulrich, Jane Thurmer, Dr. Susan Bantz, Rieko Sotojima

Javan Jones	HRBP	Team/Department	<p>The HRBP Team embodies the purpose of SOAR on a daily basis. HRBP's try and champion the Ambassador Program and Appreciation Station by working hand in hand with our leaders on explaining the importance and the process of the Ambassador Program, a common topic during our leadership and HR 1:1 meeting.</p> <p>We ensure both leaders and team members are HEARD no matter the circumstance, whether that is receiving a case from our amazing HR Central Team or through our onsite rounding.</p> <p>We reinforce the use of AIDET+ the promise when we host our new leader HR meet and greet meetings. We lead by example by expressing the expectation of the use of AIDET and after providing our own AIDET we allow the leader to practice their own AEIDT as they introduce themselves to us. This gets them on the right track as they start their TriHealth Journey!</p> <p>We thrive to SERVE and maintain the Always Behaviors. We partner frequently with leaders on how to set expectations with team members but also how to strategize on getting the team members back on board if things have strayed.</p>	<p>Brook Molloy, Carmen Gulliford, Javan Jones, Patrick Berndsen, Brittany Coyle, Jeff Reed, Alisha Yarbrough.</p> <p>Those not pictured on the team: Samantha Cavendish, Ellen Beckett, Heather Parsons, Melissa Layman.</p> <p>Picture we took during a break at LD!!</p>
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Lori Greiser	Surgical Specialties and Neurosciences	Team/Department	<p>As a leader I wanted to provide an opportunity to build some wellness time into my team meeting. We all met at Sharon Woods for an hour of wellness. Our teams can only take care of our patients and our team members when they are being taken care of. Taking care our ourselves is critical in leadership. I wanted to let them know its ok to take the time for themselves to "fill their cup".</p> <p>As their leader I asked them to come prepared to share the following:</p> <ul style="list-style-type: none"> <li>-A personal win</li> <li>-A professional win</li> <li>-A personal goal</li> <li>-A professional goal.</li> </ul> <p>I shared the following reflection:</p> <p>We each shared our wins and goals and then proceeded to walk three miles at Sharon Woods followed by lunch at the Root Beer stand. It was great day of team building and "walking the walk"</p>	<p>From left to right:</p> <p>Lea Grieger Denise Schlabach Darla Daniels Michael Judge Lori Greiser Kim Schmeusser Melissa Gibbons Vanessa Gable Gina Brownstead Karen VanTassel</p>
RaNae Wright	Service Institute	Team/Department	<p>We are finding new and interesting ways to engage our teams by combining fun, friendship, learning (Busy Leader Handbook review in picture) and good food. We hosted our monthly meeting in the backyard and discussed leader best practices, we provided service to each other by building into our relationships, and talked about how we continue to improve the quality of our department. Love this team!</p>	<p>Bridget Lewis, Kevin Robbins, Tiffany Saul, Shane Quinn, Heather Brasfield-Gorrigan, Susan Ryan, RaNae Wright (I took the picture).</p>

Hanna Thomsen	Diabetes Care & Education Center	Team/Department	<p>Our diabetes education team has been pivotal in leading care in TriHealth going from good to great. Over the past year, Mary Morrissey (our manager) has led our team in focusing on value-based care while expanding our services to improve the overall health and quality of life for TriHealth patients living with diabetes. Throughout this endeavor we have been able to offer new services to our target population such as a series of 9 virtual diabetes education classes, increase telehealth services, expand to new locations, and ultimately, reach more patients in need. I feel very grateful to be a part of this team and have Mary as our leader.</p>	<p>Deborah Ballinger (front left), Hanna Thomsen (front middle-left), Cynthia Santoro (front middle-right), Dawn LaRochelle (front right), Julie Burns (back left), Mary Morrissey (back middle), Arneisha Jordan (back right)</p>
Constance Zimmer	Bethesda Family Practice	Team/Department	<p>Bethesda Family Practice is proud to be the 3rd Food Pantry site in the system. For the past 1.5 weeks, we have been able to provide patients with food insecurities a chance to keep food in their homes! This is a big win for us as food insecurity is one of the top identified barriers for our patients. We are so excited to be on this journey! This is a photo from our ribbon cutting &amp; blessing ceremony that took place on 5/24/23.</p>	<p>Constance Zimmer  Dr. Elizabeth Beiter  Jeanette Altenau  Teri Hanlon-Bremer  Morgan Parnell  Annie Lansang-Giles  Christina Green  KayCee Bailey  Dr. Carly Morgan  Dr. Cody Miller  Aja Ishmail  Amy Hughes  Corinne Barnes  Dr. Libby Beiter  Mark Clement  Tonya Eisenmann  Sue Siegel  Dr. Chad Thiemann  Dr. Nick Van Benschoten  Dave Rigdon  Dr. Adriana Delgado-Cady  Dr. Casey Gallagher  Crystal Wheeler  Ian Woodsmanssee</p>

Rachel Senft	Accreditation & Regulatory	Team/Department	<p>The Accreditation &amp; Regulatory Team supports the TriHealth Way of Leading, Serving, and Delivering Care daily. We help by supporting departments and leaders to ensure that we are providing safe and quality care in a safe environment. We provide an "extra set of eyes" to identify potential issues which may affect our accreditation status and negatively impact the patient and/or our team members. We support Continuous Readiness by completing departmental walk-throughs in collaboration with our TriHealth Leaders and Team Members. If issues arise, we provide support to find a resolution. Continuous Readiness is providing quality, safe patient care in a safe environment every minute of every day.</p>	<p>Melissa Helmer - Director, TriHealth Accreditation &amp; Regulatory  Rachel Senft - Sr. Accreditation Specialist  Kelly Trowel - Sr. Accreditation Specialist  Dawn Patten - Accreditation &amp; Regulatory Consultant</p>
Amal Musa	MHMH Registration	Team/Department	<p>MHMH Registration is always going above and beyond to support the TriHealth way of Leading, Serving and Delivering care. They take pride in their work and make sure they are delivering compassionate and great care to our patients. Some examples of way they accomplish this is by always doing their AIDET +promise and following their always behaviors. They are always looking for "Bright Ideas" to help streamline work processes and to improve patient experience. MHMH Registration is also a very highly engaged team. Some team members are cross trained in multiple areas and help support other registration sites like BN, Bethesda Butler and Arrow Springs. This team today was first registration team to 100% complete the team engagement survey! This team makes me proud to serve and lead them. love my 5 star team!!!</p>	<p>Dylan Cox, Amy Keeler, Brittany Grimes, Amal Musa, Jan Bauman, Melissa Sasser, Mary Kimball and Glenda Strohmeier</p>



Amal Musa	BN ED Registration	Team/Department	<p>My BN ED Registration team is awesome! They are all my unsung heroes that do great work every day to support the TriHealth Way! The ED is one of the hardest departments to work in. It's always busy, demanding but also the department that needs the most compassion and care. We see a lot of sick patients that need help. My team is the first person the patient sees when they walk in. They are always trying to take care of them quickly and provide the best care by using their always behaviors and AIDET. They were able to work through the pandemic despite all the staffing challenges and still put 100% into their work. I couldn't be prouder of this team and the progress we continue to make from going from good to GREAT.</p>	Erin Wood, Tara Frambes, Cassandra Bonz, Brittney Rothe, Sharon Kandra
Amal Musa	BN ED REGISTRATION	Team/Department	<p>My BN ED Registration team is awesome! They are all my unsung heroes that do great work every day to support the TriHealth Way! The ED is one of the hardest departments to work in. It's always busy, demanding but also the department that needs the most compassion and care. We see a lot of sick patients that need help. My team is the first person the patient sees when they walk in. They are always trying to take care of them quickly and provide the best care by using their always behaviors and AIDET. They were able to work through the pandemic despite all the staffing challenges and still put 100% into their work. I couldn't be prouder of this team and the progress we continue to make from going from good to GREAT.</p>	Brittany Hinds, Tara Frambes, Cassandra Bonz, Amal Musa, Brittney Rothe
Glenway PT	Physical Therapy	Team/Department	<p>We here at Glenway PT pride ourselves in always going that extra mile for our patients, so that our patients can go the extra mile in life! We strive every day to live the TriHealth way by making sure the level of care we deliver achieves only the highest and most desired results. Through the dedication of our team, we help rehabilitate patients every day to help them achieve the highest quality of life. In all ways, we want our patients to always be seen, be heard, and be healed!</p>	Tom Tressler Julie Jordan Suzy Hudson Monica Reynolds Denise Espelage Lora Dabbs Ivy Schmidt Marie Miller Bob Hodapp Jessica Iams

STACEY WINSTED	ARROW SPRINGS LAB	Team/Department	Here at Arrow Springs lab, we go above and beyond to make sure our customers are satisfied by treating each patient with our adiet plus the promise skills. We always smile and treat each patient with kindness and respectful care. Our patients are on a first name basis with our staff. They are like family to us. The patient surveys always show how great we are with the patient comments. Patient's continuously say they only come to Arrow Springs Lab for bloodwork because we are the best. We truly enjoy serving our community. We always make sure our patients are seen, heard, and healed.	Stacey Winsted, Megan Mason, Gabie Spies, Sarah Hennecke, Autumn Wientge, Josh Derouen
Erin Kolb	TPP	Team/Department	We go the extra mile to serve our patients	Erin myself and my son
Debbie John	Vascular Surgery	Team/Department	Our whole team is very compassionate. We listen to issues, calm fears regarding diagnoses and treatment. We go above and beyond regarding patient being seen, scheduling tests, surgery, procedures, etc. We are a very busy little department. From our surgeons, nurse practitioners, registered nurse, manager, medical assistants, and front desk/phone team, healing starts with me!	Dr. Mark Broering, Dr. Brian Kuhn, Dr. Matthew Recht, Dr. Aaron Kulwicki, Dr. Patrick Muck, Angela Smith, Tammy Siekman, Denise Payer and Debbie John
Stephanie Aquino	Oxford OBGYN	Team/Department	Here at the Oxford OB-GYN office we support the TriHealth Way by always putting the patient first. Assisting a patient in the rain to their car is just as important as helping them get scheduled with a procedure. Our office strives to meet the needs of the rural community we serve to the best of our abilities. Our Team recognizes their is no I in team and strive to work together as one to make the patient experience move smoothly.	Aimee Cox, Erica Flack, Callie Fisher, Carolyn Taylor, Stephanie Aquino, Michelle Hertel, Rhonda Burke

Samantha Hickman	Internal Medicine	Team/Department	Meeting and greeting each patient with AIDET+Promise (and of course with a big, beautiful, and welcoming smile :-D). Helping patients feel welcomed, heard, and their way to healthy life by making sure patients feel a part of their health care team. Working together to help you live better. We work on helping patients feel comfortable for the doctor so we can get down into the nitty gritty of concerns. We manage all the follow ups, vaccinations, lab work, referrals, medication refills, and result calls. We build a trust with patients that helps them feel comfortable and safe.	Samantha Hickman Megan Krishnan Courtney Jackson Karen Cochran Kristina Hines Lisa Roach Denise Darks Cindy Dovenbarger Marquisa Kellogg Baylee Nigh Sarah Kaufman
Karen Cochran	Kenwood Internal Medicine	Team/Department	We all believe in aidet plus the promise. We make sure patients are comfortable and introduce our selves. We explain if there is a delay in rooming the patients. I personally feel that the patient's are part of my family and treat them the way that I would want my family treated, with caring and kindness.	Karen , Denise, Samatha , Lisa , Courtney , Bailey, Cincy , Kwi , Sarah Kaufman and Sarah Rank, Kim, Kristina

Meg (Margaret) McVaugh	Pro Shop	Team/Department	<p>TriHealth Team members from the Front Desk and Pro Shop at the Fitness Pavilion are leading the TriHealth way of serving other and achieving results! Our Front Desk and Pro Shop support the TriHealth way of serving by greeting each person who walks through the front doors of our building with a smile and a welcome hello! At our front desk, we assist members in signing up for specialty classes, checking in for work outs, answering questions by phone, and directing all members and guests to the correct floor and department in our building for PT, Cardiac Rehab, and other business units housed here. Our Pro Shop staff and volunteers assist members with purchases, and providing items that might be needed for a workout or swim! We also present "one of a kind" fashions and jewelry for all our guests and members to shop while they are in our building. We listen to our members and try to provide items that are a specialty request, and we follow the sale all the way through to ensure our customers are happy.</p> <p>Both the Front Desk and Pro Shop treats each guest in our building with respect and we allow our guests to be heard when something is amiss. We want our members and guests to feel valued and we want them to keep coming back!</p>	left to right: Nikkie Blaney, Anele Woodham, and Meg McVaugh
Jon Williamson	Pavilion	Team/Department	We all love working for TriHealth. To come to work and see all of our members and guest smiling faces before and after their workout!	Lynn Stone Amy Hilderbran Keith Carpender Justin Thompson Andy Waite Mike Cassidy Steve Ducolon Ildi Peterson James Creighton Nency Merrell Diane Kelly Lloyd "Dave" Goodwin

Jim Highfield	Information Systems	Team/Department	<p>As a result of our engagement survey last summer, Information Systems leadership decided we should have some new initiatives to get team members more engaged and feel a sense of purpose. The result of one of these initiatives is a group we call TriHealth I.S. Cares - a community service organization made up of TriHealth Information Systems team members and leaders. We meet to come up with charitable ideas then put those ideas into action, engaging with the rest of I.S. in the process.</p> <p>Last September, during the Information Systems picnic, we had our first event: "Pies for Pencils" was a super-fun event where team members were encouraged to bring in school supplies for Redwood - an organization which helps children and adults with disabilities. Each team member who brought in some supplies got a chance to throw a shaving cream pie into their leader's face. As you might imagine we had quite a haul of supplies for Redwood!</p> <p>For our holiday party we had greeting card signings to give to folks in nursing homes, collected stuffed animals for first responders to give to children, collected pet food and toys for a local pet shelter, and collected donations for the CVG USO.</p> <p>In April we organized an event at Matthew 25 Ministries in which 26 of us sorted much needed sanitary products for underdeveloped countries.</p> <p>We are planning more events for 2023. I do believe this team has lived up to its expectations to not only get team members involved in some additional meaningful activities, but to also have fun doing it!</p>	<p>Not everyone who is in the photo is named below. These are TriHealth I.S. Cares committee members:</p> <p>Stephanie Smallridge (Co-Leader)  Jim Highfield (Co-Leader)  Angie Gerrein  Morgen Reinert  Kyle Klingler  Michael Mettey  Keith Frankson  Scott Farwick  Melanie Kuehner  Tammy Russo  Katie Gingrich</p>
Bethany Kellerman	Telehealth	Team/Department	<p>The Telehealth team collaborates each day to improve access for our patients by partnering with clinical teams to develop and build operationally excellent, sustainable programs from ideation through post launch activities. This team leads the way in open and honest communication by having regular check ins, weekly huddles, and monthly department meetings.</p>	<p>Nick Kostoff, Kristen Dupps, Peggy Decker, Morgan Cheung, Bethany Kellerman, Heidi Loughran, Joy Gross, and Amanda Brown</p>

Lisa Rorick	Comprehensive Ob/Gyn	Team/Department	Our team exceeds patient expectations with their extraordinary smiles! They meet our safety and quality standards with exceptional patient care and understanding that each patient has different needs from one to another. We strive to have great patient care and to provide the best care possible!	<p>Back row (left to right) Adrienne James, Sue Lange, Lisa Dahnke, Jacki Makenzie</p> <p>Middle (left to right) Fran Harpen, Stephanie Collins, Hali Hamiel</p> <p>Front (left to right) Justine Gessner, Persia Hunley</p>
Peggy Scott	Hospice of Cincinnati Navigation Center	Team/Department	We schedule Admission appointment for Hospice & Palliacare.	David Lenert, Michelle McCoy, Angie Haynes, Bobbie Hollins, Mimi Geroni, Shellie Brune, Peggy Scott, Erica Drake, Kari Distefano, & Denise Beberstein.
Latisha Jackson	Lab	Team/Department	Butler and McCullough Hyde Lab leadership teams are committed to delivering quality results to physicians in a timely manner to quickly diagnose and treat the patients. Our phlebotomists take pride in giving the patients the best treatment using AIDET. Our patients know us by name and come back time and time again because of our Promise to take great care of them and get their results to their myChart in a timely manner. The impact that lab has on patient care can often go unnoticed but we continue to focus on the mission and vision of TriHealth!	<p>Latisha Jackson</p> <p>Amanda Stang</p> <p>Lisa Mulneix</p> <p>Gordana Lukovic</p> <p>Victoria Mpatwa</p> <p>Stephanie Keil</p> <p>Carrie Powers</p>

<p>Good Samaritan Hospital Clinical Quality Team</p>	<p>Good Samaritan Hospital Clinical Quality</p>	<p>Team/Department</p>	<p>Hello TriHealth Family!</p> <p>We are the Good Samaritan Hospital Clinical Quality Team. We are thrilled to share our SOAR story and photo! First, from our photo, you may ask - "Why are stuffed animals in the photo? Does SOAR involve pets?" Well, in our highly engaged department, we have team members who volunteer to rescue and foster animals to assist in meeting our community needs.</p> <p>In our daily work, we strive to serve others in all that we do! We seek to excel in safety, quality, and service, through team collaboration and professional development. Our team role models the TriHealth way of treating others, from assisting visitors, to recognizing our TriHealth family on Appreciation Station. Our team compassionately supports and serves others. These are just a few examples of how we foster high level team engagement while having fun. At TriHealth, we SOAR to serve others and achieve results!</p>	<p>Lailah Alhalabi, Kim Cowan, Judy Patterson, and Marianne Steely</p>
<p>Melissa Gibbons</p>	<p>Trihealth Surgical Institute Montgomery</p>	<p>Team/Department</p>	<p>Our team works hard everyday to support our patients by preparing for surgery, scheduling that surgery, speaking with them about after surgery concerns, and making them feel comfortable about their journey.</p> <p>We support ourselves by gathering for lunch or for activities to lessen the job stress which makes us able to work for our patients.</p>	<p>Melissa Gibbons  Cyndi Eisenberg  Marian Lewis  Sara Gibbs  Christy Lehman  Abby Reidy  Amber Wright  Missy Woods  Ebony Molden  Lindsay Carraher  Courtney Colonel  Sue Huff</p>

Valerie Enderle	Customer Connection Center	Team/Department	<p>The Scheduling Associates for the Womens service line at the Customer Connection Center, handled 18, 018 calls in the month of May. During this time, they had 35 patient advocate line compliments and only 3 errors on calls!</p> <p>They are an example of Leading, Serving and Delivering Care to our OBGYN and Urogyn patients every day. They care about the patients.</p> <p>Their quality scores, along with the rest of the Customer Connection Center, show they strive for excellence on their calls.</p>	<p>Lauren Reichert Shantel Parker Cassonia Brunson Ann Schad Kendra Gibson Tamara Israel Jocelyn Rogers Ronice Rutkowski Rachel Leatherbury Kimera Starnes Shavonee Gardner Valerie Enderle Not pictured - Kerri Brumm, Buche Meadows, Shannon Beck</p>
Chris Buzzelli	Corporate Health	Team/Department	<p>Our P&amp;G Fitness Team has served P&amp;G employees on behalf of TriHealth in all sorts of ways along their health and wellness journeys. From fitness consults to nutrition consultations, these smiling faces have welcomed P&amp;G employees to the fitness centers each and every time -ALWAYS!</p>	<p>Madison Daniel Colleen Cummins Josh Wilcox Tim Larsen Jared Holbert</p> <p>Cameo - Matt Donlin</p>
Alexa Hardewig	Labor and Delivery	Team/Department	<p>Everyday I am gifted with the opportunity to be a part of a life changing event. I have been welcomed into the labor and delivery environment with open arms and educated on every aspect to administer the best care possible to my patients. Often times my patients thank me for the assistance with their deliveries and I respond with thanking them for allowing me to be a part of it.</p>	<p>This is a photo of myself (Alexa Hardewig) and my preceptor Sarah Higdon. I am still in orientation and she is the best educator a person could ask for! I am so incredibly thankful to have her by my side through these big steps. This was one day we got to go up to the heli pad to pick up a patient. It was a wonderful new experience to grow my knowledge on.</p>



Susan Gomien	BN Perinatal Center	Team/Department	Our team provides excellent care to our high risk obstetric population. We are responsible for high level ultrasound services and procedures that ensure the best possible outcomes for our patients and their babies!	Bev Yenke, Susan Gomien, Erin Williams, Elizabeth Yingling, Elizabeth Owens-Thomas, Marcella Williams, Molly Baute, Rachel Halasz, Kirstyn Kreiner, Donna Berryman
Kathy Stricker	Clinical Informatics	Team/Department	The Clinical Informatics Team is the BEST group of people that have ever worked together. We all work very hard at the items we "own" but at the drop of a hat will stop everything to help one another out, or do something needed for the system. All have a strong work ethic, and enjoy the job we do. It is a pleasure to serve TriHealth and our patients through clinical informatics.	Kathy Stricker, Dr. Bain, Meg Howes, Diana Vollman Jamie Schmidl, Lori Phelps, Carrie Hamm, Malissa Daniels-Libby Jenny Jones, Jennifer Todd, Lisa Heaton
Mary Milam	TPP-Delhi	Team/Department	Serving Others, Achieving Results!! Delhi takes pride in keeping our patients healthy and making the patient feel welcome as soon as they walk in the door with a friendly Hello.	Mindy Turner Sarah Bruening Amber Lucas Steve Mombach Melisa Frede Carey Robertson, CNP Allison Abner
Kayla Schaible	Patient Accounting	Team/Department	The commercial billing department, along with myself; ensure that clean bills are sent for payment. Our promise to our patients is, to keep them in the loop of any insurance delays as well as providing them knowledge that we will always be sure to get the correct payments from their insurance, before billing them.	Ieshia Booker, Gail Buchanan, Amanda Bush, Amy Clark, Allison DeLeon-Moore, Yolanda English, Courtney Hemsath, Mary (Abbey) Johnson, Debbie Meister, Jacqueline Tiettmeyer, Nickol Vaughn, John (Orlando) Wright, & myself Kayla Schaible
Kristen Bresnen	QCP Groesbeck/Butler Pediatrics	Team/Department	We pride ourselves in taking care of our patients!! We love being with the kids and being able to make them smile when they arrive is our goal! WE LOVE QCP	Kristen Bresnen Maria Trippel Jolene Burns

Jennifer Foulk	Patient Access- Bethesda Butler	Team/Department	Patient Access is responsible for greeting patients as soon as they enter the hospital. We are able to use our AIDET to ease the anxieties of our guests and provide exceptional customer service. We also complete accurate and thorough registrations for hospital services so that patients are billed correctly and Trihealth receives maximum reimbursement from insurance payors. We are happy to SERVE our patients every day and work with the best teams at Bethesda Butler!	Jennifer Foulk Tammy Bishop Ashley Kincer Makilah Mackey Divleen Dhillon Cassie Livingston Eric Brantley-Wilson Matt Kaiser Robin Ballew
Mikaela Peavy	10FGHI	Team/Department	We are the behavioral Health services team at Good Samaritan Hospital! We assist patients when they are in crisis and deliver care to a very vulnerable and underserved population. We work hard to assist those in behavioral health crisis situations work through trauma, psychosocial barriers and hardship to return to some form of normalcy.	Sara Toerner- RN Jaila Sanders-ACT II Asiel Winful-RN Amara Essex-RN Asefa Alero-Charge Nurse/Clinical Instructor Joseph Addo-Oberi-ACT I Lisa Moton - Charge Nurse Mikki Peavy - Assistant Nurse Manager * GSC Nursing Students
Corinne Barnes	Bethesda Family Practice	Team/Department	We show up each and everyday with a positive attitude and we serve our patients with utmost respect and care they deserve. We have fun while We continue to serve others!	Annie Lansang-giles Christina green Constance zimmer Crystal wheeler Reanna chiznarik Volores lee Morgan Parnell Tierra giles Aja ismail Tonya eisenmann

MELISSA GAYLE	Care Management Department	Team/Department	<p>Butler and McCullough-Hyde Care Management team is a small but MIGHTY FORCE! We provide the best supportive care to our patients and the community by providing and incorporating Trihealth Ways, Serving and Delivering Care. We (S)erve our patients daily by coordinating and providing the safest discharge plans. Recently, we collaborate together to supply a patient with household items to assist with her transition to Assisting Living facility. We (E)xcel in providing safety, quality and customer services to our patients by utilizing our Advanced Quality Outcomes Program. This program gives our patients the best selection of the high-quality home care companies and facilities. We (R)espect all people, difference and spiritual heritage. (V)alue- We are good steward of our resources. At MHMH, our care managers collaborate with Oxford Senior Center for transportation and DME, as needed. Recently, Care Manager assisted a patient with no insurance get a roller walker from the center for free. (E)ngage- In April, we participated at The Knolls of Oxford Prepare Fair 2023. A couple of Care Managers did a presentation on "Making Hard Decision." Also, we enjoy being around each other outside of work. See attached picture of us at one of our social outing celebrations our team member's graduation. WE ROCK and READY TO WIN OUR PIZZA PARTY!!!</p>	<p>Melissa Gayle Sharon Drolet April Bolander Deb Fienning Simone Johnson Victoria Cheng</p>
Kelly Keith	Accounts Payable	Team/Department	<p>As the Accounts Payable Team, we strive to ensure that we are practicing the TriHealth Way of Serving with the prompt processing of payments to our vendors for goods and services purchased. This behavior promotes TriHealth Getting Healthcare Right!</p>	<p>Kelly Keith, Donae Newman, Renee Bauer, Lisa Wilson, Julie Pettijohn, Katie Berter, Libby Brannum, Laura Pille, Debra Denbo, Joyce Cooper, Raeesah Sayles</p>

Peter K. Wong, MD	Nucor Medical (TriHealth On Site)	Team/Department	<p>Nucor Medical Clinic, located at Nucor Steel in Gallatin County (Ghent), KY, is an OnSite Medical Facility managed by TriHealth Corporate. We care for all the employees (endearingly termed "Teammates") of Nucor Steel and all their covered dependents, so that keeps things interesting, as we can care for ALL AGES of patients. We function as a FULL SERVICE medical clinic, as we can function as an urgent care, to take any walk-in or same-day/work-in patients that are injured or ill. Additionally, we also take scheduled patients, to provide caring compassionate, comprehensive care, including preventative visits, Health Maintenance Physicals, care for chronic conditions, full service vaccinations, in-office testing (urine, blood, respiratory), spirometry, EKG, and in office minor surgical procedures.</p> <p>We definitely commit to TriHealth Philosophies and Goals: For example, we follow S-E-R-V-E, as we strive to Serve these 1000's of patients we care for, try to Excel in providing the care they need, Respect all patients and our co-worker team in providing the care, Value the patients that allow up to remain here to serve them (while valuing eachother's contributions as a Team), and keep everyone Engaged in their care, as patients become better active and motivated components with their own care, and our TriHealth employees remain focused and proud in their job duties and commitment to TriHealth as our Health Care Entity. By being available to all our valued patients, we do live by and strive to provide services so all patients can indeed: "BE SEEN, BE HEARD, BE HEALED!" Firstly, "BE SEEN" (no patients are ever turned away, and we always make our clinic available to them)... "BE HEARD" (active listening, being empathetic, ensure they understand the care and options available, and utilize reflection, to make sure patients can summarize and express the aspects of their treatments)... and "BE HEALED" (as we strive to provide our best efforts to improve illness, treat injuries, prevent complications, disease processes and progression, and promote physical, social, emotional, and spiritual well being with exemplary health care, education, and provision of resources available.</p> <p>Nucor Medical Clinic, Managed by TriHealth, in Ghent, Kentucky... definitely tries to SERVE all, being able to SOAR in the process, and we are proudly INDEED TRIHEALTH !!!</p>	From Left to Right: Pete K. Wong, MD (Medical Director- Nucor Medical); Tammy Wilson, RMA and Front Office Specialist; Olivia Lafollette, APRN, CNP; and Tessa Bowling, MA, Front Office Specialist. (Not pictured: Gabby Todd, MA, Front Office Specialist, Tracy Stave, CNP (Prn/optional), and Kathleen Cook, CNP (Prn/optional))
Denise Schlabach	TriHealth Surgical Institute	Team/Department	<p>We love our patients and try to make their time with us special. We want them to leave here with an understanding of the procedure or test they need to have done.</p> <p>My team have been known to take a patient that was dropped off at our office by mistake and walk with them or using a wheelchair deliver them safely to the other side of campus if needed. Our patients know that we care about them and their care we treat them as we would want to be treated or as we would want a family member to be treated.</p>	Dawn Michael Sierra Smith Cheryl Whitlock Ashley Wade Brittany Duncan

Nicola Rebello-Johnson	TCBI/Dietitians	Team/Department	<p>We are a team of 5 covering 8 infusions centers and 5 radiation centers. In 2022 our team had more than 11000patient encounters, Our team is amazing seeing to the nutritional needs of our cancer patients daily. Recently one of our cancer patients who has no insurance had to have aq feeding tube placed and we were able to provide TF supplies and TF to the patient at no cost by calling on resources and applying for the PAP through Nestle. Our team goes above and beyond for our patients arranging for them to receive supplements when they cannot afford to purchase it, applying for grants for food for our food insecurity patients. Arranging for our head and neck patients to receive Healios to prevent mucositis and mouth sores.</p>	<p>Sent email with picture and names to SOAR</p>
Alex Dorsa	HR	Team/Department	<p>The Compensation and Benefits team support our team members and their family's every day and because of this they need to provide excellent customer service which includes our Always Behaviors and AIDET. Everything done each and every day is for the betterment of our team, culture and overall system. It is very important that this team use high reliability methods and stay up to date on changes occurring within and outside the TriHealth system.</p>	<p>Pictured below is the most of the HR Benefits and Compensation team! From left to right:  Iris Montgomery  Karen Tomlinson  Molly Brauer  Amy Muench  Sara Krastev  Andy Harden  Brandy Clark  Alex Dorsa  Kerri Greer  Tameka Steagall  Kristen McKean  Heidi Elsbree  Kristie Chapman</p>

Kristen Bresnen	QCP Groesbeck Pediatrics	Team/Department	<p>Here at QCP Groesbeck, we love our jobs! we love our coworkers! We have one of the best offices to work at. Having a great work environment, allows us to give the best care possible to the little ones who come into our office each and every day. From the start of the phone call until the end of the office visit, we SOAR through our AIDET+ the Promise.</p>	<p>Julie West  Karen Albrinck  Kristen Bresnen  Angela Collins  Kishan Desai  Donna Johnson  Heidi Kurzhals  Tina Brown  Peggy Schindler</p>
Tina Seiter	PC West Chester	Team/Department	<p>This team shows everyday that our patients are seen and heard. They work as a team to support each other and ensure that we are delivering unbeatable care and humanity to our patients.</p>	<p>Jazzmen Colbert, Evan Farler, Ilse Chavez, Jennifer Finley, Liz Berry, Sharon McClung, Carrie Wildey, Sarah Stringer, Jennifer Skinner, Dani Miller, LaTarra Mitchell, Amber Callentine</p>
Bradley Smith	Clinical Documentation Integrity	Team/Department	<p>The two teams, Clinical Documentation Integrity and the Coding Team, collaborate to provide accurate documentation from physicians throughout Trihealth. Through the use of current documentation guidelines, we ensure that documentation is supported to prevent denials and appropriate billing for patients. This also helps providers by ensuring care is appropriately documented which follows patients throughout the lifespan.</p>	<p>From Left to Right: Megan Huysman (Coding Supervisor), Brenda Johnson (Inpatient Coding), Wanda Gross (CDI RN), Sarah Werk (CDI RN), Kimberly Cox (Inpatient Coding), Jenifer Pack (CDI RN)</p>

LATRICE BEHANAN	14CD	Team/Department	This photo is of the 14CD inpatient oncology team at Good Sam. Pictured in the middle is the very first bone marrow transplant patient cared for on the unit. This team is very proud of the cutting-edge work we do, and the care provided to this patient population.	Sarah Klingelhoffer Lizzie Thiemann Erica Weeks Theresa Weeks Lauren Taylor Darell Simmons Esther Adjei Emily Leigh Jaecel Mikhaila Miquiabas Brooke Ryan Ha Pham Catherine Foley Elizabeth Yaus
Mufaddal Frosh	Analytics Department	Team/Department	Members of the analytics department that perform data operations, and data engineering who serve our customers with data for decision-making.	Kelly Monterosso, Tian Jiang, Kyle Lemieux, Fwue Lee, Manoja Cherukuri
Barbara Berenz	HOC Central IPU	Team/Department	Hospice of Cincinnati delivers care with compassion and active listening. Our team utilizes our SOAR tools daily to create the best possible end of life experiences. During such an emotional time of their lives we must use HEARD to ensure their memories while at HOC are good.	Jobeth Lim, Cassandra Rakes, Stephanie Schlake, Christopher Sheehan, Chava Vidal, Angela Pittman, Lisa Smiley, Lisa Gardiner, Andrea Steinmetz, Amy Hittinger.
Barbara Berenz	HOC Central IPU	Team/Department	Hospice of Cincinnati night shift team is cool, calm, and collected. They use their SOAR tools while giving compassionate care to patients and families. They shine while using STAR to ensure their safety measures are in place and think before reacting.	Cambria Buckley, Dorena Palmer, Tina Sedgwick, Jennifer Barnett, Melynda Day
Shane Quinn	Guest Services	Team/Department	Each Day, this crew helps greet and guide people at the main lobby. This team is made up of Concierge, Guest Service Associates, Protective Services and Volunteers. They see 1,000+ Patients, team members, and visitors. They help reduce anxiety and make them feel seen, heard and healed.	Kris Stephens, Brielle Norton Edwards, Becky Sparks, Zack Huebner, Brandon Dalton, Sophia Fajardo, Cathy Pelz, Shane Quinn, Cordel George

Michelle Connor	Lobby Outpatient Registration	Team/Department	We are the first faces that our patients see when they arrive. We treat each patient the way we would want our loved ones to be treated. AIDET + the Promise is used with every patient, every time. Patient safety and patient satisfaction is our number one priority. We want our patients to have the best experience possible!	Michelle Connor, Judy Zakem, Crystal Shay, Jeanette Stanukinos, and Phinley the Volunteer pup!
Debbie Handkins	Pastoral Care	Team/Department	This photo was taken right before our Good Friday service, which we provided as a service to patients, staff, and families who were not able to attend their own church's services because they were in the hospital. Pastoral Care chaplains serve to meet the needs of all those who walk through our doors at Bethesda North.	Evette Watt, Madeline Budman, Chad Quick, Patti Warning, Debbie Handkins



<p>Esther(Gaylene) Echavaria</p>	<p>Revenue Integrity/ Internal Charge Audit</p>	<p>Team/Department</p>	<p>Revenue Integrity and Internal Charge Audit Teams support the TH way daily. These teams provide often invisible support to our other team members every day. Some ways we do this are:</p> <ul style="list-style-type: none"> <li>• Help Leaders and Departments to identify areas where documentation could be provided or improved to support care and optimal billing of services.</li> <li>• Review/monitor a tremendous amount of charges daily to ensure the organization’s financial health and our positive community reputation are not impacted by missing charges, incorrect charging or overcharging of patients for the care we provided in an excellent manner.</li> <li>• Participate in payor denial reviews to understand how charging may have impacted that denial and suggest possible appropriate changes to reduce recurrence</li> <li>• Provide education to Leaders about billing/coding rules that impact the ability to charge and be reimbursed for certain kinds of care.</li> <li>• Act as intermediaries between the Clinical IT Teams, Revenue Cycle Teams and Departments in making changes to workflows to support charges being entered appropriately, compliantly &amp; efficiently. They work collaboratively and with a questioning attitude to resolve charging issues that may not help the organization in their regulatory endeavors</li> </ul>	<p>Bottom Row LT to RT: Margaret Reiningger, Deborah McMahon, Beverly Rehtin, Vera Derkson Second row LT to RT: Michelle Schorsch, Melinda Martino, Sally Wilson, Janet Pavia Top row LT to RT: Pam Sticklen, E. Gaylene Echavaria, Sandy Kraatz</p>
<p>Roderick Elmore</p>	<p>Managed Care</p>	<p>Team/Department</p>	<p>Here in Managed Care we negotiate for both fee for service and Value Based contracts. We work with the payers to agree to terms that will benefits both the organization and patients.</p> <p>We also manage contract operations and compliance to ensure that TH operations are performing according to the contract agreement.</p> <p>Additionally we handle contract analysis and performance to assess key business issues and opportunities for growth, as well as, maintain effective communication between key TH stakeholders and payers.</p>	<p>Kristina Hunter Amanda Meister Charisse Troutman Steve Ogban Roderick Elmore</p>

Beth Draper	HOC Central Team	Team/Department	At HOC, we are proud make a difference in people's lives every day! Our team provides the absolute best care to our patients and families, striving to make their end of life experiences the best that it can be. Our team embraces AIDET+Promise and Always Behaviors out in the community - it's what sets us apart. We also love our new tagline, "Be seen, be heard, be healed." It's what we do at HOC every day!	Beth Draper, Conner Draper, Kathleen Wise, Natalie Honschopp, Cathy Renner, Lori Stansell, Kristen Andrew, Lea Walker, Kelly Bowman, Tracey VanPetten, Sophia Finklea
Jessica Rupright	GE Fitness Center	Team/Department	At the GE Fitness Center we have served our GE client for more than 30 years. It is one of the longest running corporate clients TriHealth has. We serve alongside the GE Family Wellness Center in meeting all the needs the employees may need for health and wellness. Together we have built a health and wellness community for the GE employees	Ian Hibner and Jessica Rupright. Not in the picture but helped with making the sign is Chrissy Kelley (Scherl) and Susan Ketterer.

Margaret Shaw	NICU	Team/Department	I asked our NICU team what the first word is that comes to mind when describing how they support the TriHealth way of Leading, Serving and Delivering Care everyday. Hopefully my uploaded photo worked!	Brandi Voegele Nikole Wunder Jessica Heger Corrine Wasoski Suzanne Rhodes Kathy Bosse Katie Schweppie Shannon Willoughby Lauren Zellner Elizabeth Kruthaupt Karen Stevens Will Imhoff Courtney Sibert Beth Mangeot Renee Rogers Jennifer World Carrie Meadows Faith Hensley Julia Mosley Lakota Luckadoo Payton Voegele Andy Bowyer Emma White Miranda Foote Gabby Fuson Angie Tobias Jamie (maintenance) Kayla Merritt Lexi Petro Torey Emrick Sue Woodard Shannon Van Hook Margaret Shaw
Paulette Brown	GSH Lab	Team/Department	The Clinical Lab team is an essential part of TriHealth's commitment to Leading, Serving and Delivering Care to our patients and customers. We are a 24/7/365 department that collects and tests hundreds of specimens daily. We interact with nursing and other departments to collaborate to solve problems and improve processes to be more efficient in our work. This gives the physicians the clinical information needed to treat our patients and deliver quality care the TriHealth Way.	Abigail McKinney, Yannick Mangolo, Januka Sutar, Michael Whitacre, Ashley Gee, Samantha Borer, Janice Jackson, Chris Murrell, Jennifer Meyer, Madalyn Herzog, Celia Stanley, Gabriella Lopez, Judy Hamilton, Connie Huber, Kayla Branscum