

Nominator's Name	Unsung Hero's Name	Unsung Hero's Department/Location	Please share what makes this team member an unsung hero.
Emily Jansing	6300 Nursing Staff	6300	Working in the Staffing Office, I would like express how grateful I am for the Nursing Staff on 6300 consistently floating on both day and night shift daily. They have a very strong nursing and leadership team in Susan, Cali and Darla. I am always able to count on them being willing to float throughout the hospital when we have needs on other units. It is such a relief working in the office to know I can count on them daily to help me and our fellow nurses. I believe the fact that we are able float nurses from 6300 to our other telemetry and med- surg floors daily speaks to the staff's comradery and tremendous work ethic! Thank you for all that you have done to be leaders in TriHealth's SERVE principals and continue to provide excellent patient care. We are fortunate to have you all!
JACKIE LINDSEY	Adrian Brown	Outpatient Registration/Arrow Springs	Adrian always seems to demonstrate a positive attitude in all situations, and in all team member interactions that we all have with her. She's consistently showing fairness towards all of us. She jumps in and helps whenever we need her. She's is definitely excelling in her leadership role.
Lindsey Greiser	Adrienne Freeman	msicu	shes the best
Rosa Applegate	Adrienne Jones	Group Health Clifton Family Medicine	This person goes above and beyond to help patients and team members.
Donna Bostick	Aimee Cox	tp ob gyn oxford	She always goes above and beyond to make women comfortable in the office. She is cheerful and upbeat and does whatever she can to make sure all things are completed accurately and she is very efficient. She also helps the other MA if she is not busy she will answer the other providers light. She does not let any grass grow under her feet that is for sure. She is an asset to our office and to Tri Health. Patients often ask for her by name and miss her when she is off. I am blessed to have her as my primary MA every time I work. When she is gone I miss her. We read each others minds. She anticipates my every need.
Alison Pennington	Aimee Cox	Oxford OBGYN	She has always been so kind and patient with me. She is always willing to answer questions and help me problem solve when I do not feel confident in something.
Lauren Miller	Allese Haddad	4T200	Allese is one of our Charge Nurses on my unit. This past weekend she showed such great leadership. She had to face the changes of multiple last moment staff changes. And taking on a full nursing load but still took care of her Charge Nursing responsibilities. Without bringing in her management staff who also has been filling in longer hours than usual because of covering for our night shift shortage. She may have had to cry a couple of tears to get the frustration out, but she didn't allow it to affect her responsibilities or the care that she needed to show her patients. Allese is an overall great nurse and supervisor. It's a pleasure working with her.
Susan Hatfield	Allison Abner	TPP Delhi	Allison is so kind to patients as they check-in for appointments. She has a great deal of patience with those who need help for forms or questions. She has a sweet disposition all day. She is always concerned for patients' safety, and speaks with them in a calming voice. This puts our patients at ease, makes them feel appreciated and cared for! Thanks Allison!
Tiffany Holt	Allison Jones	Infection Prevention/Baldwin	Allison is our infection prevention coordinator. She supports all of our on-site infection preventionists and director by wearing many hats. Not only does she wear many hats, but she wears them well and with a smile. Allison's help allows us to be more effective IPs for TriHealth and makes TriHealth a better place for our patients.
Elizabeth Smith	Almaz Gizaw	EVS-Endoscopy	Almaz is truly an asset to BN Endoscopy. She is always kind, helpful and polite. She works tirelessly to make sure our Endoscopy stretchers get cleaned and procedures stay flowing. On a regular day she cleans and makes over 50 stretchers per day! I rarely see her sitting down. When she is not cleaning stretchers and making them, she is busy doing other housekeeping duties such as dusting, mopping floors, emptying trash, cleaning bathrooms and the breakroom. She will jump in at any point to help however she can, including carrying large boxes to the trash compactor. We absolutely notice when she is not working in our department. She is definitely an unsung hero.
Valerie Enderle	Alyssa Enderle	Emergency Department at Good Samaritan Hospital	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 7 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 first hand calmly and quickly attend to a patient that was unconscious at the front desk. 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!
Tracey Moore	Amanda Bene	Priority Care-Mason/Liberty	Amanda has continued to go over and beyond with helping me transition into my new role. Amanda always makes herself available to me no matter what time of day or night it is. She has made me feel welcome and always tells me she is so happy I am on the team. Amanda checks in with me at the beginning of the day and even at the end of each day. Amanda always asks if there is anything she can do for me, when she has enough work to do herself. Amanda truly cares about our team and is always looking for ways on improvement. Amanda is selfless and reliable we can always count on her! I think she truly is an unsung hero and should be recognized.
Elizabeth Ebberler	Amber Gerken	Sports Medicine - Muskuloskeletal	Amber is an amazing co-worker. Always going above and beyond for her coworkers, willing to lend a helping hand. She is an integral part of our peer interview committee. Has put a lot of extra hours in lately to make sure we filled our departments employment gaps. Not only is she apart of the committee, she takes the time to do her research on all candidates and ask specific and pertinent questions for the employment site. I have had the privilege of seeing her interact with her student athletes and staff at Summit Country Day. She is a well-respected and beloved member of that community. She has been there for over 15 years as an integral team member. They trust her and value her time and commitment to the school. Amber also had a personal battle throughout the last year during her breast cancer treatment. She never missed a step or a beat at work on the days she was there. And I got to watch as the Summit community rallied around her in support. It was a wonderful thing to see how much they appreciate her in that community. She makes a difference there everyday and it shows. I am proud to call her my coworker. And think she is beyond deserving of this award. Way to go, Amber!
Emily Adkins	Amber Lucas	PC Delhi	Amber is always willing to help where help is needed. She will do things without needing to be asked and almost always has the answer to a question you might have. Were lucky to have her apart of our office!
Alex Criddle	Amber Schimelpfeng	MHMH ER	Amber is always someone who is more than willing to assist anyone with any trouble. She also goes above and beyond every shift she works and always does so with a smile on her face. She is by far the person many nurses in the ER rely on to be able to get everything done when it shouldn't be possible. Amber makes it so the ER is run smoothly and all the patients are taken care of in the manner they should be. She makes me proud to work with her in this ER.
Cori Grandle	Amelia Cox	Marketing Communications	Amelia works behind the scenes to make so many things function for our Marketing Communications team, between triaging incoming requests, ensuring efficient and effective relationships with vendors, providing guidance and insights, and everything in-between. There are so many details that she capably manages to support every member in Marketing Communications. She is our chaos coordinator, and we are so fortunate she's on our team!
Connie Sadler	Ami Jo Schenkel	TriHealth weight management; Medical office building Suite 300	I have worked with Jo since 2020, and she has been going above and beyond in many ways for our patients and our team. For example, among other things, she helps to wrap gift baskets for our holiday party and other support group meetings to make sure they look attractive. She is the person who is contacted by the University of Cincinnati to offer dietetic interns a rotation in our department, which is a time-consuming task. She is an active participant in team meetings, always willing to share her ideas and knowledge. She exemplifies the TriHealth core values and treats our patients and co-workers with dignity and respect. She is a co-worker who just does what she does without expecting any extra recognition; but I think she deserves some!
Deana Birkenheuer	Amy Blankenbecler	TriHealth Lab	As I worked through a point-of-care project for TriHealth Physician Practices, I would reach out to Amy for input on CLIA requirements. Amy is extremely knowledgeable, but even more than that, she was ALWAYS gracious in answering my questions, including responding to me in a very timely manner. I am so grateful to have her as a resource, allowing me to be confident in moving forward with this project. Thank you, Amy!!!!
Jenny Waters	Amy Coyle	Lead Coding Specialist	Amy is my coding lead. She works daily to improve our coding education and to improve how we review claims for our physicians and patients. Amy is always there for any help I need with coding questions, physician questions and patient questions. Its a good feeling knowing I can depend on her to help me get the answers I need to do my job efficiently. She helps me feel confident I can do my job to the best of my ability.
Donna Mueller	Amy Coyle	SBO Dept/Norwood	Amy Coyle is a GREAT team player! I can always count on Amy when I need help on a project or question or opinion on something I'm looking into. She never minds a quick call or chat so we can discuss in further detail. If I need someone's opinion Amy is always there to help. All I have to do is message her and ask... Do you have time for a quick call? and there she is. I really appreciate her!
Jessica Lainhart	Amy Frazier	Trihealth Cardiology Institute	I have nominated Amy Frazier for the unsung hero award. She goes above and beyond to help her patients. She makes sure all the patient's questions are answered and continues to make sure the patient understands in a polite and caring way.
Sherri Morrison	Amy Frye	social worker at hospice east	Amy goes above and beyond with her patients and their families. If a family member needs to see her but can only be available after hours, Amy will ensure they get the face to face time with her they need. I have watched Amy bring flowers to patients for their birthday. I've watched Amy hug and cry with patients and their families. Amy embodies what health care, compassion and empathy at TriHealth represents. We are very lucky to have her on our team.
Michelle Marchetti	Amy Hayden	Facilities Planning and Design	Amy is a wonderful leader and ALWAYS goes above and beyond for her team.

Jami Hiler	Amy Helmeccamp	Endoscopy	Amy is such an amazing person. She always goes above and beyond to help and be compassionate to all her coworkers. Amy went above and beyond to help me after my heart attack and took time out of her busy life and cut my grass for me several times. Amy is always willing to help her coworkers by giving breaks and helping out in any way she can. Amy is an amazing unsung hero!
Hope Daniels	Amy Keeler	Patient Access	There aren't enough words to describe what makes Amy Keeler a true TriHealth Unsung Hero. In Amy's 15 years of working at TriHealth she has never brought anything less than excellence to everything she does. In my 5 years of working side by side with Amy, she has taught me daily lessons on compassion and respect for every patient. Amy has always cared deeply, without bias for every single patient, visitor, guest, team member, and volunteer that have ever walked through the doors of McCullough Hyde Hospital. Even in the hardest times, it's no wonder patients are drawn to Amy's comfort and personality. I can recall many times when Amy has kept children occupied while their family member visits a loved one, or distracted a patient from their pain, with her kindness and constant ALWAYS Behaviors. Amy is a soul that is rare to come by, and hard to find. She genuinely believes the good in people, and works hard every day she shows up. She always says "being kind isn't hard" and truly lives that every single day. I can recall another time when a team member lost a family member. Amy has always been there with comforting words, and gifts because this workplace is family to her and she always makes sure her family is taken care of to the fullest of her ability. She's donated numerous of her own PTO hours to help fellow team members in time of need. If you were to ask anyone at McCullough Hyde Hospital what Amy Keeler has done for them, they would tell you to take a seat and stay awhile because the list is endless. Amy is the most selfless, and most deserving person to receive this acknowledgment. I hope one day to be half the woman, mother, wife, and team member she is. Again, there are not enough words to explain Amy Keeler to someone who has never met her, however, we can start with these and begin to understand the heart of Amy Keeler is truly in patient and team member care.
Robyn Stahley	Amy Keller	Nursing Administration, Professional Excellence / Bethesda North Hospital	I am nominating Amy Keller, Professional Excellence Specialist for the unsung hero award. As the program coordinator for Nursing Administration, Amy is my "go-to" person as we navigate all of the nursing events and initiatives. Not many people know the amount of work, effort, and time it requires behind the scenes to pull off the nursing events and activities. Here are just a few notable, impressive activities that she pulls together. Amy is the main coordinator for the Annual TriHealth Nursing Recognition Dinner Celebration. She arranges the selection committee, coordinates the process for notifying winners, sends out all communication regarding photos and next steps, purchases the flowers, gathers the award info for ordering, and regularly checks in with me on the guest list and other administrative items. She also works with the CNO/CNE team to make any updates/additions they may have each year. Amy is also over the Certified Nurses Day gifts for the entire organization. She works with the Professional Excellence Champion team to gather gift ideas, brings those ideas to the Recognition Team for voting, and then works with the vendor to get the quote. She then creates the delivery guide and list for distribution. Amy is the coordinator of the ANCC Success Program, which allows our nurses to take a certification exam twice if needed, and without having to pay if they fail. This program is extremely beneficial to our team members as well as to the organization and the people we serve as it increases education and knowledge. We do have co-horts for each category to help, but Amy is the one who keeps it renewed and on track each year. Amy is also an active member of many committees including the Nursing Connections Committee, the Recognition Committee, the Nursing Advance Committee, and the Professional Excellence Champions – I might be missing some! This may look like just a list of tasks, but with Amy- there is more to it- she is extremely organized, dedicated, prompt, level-headed, and tremendously helpful. Our director calls her "Eagle Eye" because she is awesome at editing and catching things other people miss. I would want her on my team for ANY project, because I know that she puts her all in everything she does. She is so deserving of this award! Thank you,
Jessica Kisling	Amy Witherell	BN Endoscopy	Amy is a wonderful charge nurse and leader within the endoscopy department. She keeps the departments day to day activities running smoothly for our physicians and patients. She helps to coordinate procedures and care with multiple different departments every day to ensure we provide the best care possible. She is a sounding board for her co-workers and physicians while also helping to problem solve. She jumps right in and helps everyone out regardless of knowing how to do the procedure but has a "lets figure it out" attitude that really helps the department have a high morale because of the attitudes and behaviors that she exhibits.
Rita Wesley	Amy Witherell	Endo /B-North	Amy wears many hats in our department and puts her team first. She is very active during her workday barely having time to catch her breath. She is constantly dealing with the doctors such as; rearranging the schedule, scheduling add-ons, pulling staff for a team to go to the unit. she is pulled in every direction but keeps the department in order and operating smoothly. She puts herself in positions to relieve staff for lunch when the need arises. Not only those duties, she finds time to make staff scheduling and daily assignments. Beyond all that she does, in and for the department, Amy always finds time to say good morning and make you feel welcome. She makes me feel appreciated each and every day I work. Amy is an awesome, exceptional nurse and highly deserves recognition during this week of celebration.
Chris Ernst	Amy Witherell	Endoscopy	Amy has been the charge nurse in endoscopy for many years and does an outstanding job at running a very busy outpatient and inpatient unit. She always keeps her cool when the day brings unforeseen issues and does so with a smile on her face! She goes beyond and also manages the employee schedule and vacation requests. She is a phenomenal nurse who is very knowledgeable in all things "GI" and pulmonary related. Strives to give the best care possible and advocates for patients. She works well with the doctors and supports the staff. She is an unsung hero in Endoscopy!
Jodi Andres	Andrew Freehling	GSH BAB	Andrew (Drew) is an unsung hero of BAB. Drew was hired as a new graduate nurse in June of 2022. Drew hit the floor running and took all of it in stride and has already had a significant impact on the unit. As if going through nursing school during the pandemic wasn't difficult enough, but to be hired as a new graduate, ready to be molded into a competent and safe caregiver, onto a unit that had very poor staffing made Drew's start to his career rockier than he had anticipated. BAB had a 52% team member vacancy in March of 2022 and Drew was one of several new grad nurses who had to be adaptable and learn quickly to get the unit back on its feet and able to provide excellent patient care to our patients. You see, there were not many other team members with years of experience that you would expect to find on a nursing unit to train these new graduates. So Drew, along with several other new graduate nurses, had to learn how to quickly onboard and function independently with less-than-ideal support and in-the-moment training and education from the burnt-out experienced nurses vacating their bedside positions at a rapid rate. Drew is eager to learn and perform at the highest level possible. Drew has already taken a promotion to an official charge nurse and is a consistent leader on the night shift. Drew takes on all education and tasks given to him to the best of his ability. Drew is the true picture of resiliency and what it looks to grind and working hard to achieve a goal as well as what it looks like to overcome any obstacles to achieve those goals. Drew regularly receives compliments and kudos from both his team members and his patients. They love how personable he is and they state that they feel well-cared for and safe when he is their nurse. BAB would not function at the level they do without his work ethic, leadership, teamwork and can-do attitude.
Beth Draper	Angela Iles	HOC Central Region	Angela is our C-2 Nurse, which means she is responsible for ensuring our patients receive their pain medicine in a timely fashion. This is a vital role for our hospice patients, to keep them comfortable during their end-of-life journeys. Angela is not only excellent at her job, but is also a great team member. She always has a smile and is willing to help out in any way she can. She also serves as Ambassador to our new team members. Angela embodies the TriHealth Way of Serving & Providing Care. I'd like to thank Angela for her dedication to HOC & TriHealth!
Stacey Williams	Anna Pelphrey	Perfusion/surgery	Anna is someone who is always there to support our team by checking inventory to make sure our department has what it needs, lending a helpful hand - even when she is cleared to leave, and always looks out for us individually and as a department. She is dependable, and always available to give advice. Anna is a valued employee in the Perfusion department, and goes above and beyond because that is the type of person she is - she doesn't do it to be praised or recognized. That is why I believe she should get an award as our unsung hero!
John Lombardi	Anna Pelphrey	CVOR/Perfusion	Anna has been a part of TriHealth (as a Perfusionist) for over 26 years. During this time she has come in early and stayed late as a rule, not the exception. She is enthusiastic about learning new devices and new techniques in Perfusion, and uses this knowledge to teach others. Anna is always willing to help without being asked. It has been a pleasure to work with Anna over the course of my time at TriHealth. Sincerely, John Lombardi, CCP

Amanda Holloway	Anne Sterling	TPP Gastroenterology	Anne Sterling is a wonderful and caring nurse practitioner. She is extremely knowledgeable and has been the best mentor to me. She is always willing to help and answer any questions I have. I appreciate her so much and hope I can pay it forward in the future. Anne is a very compassionate provider and always has every patient's best interest in mind. Anne displays S.E.R.V.E. values with everyone she comes in contact with. She is a great asset to the TriHealth team and needs to be recognized!
Corinne Barnes	Annie Lansang-Giles	Bethesda Family Practice	She is selfless and is always helping other team members without being asked. She is kind and genuine and uses her always behaviors every single day. She is a great team member to work with.
Crystal Wheeler	Annie Lansang-Giles	BFP	She works nonstop and she is always helping behind the scenes. She goes above and beyond. I appreciate Annie's work ethic and ability to work well with others.
Rebecca Schmidt	Ashley Gaaney	Butler IPU	Ashley shows relentless compassion and excellence every day at Bethesda Butler. Ashley has been with TriHealth for a little over a year and I have witnessed the continual professional growth in her as she moved from staff RN up to interim ANM. Since her first day, I have recognized her passion for safe patient care, outstanding customer service, and sheer dedication to her team. Because of her perseverance, her team continues to provide high quality care, which ultimately leads to top decile patient satisfaction and, more importantly, great patient outcomes!
Beverly Perkins	Ashley Wurzelbacher	Telemetry/4200	Ashley is currently our ONLY full time night shift charge Nurse. She is absolutely amazing! She is a wealth of knowledge, always willing to help anyone with anything and very fair when doing the assignment. She will give herself an assignment first to prevent her nurses from having to bump. Ashley presents Always on the unit by offering her help, checking on her nurses, she will start admissions for her nurses when she knows they are overwhelmed or behind. I know when Ashley is charging it's going to be a very smooth night. Ashley also likes to laugh and smile a lot and always let's her nurses know how much she appreciates us. Ashley does all she can to make even the worst of nights more bearable. Ashley, like a lot of other night shift nurses rarely, IF EVER get any recognition for her hard work. I think it's time one of our night shift nurses get some recognition for ALL that she does for her nurses, our unit and the patients!!!!
Susan Sutton	Ashlie Miller	6300	Ashlie had a patient who was missing prom. Ashlie showed such empathy and compassion to her patient, and she came up with the idea to decorate the room with balloons, flowers and disco light for prom and to celebrate with the patient who could not attend prom in person. Ashlie and the 6300 team decorated the patient's room while the patient was in surgery. This really cheered the patient and family up and her actions demonstrated true heroism and demonstration of what going above and beyond looks like at TriHealth!
Katie West	Barb Meyer	OB Float Pool	Reflecting on who embodies the qualities of an 'Unsung Hero,' I immediately thought of Barb Meyer. She displays selfless service everyday as a member of the OB float pool here at Good Samaritan by putting her heart and positive energy into being an amazing nurse. She has a calming demeanor that makes her patients, their families, and coworkers feel at ease and safe. Whether she is working in the NICU, Mother/Baby, or Advanced Obstetrical Care, she goes above and beyond to assist her team members and patients without ever asking for anything in return. Barb volunteers to assist team members with scheduling, simulations, and educational training. She puts her heart, soul, and energy into being truly present with her patients. Brightening antepartum patients days by spending time talking with those who are away from their loved ones and in need of a kind ear to listen to their troubles. Furthermore, being a familiar face to those same antepartum patients while caring for their premature babies after delivery in the NICU. Whenever I come to work and see Barb I know its going to be a good day.
Tracy Denniston	Barbara Schmitt	TPP Milford / front desk	Barb always noticed if a pt is in need of extra assistance when checking in a pt. She has gone above and beyond. She will go out and sit with a pt who is having trouble filling out their paperwork because they are having severe anxiety. She takes extra steps to make them feel comfortable in our office.
Kami Park	Becky Rutledge	McCullough Hyde Cardiac Rehab	Becky has been exemplary in leading the Cardiac Rehab and Stress Testing programs at McCullough Hyde. She is serenely confident, extraordinarily gifted and has exceptional judgement. The patients and staff all love her.
Karen Garcia	Becky Zapf	HOC INFORMATION SVCS - Blue Ash	Becky Zapf has been very helpful, with any issues I've come across in EPIC. I appreciate her patience with me, and her encouragement. I wouldn't have been able to perform my job, with the many issues that I come across, without the assistance from her. I will forever be thankful for all the help she has given me, and appreciative of her help.
Mary Lou Sauer	Betty Marshall	Good Samaritan Breast Imaging Center	Betty exemplifies all of the core values and mission of TriHealth in every interaction she has with every patient, every day. Betty, a breast cancer survivor herself, digs deep every day in every encounter she has with patients. She meets with them to discuss the suspicious imaging findings and educates them about the biopsy process, then schedules the biopsies. She provides the emotional support they need, at probably one of the most upsetting times in their lives. Time and time again, I hear from these patients in follow up, how meaningful and how personable their meetings and discussions with Betty have been. I had 1 patient tell me Betty was THE reason she kept her care and came back to TriHealth for treatment. Betty works to ensure every patient has the best experience possible; am proud to know and work with Betty, a definite unsung hero.
Kay Vonderschmidt	Bill Smith	Butler Eng/Maint	Bill has many reasons why he is a hero: He makes sure that all Utilities are ready for any type of emergency. When the oxygen system was having problems, he even slept at the hospital for 3 nights to make sure they didn't run out of oxygen. He helped design the new oxygen farm. He makes sure there are enough "red" plugs for critical equipment during a power outage. He is always ready to help in the Emergency Operations Center during any type of emergency.
Anne Seibert	Bill Smith	Bethesda Butler Maintenance	Bill Smith is an exceptional team member and quiet leader. He keeps our facility well maintained and is so responsive to any needs on our campus. When we are expecting bad weather Bill will proactively spend the night at the hospital in case there is an urgent need on the campus overnight. On Christmas day we had a very serious and damaging flood in one of our medical office buildings due to a frozen pipe. His quick actions that day saved the company an enormous amount of money. He spent that day and many days following overseeing and assisting with the cleanup and repairs. We are very blessed to have a talented team member such as Bill. He never looks for recognition, but he ALWAYS goes above and beyond. Thank you, Bill!
Cindy Slade	Billie Jo Toney	MEDICAL RECORDS/ MCCULLOUGH-HYDE	Billie Jo is always polite to everyone even when it gets rough. Billie Jo is one of the best co-workers I have worked with. There is only 2 of us in Release of Information now and we have each others back. It's the true meaning of team work
Rishikesh Kulkarni	Blythe Steele	Inpatient Pharmacy	Blythe has always been a great resource to our Pharmacy. She has been in various roles in our department from staff pharmacist to clinical coordinator to Clinical Informatics Pharmacist. She has been instrumental in designing and delivering a number of projects in our department in various positions she has over the years and has worked selflessly for the betterment of our department. She always finds time to answer questions and guide us in proper direction. In her current position- she has been doing a great job with informatics and always helps us to solve our problems and plays a vital role in process improvements for our department. Thank you very much Blythe for being one of the strongest pillars of our department over the years!
Rob Dunham	Brad Clark	Corporate Health Sales/Blue Ash	Brad is a tireless worker with our employers. He is always looking for new innovative opportunities and is a go to for many of our customers because of his extensive knowledge of them. His ability to build, foster, and maintain relationships with clients is key to our growth and retention in Corporate Health. Brad's keen insight on employers and drive for success is definitely sets him and our division apart. Rob
Adria Berney	Brandi Hall	Mary Jo Cropper Breast Center	Brandi always excels in taking wonderful care of all of her patients in the breast center at the Thomas Center. She is so kind and caring and treats everyone as if they are family. She is also an extremely talented ultrasound technologist and brings so much knowledge and experience. She is always willing to help anyone that needs it. Brandi is my co-worker, but she is also one of my best friends. I have health problems and she is always so supporting and understanding of how I feel when I am at work and in my personal life. I am so lucky to have her in my life. All of the breast center team members, and our patients are lucky to have Brandi here.
Shane Quinn	Brandon Dalton	Service Institute at Bethesda North	Brandon goes out of his way to make the patients, staff and families happy and cared for. He has a great and positive energy to be around. He also helps coordinate a sunshine committee for our team.

Lisa Sheppard	Brent Sheppard	BN Surgery	<p>It is with great pleasure that I nominate Brent Sheppard for consideration for the TriHealth Unsung Hero recognition. Brent has served in the role of Cardiac Surgical Assistant for the majority of his thirty-two-year tenure at TriHealth. He has always dedicated himself to SERVE with compassion, excellence, and dedication.</p> <p>Many years ago, when I first met Brent, we both worked on the open-heart surgical team at Good Samaritan Hospital. The qualities that I first recognized in Brent were his kindness and compassion. Even in the face of adversity or unfavorable conditions, Brent, always displays the utmost respect for others. Brent is also known for his ability to make personal connections with patients in a manner that puts them at ease during what can be a stressful time ... just prior to undergoing a major cardiac surgical procedure. I know that he routinely prays for his patients and co-workers.</p> <p>A significant portion of Brent's work time is spent harvesting the saphenous vein used for coronary artery bypass. Brent is fondly referred to, by either surgeons or peers, as the "Vein Master", the "Saphenator", or another similar nickname that references his clinical expertise and excellence.</p> <p>I can also speak to the extreme dedication that I've witnessed in Brent. I've seen him readily agree to cover shifts for peers even if it impacts his personal plans. (Of course, he never lets them in on that part.) He so often puts the needs of others above his own. I've known him, when neither scheduled or on-call, to drop everything on a holiday to transport the instruments and equipment needed for an emergency procedure to another TriHealth hospital location. This list of examples could go on and on...</p> <p>It's been quite a few years since I have worked in the same department with Brent. I continue to see him quietly go about doing those things that make him a Healthcare Hero. The reason I'm aware is because about a year after we met at Good Sam I had the privilege of becoming his wife.</p>
Beth Brock	Brian Doerflin	Logistics Supply & Distribution	<p>Brian has been a TriHealth team member for over 10 years. He truly lives the SERVE and ALWAYS behaviors. We consider him a "SUPER TECH" in our department because he can perform nearly every role in our department. Brian is utilized as one of our trainers and peer interviewers as well. He received the "Good Catch Award" here at GSH in January 2023 for recognizing a safety issue and taking ownership of the situation. Even while out on leave, Brian is worried about missing work and the effect his absence will have on his team. GSH Logistics is lucky to have him and we cannot wait for him to recover and return to our team! We are not the same without him!</p>
Theresa Knapp	Brigitte Bedel	THW For Women	<p>Brigitte is always willing to pitch in and help out in any way that she can. She covers multiple positions in our office. She handles medical records, answering the phone for the nursing staff, covers front and check out desks. She also goes to other TriHealth Womens Services offices that need help.</p> <p>She is definitely a wonderful person to work with.</p> <p>Theresa Knapp, CMA Back Office Coordinator TriHealth For Women</p>
Sierra Smith	Brittany Duncan	Trihealth Surgical Institute Butler	<p>Brittany goes above and beyond for all her patients. She gets them scheduled for CT scans, Ultrasounds while they're here in office without making them call to schedule. She always tries to get patients to sign up for MyChart so they will be able to get in touch with her directly instead of having to go through the call center. Brittany always makes sure her patients are well taken care of and is a great team member too. She is always flexible when needed with no complaints.</p>
Tawnya McMahan	Brittany James	Corporate Health	<p>Brittany is consistently kind, respectful and attentive to our patient, customers and team members. She is a champion when it comes to customer service. She offers her assistance to team members, providers and leaders in effort to assist with whatever and wherever she can. Brittany is reliable and dependable, once assigned a task, it gets completed timely and correctly. Brittany is generous with her time and demonstrates patience in her ability to train and assist new team members. Brittany is an unsung hero for giving her best self every day and encourages others to do the same!</p>
Traci Hermann	Caitlyn Cain	Logistics	<p>Caitlyn is the logistic dispatcher that the wound care team contacts daily for wound VAC and a multitude of supplies. She is always very friendly on the phone and is efficient in getting the supplies dispatched to us in a timely manner.</p> <p>She is very knowledgeable of our wants and needs. Even if she receives multiple calls from us in one day, she is always friendly, helpful and professional.</p> <p>Caitlyn has been extremely helpful to our department when it comes to locating "missing" VACs and does great follow-up with our department.</p>
Lisa Lincoln	Cara Wedig	Bethesda North Cath lab	<p>Cara is an RT in the Bethesda North Cath Lab. She has made a commitment to our structural heart program and has given her heart and soul. She was asked with no notice to lead a team of all new team members. She had to orient, educate and build the team quickly. She has shown her compassion in each step of the way, this has proved to be a great attribute as the new team members have followed and supported Cara!! The team is successful and great patient outcomes have been the end result! Cara also gives her time on a local fire department and cares for her family. Cara is an asset to our organization and our community!! Cara is an unsung hero!</p>
Amy Witherell	Carol Hoeper	Endoscopy/Bethesda North Hospital	<p>Carol is an unsung hero because she has no idea ALL the things she does for our department. She will come in early or stay late, sometimes very late, when we are too busy for the scheduled staff to care for all the patients. She is our SLC co-chair and our Professional Excellence Rep and does a great job in both roles. She is very crafty and has made our entire department matching T shirts! She recently decided to learn to work in our procedure rooms, which is a completely different job than what she was doing before. She is doing an awesome job! I don't think there is a task I could ask her to do that she wouldn't do to the best of her ability. We are so fortunate to have her!</p>
Lindsey Maselli	Carolyn	11FG- Vascular	<p>Carolyn goes above and beyond for her patients, she always takes on a large work loads, communicates with scheduling, staff, ER and physicians to make sure the patients are taken care of to the best of Good Samaritan standards. She is always friendly and makes sure her patients understand what she will be doing. Carolyn can handle the more difficult patients with breeze. She is always there with an ear and advice when needed. She has been with Good Samaritan hospital for 30 years and is the true meaning of excellent care.</p>
Heather Foster	Carry Ketron	Training QA / Norwood Forest bldg	<p>Carry is someone you can always count on to make sure the work gets done. In addition to training new hires almost daily, Carry always makes time to help cover our auditors when someone is out of the office or falls behind in their daily work. Carry has always taken on more than her fair share and it's hard to imagine how hectic the days may be without her. Being behind the scenes, its easy to go unnoticed but she is a true unsung hero and the pieces wouldn't fit together without her.</p>
Tiffany Zimpelman	Celia Alghazawe	Patient Accounting	<p>Celia goes above and beyond to help everyone! Celia shares her knowledge of the billing cycle with all employees. She takes the extra time to explain the why in what we do! This makes a huge difference because all of the Medicaid billing team is new. I can tell that Celia is dedicated to this team and TriHealth. She never gets upset if we don't understand something and makes sure we all have an understanding of what is happening!</p> <p>Celia definitely is the UNSUNG HERO here in Government Patient Accounting :)</p>
Amber Lewis	Celia Alghazawe	HB Medicaid Follow Up	<p>Celia has been taking care of the Follow Up workqueues all on her own for months. She has been training me and has shown great support and patience as I learn the ropes. I am greatly appreciative of her for sharing her knowledge and professionalism.</p>
Lynne Stubbers	Cheryl Shirk	Manager at Montgomery Family Medicine	<p>Cheryl Shirk is a kind-hearted, single Christian woman with so many facets to her. She adores her children and grandchildren and is fabulous influence on all of them.</p> <p>She is the office manager at Montgomery Family Medicine. She is the most approachable boss/manager that I have ever worked for!! Her office door is always open (literally) for anything that you want to talk to her about, be it work related or personal. She is always willing to listen and is very attentive.</p> <p>She has a lot of "out of the ordinary" issues thrown at her at our office that, I'm sure, other offices have never dealt with!!! She has handled these issues with grace and discretion beyond words.</p> <p>I would love to see Cheryl Shirk recognized for the wonderful person that she is and the asset that she is to TriHealth. She goes above and beyond 24/7.</p>
Mary Lou Sauer	Chris Andres	Breast Center Admin	<p>Chris is definitely an unsung hero. Behind the scenes; never seen, but heard. A voice on the phone; the person that makes that critical phone call to advise patients of suspicious findings on their mammogram and needed additional workup/imaging. One of the finest people you will ever meet. She does all of this with calm, compassion, caring. She appreciates the gravity of the situation and does all she can to keep the patient calm, and ensure proper follow up. She has incredible follow through. She will bring important details to the attention of the medical team, and does not stop until each and every person is cared for. I appreciate her every single day. So proud to know her and be her colleague.</p>
Russell Smith	Chris Hale	Maintenance/Bethesda North	<p>Chris is always willing to help anybody anytime with such an always attitude.</p> <p>What an great asset to our maintenance department.</p>
Marianne Steely	Chris Keshock	Clinical Quality	<p>Chris is an unsung hero for many reasons. She is an amazing coworker who offers unwavering support to the COS team. She is always willing to help out with whatever is needed. She embodies the TriHealth values. We are so fortunate to have her as part of our team!</p>

Alicia Proffitt	Christian Wright	Good Samaritan Hospital Faculty Medical Center	Christian is an absolutely amazing team member. She really goes above and beyond for our patients and speaks with them about financial assistance. She has even helped patients outside of TriHealth, recently being in a store had started up a conversation with a person, who come to find out was a TriHealth patient and Christian is assisting with her TriHealth bills. Also, over the last few weeks, has been able to assist patients with literature on finding housing and rent assistance. Was able to assist with applying 2 patients for disability. She is truly an amazing asset to our Financial Counseling Team.
Corinne Barnes	Christina Green	Bethesda Family Practice	Christina always goes above and beyond for her team members! She is the first person to help out when it's needed. She never complains and does her job efficiently. She is a joy to work with.
Crystal Wheeler	Christina Green	BFP	She makes time to help anyone and she is so good with patients and children. She has the calm and sweet demeanor and very approachable.
Annie Lansang-Giles	Christina Green	Bethesda Family Practice	Christina is hands down one of the best team members I've ever worked with! She is very compassionate about providing the best patient care and always willing to jump in and help anyone in need and if she doesn't know the answer to a question she goes out of her way to find one. She definitely helps make the flow at the clinic go smoothly day in and day out!
Aja Ishmail	Christina Green	BFP norwood /family medicaine	She's always willing to help or step in even when she has numerous things to complete or get done. For this we are thankful and appreciative
Constance Zimmer	Christina Green	Bethesda Family Practice	Christina Green is an amazing team member for so many reasons. She sets the standard for others as a role model of The TriHealth Way. She is compassionate and knowledgeable. She is often recognized by others for her selflessness and willingness to always help. TriHealth is a better place because people like Christina Green work here!
Tonya Eisenmann	Christina Green	Bethesda Family Practice	I am a new team member here at TriHealth, only 6 weeks into my new role! I have had a lot to learn, and Christina has become my "go to person". And let me tell you, she never disappoints!!! As an RN she obviously has many responsibilities, but she is never too busy to help me no matter what it is that I need! She has shown kindness, caring, understanding and patience as I am learning office protocols. I have worked in healthcare for 35 years and know that you don't always get to be paired up with such great coworkers, but TriHealth really seems to seek out and hire the best! Christina definitely needs to have her praises sung loud and clear for all to hear!
Jessica Kising	Christine Ernst	BN Endoscopy	Chris is an unsung hero within the endoscopy department. She has a wealth of knowledge that she gladly shares with both her co-workers and physicians. She takes the extra time to sit down with new hires and really explain our interventional procedures, devices and the anatomy and what our goal is with the procedure. Her explaining the why really helps the team members understand the procedure and also the goal with the patients care. She will come in on her days off to help her team out and even when not on call for interventional procedures to ensure her co-workers are covered and understand what they are doing and make sure they can help provide the best care to our patients.
Sharon Collini	Christine Hurst	Information Systems/Remote	Christine works in Information Systems for TriHealth and is an application Architect who supports the HIM/Medical Records department with Epic. Christine does an incredible job with making Epic easier and better for us to use the system. I am so impressed with how Christine can quickly break down a problem or a request and find a solution or a work around quickly. Christine can turn the impossible into the possible ALWAYS!
Leslie Markesbery	Christine Hurst	Information Systems	Christine is a unicorn. Pure magic. She provides a level of service greater than what could ever be expected and does so with grace, wit, diligence and vigilance. Her response to the needs of the Revenue Cycle (my direct area is HIM) is remarkably thorough, fast and effective. If there's a solution out there Christine will find it one way or another. If that's not enough, she knows what to look for, head off, propose, fix, etc. before we even have a chance to know what we need. Christine is the TriHealth Way personified, beautiful inside and out. Her relational and technical skill is unmatched and totally authentic. Thank you for recognizing her.
Melanie Crone	Christine Hurst	Information Systems	Christine is now an application architect in Information Systems. She has supported HIM since the implementation of Epic and never disappoints. She consistently demonstrates ALWAYS behavior working with the departments and holds a special place in our hearts for all the hard work she does to make sure HIM needs are met within Epic. Working with her has been a pleasure for the last 12 years and I look forward to many years to come. Thanks! Christine for being an unsung hero to HIM.
Susan Snyder	Christine Meese	Rad Tech/MA/ priority care Mason	Christine is one of the team members that you are hoping to be on with you on the day you work. She is very thoughtful, caring and considerate, and always makes you feel welcome.
Anar Patel	Christopher (Josh) Fruhling	Infectious Diseases MOB	Josh is the medical assistant at the TriHealth Infectious Diseases office. He takes great pride in his work. He is diligent and has helped us address many issues that have come up to make our office more efficient and a better patient experience.
Gina Robb	Christopher Hayner M.D.	Good Sam \Clifton	I believe our attendings at Good Sam ICU should be recognized during Covid, and every other day they are working so hard. Dr. Hayner and Dr. mallick worked so hard during the past 3 years. I do know during the covid epidemic neither of them had a day off. They do not normally get recognized I think it is time they did.
Kerry Hatfield	Christy Feldhaus	Continuing Medical Education	As a team member of a support services group, CME goes unnoticed quite often. Christy goes above and beyond in everything she does. She is the ideal model of TriHealth SOAR values: Serving Others Achieving Results! She always has a smile on her face and a happy greeting for everyone she encounters whether employee or patient. She is a quiet leader, always looking out for others. In addition to her CME Coordinator role which touches many specialty groups across the system (Cancer Institute, Heart Institute, Trauma Institute to name just a few) she is also the Coordinator for the Podiatry Residency Program. Her dual roles involve many responsibilities which she takes on with a bright and cheerful attitude every single day. While frontline workers get noticed more often, sometimes we need to say thank you and show appreciation and gratitude to those behind the scenes that offer so much to all of our team members. My unsung hero is a fantastic colleague and great friend, and I am so thankful that she returned to TriHealth 7 years ago!
Lisa Maddock	Christy Kuntz	TPP OXFORD PEDIATRICS	Christy always goes above and beyond what is expected of her. She is always helpful in every way in our office. When COVID hit she was the one in my office that volunteered to go to the COVID TENTS over an hours drive everyday for her. When I had team members pulled from my office to go work for another office she volunteered to go so others wouldn't have to go. She is one that looks for ways to improve on ways we do things. She makes a difference in our office by being HER. Always kind, always helpful.
John Fahey	Christy York	manager- outpatient wound care	She is a great manager. She is an excellent leader, and also possesses great wound care skills.
KRisty Thomas	Cindy Gressel	Hospice of Cincinnati/Central field team office	I am inspired to nominate our team's steady-eddy, the field teams right hand, and the person who keeps it all together and organized for us all, Cindy Gressel. Cindy is the Office Coordinator for a very, very busy Central team field office here at Hospice of Cincinnati. Cindy "does it all"!!!! If it weren't for Cindy and her attention to the details and her keen sense of thinking ahead/planning, I don't know where we would all be today. She is the go to for everything on a daily basis-computer issues, supply ordering, IDT coordinator, Party planner, and the list goes on and on. She deserves the recognition for showing up every day for her "can do" attitude, and is the epitome of an unsung Hero. She will surely be overwhelmed by this nomination, but just want to make sure she knows how much we appreciate and need her to keep us going each day! Thank you for all you do Cindy!!!
Betsy McCray	Cindy Shelton	GH OBGYN/Anderson	I share an office with Cindy Shelton. Cindy balances administrative and clinical duties. Cindy is always patient and kind answering various questions from our team, which I think is an incredible quality. What stands out most to me about Cindy is the kindness she expresses to patients when working the triage line. She is always understanding and sympathetic to obgyn patients that have experienced a loss, often saying a quick prayer for the patient after getting off the call.
Billie Jo Toney	Cindy Slade	HIM Medical Records at McCullough-Hyde Oxford	Cindy makes a difference in everyone's life by Always finding the time for them. Whether it be customers at the hospital, family, or friends, she's listening with a compassionate ear. Always trying to help in any way she can.
Katrina Dudley	Cindy Slade	Medical Records	Cindy and Billie are amazing. The clinical quality team members recently moved our offices into MH Medical records. We all knew Cindy and Billie but we did not know how much of a team player they are. They are hidden in their department most of the day but they make rounds for charts through the units every morning. Then as maintenance, housekeeping, IT make rounds they all gravitate towards Miss Cindy and her candy bowl. She is such an encouraging remembering what is going on in each of their lives...They come back for a quick giggle and a cinnamon disc. Cindy takes interesting phone calls and customer requests and goes out of the way to meet their needs within the ability and boundaries they have. She remains professional at all times. She brings treats for special occasions. She also takes care of the volunteer that comes every week, helping her park her car, and pick up groceries for her when she called in sick. Her and Billie are both extra special and very unseen for what they do.
Olivia Kremer	Colleen Kuderer	TPP Clinical Education/ Baldwin 8th Floor	Colleen is the perfect example of living the TriHealth values. She is always going above and beyond with our department and often takes on tasks that are not necessarily required by our role. She has a way of making new team members feel special and heard. She is genuinely a good person and I feel honored to work with her. Recently I saw her hard work on the Lemonade Project which honors a deceased TriHealth team member and brings goodie bags to hospice patients. She started this project last year and it has grown amazingly. I have worked with Colleen off and on for about 10 years now and when I think of the TriHealth Way, Colleen immediately comes to mind as the face of these values.
Madeleine Secrist	Connie Messing	Arrow Springs EVS	I am nominating Connie as our unsung hero. Connie has such a passion for Arrow Springs and all of her peers. She is consistently uplifting her peers daily and is the Arrow Springs cheer leader, she truly only wants the best for those around her. She is kind to all patients she comes into contact with and does everything she can to help them when needed. Connie goes above and beyond daily and always, with a smile will do anything she can to help. She is team player and Arrow Springs would not be the same without her!
Susan Griffith	Connie Messing	Environmental Arrow Springs	Connie is a TRUE example of an unsung HERO - she many times takes care of our entire building and ALWAYS has a smile on her face She takes pride in her work and it shows to our patients !! She is KIND -Caring - and professional at all times!

Daniel Hunley	Connie Stephens	Food Service Call Center	Connie does an amazing job answer calls and questions on the Nutrition call line when I call and try to place orders for patients in the Emergency Department. If there is an issue, she let's me know what it is and how I can get it changed. When I have patients on restricted diets; she does her best to get me as close to the numbers as possible, ensuring the patient can get most of what they want. She is very willing to also suggest other options if something is against the listed diet. She does it all in a friendly manner and I can always count on her for her help and expertise when I get her on the phone. Connie is a great team member and an absolute asset to TriHealth!
Corinne Barnes	Constance Zimmer	Bethesda Family Practice	Constance is hands down the best manager I have ever had! She is a great problem solver, and she puts her employees first always. She genuinely cares about her employees. She is always making us better at our jobs!
Christina Green	Constance Zimmer	Bethesda Family Practice	Constance has been my manager since 2018 and is the best manager I've ever had. Not only is she knowledgeable role model, but an amazing leader.
Crystal Wheeler	Corinne Barnes	BFP	She is so hard working, goes above and beyond, and absolutely outstanding friend and co worker.
Timothy Collins	Cory Weisenborn	Maintenance	Corey has a big job to do and it's not always recognized like he should be. He cleans all the ice machines at B-North and some of our outbuildings. He does a great job by keeping the machine safe and clean.
Samantha	Courtney Jackson	Internal Medicine	Courtney goes above and beyond to make people feel special. She will purchase on her own decorations and/or food for birthdays, holidays, or just appreciation. Everything always looks beautiful and special. Thanks Courtney!!
sherry mcdaniel	Courtney Johnson	GH WC Pediatrics/TPP	I would like to nominate Courtney because she is STAR team member in our Pediatric Department. Since Courtney started in our department a few years ago she has been an outstanding team member. She goes above and beyond for her fellow-coworkers and physicians and mainly our patients and is a great example of our TriHealth's ALWAYS BEHAVIORS. She stays late picks up shifts, covers for her team members, talks up our physicians. She can work any physician in our department and she also, helps out on our busy scheduling/triage lines. She takes pride in her position as a nurse and really helps anyone in our building if she can. She is great with new team members as well; she trains them and is always helpful when they need her. During New Team member rounding Courtney is always referred to as being helpful and kind to everyone. She definitely is an unsung hero and deserves much credit for the success of our team and department!
susan snydder	Courtney Munnerlyn	MA/FOS liberty	Courtney is a team player all the way she is always picking up extra, and covering for other team members when needed. She always has a positive attitude and is very welcoming to all the patients and team members.
Reanna	Crystal Wheeler	bethesda family practice	I feel like Crystal should be recognized because she goes above and beyond. She does it all and can make every person leave with a smile patient and co-workers. Shes thoughtful and kind. She stays late to help and she looks out for all patients and co-workers. She really is such a joy to work with.
Brittany Hinds	Curt	Emergency Department	Curt is an amazing human. He treats every single person with the same respect, regardless of who they are. He is always cheerful and willing to lend a hand. I've never seen him handle a situation in any way other than honorable. He is dedicated to his patients and devoted to the TriHealth Way. He is an amazing teacher and friend. He is the first person I would designate to be leader of my group if there was a zombie apocalypse.
Whitney Motz	Cyndi Eisenberg	Surgical Insitute	"He who helps you in your worst moment well deserves to be your best hero!" — Mehmet Murat ildan This is the definition of what makes this person a hero. Cyndi is the best hero anybody could ask for. She is willing to stop and do what is needed to be done. She has the biggest heart not only to her beautiful daughter but to her fellow coworkers and patients. Shes always helping patients be comfortable and Shes willing to step up and take leadership in situations nobody does. She often feels un-noticed, and that is far from true. Shes appreciated beyond measures.
Mary Beth Shelton	Cynthia Gressel	Hospice of Cincinnati Central Region	Cindy is the Office Coordinator in our field office. She is the glue that keeps our team together. She keeps our supplies ordered so we never run out. She researches the best price for supplies. She prepares for and finishes our Interdisciplinary Meetings making sure that our patient are recertified when they need to be. She keeps the birthday calendar up and comes up with creative ideas on how to display information. She is the chief cook and bottle washer and does a little bit of everything to keep this team running smoothly. If you need to know where something is just ask Cindy she always knows. I can't put all the things she does down in this space. She never calls off and is punctual every day. She touches everyone on the team going above and beyond to get what they need for them. Even doing all of these things she is never really recognized for what she does. She is a real Unsung Hero!
Karen Garcia	Cynthia Gressel	Blue Ash	Cindy Gressel, was Training me for my New Position at TriHealth, as Office Coordinator. She was so patient with me, and very detailed on making sure I understood, my duties, and I was able to perform them well. I don't think I would have been able to handle the daily duties of this job, if it wasn't for Cindy's guidance in training me. I'm so appreciative for all the hard work, and effort you put into, making sure I excelled in my new position with TriHealth. I will always be forever thankful, for how she helped me.
Casey Herrick	Cynthia Kennedy	BSC	Cynthia is an amazing charge nurse! Our unit flows smoothly and handles whatever comes our way with ease due to her leadership. She has a calming, relaxed personality and goes the extra mile.
Lana Caney	Cynthia Kennedy	Bethesda Surgery Center	Cynthia is the pre/post charge nurse at BSC. Cynthia is the kind of leader that makes you want to work harder and be better, simply because she draws out those qualities in people. Cynthia doesn't demand respect, she commands it just by the example she sets. There is never a time that Cynthia isn't in the trenches with us. There is no job or task beneath her and she is able to teach in such a way that is never demeaning or condescending. She has this uncanny ability to know what's going on on the whole unit and she quietly keeps things running smoothly, making it seem simple when it is really quite a gift. When Cynthia gives patient care she demonstrates such knowledge and compassion and truly demonstrates TriHealth's core values each and every day. Her humility, kindness and compassion are truly unmatched. Cynthia would never seek attention or praise, which is yet another reason she is truly an unsung hero.
Hanna Thomsen	Cynthia Santoro	Diabetes Care & Education Center	Cynthia (Cindy) is a dedicated practitioner. She truly is an unsung hero due to her commitment to her patients. She always goes above and beyond for her patients to help make managing diabetes easier in any way possible, even if that means more work on her part; she will always go the extra mile to help her patients and fellow team members. She takes pride in the work she does and the care she provides. She has even taken on additional responsibilities of allowing many TriHealth residents shadow her to better understand diabetes care and education. She in an unsung hero and I hope she knows it.
Esther Conner	Dana Nichols	Avon Lab /Bethesda North	Dana took on the role of Supervisor during the Pandemic and also after having a baby. The entire team and I have watched her blossom into an awesome leader. Dana does not hesitate to fill in when needed, she goes above and beyond the call of duty to ensure our department runs smoothly. Dana makes sure her team is up to date on everything that goes on in our department especially since we are all working at satellite labs. Dana is an absolutely amazing leader and deserves to be recognized.
Jeff Nelson	Dana Price	TPP Clifton	Dana is the "Batman Utility Belt" of our group. She helps with scheduling and calls the new doctor's new patients to ensure a smooth outcome. She also "talks up" all of the doctors and is so empathetic with the patients! She is also wonderful team mate who always has a kind word for everyone.
Staci Ciaccio	Danielle Arnett	BN IPC/BSC	Danielle is always willing and ready to assist with whatever our unit needs in any role. She never is without a smile on her face, and she is always thinking of others by getting each team member a treat on the birthdays, special occasions.
Traci Bryan	Danielle Turner	Queen City Physicians Hyde Park	Danielle is a shining example of an exemplary team player. She quietly works hard all day every day and is so pleasant to be around. She takes great care of all the patients she encounters. She steps up without being asked to help out any/all of her teammates. She is reliable, responsible and possesses a great work ethic. I am so happy to have Danielle as a teammate and friend.
Rick Doherty	Dave Wetzel	Information Systems	Dave goes out of his way to assist any team member that needs it. Dave has been with TriHealth for 50 years now, so he has the experience and knowledge to handle most any issue that could arise. Dave is always present for any emergency that may arise in Information Systems, and he always does it with a smile!
Dawn Parton	David Rigdon	TPP Practice Administrator West South POD	David has taken over being a force of great support and resource as the Neighborhood Program has taken off. He shares his knowledge of TriHealth and supports me in this journey. I am sure he does not get recognized for all of his great support and I just want to appreciate his wisdom and share with the organization that he is incredible and an asset to this organization.
Debra Monk	David Warne	Org. Effectiveness/NorwoDod	David is one of those behind the scenes workers that not only gets the job done well but is usually staying behind to help clean up. David works and lives the SERVE values and does so by honoring every individual person for the gifts they bring. David is always the first to suggest we visit our CORE values and TriHealth Way when making decisions and places a strong emphasis on having highly reliable work processes. If you are a leader at TriHealth, you have been impacted by David's work. He is out in front with his facilitation of New Leader Onboarding and is a critical partner in facilitating LD's, make up sessions, critical leadership education workshops (HSL & Booster Sessions) and more. He is dedicated to TriHealth and to the team that makes TriHealth a great place to work.
Mary Morrissey	Dawn LaRochelle	Diabetes Care and Education	Dawn is truly the definition of an unsung hero! She lives out our TriHealth Always Behaviors with EVERY person she encounters; it is simply who she is as a person. She loves the work she does, making every patient feel seen and heard, long before it was our new brand promise. She shows them that she honestly counts it a privilege to know their story and walk alongside them on their journey of managing an often very complex, chronic condition. Equally important, she quietly serves all of us as her very lucky teammates by proactively listening and noticing ways she can assist and support us, catching potential situations that could inconvenience a patient or burden a teammate, and quickly stepping in to assist. She does all of this (and more than can be said here) out of a pure servant's heart and wants no acknowledgement or recognition. Be she does need to be recognized and thanked for the Unsung Hero she is to all of us!
Hanna Thomsen	Dawn LaRochelle	Diabetes Care & Education Center	Dawn exemplifies TriHealth always behaviors in each interaction she has with patients and fellow team members. She is consistently thinking of the team and having forethought to consider how she can help make everyone's day better and efficient. There have been numerous times that she has taken on additional tasks or worked longer hours to help assist other team members. She is such a considerate, thoughtful, and caring person. Each individual she encounters knows this as well, especially her patients. Thank you, Dawn, for being one of our unsung heroes!

Erin	Deanna	TPP Oxford Pediatrics	Deanna is the most positive person you will ever meet. She always has a smile on her face ready to take on the day no matter what may be happening in her personal life. The patients and their families love her! Deanna will go out of her way to make sure the physicians, and co workers have everything we need to do our job. She makes me a better co-worker and employee on a daily basis. I am so glad I have some one like Deanna to work with.
JULIE DISHON	DEBBIE HETTESHEIMER	GOOD SAMARITAN HOSPITAL 15 AB NURSE EDUCATOR	Debbie is such a wonderful resource and role model for TriHealth. She has so much nursing knowledge and wisdom which makes her a Good Samaritan Educational Resource! Debbie will assist anyone from PCA's to Care Managers with her knowledge and expertise. She teaches in a way that no one feels inadequate, but everyone feels empowered. The staff on 15AB love Debbie because of her wealth of knowledge and her eagerness to educate others. When Debbie is in the house, everyone knows they have a great teacher and resource to lean on for guidance. I am truly amazed at her wisdom and knowledge base. Good Samaritan is so lucky to have such a GEM!
Roberta R. Moore	Debbie Stanley	EVS/McCullough Hyde Trihealth	Debbie is our EVS person on a daily basis in the peri-op department. She goes above and beyond every day to make sure our area is clean. She is very friendly with the patients and doesn't hesitate to do anything we ask her to do within her realm of service. Debbie has worked at McCullough Hyde for between 30 and 40 years and we are lucky to have her.
Taylor Remick Schutte	Debora Kenney	Audiology/Anderson	Debora is the face of the Audiology department. She gracefully communicates with patients that often times are hard of hearing or have hearing loss. She manages hearing aid repairs and the daily tasks of all the providers across 8 offices. She often times goes above and beyond to make sure a patient is receiving quality care in a timely manner. Our department would be lost without her!
Jerah Griffin	debora Kenney	audiology / anderson location	This team member goes above and beyond for every patient by meeting their non-medical needs. It's one thing to manage the office but it's another thing entirely to cater to a patient's emotional needs. She regularly goes above and beyond by bringing simple joys to their patients in a challenging environment that doesn't always seem joyful.
SARAH SOPER	DEBRA PERKINS	OXFORD PRIORITY CARE	Debra gives her best attitude, her best professionalism, her best care every day even when others do not give the same gusto. Deb is appreciative of other's work, a collaborator to dive deeper into answers, a realist in knowing her limitations and when to pass the baton for someone else to help. She is a team player. Deb steps in to help in any capacity needed to keep the system in motion. She is a true servant, a team player. Deb has a network of resources to call for assist, she has helped out through the entire covid pandemic working the needed clinics in the community and in the hospital. Each day she smiles. Each day she is first to come in and last to leave, holding the door for everyone else to walk through. I appreciate her drive, ambition, motivation, and care.
Megan Litvack	Dee Bailey	EVS	When Dee comes in you know the unit is taken care of. She is always 2 steps ahead and makes everyone feel loved and cared for. She works as hard as 3 people combined. Never leaves a mess for the next shift. She helps with things outside her "role" and never complains. She is a team player, and you know things you never thought of will be cleaned when she is clocked in.
Anna Mouch	Deidre Borges	GSH CT	Deidre is always going "above and beyond." She is so kind and sympathetic towards her patients. She is reliable, competent, and friendly. She helps staffing when needed and she is a great teacher and resource for the department. She does it all without recognition.
Lori	Demiko	patient transport/GS	Demiko is always smiling and does his meet and greet within 5 feet. He is always pleasant to everyone he meets, wishing them a good day. He makes sure his patients are safe with their transfers. He makes every day pleasurable.
Cheryl Whitlock	Denise Schlabach	TriHealth Surgical Institute- Bethesda Butler Campus	I would like to nominate this awesome lady for being an Unsung Hero! She works very hard to run a tight ship, keeps up to date with the latest changes, helps us with our questions and concerns, all the while maintaining a professional atmosphere for our patients and a friendly one for the employees.
Kami Park	Denise Spille	TPP/Oxford	Denise has shown exceptional leadership for Oxford Internal Medicine. She can always be counted on to acknowledge any problems that arise as challenges to be solved. I have never seen her dismiss or minimize any of my concerns in the 5 years that I worked with her. She always has the best interests of her providers and staff in mind and works diligently so that our patients can be best served.
Angela Haynes	Denise Winters	HOC Navigators	Denise Winters is an unsung hero. She exhibits the AIDET Way in all aspects of her day at Tri Health. Her acknowledging employees and listening skills make me want to keep learning my trade. Denise is very approachable and patient. Furthermore, very knowledgeable and able to translate concise information in an effective way.
Lynda Garcia	De'shauna Liermann	OE/HR	De'shauna develops excellent relationships with her partners in the field. She is a wonderful and caring coach!
Elizabeth Berter	Diana Dorgan CPHt	Pharmacy Corporate Office Norwood	Diana Dorgan is a Certified Pharmacy Technician that works in the Corporate Procurement Pharmacy location. I have worked with Diana over the last 2 years coordinating COVID-19 Vaccines for the TPP Central Vaccine Clinic. She has also supported distribution for TriHealth Community and Corporate Health Clinics. Diana has consistently demonstrated the TriHealth Way with our interactions. She is very thorough and proactive in her work to ensure the COVID-19 Vaccine Clinics have the correct vaccinations on hand. She has been a big support in the COVID-19 Vaccine distribution for central clinics. We could not have been as successful without her fine attention to detail and patience with the various changes that have occurred over the last 2 years. Diana is an Unsung Hero!
Angela Pennington	Diana Weathers	Weight Managment	Diana is a registered dietitian in our department. She is amazing. She is always available to support not only our patients, but our whole team. She is often asked to see additional patients or change her schedule and never complains. She is a wealth of knowledge and is always helpful and kind. I'm feel very lucky to be a part of a team that includes her.
Bobbie Hollins	Diane Geary-Ervin	Hospice of Cincinnati/Navigation Center	Diane is an extremely selfless person. She takes such good care of her team members here by preparing and bringing in meals with treats for whomever chooses to partake. Whether they be for lunch or dinner or both, it doesn't matter. When extra help is needed Diane always picks up extra time to help out a fellow team member. Diane offers encouraging words for those that are having a rough time and is always there to lend an ear if someone needs to be heard. She is truly an Unsung Hero that deserves to be recognized. Thank you,
Peggy Scott	Diane Minton	HOC Navigation Center	Diane is always willing to help team members in the Navigation Center. As a Pilot in the Navigation Center, she works with our Hospital Liaison Staff. She cares a great deal that each hospital liaison feels supported. She places them carefully across the our Service field to provide coverage. She does a great job of working patients into our schedule. She also works with staff at each of the 4 Inpatient Units in coordinating transfers from an acute hospital into our IPU. She is dedicated and thoughtful.
Jann Gravina	Diane Smallwood	Patient Accounts Norwood	Our manager, Diane Smallwood is so deserving of this award for many reasons. First she has been in our department for 40+ years and knows it forwards and backwards. She has been our constant rock through the many system and personnel changes. Her knowledge is vast and she is a great resource not only to our department but to all those we partner with. Not often enough is she recognized for her services and contributions for making sure the billing department remains successful. Anyone that knows Diane knows there will be a huge hole when she retires. Her patience and guidance is so important to a department that is met with so many challenges. Having her come back recently after a very difficult medical leave leaves us feeling blessed and I think she is very worthy of this award. Thank you.
Gail Burton	Doris (Dee) Bailey	Housekeeping/ Bethesda North 3rd Floor /Labor and Delivery	Dee always goes the extra mile for Labor and Delivery! She always exhibits all the Always Behaviors from greeting all pts and team members with a smile and a kind word. She helps the interpreters on the unit get a drink and a chair to set down. She cleans the rooms fast and efficiently. The rooms in labor are difficult to clean due to the amount of blood and fluids. She never complains and always treats everyone with respect and kindness! We love Dee and are so happy to know she has are back on those crazy busy days. She is family to our unit!
Julie West	Dr. Elizabeth LeRoy	THW Sam OB/GYN Clifton	In January my life changed forever. 3 days before I was due with my son he died in utero. Dr. LeRoy is my OBGYN and luckily she was on the night I delivered Everett. Dr. LeRoy was so compassionate and helped me and my husband more than she will ever know. She supported us and gave us all options with Everett. It was a tough labor since grieving too and she stayed with us the whole time after and checked on us multiple times throughout the day/night. Then we saw her 10 days after delivery for a follow up and she was amazing- she went above and beyond with my care. She asked my husband how he was doing (he was in room with me and actually asked him), she talked about my options for therapy, talked about depression and sleeping medication options since depressed and not sleeping at all. She spent an hour with us and it was exactly what we needed to help heal. She also went above and beyond with getting me care. She called dermatology in trihealth to get me in immediately (got in next day!). Since seeing dermatology she has referred me to MFM too who is helping us create a plan for next time. She is just the best doctor I have ever been to and ever cared for me. I cannot say enough good things about her and tell everyone I know who needs an OB to go to her because she is just the best! Honestly mentally I do not know if I would still be here if not for her helping us through these past couple months.
Wendy Guilfoyle	Dr. Gaurang Gandhi	Cardiologist	Dr. Gandhi is an unsung hero for several reasons. I have had the privilege of learning from him over my nursing career starting as a new grad on tele. He was always patient and willing to help me learn and grow. My appreciation for Dr. Gandhi has only grown now that he is my dad's EP doctor. The special care and dedication he shows to every one of his patients is exceptional and goes above and beyond. He sees the whole patient and not just their arrhythmia. He thinks about his patients and what is best for them even when they are not right in front of them. He listens to his patients and addresses their concerns with great care. I do not have the words to express how much I appreciate the care he has given my dad and the peace of mind I have because of him. Dr. Gandhi makes himself available to me through txt/calls at all times. He reaches out to me to check on my dad if it has been too long since I sent him and EKG. Dr. Gandhi is an exceptional cardiologist and human being.
Dr. Jim Konerman	Dr. Steve Eby	Good Samaritan Free Health Center	He's the medical director of the Free Health Center. He makes sure these patients without insurance get proper care. He keeps a low profile but is very dedicated. I think many have no idea how much he does.
Michelle cremering	Elaine Sunnenberg	Queen City pediatrics- grosbeck	Elaine Sunnenberg is an unsung hero in many ways. She is a selfless employee, always willing to help out and doesn't miss work even in snow storms. She has been with trihealth many years and loves her job and coworkers. She could be retired but she enjoys her job so much she doesn't want to quit! She is also a hero to me because she is my mom. I would love for her to be chosen because she does so much for others and puts others first and she is the type of employee and mom every one wants to have!!

Sarah Vance	Elisabeth Morgan	MBU	Elisabeth "Betsy" Morgan is such an asset to our unit! Not only is she an amazing nurse who advocates for her patients, but she goes above and beyond to help our unit run smoothly. She is involved in many of our committees, takes on projects to help our moms who have language barriers, and always has a positive attitude. I don't think she gets enough recognition for how much she contributes to the MBU!
Amber Gerken Yost	Elizabeth (Liz) Ebbeler	SportsCare GSH- off site	Liz has a unique position within our department as she is a full-time float, so she is constantly going from outreach site to outreach site. As Athletic Trainers, we are used to having to think on our feet and be prepared for anything and everything and are often called upon to wear many hats all in a day's work. This is extra tricky when bouncing around to at least 4 schools and learning their nuances, policies and procedures, as well as coaching and administrative staffs. Liz has the personality to be able to talk and relate to anyone and does this seamlessly at all of her sites where she assists. She is a great ambassador for TriHealth at all these sites as well. The assistance she provides allows her fellow team members to have a greater work-life balance, and this is something that is often missing within the field of Athletic Training and even amongst other health systems in our area. Athletic Trainers often don't have anyone to call when they are sick and can't come in, need to care for a loved one, attend a funeral, etc., so without team members like Liz, our contracted outreach schools would either be without medical care or team members wouldn't be able to partake in other aspects of life. She is truly an Unsung Hero because even though she doesn't have a dedicated site to call her own, she is an invaluable Hero to all she provides assistance. TriHealth and our department is better because of team members and athletic training advocates like Liz Ebbeler.
Tirza Costello	Elizabeth Peyron	Queen City Pediatrics	She works so hard and facilitates appointments for patients, and in general helps with logistics. We appreciate her so much!
Natalie Postell	Emily Jansing	BNH Staffing Office	Emily has been with TriHealth for many years doing multiple roles from PCA to Unit Coordinator to Staffing Office. She knows the ins and outs of her roles. When I have questions, she is who I turn to to answer them. She takes the burden from many charge nurses when we are in staffing crisis. She is rational and explains why she has to do things in a certain way to maintain the balance of the whole hospital. She is always calm, cool and collected, especially in stressful situations. She will always try to help out in any way possible. She goes above and beyond helping units out in her dynamic roles by picking up hours outside of her scheduled hours. I know Emily flies under the radar of many, but she is an amazing person and an amazing asset to all of TriHealth and she definitely deserves recognition.
Meg DeHart	Emily Kaylor, RN	TriHealth Dr. Vardaka and Dr. Mirro's office	Emily is a brilliant OB nurse, functioning at the top of her field but is so very humble and down to earth. She frequently stays late to call patients with us and works tirelessly with a great attitude. She is abreast of the most current research in OB care, making her an exceptional patient educator. She goes the extra mile every day to deliver the best possible patient care. I've worked in healthcare since 2004 and have never worked with a better nurse. We couldn't make it without her.
Tiffany Caldwell	Emily Ledford	Float Pool\ Good Samaritan	Emily has recently taken on MANY additional responsibilities. It would be a lot for anyone to juggle! When you look at her, she doesn't allow her tasks, to take away from what she gives to her team members. What she does many may not see or realize, but it helps to keep the float pool floating so to speak. I appreciate her quiet and tactful, yet powerful way of addresses issues and moving forward to help keep TriHealth as great as it is.
Mary Imfeld	Emily Schaser	GH Norwood	Emily is dependable. She is there, every day, doing her work. She loves people and thrives in the scheduling department. She is calm, welcoming and kind. She helped me so much in my early days at TriHealth, and helped me grow in knowledge. Emily works sooooo hard. The phone volume is increasing daily and she digs in and keeps it moving. She also educates patients, using her years of experience as a nurse to help them better understand instructions, as well as the processes of prior authorization, and equipment orders. She is a strong asset. A calming influence. A class act. And a wicked sense of humor. She is my hero Mary Imfeld
Kathleen O'Donnell	Emma Gray	THW BH Montgomery	She has been amazing at helping so many of our patients while being scheduled out far into the future. Her care and compassion function as the beating heart of our practice.
Jasmine Childers	Erica ball	EMERGENCY DEPARTMENT	Erica Ball RN deserves to be recognized for her dedication in our emergency department. She is constantly picking up extra hours. She oriented me to the department when I first started and she has given me so much knowledge and confidence. She goes above and beyond for her patients and exceeds their expectations. She is the example of what it is to be a trihealth hero!
Naomi Colon	Erik Dodd	Butler-Logistics	Erik Dodd is a huge asset to our team at Butler. Working under the direction of Jerry Meeks, as an Inventory Controller, he works diligently to ensure we have the supplies and equipment we need. Erik always has a "let's get it done" attitude and can be seen moving quickly from place to place to deliver supplies and stock the clean supply rooms. If we have an issue with something not being available due to shortages or back orders, he always communicates to make sure we are aware and tries to offer a solution. Erik demonstrates our always behaviors each and every day. He quietly (and swiftly) goes about his day demonstrating our SERVE values and we are blessed to have him on our team. He is for sure an Unsung Hero and I am pleased to nominate him!
DEANNA SMITH	ERIN BATH	OXFORD PEDIATRICS/ 5141 MORNING SUN ROAD OXFORD OHIO 45056	SO WE WORK TOGETHER IN OUR BROOKVILLE INDIANA LOCATION 2 DAYS A WEEK AND SHE IS ALWAYS VERY HELPFUL WITH ANY QUESTIONS I HAVE. I HAVE BEEN WITH TRIHEALTH FOR ALMOST A YEAR NOW AND SINCE DAY ONE SHE HAS ALWAYS BEEN VERY WELCOMING AND WHEN I HAVE QUESTIONS NEVER TO GET UPSET JUST HELP ME THROUGH, AND MANY DAYS WE PUT OUR HEADS TOGETHER TO HELP EACH OTHER OUT. JUST A GREAT PERSON AND COWORKER TO WORK WITH.
Caroline Lyons	Erin Smeeks	Baldwin	Erin is always one to go above and beyond for her patients and her coworkers. She is the team lead of our very busy Centralized Prior Authorization department, and she is routinely recognized by coworkers as someone who is able to lend a hand, answer questions, and provide guidance when team members come to her with process and procedure related questions. She routinely goes above and beyond in completing her daily assignments, and then some. She keeps our department organized and helps keep reporting up to date. Erin has no doubt helped to ensure thousands of TriHealth Primary Care patients have access to their medications and has always done so with a smile on her face and a willingness to provide excellent service.
Amy Orr	Fatimah Muhammad	Interventional Pain Center	Fatimah is the charge nurse for the Interventional Pain Center. She is an exceptional leader and team player. Fatimah works very hard to make sure the schedule for our patients and physicians is accurate and timely. Her main focus is patient safety. She exudes a positive attitude and works well with others. She goes above and beyond on a daily basis to make sure that her team and patients are well taken care of. I appreciate all that she does for the Interventional Pain Center!
Rishikesh Kulkarni	Fiona Robertson	Inpatient Pharmacy Butler	Fiona is our lead Clinical pharmacist at Bethesda Butler Hospital. Apart from her usual clinical duties, Fiona goes above and beyond to take care of the administrative duties at Butler hospital Pharmacy. She has been instrumental in streamlining various processes in our Butler Pharmacy and procedures for Arrow Springs EMS bag refill process and Arrow Springs pyxis refill process. She is constantly on lookout for process improvement, ordering of medicines, and strives hard to ensure we have adequate stock of medicines and supplies. Thank you Fiona for always going above and beyond and managing role of clinical pharmacist as well as our leader (administrative role) at Butler pharmacy.
Amy Spencer	Florence Caldwell	Laboratory/Arrow Springs	As I was reading the email regarding Trihealth Unsung Hero nominations, this particular sentence "a team member whose quiet greatness may go unnoticed but is so appreciated for all that they do" made me immediately think of my co-worker Florence Caldwell (a.k.a Yen). Yen is one of our lead lab technicians here at Arrow Springs. Her presence in the lab has a great impact on all of the technicians that work here. She puts in so much time and effort to keep this laboratory running smoothly, by keeping us up to date on supplies, maintenance, and plenty of other stuff that I don't even know about! And she does it all with a positive attitude! She is the definition of selflessness and is always willing to set aside a project she is working on to help us on the bench or answer a question. I could go on and on regarding Yen's contributions to the lab, however I will end by saying that Yen is truly an inspiration to all of us that work with her, and she greatly deserves to be recognized for all of her hard work. This nomination comes from all of us techs here at Arrow Springs lab. Yen, thank you for all that you do, you are the BEST!
Brittany Egbert	Gail Burton	BN L&D	Gail is an amazing charge nurse that is always available to help in any way possible. She offers assistance without the need to ask. I have never met anyone with such passion and sensitivity in the field of nursing. She is very soft spoken to the patients and is very skilled in her field. She makes sure you know how thankful she is for the help on the unit. She always makes sure to lift you up; especially when needed. She is an all-around amazing nurse and person and deserves recognition for it.
David Koop	Genevieve Ottman	Financial counseling	Genevieve has been a great supporter every step of my TriHealth journey so far. She is helpful and I feel like I can discuss anything with her. She is willing to be a second set of eyes and is often willing to get the answers for me when I have complicated questions. She was even kind enough to send me a nice card to my home when there was a patient I was working with who passed away.
Kristen Bagnall	Giorgia Lopez	Clinical Excellence	Giorgia is essential to the Clinical Excellence/ Corporate Clinical education team. She serves in her role of project coordinator quietly, but with expertise and commitment. Her patience as she supports the team with our many asks for help is commendable. She is constantly making the team better with her artistic ability, tech tips, and organization. Giorgia's customer service skills are excellent and she maintains composure and Always Behaviors in every phone interaction. Many customers call the department frustrated with technology or scheduling and Giorgia has an ability to turn the interaction around and leave the customer with a positive interaction. Giorgia is truly an unsung hero and should be recognized for her dedication to TriHealth.

Antonietta Hellweg	Gloria Vo	Western Family Practice	Gloria is a dedicated and reliable employee. She comes in everyday smiling and shining and she is dedicated to keeping the office running smoothly. She is a gem to the office and dear to all our hearts.
Ethan Sellers	Greg Daniels	MHMH Monring Sun PT/ Talawanda High School	Greg has been serving the Oxford Community for almost 30 years at Talawanda High School. He has been a staple to the community not only at the high school, but working with patients at the Morning Sun PT office as well. He has also served as a mentor for several of the current staff AT's as well. He has served with excellence for decades behind the scenes and deserves the recognition for all the years for hard work and dedication, always going above and beyond for TriHealth, MHMH, and the community of Oxford.
Lynn Gray	Gwen Webb	PB Coding	Gwen is a Team Lead that goes above and beyond to make sure whatever the issue is gets resolved. She is a joy to work with and deserves to be recognized for all her hard work.
Monica McPeck	Haley Pfeiffer	Risk Management	Haley is the Risk Data Analyst and Governance Coordinator. Since taking on this role, Haley has also been filling in long-term while we work to fill her prior position, Administrative Assistant. Haley has taken on the new role, continued in the prior role, and has not missed a beat. Day to day she runs the support of our TriHealth Boards, helps to triage calls and emails for the Risk Management department, works with patients with lost property, helps with investigation, and has worked tirelessly at the same time to build the new RL incident reporting system. In short - she does more than is expected every single day and keeps Risk Management running.
Faith	Hayliegh Tyler	Transportation/ Good Samaritan Hospital in Clifton	Hayliegh works two jobs and shows up to work everyday ready to work and meet the needs of patients and other healthcare workers at all times. She always has a welcoming smile on her face no matter what and is always a joy to be around.
Jenn White-Brogan	HEIDI SULLIVAN	Perinatal Programs Social Work (Good Sam 7th floor office)	I would be shocked if I was the only one to nominate Heidi Sullivan SHE IS AMAZING. Heidi excels at her profession of social work, ALWAYS maintains patient centered perspectives. Heidi Sullivan has taken on an immense amount of work with partnering with TPP prenatal patients as well as her normal caseload. Heidi is action-oriented and is extremely trusted. She teaches life skills to her patients while instilling confidence in their parenting abilities and health literacy. Heidi has developed strong relationships across the many team members involved. Heidi is responsive and organized. Heidi has a great positive attitude, beautiful smile and gives so much of herself to this job and her colleagues and patients. TriHealth is a brighter place with Heidi Sullivan and she inspires on the daily basis with her EXCEPTIONAL work ethic and social work practice.
Julianna Mason	Holly Semprott	Thomas Center Radiation Oncology	Holly is the most kindhearted person that I have ever met, and I cannot think of anyone more deserving. She not only goes above and beyond for her team, but also for everyone around her (patients and employees). Her and her dog Roger are volunteers as well, and they come to special events and visit to put smiles on our patients faces. She strives every day to make TriHealth the best place to work and come to as a patient.
Tina Schulte	Hubert Combs	Environmental Services	Hubert comes to work with a can do attitude. He always responds to requests in a timely manner. He does so much for the department and is often not thanked enough for all he does. I feel he deserves to be recognized. Thank you
Timothy Collins	Hubert Combs	Environmental B-NORTH	Anytime I ask Hubert for anything he's always willing to help he's pleasant and friendly and doesn't forget what you ask him to do.
Brittany Turner	Ian Neinst	Inpatient Pharmacy	Ian is our lead technician/switching to pharmacy buyer position. He has a lot to deal with currently with technician illnesses and constant construction and change in the inpatient pharmacy. He is always willing to help, coming in at 3AM, staying just as late, picking up shifts, never hesitating to help despite how busy he is and how much is already on his plate. He is excellent at addressing things in a polite and kind way and providing constructive criticism to help others learn and thrive. He was an unsung hero in department prior to all the renovations taking place, but now is even more with the removal of both our robots, removal of our inventory software, need to change all our cartfill and shifts times, and truly entire process upheaval taking place for this period of time in between automation systems (the conversion will be so great for our patients, but the process to get there isn't the easiest, but our team is doing an amazing job!). Ian is a true asset to our team and a perfect example of what it means to be a TriHealth team member
Kimberley Stephens	Icierrea Martin	Catering Coordinator GSH	I was trapped on the Clifton Elevators for 25-30 minutes. I was in panic mode. I had complications with breathing. I heard a voice saying listen to me. You are going to be ok. They are on their way. Hold on. She had a pleasant tone and it reassured me that help was on the way. I tried to focus on her voice and calm my breathing. She stayed until security arrived and I no longer heard her voice. I did not know who she was until yesterday when she walked up and asked if I was ok. I quickly hugged her and thanked her. She did not have to stop, but she did and it truly made a difference.
Megan Patrick	Jackeline Livio	Thomas Center Infusion	Jackie Livio is without a doubt an unsung hero here at TriHealth. Jackie has been my preceptor during orientation at the TCI and has been precepting new employees at our center for 2+ years. The impact she has had on all of those she's precepted, and even those she's just come in contact with, is so immense I can barely put it into words. From day 1, I've watched Jackie exude love & compassion for each and every one of her patients, despite their age, gender, race, etc. In my 8-week orientation, she has gone above and beyond for the patients she cared for more times than I can count, and makes sure every person she comes in contact with feel appreciated and cared for. When patients check in and hear "Jackie will be your nurse today", I can physically see their face relax and nerves calm, knowing they are in the hands of the best. Not only does Jackie pour her heart out into her work and the patients she cares for, but she is also always checking in on her coworkers, offering a helping hand when she has a free minute and supporting them in everything they do, both in and out of work. She is a leader at our center and out in the community, where she frequently gives back to the underserved. Words will never be able to do her justice or explain just how amazing of a person Jackie is, or how lucky we are to have her as a member of our team here at TriHealth. There is no better person I can think of to be recognized as an unsung hero.
brier wilson	James Creighton	Pavilion	He recently took on big role by moving to the pavilion to learn the pools and take over for Mark White who had been working there for over 20 years. James is always willing to help our team.
Barbara Addison	James Brinson	ISSC	James' incredible knowledge of the Ambulatory build has been an asset to the ISSC Applications Team. He is willing to not only help resolve issues, but takes the opportunity to teach and educate while working towards resolution. He is the Organizer of volunteers from the ISSC Team to discuss ways to better communicate as well as adopting new formats such as Slido and Team's Polls and Forms to allow anonymous submissions. He is eager to offer his assistance outside of the ISSC as well by assisting other Teams such as Client Tech in the renaming of all the IGELS, most recently. We are very lucky to have James as a part of our ISSC Team!
Melissa West	Jamie Hawkins	Bethesda North ED Registration	Jamie goes above and beyond to assist patients and visitors. She takes the extra time to help in any way she can to make the patients more comfortable. I have even seen Jamie hold the phone up for a patient so they can face time their family member. She goes above to scope of registration and regularly answers questions and calls in the ED. Her love from people does not go unnoticed.
David Koop	Jamie Iori	Financial Counseling	Jamie has been one of the most welcoming coworkers that I have worked with in this department. If she has the answer, she is always happy to share her knowledge with me. She is very supportive.
Hui Juan Zhu	Jane Halcomb	McCullough Hyde Lab	when thinking of an unsung hero, Jane was the first to come to my mind. She is a friend, always listening and comforting you whenever you are upset or sad. She is more than a friend, always remembering your birthday and anniversary, preparing a special celebration card and hand making your favorite cake. She is a mentor, always being patient to teach and show you every step of the job whenever you need help. She is a solid rock star, always standing behind you and strongly supporting you. She is a hard worker, always being dedicated to her job, and always providing the best service. She has worked at McCullough Hyde lab for 41 years, probably not many people know her, probably people she had served and worked with had forgotten her name, but they must remember her smiling face, her positive work attitude, and her selfless help! She is a true role model!
Aminda Seymour	Janet Campbell	Corporate Clinical Education	Janet is an invaluable TriHealth team member and resource who oversees the ACLS and PALS program for ALL of TriHealth. This unsung hero is responsible for managing, coordinating, and teaching hundreds of nurses and physicians ACLS and PALS skills and guidelines across the TriHealth system. These important processes and certifications have a great impact on patient care and outcomes. Janet also coordinates ongoing certification for ACLS & PALS instructors. There are many people demanding Janet's time and expertise and she manages it all with professionalism and kindness. This is one nursing hero whose behind-the-scenes work deserves to be recognized loudly.
Debra Kleinholtz	Janet Dudley	Lead Guest Ambassador/operator	Janet always goes out of her way to help Team members and patients. She is on top of things all the time as far as getting our schedules done and making sure there is adequate coverage for all locations. I know for a fact that the patients at Western Ridge love Janet and enjoy seeing her joyful smile. Janet is definitely an unsung hero because she doesn't get the credit for all she does for her Team and patients.

Wendi Duncanson	Janet Wallace	Periop Main /BNH	Janet Wallace is the administrative secretary for Perioperative Services & Cardiovascular Services here at Bethesda North. Janet is the heart of the department. She helps to make everyone feel welcome with her friendly disposition. Her job is very diverse. You can find her facilitating meetings, ordering supplies, setting up interviews, taking care of the employee lounge coffee machine, facilitating with onboarding new staff and she just knows. If you ask Janet for access to anything she is your go to person. Janet has been such a big part of my orientation to this organization, she just is such a valuable resource I cannot begin to tell you. When they say unsung hero, I immediately thought of her. She is that behind-the-scenes type of hero. She never complains, is always smiling and just a full-blown go getter of an employee. Be the North, she is the north and my unsung hero nominee.
NANCY BYRD	JANINE GRINDSTAFF	BREAST CENTER	THIS IS MY CO-PARTNER FOR SURGERY COORDINATOR. SHE GRACEFULLY SET ALL THE FILES, CALENDARS AND LETTERS FOR ALL SURGERY PATIENTS TO OUR COMPUTER. ON HER OWN, SHE HAS ACHIEVED THIS BY CREATING IT, SHOWING ME AND PUTTING IT INTO REAL TIME FOR SETTING SURGERY AND COMMUNICATING TO PATIENTS. ALSO, SETTING A FILE AS YOU WOULD SAY, TO PULL THESE CASES UP AND A CALENDAR FOR EACH OF US TO SEE WHERE THE SURGEON IS AT ALL TIMES. SHE IS THE SWEETEST WOMAN THATS SHOWS PATIENCE AND GRACE IN ALL SHE DOES.
Dana Smith	Jean Mirick	FANS at BNH	Oh where to begin! Jean is an amazing team member at TriHealth. ALWAYS up to the task, ALWAYS so helpful, ALWAYS on time with her catering (and supplies) deliveries, ALWAYS gracious and happy to help. Jean embodies SERVING in the TriHealth Way. She never hesitates to go above and beyond, and always with a smile and kindness in her heart. She is a true gem for our team, and certainly one of a kind. I wholeheartedly nominate her as an EXTREMELY deserving unsung hero.
Jana Widmeyer	Jean Mirick	FANS/B North	Jean handles catering for Bethesda North and Arrow Springs which is a very big job. We have called on her many times and I know that other departments depend on her as well. She is very conscientious in performing her duties. I have never heard her complain about the myriad of requests that come her way. She is efficient and always on time. I'm sure everyone at B North has seen Jean pushing a cart loaded with boxed meals, drinks, refreshments or a full catering buffet through the halls of the hospital. We appreciate her and hope that TH will recognize this "unsung" hero.
Stephanie Lambers	Jean Mirick	FANS/catering BNorth	Jean is a hard working, dedicated team member. She provides excellent internal customer service in her work in catering in Food services at Bethesda North. She goes about her work effectively, well organized and provides positive interactions with those she serves. I hope that this nomination is the opportunity for Jean to receive the additional recognition that she truly deserves.
Kathryn Owen	Jeff Nelson	Group Health Front Desk	Jeff is the best to have around, He is always there to remind me about other peoples shoes and keeps me grounded. He makes coming to work so much fun! We have the same sense of humor, quote movies and crack jokes all day! We work on a very busy floor and the humor throughout the day makes for a great work day. We all have personal things going on in our lives, and despite going through some himself he always shows up ready to get work done! I wouldn't be able to get through the day without him! He is also a great friend and is always there to listen to me rant and help me work through my problems. He is my rock on our floor and I wouldn't have it any other way!
VERONICA	JENNIFER	BETHESDA NORTH SURGERY	JENNIFER HAS A HEART OF GOLD. ALWAYS GOES OVER AND ABOVE SO THAT HER TEAM MEMBERS DON'T HAVE TO DO EXTRA WORK, OR GET CALLED BACK TO WORK, OR GET MANDATED TO TAKE CALL. SHE PICKS UP A LARGE NUMBER OF EXTRA SHIFTS ON A REGULAR BASIS SO THAT OTHERS DO NOT HAVE TO BE MANDATED. SHE IS VERY GOOD WITH PEOPLE. SHE HAS A GENTLE NATURE AND A NURTURING ONE AS WELL. SHE REALLY DOES WANT EVERYONE TO SUCCEED. SHE IS AN EXCELLENT TEACHER AND ROLE MODEL FOR OTHERS NO MATTER THEIR DISCIPLINE. HER PATIENTS GET HER UTMOST ATTENTION ALWAYS. SHE IS AN EXEMPLARY NURSE. SHE ALWAYS PUTS OTHERS BEFORE HERSELF. WE ARE SO VERY LUCKY TO HAVE HER. SHE IS ONE OF THE MOST THOUGHTFUL, SELFLESS PERSONS I HAVE THE PLEASURE OF KNOWING. SHE WOULD LITERALLY DO ALMOST ANYTHING FOR ANYONE.
Jean Gaines	Jennifer Beckstedt	BSC	Jennifer brings calmness and humor to each and every shift. She has a wealth of knowledge and is very supportive of each team member.
Aminda Seymour	Jennifer Brown	Clinical Training & Testing Center	Jennifer Brown MSN, RNC-OB, C-EFM may be a credentialed member of our TriHealth nursing team but for the past two years she has been quietly assisting integral educational offerings at all TriHealth locations. As a Clinical Training Specialist for the Clinical Training & Testing Center (CTTC), Jen provides continuing education to a variety of different healthcare departments and disciplines using manikins to simulate realistic and creative patient care scenarios. Code Blue In Situ at McCullough Hyde hospital, Precipitous Delivery with Postpartum hemorrhage at the Good Samaritan hospital Advanced Obstetrical Care unit, Pediatric Trauma Escape Room at Bethesda Butler hospital Emergency Department, and set up for Impella, LVAD skill demonstration for Bethesda North hospital CVICU is just an example of one week in the life of this unsung hero. Jen serves a large number of TriHealth departments helping nursing educators and team members to meet skill, competency, and learning needs. She does it all with a great attitude and a constant smile. This is one hero who should be singing loudly.
Lyndsey Bengal	Jennifer Dragan	MHMH Perinatal Services	Jenn is an outstanding employee that makes a profound positive impact on our team. Jenn is hardworking and is always on the move, completing not only her tasks, but often going above and beyond without being asked. She expects no praise in return, but only seeks more opportunities to learn more. Jenn has excelled and grown so much over the last year, and we are so grateful that she is on our team, helping to serve our patients. Thank you Jenn for all you do! We appreciate you!
AMY EBERT	JENNIFER FOULK	BETHESDA BUTLER	JEN STAYS VERY BUSY AS A MANAGER BUT ALWAYS HAS TIME TO SLOW DOWN AND TO HANDLE SITUATIONS THAT ARISE. SHE IS ALWAYS KIND AND ALWAYS POSITIVE IN ALL CIRCUMSTANCES AND TRULY CARES FOR HER EMPLOYEES AS WELL AS THE PATIENTS AT TRIHEALTH. THANKS JEN!
Debra Monk	Jennifer Pierce	Norwood/Organizational Effectiveness	Jenn is the consummate TriHealth professional. In her over 30 year career with TriHealth she has served as a front line nurse, an individual contributor, and as a leader. Jenn, in every way conceivable lives and walks the TriHealth Way serving as a consistent and dependable role model. Jenn is a wealth of knowledge, ideas, and innovation. She can be found at the sideline of almost anything. She does not step up to STAND OUT but rather serves with humility. She understand the importance of team work, hospitality, ALWAYS behaviors, and as a new team member she has walked with me on my journey to learn my way. Even though she does not serve in a leadership role at the moment, she holds strong to leadership concepts such as speaking in One Leadership Voice and devoting oneself to the SERVE values. She is an 'underground leader' in all the ways you would want a seasoned team member to be.
Jamie Carlson	Jennifer Watson	TPP CCC Norwood	Jennifer Watson is one of only a few team members that work from home. She is always available to take patient calls for scheduling, even when we are having ice storms. Jennifer is also one of few team members that is trained in multiple specialties to be able to help when there is a staff shortage in another department. She is our team's trainer and makes sure that all new team members are ready to take any type of call. Jen typically works overtime week to week when she knows extra help is needed. Jen takes every call with empathy and makes every patient feel so special. She always includes her Aidet and never forgets to manage up our amazing providers. Jen is extremely reliable and personable and is a very valuable part to the MSD patient scheduling team. We never want to do it without her!
Heidi Sullivan	Jennifer White-Brogan	Perinatal Programs Good Samaritan 7th floor	Jenn is an unsung hero both with her team members and the patients. She is the informal leader that our Social Work team depends on for guidance, teaching and growth. We call her to consult both during her shifts and while at home sometimes. She never complains or expresses negativity, just kind gratitude for our strong team-work and appreciation for our trust. She frequently offers to cover shifts so that others can have a better work-life balance. She asks nothing in return except for us to be our best selves in providing patient care. When working with patients, she goes the extra mile, always. Providing social service support in a way that is life-impacting and community changing. Supporting the most vulnerable families in our NICU, she is able to provide for them in the same way she does for her team. With authenticity, respect, and always at the highest level of compassion and skill. It's who she is at her core. She sets the tone of calmness and reassurance during a times that are filled with fear, tears and chaos. She is predictably strong yet gentle, consistent yet creative.
Rebecca Schmidt	Jerry Meeks	Butler Logistics	Jerry is the definition of a servant leader and represents all of the TriHealth Way values. His dedication to ensuring the teams have what they need to care for our patients improves patient safety, staff satisfaction, and ensures great patient outcomes. The best part is, he always does it with a positive attitude and a smile. Although not directly involved in clinical care, he impacts patients on so many different fronts. Jerry is always prompt at responding and following through when requests are made. When his team is out, Jerry is not afraid to pick up their duties to get the work complete. Through his collaboration and innovation, we have always had the supplies needed to care for even our most vulnerable patients. His oversight is valued and appreciated by everyone on our campus. A lot of times, heroes watch the success unfold and silently celebrate their contribution to the masterpiece. This is exactly what Jerry does. However, sometimes the heroes need to be celebrated and shouted out for just how brilliant they truly are. Jerry is great at his job, but more importantly, he is a great collaborator in care.
Julia chatman	Jessica Benedict	4200 Bethesda north	Jessica Benedict is a unsung hero because she goes above and beyond for all of he co workers. She is willing to help anyone with any task that needs to be done. She has been working at trihealth for 12 year. She just amazing charge nurse.

Donna Lambing	Jessica Deaton	7 CDU	Jessica has been with the CDU for about 3 years as a PCA and going to school to be a RN. Jessica does a Great Job as a PCA. She takes very good care of her patients. She is always polite and ready to help her co-workers and her patients. She just recently graduated from Nursing school. I also want to mention how she was a young Mom at 15 years old and went back to school for her HS Diploma after having 3 (babies). She was determined to be a RN. She will succeed very well again as an RN. She could be a role model for a lot of young girls and guys out there that want to better their life/career. Anything is possible it is just up to you and I feel Jessica has showed that in many ways. Very Proud of her and ALWAYS very happy to work with her. She will make a GREAT RN because she was a GREAT PCA.
JACKIE LINDSEY	Jessica Phelps	Outpatient Registration/Arrow Springs	Jess is such a phenomenal leader. She demonstrates her leadership with the utmost kindness and professionalism. Her leadership has grown into expertise thru out her years with TriHealth. She is willing to jump in and help register at any time we need her.
Brittany Hinds	Jessie Woodruff RN	Emergency Department	Jessie is the best person to have around in a bad situation. She is calm and level-headed even in the most stressful of situations. She's such a wonderful soul and she brightens everyone's day. She is so involved within her community and passionate about her job, it inspires me to be a better person. She's has incredible bedside manner and the patient's truly love her. I've had numerous patient's ask when they're checking in if she's the charge nurse for the day. People seek out her light. She's genuine, intelligent, and super quick-witted. She's everyone's "work mom", or "work wife" or "work bestie". The department wouldn't be the same without her and I don't think she gets acknowledged nearly as much as she deserves. She is truly the shining example of the TriHealth way.
Anne Engelhard CRNA	Jill Ifandis RN	CVICU	One of the few critical care nurses that can do it all. She can do ECHMO, LVAD, open heart, Impella, CCVHD. She is a valuable resource to have as she works weekend nights for the last 20 years. She worked tirelessly through COVID. She is often understaffed and just keeps barreling through the toughest of patients and circumstances. She is a great teacher and mentor. Proud to have her as a CVICU nurse at Bethesda North!!
Pamela George RN	Jill Messner RN	Hospice admissions	She is always patient first, patient centered. No matter what is asked of her she moves forward with a smile. She is compassionate, kind and loving.
Troy Lucas	Jody Palmer	TriHealth Pavilion - Physical Therapy	Quietly continues to be a servant leader: Jody has served multiple past years as the Supervisor of Physical Therapy at The TriHealth Pavilion. She recently stepped down from her supervisor position (July 2022) and has remained on staff with the Physical Therapy Team. Jody continues to not only be a resource and support for all Team Members but continues to support my new role as the Supervisor. Jody routinely stays later than her shift to make sure all Team Members are OK and will help them as needed. Jody has worked additional hours out of her own respect for TriHealth and our Team to train and develop my skills in this role. She continues to not only care for her patients but for all Team Members as well. She is a walking billboard for TriHealth demonstrating "Surprisingly human care that delivers the best health outcomes".
Shannon McLaughlin	Johaina Krekeler	Bethesda North/Labor and Delivery	Having learned of the call for nominations for this year's TriHealth's Unsung Hero award, I am writing today to endorse a highly suitable individual, Johaina Krekeler. In many ways exceeding the challenging requirements and expectations for the award, Johaina's leadership, hard work, and compassion make her highly deserving of the honor and opportunity bestowed by the Unsung Hero award. To further support this nomination. Johaina is a charge nurse in Labor and Delivery. She manages the day and always thinks 3-4 steps ahead to keep our patients and our team safe. As if that's not enough, she is always willing to do more. Such as: making sure the team feels special on holidays by bringing gifts and having team members write inspirational messages to each other. She participated in the Hospital President interviews, she mentors new team members in the clinical ladder program, she volunteered to be interviewed by the TriHealth Connections magazine on certification, she volunteered to attend a question and answer panel with a birthing class. Johaina does all these things and so much more!!
amy currin	Johanna Jimenez Diaz	BN OB/Gyn Clinic	Johanna tirelessly provides assistance to our Spanish speaking patients here in the OB/Gyn Clinic and in the community as a Community Health Worker she goes above and beyond every day. she gives with her entire heart. she is kind, she is caring, she is giving. when she is not taking care of people here at work, she is checking on her coworkers and friends
Naomi Green	Johanna Jimenez-Diaz	BN Perinatal/Ob/Gyn at 10495	Johanna works tirelessly to educate our patients and connect them with much needed resources in the community. She is able to connect and empathize with our patients at the Ob/Gyn Center in a way that very few can, and our patients definitely feel it. She treats them with dignity and respect at all times, and she definitely helps them be seen, be heard, and be healed.
Mary Welage	John Wina	GS Dixmyth Valet	My role as a TCI Care Coordinator includes assisting patients with transportation needs to their appointments. Many patients utilize Medicaid and other insurance ride providers. We also use Uber Health if needed. I personally interact with John and his team daily. John is an incredible human being. He is very caring for every patient or family member when he greets them at Good Sam's door. We often have patients coming for treatment on a daily basis, or a few days per week. He gets to know them, calls them by name. They appreciate his genuine kindness and seeing a familiar face. He often goes above and beyond for our patients, as well as the team members here at GS. We are blessed to have him in this role and part of our team. His work ethic, caring attitude and empathy is a true example of Living our Values and he truly is my Unsung Hero each and every day.
Emily Kaylor	Joleen Downey	TPP Dr Vardaka/Mirro Office	Joleen is an MA, who greets and registers each patient as they come in. She is always positive and bright, helping reassure anxious patients and give a human connection to so many women. She is also a skilled MA, and has caught undiagnosed hypertension in our patients and always follows the pillars of TriHealth. She is one of the reasons patients love our office and get good healthcare, and she needs recognition!
MICHAEL MCMILLIN	JONATHON ARMOUR	MSICU Bethesda North	Jon is such a wonderful nurse. Jon is such a hard worker, and great team member. He truly cares about his patients and makes certain that he does a great job everytime. I would like Jon to be recognized. I don't feel Jon receives enough recognition, and I know that when Jon is working, that it is a better night for the rest of the team. Jon doesn't do great things for recognition, Jon gives excellent patient care because Jon cares to serve for his patients and others.
Lailah Alhalabi	Judy Patterson	Clinical Quality GS	Always willing to go above and beyond to help improve the quality of care for TriHealth's patients.
Nancy Merrell	Julie Pettjohn	Accounts Payable	Julie is a super hero in my opinion. She is always quick to respond and demonstrates the TriHealth Way of serving consistently. Many times I have needed help with a vendor or rushing a payment and she always comes through. Couldn't do without her!
Amy Williams	Julie Wehby	TCBI	I am fortunate enough to work for company that everyone is willing working as team. In this case Sue Hamblin was willing to share her team member with me while my team member was out. Julie is always willing to help whenever needed. She has on two separate occasions taken on not only her daily role of scheduling the non-oc patients but also scheduled for my team member that was out on leave. She took the time to train before the leave to learn the additional steps required for scheduling these complex patients. She communicated any questions and concerns and was quick to jump in when anything urgent came in. She went above and beyond and truly lives and works the TriHealth's values. She even told me on several occasions how much she loves her job, I must say it was evident in the interactions and work she does that this is true. We are lucky to have her.
Orly Biton	June Litmer	Orthopedics	June has gone above and beyond for the orthopedics department. Whether it's helping new hires getting their needed signatures for credentials, or helping nurses on the floor June is a team player that never says no. As a new member of the B North team I feel so lucky to be trained by her and have had the opportunity to work with her on a daily basis!
Michelle (Micki) Fehring	June Litmer	Orthopedics	June is our Advanced Practice Provider RN supporting our orthopedics program at BNH. The extra layer of patient care that she is able to provide on behalf of our physicians and system is invaluable. In addition to direct patient care, she often provides suggestions to enhance our best practices to support our Joint Commission certifications. As we expand our APP pool to provide daily coverage she has also taken on the role of precepting our new providers. We appreciate you June!
Diane Cook	Justin Hicks	RRT/WRED	Justin is always pleasant and willing to help do so many things outside of his role as a Respiratory Therapist. He is always kind and patient. I mean always. He sees what needs done and without asking picks up and helps without complaint. His demeanor is always calm and approachable, something I struggle with when we are super busy. Working with him at Western Ridge calms me down and helps me deliver the best care for our patients. He truly represents Trihealth's pillars of Excellence, Service, value and engagement in patient care!
Cindy Dovenbarger	Karen Cochran	Kenwood GH Internal Medicine	Karen is always willing to help and jumps in wherever and whenever she can. She is a wealth of knowledge and experience. She comes in early to scan in our population health forms and she is always willing to cover whenever someone needs it. She always takes on extra jobs as well. Our department could not run nearly as efficiently as it does without her!
Shannon Van Hook-Durham	Karen Fallis	NICU	Karen is an amazing nurse, mentor, and role model. Daily she goes above and beyond for almost everyone she meets. Karen is a rockstar advocate for her families and her patients. She finds the time to help whenever it is needed in the unit and never says she is too busy. Karen is the best of the best and a HUGE NICU asset! We would not be the unit we are today without her!!
Tiffany Collins	Karen Fallis	nicu	Karen is excellent at helping others in nicu. Karen works hard and trains staff. Karen helps train staff and always is compassionate to our NICU families.

Lauren Zellner	Karen Knapp	GSH Neonatal ICU	Karen is the "mother" of the NICU. She keeps everything tidy, fixed and stocked. Karen volunteers to keep the developmental aides covered and stocked and notifies management when more are needed. Without these, our babies would not have containment and they need this for brain development outside of the womb. Karen also keeps our equipment tagged for repairs and follows up to make sure repairs are completed. Our breakroom is cleaned routinely by Karen qualifying her as our mother! Karen is the NICU's unsung hero for doing all the tasks that no one really wants to do.
Anna Brooker	Karen Woodard	Butler Pulmonary Rehab	Karen is the definition of above and beyond! She is such an amazing team member that works so hard in Pulmonary Rehab and still goes the extra mile to serve her patients. She has helped transport patients to doctor's appointments on her days off, she has purchased pulse oximeters for patients that were unable to afford them, she calls to check in with patients that she knows are going through difficult times, and these are just a few examples of how she goes above and beyond every day for her patients. She is so kind and loving to all she comes in contact with, and she truly is the heart of our Butler Pulmonary Rehab program! She is Butler Pulmonary Rehab's unsung hero, and we appreciate her so very much!
Sofija Tocinova	Karla Bishop	Pre Registration	Karla is always there to help our team out with a smile on her face! She is a wonderful person to work with and have on a team.
Karen Blankenship	Kathleen Fields	TH GS Surgery Center West	Kathy is an unsung hero of access associates. She is always the first person to arrive every morning and gets us moving. Kathy welcomes every patient and helps them to navigate their way through a stressful event of surgery. She treats all patients like her own family. She has over 50 years of experience in clerical skills in the healthcare setting. Many times she eases patients with her voice and assists to facilitate insurance payment. Many patients report that she is a "wealth of insurance information." All of this while caring and serving others with a smile. We are grateful for her in this unit. She always brings peace to chaos.
Heather Imhoff	Kathleen Tracy	Bethesda North Surgery	Kathy has proudly worked at TriHealth for 33 years. She is an amazing co-worker who always goes above and beyond to ensure each surgery is as successful as possible. She starts each day setting up everything, paying close attention to patient and staff's needs. She checks with the surgeon first thing to make sure they have everything they need. Kathy always has a positive attitude under even the most stressful situations. Kathy's contribution to a team effort to provide quality patient care is definitely to be commended.
Joi	Kathy Osterman	TPP Arrowspring Suite 2700	Kathy is always ready to lend a helping hand. I have been here a year and there is always things that come up, and she always helps. She is great at showing ways of doing things and always making sure that we understand. She would be a great lead. Joi
Julie Wagner	kathy snodderly	MH pharmacy	Kathy is always proactive. She is the pharmacy buyer and with all of the drug shortages in the last few years, she is constantly looking ahead, placing orders, calling other TH pharmacies to ensure we have drug available for our patients. Recently, she came in to oversee inventory, even though it meant not being able to drive her son to the doctor. She is a committed individual to bettering MH and TH.
Donald E Davison	Katie Collett	15AB Good Sam Hospital	I have observed Katie in action on GSH 15 for a long time now...years??... as she worked hard as a working mom to get through nursing school, working as a Unit Clerk...and might I add a personable, others-oriented, "can-do", "brighten the corner where you are" person. Now, Katie has progressed up to RN and has brought that same collegial, congenial, CONSISTENT servant-spirit attitude to the nursing side of 15AB. She is the poster person for TriHealth values and certainly deserves to be noticed as an Unsung Hero! Chaplain Don Davison GSH Pastoral Care
Vicki Cheng	Katrina Dudley	MHMH Quality Department	As long as I've known Katrina, she's been asking good questions. As the former manager of case management and now as a Quality specialist, she's the queen of the questioning attitude. Katrina isn't afraid to question the treatment plan if the team has overlooked something. Her knowledge of healthcare is broad and deep, and she's a wise and wonderful sounding board. She's a fierce advocate for patients, which is why quality and safety are such a good fit for her talents. And if I don't know something about a policy or process, I ask Katrina. Most patients and indeed, most nurses, aren't aware of what Katrina does behind the scenes, but I know McCullough-Hyde's growing reputation as a high-quality hospital has a lot to do with the work of Katrina and the Quality team.
Jeff Nelson	Katy Owen	TPP Clifton	Katy always goes above and beyond to make sure the patient is taken care of. She will actually call other providers (UC Health, Mercy, Christ, CEI ect) when the patient is in the wrong place. She also calls internal in TriHealth so the patient is not burdened with phone trees at a stressful time. Katy is an example I can follow!
Crystal Wheeler	KayCee Bailey	BFP	She is a silent champion.
Michael Laugle	Keith Rosing	Hospitalist	Dr. Rosing gives his best effort day-in and day-out caring for acutely ill, hospitalized patients. Despite the challenges he faces on a daily basis practicing hospital medicine, he has never once complained. He has a stoic demeanor and quiet confidence. He also seems to have a limitless supply of energy, which inspires his partners to also give their best while serving our patients.
Caroline Moorar	Kelly Koenig	Arrow Springs Emergency Registration	Kelly always comes to work with a great attitude. Kelly is willing and happy to help anyone who needs help. She supports her team in any way she can. Kelly does not let anything stop her from being her best self at work and for her team. Kelly brings a smile daily that lifts her team up and helps them want to be their best selves too. Go Kelly!!!!
Meshell Bassitt	Kelly Adkins	Corporate Health	I would like to nominate Kelly Adkins as a TriHealth Unsung Hero. She is one of our team members that continues to deliver the best service possible to our clients and community. Her dedication and hard work should not go unnoticed. In her job she is just a phone call away to assist with the Onsite medical team and multiple areas within Corporate Health that she serves. She is very supportive of other TriHealth team members. Kelly is a great example of leading The TriHealth Way!
Jean Smith	Kelly Adkins	Corporate Health	Kelly is a great resource, always just a phone call away to help those of us working Onsite Medical to help us find answers to questions that come up with scheduling, reimbursement, supplies, information from other TriHealth departments or almost any other question we can come up with.
Carla Huntsinger	Kelly Smith	Education Technology/Remote	Kelly handles all things Learn behind the scenes. She plays such a big role in new team member orientation, assigning courses to units and departments, running reports, troubleshooting courses and working with her team make Learn the best it can be.
Michele Benson	Kelly Tornatore	Education Technology	Kelly is the ONE Learning Management System Administrator for TriHealth. She makes every assignment for every team member. She is responsible for assigning all mandatory education needed for certification and accreditation. Her role is unbelievably important and yet she is unknown to most team members. She is a hidden gem and is definitely an unsung hero.
LuAnna Schwaeble	Kelly Tornatore (Smith)	HR-OE/Remote	Kelly is the LMS administrator for Learn. She literally is responsible for all TriHealth team members in assigning courses, scheduling important testing (i.e., BLS), and providing reports. All of what Kelly does is to keep TriHealth safe and compliant. In the last year or so, she has been responsible for onboarding approximately 120 new team members every other week by making sure they have the right training as it relates to their position. Kelly has an incredible knowledge from all of her experience of the locations and units within TriHealth and knows what education is necessary. She is literally "the man behind the curtain" and we are SO appreciative to have her as part of the Ed. Tech. team!
Lori Finamore	Kelly Vance	GSH Foundation	Kelly has taken on many roles since we had a team member retire. She wears many hats in our department but makes sure everything gets done and never has anything negative to say. She is very easy going and always is there to help anyone with any problems. She is a very good role model and very glad to be able to work with her. She took care of the Gala 2 years ago (with little direction) and the event turned out wonderful!! She is Amazing!!!
Melonie Haney	Ken Rushford	Sports Care	We have so many unsung heroes in our department, but Ken Rushford is one of our greatest team members who deserves more recognition. He is an amazing athletic trainer, who does his very best to promote our profession and our organization each and every day. Ken always goes above and beyond to provide excellent patient care, but also goes out of his way to improve our team as a whole. He takes on additional tasks and responsibilities and is a sounding board for everyone on our team. He develops new ideas and leads our team by example. Ken does all of this without extra titles or pay. I would love to see him recognized for all of his hard work and effort. Most of all, it would be a small way to show him how much we appreciate him.
Kylene Spalding	Keri McQuiston	MH MOB Physical Therapy	Keri is always willing to go above and beyond. We have been short-staffed quite a bit over this past year and Keri always steps up to make sure the work gets done. Her efforts running our front office are essential to keeping our PT clinic running smoothly. She does so many extra things too without being asked. She is always a friendly face to greet patients and she is very supportive of her fellow team members. We are grateful to have her on the team and I do not know what we would do without her!
Brein Pyfrin	Kevin Vanover	Protective Services / Norwood	Kevin is the most dedicated employee and will always put everyone else's needs before his own. He is the most SELFLESS employee and is exactly what TriHealth needs, and we are very thankful to be protected by him. He goes over and beyond the scope of his job and never complains when he is working over his hours and will do it again the next day. He is a true Unsung Hero and doesn't get enough credit.
Kevin Grider	Kevin Vanover	Protective Services/Norwood	Kevin Vanover is one of the most dedicated team members in TriHealth. Kevin puts everyone else before himself, working around the clock hours to make sure his team and the Protective Services Department is operating at the highest level. Kevin wears many hats in the Protective Services Department and is always willing to step up to take on additional responsibilities.
Collette Bowling Eisen	Kim Keen Sherer	Corporate Health PT - South Region	Kim Keen Sherer is one of TriHealth's unsung heroes that we are blessed with working alongside every day. What you see is what you get as she is present in everything she does in words and in deed. She displays professionalism, compassion, and empathy with everyone she encounters. She aims to make a difference wherever she goes. She is a intricate part of this team. Thank you for all that you do Kim! EG/QG Staff
Brooke Asher	Kim Lane	Float Pool	Always going above and beyond for others. Always making sure patients are taken care of!

stacy kelly	Kim Martin	BN Patient Placement/Admin Supervisor	Kim is truly an unsung hero due to her ability to uplift and influence. She is committed to providing safe, quality care to our patients, encouragement and service to our team, while maintaining a high priority and focus on throughput and flow. She is dedicated to supporting organizational change and is seen as the biggest cheerleader for our team members especially during times of challenge and adversity. Kim's support of our recent initiatives and efforts to improve throughput and flow have been praiseworthy. Kim has the ability to connect with the team by being a good listener and observer of non-verbal cues of communication. Kim truly understands the meaning of empathy, teamwork, advocacy, praise, recognition, and just how much a simple "Thank you" and her boundless smile means to everyone she touches. After Kim has spoken her words of inspiration and support, the vibe in the room and the mood of the team is totally uplifted!
Lynda Garcia Angela_Garnder@trihealth.com	Kim Morrow Kimberly Gorenflo	OE/Human Resources ob/gyn associates	Kim takes on any challenge given her and has a talent coaching people with kindness and firmness. Kim is always helping and organizing our area. She takes time of her day and days off to create a welcoming environment for our staff and all the patients. Kim has helped train and assist all our new staff.
Donna Walters	Kimberly Ray	Financial Counseling-1st Floor GSH	For a few years now, Kimberly has been collecting unwanted purses, filling them with various items such as cheese crackers, cookies, individual wipes, winter gloves, hats as well as feminine products., etc. She then drives through downtown Cincinnati looking for homeless women and hands them a purse. She is a wonderful person who does this from the hearts and just wants to give back to her community and help women in need.
Sharon Douglas	Kimberly wall	5200/float	I've worked in the FANS dept for years, and have many family members that come in as patients. Kimberly is by far the best nurse I have ever seen! She is here for the patient and it shows. Her bedside manners, making sure they are fed or have meals, her compassion.. I can go on and on. Kim goes above and beyond for her patients and always brings 100%. To me, and a few of my family members that have had the pleasure of having Kim as a nurse, have been very lucky! I hope you consider my vote for RN Kimberly wall. Bethesda North is very lucky to have her on their team
Regenia Evans	Kristin Ayers	BN CATH LAB	Kristin serves as the ANM in pre/post care for the cardiac cath lab. As we continue to grow and undergo construction constates Kristin brainstorms on how to get it done. Daily she is creative on how to provide support for her staff and our patients. She supports her team endlessly, jumping in to help where needed, often staying over to make sure her team has what they need. She quietly is always at work in the background to make our unit great, never looking for praise. She makes Trihealth great, and certainly should be recognized for her efforts.
Jessica Schaffer	Kristy Essen	Western Ridge ED	Kristy goes above and beyond every shift for every patient. She always checks in with staff members to see if they need help.
Karen Wade	Kristy Essen	GSWRED	Kristy shows up with an unlimited supply of energy and a smile. she is an amazing nurse with a very positive personality. She always goes above and beyond to to more than her share and she never complains. I love working with her and all of our patients love her too!
Scott Gravatt	Kylene Spaulding	Rehab	She does so many things for so many people. She is just amazing. All she accomplishes is just fantastic. She deserves to be recognized
Sam Boateng	Lamar Thomas	Good Sam Inpatient Pharmacy	Lamar has been phenomenal pharmacy technician in and out of the department. He is quiet and always thinks he's not doing enough as a pharmacy technician. However, he goes above and beyond, staying over to help whenever asked, coming in on his off days when called upon to help. He does a great job training new team members, such that new hires are always recognizing him during rounding. He does more than gets credit for or even takes credit for!
Angie warren Brittany Callahan	Latasha white Latrice Behanan	Hoc west Long term care GSH Med-Surg Director	A wonderful aide Latrice has been the glue keeping our Med-Surg divisions together and strong. With 2 manager vacancies at the same time, she arose to the challenge of not only continuing her director responsibilities but also to be the interim manager on 8AB and 14 CD. She never once showed any stress to the teams and handled it with grace as well as positivity. I know it wasn't easy, but she kept a smile on her face and a positive attitude that I know the team saw and needed that ray of positivity. Any time any team member would message her she was there for support and guidance. I don't know how she did it all but she did and for that I think of her as a superhero! I am so proud to get to work with her each day and continue to see the amazing things she accomplishes.
Joseph Mathews	Laura Horn	MSICU 2300	Besides doing all the normal charge nurse things, Laura is responsible for responding to each and every emergency called to evaluate the patients and do what's best for not only them, but the team as a whole.
Brian Bernet	Lauren Beasley	Pavilion & Good Sam Hospital	Lauren Beasley is the office manager for the PROS therapy team which is split between the Pavilion and Good Sam. She oversees the insurance authorizations, scheduling of appointments, and other paperwork for nearly 15 physical therapists, occupational therapists, and speech pathologists. Without Lauren, our therapy clinic would be able to function. She does not always receive the recognition she deserves since the patients do not see her in person (most of her work is done via phone or computer). With such an important role and so many people relying on her, she deserves a lot of credit and is the definition of an unsung hero.
Allison Wagner	Lea Grieger	Gen. Surg/Weight Management	Lea is wonderful and extremely hardworking. Lea manages nurse/MA schedules, provider schedules, runs Dr. Meister, and so much more. Lea is always willing to teach or help someone in anyway. It has been a joy working with and being trained by Lea.
Vicky Wilson	Lea Ward	Heritage Butler Family Physicians	Lea is a quiet leader in our office. She does so much without any complaints and is willing to help any way she can. She does many jobs, between doing the prior authorizations, running the lab, and filling in as needed with running our patients, she does this all with a great attitude and with professionalism. I have been working with Lea for a few years now and she is just a kind soul and I feel she truly needs some recognition of her hard work and dedication.
Lori	LeRoy	patient transport/ GS	LeRoy ALWAYS greets team members and visitors with a smile and a big Hello! He demonstrates his ALWAYS behaviors in every encounter with patients. He has gone above and beyond just transporting patients. He assists in moving furniture in the room. He always makes sure his patients are safe.
Lica Kurti Teagan Nearn	Lica Kurti Linda Giglio	Food service TPP WHITE OAK	Healing begins with me I would like to nominate my office manager Linda Giglio for the Unsung Hero Award. Linda is the most selfless, caring and kind person. She is ALWAYS going above and beyond for not only her employee's needs, but the office needs as well. No matter what is thrown at her, she takes it all in stride and never wavers. Linda has the heart of gold and would do anything for anyone. With all of the obstacles within the healthcare field these last couple years due to covid and all of the unknown, Linda has dealt with all of it with such ease. I think Linda's dedication, passion and huge heart makes her a true Unsung Hero. I and all of my co-workers appreciate everything she does and continues to do. We are so blessed to have a boss as wonderful as Linda and she is so very deserving of this award.
Lisha Fielser	Lindsay Shelton RN	Group Health Western Hills Pediatrics	Lindsay fulfills the role of triage RN in my office. She works behind the scenes in the office but serves a critical role with communication to patients and families. Her clinical skill helps to streamline work that I do (and my partners do) to help provide the best care to our patients in a timely manner.
Christine Hassert	Lisa Hacker	Bethesda North ED/CARES	Lisa is the prime example of being a steward of our ALWAYS behaviors. Lisa applies such a genuine attitude of sincerity and enthusiasm to every task she is given. She is seen not only as a highly accountable and reliable team member but can be counted on by the other team members to be a great listener. I quite often see her serving as a support person when a team member is going through a tough time. Her positivity and approachability is the glue that quite often holds the team together and helps us all get through the stressful times and situations we encounter here at work. I am so thankful to have her on our team. She is kind, genuine, honest, and reliable. We are lucky to have her demonstrate these behaviors to our patients and other team members! Thank you, Lisa Hacker, for all that you do, and for who you are.
Marissa Ball	Lisa Kolbenstetter	THWC KW	Lisa goes above and beyond for others and her coworkers. She never takes any days off work and is always willing to jump in and help.
Dianne Lindsey	Lisa M Ramstetter	Western Hills Front desk	Lisa besides being our Front Desk lead, has been known to bend over backwards to make sure people get their days off even if she will have to cover. Is very suggestive with ideas from bright ideas to helping make sure the front desk and Doctor's schedules run smoothly. When our office was remodeled, a few years ago came up with suggestions to the decorating even refinishing furniture. She is definitely an unsung heroine.
Robin Flinchum	Lisa Tiernan	Patient Access	Lisa Tiernan is an amazing human and the kindest team member. She has served TriHealth for 20 plus years, starting here when she was just 18 years old. She started in the north ED as a registrar and has moved up through the ranks. Lisa currently is the liaison between registration and IS. Lisa is our go-to for everything! She's always in the background fixing accounts and working on issues. She never fails the on-site teams. She answers her phone at night and on the weekends. She knows when we call, we are in panic mode. She is the unsung hero for the registration teams across all sites. We all LOVE Lisa!! Please please pick her to win. I promise you, that you won't find someone as deserving as Lisa. Thanks, Robin Flinchum
Angela Vinup	Lisa Tiernan	Patient Access	Lisa is our EPIC Liaison for Patient Access. Lisa provides all tip sheets and updates we need to assure our team is accurately performing their job. Any issue/concern we come across, Lisa is a call away and addresses the issue in real time. Lisa has the onsite experience that has lead her to continually work behind scene to assure our team has all the right tools. No task is too much for her!

Laura Alexoff	LizAnne Sawyer-Kubicki	Hospice of Cincinnati/Blue Ash Inpatient Unit	I've observed the way in which LizAnne takes care of our patients' spirit. She is so kind and almost reverential in her care. Besides patient care, I work with LizAnne on a couple committees and every encounter with her leaves me in awe how gracious and giving she is, and striving to be more like her!
Zach Hook	Lori Dunkelberger	MOB Physical Therapy Oxford	As a leader Lori does a great job of bringing an upbeat and positive attitude to work each day. She cares about each of her team members and goes out of her way to make sure everyone is not only comfortable but able to excel in her role. Lori is easy to work with and does a great job as a Physical Therapist treating patients, but also does a lot of work behind the scenes that goes unnoticed.
Paula Cabbage	Lori Palomino	Vascular Access Team, Trihealth	Lori is a force to be reckoned with. She is an expert in her chosen specialty of Vascular Access and a pleasure to work alongside. She is our quality person for this team and makes sure we stay within or well below our quality indicators by making sure we have the best equipment, and the best information available to be able to accomplish this. She monitors Iris reports re: anything vascular access related and follows up to make sure if there is a problem, follow up education is done with the staff involved and educators and managers are apprised of any problems so they can be looked into and more education provided if needed. Lori is our representative on the Oversight Committee for all of Trihealth to monitor CLABSI, DVT, Peripheral IV quality problems throughout Trihealth. Lori is instrumental in keeping up with the latest and best equipment for Vascular access and will set up trials with the equipment with our team and get our input about how we feel about using it if it's newer than what we use, keeping in mind the cost as she is an outstanding steward for Trihealth. We have a couple of classes we do with new nurses to teach Vascular Access and Lori COULD NOT BE more kind, patient and welcoming to new staff and makes sure they understand the importance of vascular access as a nurse. She is an amazing educator, and, as one of my preceptors when I joined this team, I always felt valued when I came to work. That is SO important to all staff, new or seasoned as I am. Patients and families always are happy to see Lori walk in the room to start their IV. She doesn't stop there. If the patient needs repositioning, if they need their dinner tray set up, if they need a smile or someone to hold their hand, Lori is there. We may be IV starters, but first we're nurses and Lori NEVER forgets that. She is patient with staff as well if they need education or someone to listen, she's there. I am always happy to see that I am working with Lori. Her motto is like Larry the Cable Guys: "Git er Done!" She is a true Health Care Hero and I'm proud to work alongside her.
Michele Huff	Lori Palomino	GSH Vascular Access Team	Lori has been a nurse with TriHealth as of 42 years this month! She currently serves on the vascular access team with the majority of her time at GSH. She is the liaison with the Oversight Committee for the team. She attends the CLABSI committee and works diligently to make sure patients do not receive a CLABSI from a PICC insertion. She also is responsible for maintaining all of the data for the team. Prior to her time on the team, she worked in medical-surgical nursing and in SurgiCare. She maintains her certification in vascular access. Her strengths include her strong problem-solving skills and customer service skills. She also is referred to as the energizer bunny because she "just keeps working" at a fast pace. We are lucky to have her on the vascular access team!
Marcia Heck	Lori Purtrill	GSB Cancer Institute	Lori always takes care of our patient's dietary needs without judgment. We have patients with a wide variety of dietary needs and she always greets them with a smile and a warmth. She is patient and listens to concerns. If we ever call her, Lori is there. We may be IV starters, but first we're nurses and Lori NEVER forgets that. She is patient with staff as well if they need education or someone to listen, she's there.
Donna McIntosh	Lynn Dunn	Hospice of Cincinnati north team	Lynn will brighten up a room with her beautiful smile that she always has. The patients I see her with absolutely love her. She has compassion and a big heart. Not only the compassion she has for her patients but for her co-workers. She is one of a kind person. She is a hard worker and beautiful soul.
KAYLA BRANSCUM	MADALYN HERZOG	CLINICAL LABORATORY	Maddy is a dedicated team member who always exemplifies TriHealth values. Throughout Maddy's time at TriHealth, she has consistently exhibited leadership, responsibility, flexibility, compassion, and a drive to help her team and patients. Maddy has been an incredible asset, and rarely receives as much recognition and praise as she should.
Doratheia Potter-Fallon	Madelene Crayon	Patient Relations/Bethesda North Hospital	Madelene helps patient's day in and day out to help problem solve and take care of any patient complaints that come her way. She is a great back-up for her co-workers and sees that everything is always complete by working many extra hours every day. She also works well with all other departments to resolve any complaints and issues the best way possible for the good of the patient, going the extra mile always with a SMILE. She displays the TriHealth way with everything she does and her professionalism is outstanding and honorable. Madelene to me is the perfect example of what we would like our staff to be to represent TriHealth. She always introduces me to other TriHealth employees using the TriHealth AIDET without thought. I nominate Madelene as my Unsung Hero.
Cole Mericle	Madison Morgan	Bulter IPU Nurse	Madison is an angel in all regards. Not only does she treat her patients and co-workers with the upmost respect and generosity, but it's natural - you can tell she doesn't put on an act to do so. She will help anyone at anytime no matter the situation, she'll stop doing something mid-bite if she has to, just to help. Not once have I heard her complain, even when she could have every reason to. From what I've heard from the patients I've dealt with, she is among one of the best nurses a patient could ask for. I believe fully that she should be recognized because she would never put herself in the spotlight, she doesn't do these acts for attention - but rather out of the goodness of her heart.
Kelsey Lambert	Margo Reed	Tristate Maternal Fetal Medicine	Margo always goes above and beyond to accommodate patients. She always puts the patient first. She is always happy and willing to help no matter the situation. She respects each person as their own and never passes judgement on anyone's situation. She is very passionate about her work and women's health in general. She is such a joy to work with and an inspiration as a fellow nurse.
elissa kakish	maria alissa	BN4200	constant support
Mary Ingram	Mark Johnson	BN Main OR	Mark Johnson is one of the best managers I have ever had the pleasure of working for. He goes above and beyond the expectations of a manager. He is constantly advocating for his employees, working with them to accommodate personal lives in addition to their work schedules, recognizing them and their value at work, and consistently creating a positive work environment for everyone - just to name a few of the many things he does. The OR can be a difficult place, but Mark truly makes it worthwhile. We are very fortunate to have a manager like him.
Pamela DeCourcy	Marshall Bell	Membership/Pavilion	Marshall is a team member that you can always count on to help out. He is the one person I know who will stop what he's doing and assist with whatever you need him to do. He checks on us at the front desk to see if we need a break and will jump right in to move tables, help set up a conference room or do whatever he sees that needs to be done. Marshall has never gotten the recognition he deserves and is truly the "Unsung Hero" here at the Pavilion!
Sinead	Marthe	5200 Med Surge Urology	Marthe is such an amazing caring person. She puts her all in to each one of her patients and does an amazing job. When she sees any of us coworkers in the hallway she makes sure to say good morning or ask how our day is. Getting to watch her just start as a brand new nurse to where she is now has been influential to me and encourages me to further my education to be a nurse.
Inez Stallworth	Mary Ann Tenfeld	Patient Accounting Norwood	Mary Ann, Always, always celebrate the team wins, she recognizes Birthdays and Anniversaries of everyone, milestones and brings in goodies to share and celebrate. She always spend her own funds to make sure that the persons are recognized and acknowledge. She reaches out in time of personal loss as well. She reflects the behaviors of the Good Samaritan.
Heather Vickers	Mary Armstrong	Logistics	Thanks Mary Ann Mary constantly goes above and beyond her daily duties. When we have backorders, she researches and figures out how to get product in. If things are misshipped, she helps whatever department get it shipped back and credits issued. Mary works tirelessly to ensure that TriHealth Cancer Institutes have what they need to operate and function without a hiccup. She has trained me and continues to keep training and passing her never ending knowledge on to me and others as they are hired into a controller position.
Susan Boyer	Mary Lou Sauer	Good Sam Breast Center	Mary Lou is the nurse navigator in the GSH Breast Center. She works tirelessly with our newly diagnosed breast cancer patients to be sure that they are scheduled for any appointments needed. She often stays late to be sure all new cancer results are called to the patients. She truly does care about our patients and exemplifies the TriHealth model.
Pamela Estelle	Mary Lowe	EAP / Corp Health	Came to work one weekend to help Occupational medicine catch up on drug screen results. Walked in the building water was running down the walls from the top floor to the bottom floor everywhere. By Monday morning everything would have been a total lost. She stayed all day to help out in the Corp Health Suite.
Kathy Hinkle	Mary Milam	PC Delhi	Mary is our office manager. She does so much for our office and I feel like it is a thankless job. She always puts others happiness before her own. She makes sure that everyone's heard. She is always willing to jump in and help wherever she is needed when we are short staffed. Our office is wonderful because of her!
Michelle Marchetti	Mary Noble	Facilities ,planning & design	Mary is helpful to me each day. She helps keep the entire team on track with our capital projects budgets. All the small things she does each day are a big help.
Stephanie Mayers	Mary Thesken	Neighborhood Program Primary Care - TPP	Mary has been a dedicated and driven employee of TriHealth for over a decade. Her steadfast commitment to TriHealth is inspiring, and shines through her compassion for all patients and team members. She takes time to provide quality care through excellent communication with primary care patients and assisting fellow team members. She is always willing to help and go the extra mile. We are blessed to have Mary on our team, and truly appreciate her going above and beyond serving our community as a selfless nurse and as an amazing team member every day.

Barbara Connolly	Mary Turner	Beechmont Anderson Lab	<p>Mary Turner is an unsung hero. Mary goes beyond what's asked of her and makes a personal investment to see that patients are seen. It's heroic to make someone feel valued, to feel heard, when they are uncomfortable or worried about a diagnostic test or a blood draw. Every day, Mary accomplishes this with her empathy and humility, traits that are not easily quantifiable or measured, but are felt and seen by those around her.</p> <p>Mary makes an impact with every patient she comes into contact with. Since she has started at our location, our engagement scores in the lab have improved tremendously, mainly due to Mary and her ability to make everyone feel comfortable. Mary takes the time and makes that effort every day because it's who she is as a person, and it's for that reason I believe she is one of TriHealth's unsung heroes.</p>
April Rongo	Matt Bremer	BN Inpatient Pharmacy	<p>Matt is our department manager who stepped up to the position a couple years ago during the COVID surges. He worked in his previous position, his new management position, and covered the consult requests for COVID infusion medication therapies. He has worked tirelessly to best manage our department through the storms of COVID, staff turnover, automation conversion, and IV room construction. Matt always has an open door policy, makes himself available after hours, and promotes a positive and healthy culture in our pharmacy department family. Matt is by far the best manager I have ever worked for. He is fair, dependable, inspiring, and not hesitant to do what needs to be done for the betterment of our department and patient needs. He is always appreciative of his staff, and now it's time to provide appreciation for our fearless leader!</p>
Steve Shepherd	Matthew Bell	Inpatient Pharmacy	<p>Matt has great clinical expertise which we rely upon and learn from on night shift. He has been a mentor and his patience while teaching is greatly appreciated. His ability to enhance to contribute to a patient's care is recognized outside the department also.</p>
Janet Meister	Matthew Bremer	Inpatient pharmacy	<p>Matt is a leader who goes above and beyond daily to ensure the success of our department and patient care. He models/practices our ALWAYS behavior and is available to team members 24/7. Matt leads by example of how he would like his team members to act and has changed the culture of our department in a truly positive way. He never wants accolades or recognition for ALL he is doing for our department and TriHealth Bethesda North but bestows such accolades and recognition on others. I believe managers such as Matt deserve to be recognized for their devotion to TriHealth and the team members they lead in such a positive way that makes being a part of the whole much more meaningful and rewarding for everyone. I'm proud to be a part of his team!</p>
Daniel Makutonin	Matthew Bremer	Inpatient Pharmacy	<p>Matt truly exemplifies ALWAYS behaviors on a daily basis. His kindness, knowledge, and constant willingness to help all make him the ideal manager. TriHealth is lucky to have him because Pharmacy is such an integral part of Getting Healthcare Right and there is nobody we would rather have at the helm. His methodical approach to problem-solving is something to behold: decisions are timely but never rushed, but he also manages to maximize the best interests of all parties involved. The department continues to undergo many changes with the IV room and automation, and one of the biggest reasons why those immense transitions didn't run us off the rails was his steadfast leadership. His successful efforts should be recognized and appreciated by others outside of the department, even though it would never cross his mind to seek the praise he deserves.</p>
Melisa Frede	Melinda Turner	TPP Delhi	<p>Melinda "Mindy" always goes above and beyond to make our office run smoothly. She steps up to the plate and offers up her time and services anytime another co-worker is in need of help, rather she has been asked to help or not. She is more than willing to stay late or come in early when others have personal affairs to attend to. She often times sends a personal message to thank an employee for something they may have done for her. Or if they are having a bad day, she will text them later that evening to see how they are doing. She really does make it a joy to come in and work with her. I believe she is the definition of an unsung hero.</p>
Darla Daniel	Melissa Ambercrombie	TPP/Answering service	<p>Melissa has been with the answering service department since its humble beginnings. What started out as a small group of around 5-7 has turned into a much larger group of over 30 team members. Melissa has been very humble in her role with the answering service. Her experience, kindness, and over all core values have always aligned with TriHealth's mission.</p> <p>Melissa is one of the team leads, and makes sure new team members feel comfortable. She trains, encourages, and mentors new team members. She sends out birthday cards, collects donations for sympathy gifts when a team member has a death, and makes sure our one up has birthday and Christmas gifts. She is an excellent nurse, and always has a positive attitude.</p> <p>Our department does not usually have the opportunity to participate in big events at the hospital and I wanted to celebrate Melissa and our team by nominating her for outstanding patient care and team member satisfaction always.</p>
Kelly Hayden	Melissa Craig	13ABCD MBU	<p>Melissa is a rockstar charge nurse and always helps everybody with a smile on her face. She can have the busiest day and still have a positive outlook and somehow be everywhere at once. She truly cares about making assignments fair and helping out whenever she's needed. She makes being in charge look easy when it definitely is not!</p>
Simone Johnson	Melissa Gayle	manager of case management/ MHMH and Bethesda Butler	<p>Melissa goes above and beyond to assist others whether it's her staff or patients. She is always available to help when needed. I admire the way she handles any obstacles thrown her way. I appreciate her support that she provides to the case management department at McCullough Hyde and Bethesda Butler.</p>
Vicki Cheng	Melissa Gayle	Case management - MHMH and Bethesda Butler	<p>Melissa is the rock that the case managers at McCullough-Hyde and Bethesda Butler rely on. In our work, we have a lot of difficult conversations. Patients and families understandably lash out if they are having a hard time accepting that it's time for a nursing home, or even hospice. Melissa is always there to coach us through these situations and to deliver kind, compassionate but truthful information to patients and families if needed. Sometimes the truth might be that we can't keep the patient at the hospital for custodial care, as the family desires; Melissa delivers this news in a firm but empathetic way. She teaches us to be good stewards of the hospital's resources, but she always SERVES the patients first, with her honesty, professionalism and kindness.</p> <p>No matter what she has going on at home or in her personal life, Melissa also SERVES her staff by making a fuss over every birthday or other milestone. She makes us feel special and valued, ALWAYS.</p>
Kristi Demaris	Melody Moss	Anderson Surgery Center	<p>Melody is an amazing nurse, manager, coworker and friend. She has always been a great example of all the qualities that TriHealth instills in their employees. She is so selflessness and humble. She has helped keep our staff positive through lots of uncertain times with covid and our facility fully not being open. She cares for all our patients like they are her family, treats them with dignity and respect. She is wonderful at solving any problem, or conflict that arises and can wear many hats in our facility. There are not enough words to describe how wonderful and valuable Melody is to our department. She deserves all the recognition for our department's success.</p>
Andrew Vogel	Melody Oeder	Arrow Springs kitchenette	<p>Melody (Mel) - Is a tireless unsung hero for all patients, family members and staff who come to, or work at, TriHealth Arrow Springs. She is the main kitchen worker for the outpatient kitchenette and always has a smile on her face, works hard and certainly lives the TriHealth values of SERVE. Often, she ends up being the only worker who takes orders and prepares lunch or snacks for the entire Arrow Springs outpatient and ED departments. She is very busy every lunch but always works hard to prepare food, but most importantly welcome patients, their families and make them feel seen and heard. She heals the human spirit with her devotion to what she does and her place on the TriHealth team. Universally liked and appreciated at Arrow Springs among her TriHealth colleagues, Mel is an Unsung Hero.</p>
Sarah Heckman	Michael Curtis	Perioperative Services/GSH/GSOC	<p>He has followed in his mom, Terri Curtis', footsteps to become a nurse at GSH and has loved it there. He started as a transporter and has devoted his career to helping people and being a role model for TriHealth.</p>
Mike Toppin	Michael Manegold	Food & Nutrition (FANS)	<p>Mike Manegold has been with TriHealth since 2009. He started at Bethesda North and moved to Bethesda Butler when that facility opened for inpatient care. Mike has a very strong culinary background, and his work shows it, always producing top quality meals at all times. His skills have been noted by comment cards from patients, visitors and team members alike. He is always quick to take new employees under his wings for organizational, departmental and kitchen operations training. By nature of his position, he is a "behind the scenes employee" that is not always seen in the customer's limelight. Mike is also has extensive knowledge of Food Service equipment and has helped the maintenance department troubleshoot various pieces of equipment for repairs when equipment has gone down. In summary: Mike truly exemplifies the meaning of "Unsung Hero" and is most deserving of this recognition.</p>
Lindsey Brown	Michele Brandenburg	Radiology/ Bethesda Butler	<p>I would like to nominate Michele Brandenburg for the Unsung Hero because she plays a large part in our team here at Bethesda Butler Radiology! She always comes into work with a positive attitude no matter what is going on in her life. She is very hardworking and dedicated to this job! Her professionalism and empathy towards patients is something I truly admire about her. I have learned so much from Michele by just observing and asking questions!</p> <p>She is also like a mom to our department, she is always there to listen and offer advice when needed, she truly cares for every member of our department! She is always willing to help any way she can without asking for anything in return, and she is just a great person to be around and learn from. While we don't have a lead tech here, Michele is in charge of creating the template for our scheduling, and will always work with us when life calls! She's understanding and caring, and honestly I couldn't ask for a better co-worker and role model! I believe Michele deserves this recognition because of all the time, knowledge, and dedication she has put into TriHealth!</p>
Lydia	Michelle	Patient Accounting	<p>Michelle Kelley goes above and beyond to make sure all the accounts she touches are billed correctly. Michelle has taken on being the trainer for the Medicaid billing team. She takes the time to explain the work and is very approachable for new hires questions.</p>
Mindy Burnell	Michelle Connor	Registration BN Lobby	<p>Michelle is always using her always behaviors and serve values. She does extra things for leadership within our department. She picks up extra shift even in the ER which is no longer her department. She is the ambassador, and soar champion. She is wonderful with our patients and always has a welcoming smile and an encourager.</p>

Marilyn Thiemann	Michelle Cooper	HIM	Michelle and I work together as inpatient medical coders. Michelle is a priceless resource for her knowledge of the medical coding process, anatomy, and pathophysiology that is required for this job! Michelle is always willing to share her knowledge with her colleagues with discussions and the department monthly newsletter. Even though Michelle will never physically touch a patient, her meticulous work will greatly impact the patient and the financial stability of TriHealth. She is an unsung hero at TriHealth!!
Elaine Sunnenberg	Michelle Cremering	Children's Fetal Care Center	Michelle has been with TriHealth for over ten years. She started working at Good Sam Labor and Delivery and now works for TriHealth in their new fetal care center at Cincinnati Childrens Hospital. Michelle works tirelessly taking care of her patients and loves what she does. She works long hours and then comes home to take care of her nine children! She is a super hero to me! (I am her mom and also work at TriHealth for over 30 years)
Haim Cohen	Michelle Elliott	Podiatry (Kenwood Northcreek)	Michelle has been a wonderful medical assistant that goes the extra mile and constantly taking on more responsibilities. She is great with my patients and a joy to work with. I hope to have her for many years to come. Thanks Michelle!!!
Mikayla Laymance	Michelle Huiet	TPP Trihealth Heart institute	Michelle is always so helpful and caring to new employees. She is always willing to help out as well as always willing to teach you something if you ask her about it. She manages one of our most complicated doctors in regards to orders and does so with a smile on her face.
Sandra Prell	Michelle Oursler	Hospice Central Team	Michelle has been with Trihealth for 20 years as a STNA. She is shows so much compassion with her patients and families. She is a hard worker also there to help anyone when needed. Even when She has family issues at home she always comes to work with a smile on her face .
Sheila Townsend	Michelle Oursler	Hospice central team Stna	She has been here 20yrs and has always went above and beyond for her pts! Even when she has had personal problems, showed up at work and showed out for the greatness of her pts! Always willing to help anyone when in need
Rosa Creech	Michelle Phillips	GSH OP Therapy Admin	Michelle is our front desk office coordinator. There have been several occasions when Michelle has identified that one of our outpatients was not acting themselves and with an inquisitive mind, she started watching them, asking them questions, and then responding and/or seeking help for the patient. She has identified 2 strokes, a few seizures. She also identifies patients for fall risk and insures they reach or leave our department with assistance, which often means she is taking them in a wheelchair to the lobby for pick-up. She makes time to get to know our patients. When they need prayer or a listening ear, they call Michelle aka "mother Love". So, even if she isn't recognized through this Unsung Hero's portal, or doesn't wear a cape, she is often recognized by our patients, their families, and our team.
Sara Nienaber	Michelle Phillips	Rehab Services/GSH 8th floor	Michelle is quite literally the "face" of our department as she is the first person anyone sees when they come to our department and the only one who's "office" is not enclosed by 4 walls. She is the sweetest person you will ever meet with the warmest smile, always has a kind word to say to everyone, and is always to first to offer help for anything you need, in addition to having the best singing voice! Due to very old signage on the 8th floor, she helps countless people find their way every day and has been the first to identify MULTIPLE sudden changes in patients or their family member's health conditions (seizures, loss of consciousness, etc), while sitting in our waiting area, that have led to an ER trip for treatment (which she frequently ends up helping them get to by way of a wheelchair). Michelle rarely ever misses work and sometimes has to be forced to take a lunch break. She also routinely makes coffee for people in our waiting area and always has a little candy bowl out on her counter that probably gets refilled multiple times a day for anyone walking by. Being a part of our administrative staff, she probably gets little recognition for her work but our department truly would not be the same without her and she deserves a celebration for how much she does for everyone every single day!
Christina Schiel	Michelle Phillips	GSH Rehab Services	Michelle is a true "unsung hero" in our rehab department. She is our PROS and Pediatric front desk scheduler. She is the first face everyone, team members, visitors, patients/clients see when they walk into our department, and it is the friendliest, most welcoming greeting anyone could ask for. Once she knows your name she will remember you, calling you by name and always have a cheerful greeting or a even a song! She embodies the TriHealth way in so many ways, from maintaining a coffee bar and candy dish that team members and visitors alike enjoy (she even knows how the various patients/clients take their coffee and will get them a cup when they arrive for their appointments while waiting). She is very aware of small details that mean so much to making people feel seen/heard/appreciated through small acts of kindness above and beyond the written objectives of her admin/front desk/scheduling role. Examples include giving out personalized birthday cards/special event cards to patients/clients and ensuring all their treating patients sign them, taking time to hand sign patient treatment schedules with their names and usually a cute cartoon smiley face, small 'concerts' in the lobby with patients/team members just because and maybe bring a little sunshine into the office on a rainy day. She is always ready to lend a supportive ear, and seamlessly manages to do all this and still seem unflustered managing the core duties of her position with a busy schedule with phone calls and handling of multiple therapists' outpatient schedules, for both adults and children, for PT, OT, and SLP. Somehow, she has a way of keeping all of us therapists on track :) She is frequently noted in patient surveys as being a highlight of working with our department. Personally, my story with Michelle started the minute I walked into the building. I have been with TriHealth for 5 years now, and when I interviewed, I was extremely nervous having been in my prior role for 10+ years and being very out of practice with interviewing as well as facing a relocation process that I was struggling with. Michelle was the first person I met face to face, both at TriHealth and even in Cincinnati. She immediately struck up a conversation with me, and right before I went in for my interview, said something along the lines of "You'll do great, I have a feeling about you, I'll see you back here really soon." That short conversation with her not only helped put me at ease for my interview, it also helped me to feel more positive and confident about my potential for a new job in Cincinnati in general and the whole relocation process; she probably doesn't even realize how much that short conversation meant to me. But that's just who she is!
Kim Carter	Michelle Woods-Vaughn	MHMH ED	With the completion of the CE for Decision Support, Michelle has done a tremendous job at communicating and educating her team on Nursing Quality Measures. She provides updates on the audit results through email to the ED team. One example is the documentation for Restraints. Michelle conveyed that it is 'imperative' to document the restraint and obtain the orders in a reasonable time. Also giving 'kudos' to a team member for 'hitting all benchmarks' on a patient in violent restraints. Michelle emulates the voice for quality and safe care for the patients she and the team at MHMH Ed serve!
Casey Lewis	Mike Johns	Butler Infusion Center valet	Mike works in the valet at the Butler County Infusion center. He always goes above and beyond for our patients. He knows almost every single one of them by name, what kind of car they drive, and how long their appointments generally take. He always has a friendly smile on his face and our patients look forward to seeing him. He is a huge help to our entire building and goes far beyond what his job title requires of him.
Christy Boian	Mike Johns	Valet TCI	the Valet Mike Johns who works at the Butler location is absolutely wonderful. He goes above and beyond for every single patient that comes in. He makes sure everything is cleaned and wiped down in the lobby. The patients adore him and ask where he is when he isn't here. We are truly blessed to have such a wonderful person here at TCI
Trisha Menker	monica Frauenknecht	Shared Services / Rev Cycle / Norwood	I would like to recognize Monica as an Unsung Hero. She is a Revenue Cycle Training Specialist for all team members that schedule and/or register patients for services at the hospital or the physician practices. Our team has been working on creating all the training material and offering open lab sessions for the EPIC upgrade coming May 23, 2023. The training is virtual, and she volunteered to pre-record the different training tracks for team members/departments to demonstrate the new look and changes so there is a successful transition with the upgrade.
Crystal Wheeler	Morgan Parnell	BFP	She takes her job seriously and actually love the job she does for other people.
Reiko Hargis-Mcguirt	Nakela Williams	Good Samaritan Admitting/9th floor	Nakela goes out of her way to bring a smile to anyone's face. From bringing in little snacks that we crave, to helping cover open shifts in the ED or L&D/ADM. She's always willing to go the extra mile. She has been through so much in her life, yet she still finds the time and energy to make others smile and feel better about themselves.
Rochelle Flowers	Nakita Stenson	QCP Hyde Park	Nakita assists in training new staff, will stay over to cover shifts, she is one who takes excellent care of the patients that she serves and when there is a tough situation whether personal or professional, Nakita is always there. She is the definition of SERVE.
Stephanie Austin	Nancy Menard	Inpatient Pharmacy	Nancy is always working hard not just for our patients, but for other team members as well. She works tirelessly to make sure things flow smoothly in the pharmacy and that patients get the medications they need. She is also always working hard to work with nursing staff and other clinical staff to help with medications and other needs.
Bob Battig	Natalie Kerr	FANS / North	Natalie takes pride in keeping the cafe clean and orderly. She is always friendly and greets everyone with a smile and a kind word. She does a fantastic job and her efforts are appreciated.
Mellisa Roberts	Nathan Simmons	MHMH Pharmacy	Nathan is the epitome of selflessness. He absolutely goes above and beyond every single day for every single patient. He is always (24/7/365) available to lend a helping hand or answer a question. Nathan's knowledge of pharmacy, finances and management is invaluable. I honestly don't know where we would be without his leadership. He has been an incredible mentor to the pharmacy staff over the past six years.
Andy Preising	Nathan Wheeler	Supply Chain / Norwood	Nathan Wheeler, Sr. Business Analyst, is an unsung hero at TriHealth. He has a critical position in the Supply Chain department, managing our Lawson system. Each day Nathan receives countless requests to update items, add new products, and to troubleshoot a variety of issues. He is always willing to help and responds quickly to issues when they arise. Nathan helped implement and test the Lawson upgrade last year, spending both day and night working with the system. Nathan is a great TriHealth team member and an unsung hero.

Mike Haggerty	Nick Haggerty	Radiology Special Procedures	He donated a kidney to me!
MICHAEL SCHUSTER	NICK MARTIN	IMAGING	Nick has been a critical piece of the puzzle in the amazing efforts of our imaging department in earning the Heartflow CT Quality Award. He is the direct link between patients and the quality scans required to help these people. Sometimes the ones who have the direct connection to patients get lost in the bustle of getting things done, but Nick deserves the recognition of being a great tech!
Alex Stevens	Nicole Emig	Good Sam Patient Placement	Nikki, has done wonderful in patient placement. She does everything in a timely manner. She remains kind and calm even in special situations. She is so helpful while working on staffing for night shift. I am so thankful for everything she does. She is always willing to help when needed.
Cheryl Wells	Nicole Tripplett	The Women's Center Kenwood	I nominate my co-worker Nicole Tripplett(A.K.A. Nikki) an unsung Hero. I met Nicole about 3 years ago when she became a part of our practice. She was very sweet, kind and very helpful every time I would have an interaction with her. Nikki is a medical assistant here in the women's center and I am a triage nurse. When covid 19 hit I had the pleasure of working closely with Nikki. We were short staffed in the triage room and Nikki volunteered to work in the triage room with me, and at that time they could have not found a better person to work alongside with. Nikki was very knowledgeable about working on the phones and we were the dynamic duo in triage!!!! We were like 2 peas in a pod!! We got along beautifully and the thing that I noticed the most is that we both had the same work ethic Professional, Integrity, Accountability, Punctuality, Teamwork, Dependable, Trustworthy, Hard working, Determination, Reliable, Respect for Others and Caring. Nikki wears many hats. Nikki is a multi tasker. Nikki can perform many jobs in the office from working the front desk checking patients in, working in triage on the phones, making sure if supplies are needed, or trying to implement ways on how things could be better in the office, working her job as a medical assistant, and filling in for other medical assistants when needed never questioning, but knowing that the patient is our first priority. Nikki also leads our huddle discussions in the morning, when the office manage and the lead LPN are not present to do so. While wearing multiple hats, and even when her own work sometimes takes a backseat Nikki ALWAYS prevails in getting things done in a timely fashion. Everyone in the office loves Nikki, the doctors LOVE Nikki as well as all my-coworkers!! Nikki has become the go to person here in the office. Nikki has this bubbly personality, beautiful smile, and a great sense of humor! Most importantly the patients LOVE Nikki because they know if she has a hand in their care, they know that they can count on her to get what ever it is that they need done, Nikki will take care of it! Nikki is here at work EVERYDAY!! Sometimes you may feel that your hard work and all that you do goes un noticed, but I want to bring NOTICE to my friend Nikki. She is TRULY an unsung HERO!!!
Meg McVaugh	Nikkie Blaney	Fitness & Health Pavilion Business Operations Supervisor	Nikkie is a person who always puts herself out there to be helpful and supportive to every team member, member, and patient who walks through our doors. She always knows the correct procedure, the correct answer, how to proceed, and how to ultimately improve the experience we deliver to our members, patients, and guests. She makes everything seem effortless and smooth, but I know what she helps others first, before she does her own work. She is self less and supportive in everything think that crosses her path. I am so very thankful to work side by side with her. I have learned alot about our organization and the importance in everything we do to make our patient experiences and outcomes the best they can be.
Adrienne	Oluwasayo Oketade	Advanced Heart Failure Office	Shayo is always going above and beyond for every patient she comes into contact with. She gets to know every patient individually, doesn't seem to ever forget a name or a face, and makes every person who walks through our door feel special. She is a very valuable member of our team and it is wonderful to get to work so closely with her everyday!
Cynthia Kennedy	Orlando Wilson	CSS/BSC	Orlando always greets people in a friendly, positive manner. He's very passionate about his job and takes pride in his work. He doesn't just get things done but he gets things done the right way. He's a great example of someone who takes initiative and responsibility for the success of his department.
Stephanie Lambers	Pamela Baird	Volunteer Services Bethesda North	Pamela, is one of the most involved, going the extra mile team member. Her involvement over the past many years in the Bethesda Auxiliary as well as several TriHealth committees have made an indelible mark on the TriHealth organization. Her leadership in her committee work, as well as in her day to day work with volunteer services provides valuable resources for team members in departments across Bethesda North Hospital. Her oversight of the volunteer team helps departments to be able to focus on their main responsibilities as the volunteers help to manage project details that otherwise might take the team member away from their primary functions. Pam's volunteers look at her in a positive light and are glad to do the work they do with her very well-organized direction.
Cindy Long	Patricia Washington	TOSI Western Ridge	I have nominated Patricia for the Living our Values award, but she has yet to win, understandable, there are many out there! However, Patricia consistently has her praises sung from other departments through her valuable quality of work when covering front desks and registration. she has volunteered multiple times throughout COVID for vaccination clinic coverage and always volunteers to help others when she sees a need. She sits with patients when waiting for a ride, has helped patients find their way up the hill at Western Ridge, and is always going above and beyond without prompting. She embodies the THW values and has been with TriHealth in one position or another for decades. Patricia even gave up her night of recognition for her service to us to help cover a vaccination front desk need that, had she not, would have had to close for that evening. She doesn't seek recognition but does deserve to receive!
Stephen Pierce	Patrick Clausen	Pulmonary Services/North	Patrick exemplifies a team player. He consistently assists with any issues that occur, seamlessly incorporating these into his already busy workload. Without being asked, he jumps in to calibrate high tech equipment, cleans and processes any equipment in need regardless of who returned to the department, and cheerfully mentors newer staff. He routinely works in the CVICU but can easily transition to any area. The care team in the CVICU has nothing but praise for the "King of Hearts" and will frequently ask where he is when someone else is scheduled there. His consistent cheerful demeanor brightens the day of his department family, the other clinicians he works with and his patients. I am proud to nominate this deserving individual for his service as an unsung hero.
Julie Frick	Paulette Brown	GSH laboratory	Hello, Paulette is our supervisor for the GSH laboratory. She is the glue that holds this whole show together. She is the first person we all go to for help and complaining. She is always professional and calm. She brings a positive attitude every day and makes work much more pleasant. We always are in need for technologists to pick up extra shifts and many times she picks up the 3rd shifts no one wants. She does this without self-appraisal or recognition from her peers. I know everyone is replaceable, but I can't imagine where the GSH lab would be without her. Many of us appreciate all she does for the lab on a daily basis. THANK YOU PAULETTE! Julie
Haim Cohen	Peggy Hardy	Podiatry (Kenwood North creek)	Peggy has been such an integral part of my practice. She is excellent with patients, a hard worker, and proactive when it comes to getting things done. She always does her responsibilities with a big smile on her face and is always trying to make my clinics more efficient for me and my patients. Peggy has certainly played a big role in my success. You're a hero to me Peggy!
Meg Rosselot	Rachael Myers	Emergency Department/MHMH	Rachael is one of the best nurses in the emergency department at McCullough-Hyde Memorial but does not always get the recognition she deserves because "That's just Rachael." She goes above and beyond for each and every one of her patients and provides them with the best care possible. She uses her critical thinking skills on a daily basis and is not bias of anyone who walks through our doors. She will meet them where they are and provides them with the best care she can possibly give. She is a very hard working nurse who brings sunshine to work and radiates positivity throughout the department. This is huge since some days in the ER can be very taxing emotionally and physically.
diana L	Rachel Muncy	CT	is the backbone of our department. She always has an answer to any of our questions. Great attitude, reliable, always with a smile, very professional.
Lynn Beitman	Rachel Sparks	Hospice of Cincinnati, east team	Every day and every visit Rachel upholds the professional compassion that is Hospice of Cincinnati. She is kind, and compassionate to patients, families and employees at Long term care facilities. Rachel is "a great read of people and situations, she meets patients and families where they are; many times after just returning home from a hospital stay and being admitted to Hospice services which can be emotional for pts and families. Rachel is a team player, offers to pick up for additional visits as well as going the extra mile to celebrate a pts birthday or a couple's anniversary. Rachel focuses on the patient and care needed at that visit, she is a pleasure to work with and families look forward to her visits both at home and long term care facilities. Thank you, Lynn
Tiffany Eckman	Ramona Wina	TriHealth Heart Institute/EP front desk	This woman is one of the hardest workers I've ever worked with. She always keeps herself busy and will do anything for anyone. She puts others a head of herself. She's great with patients and she always has a positive attitude. We are very lucky to have her on our team. Ramona, you rock!
Barbara Piper	Rebecca Cook	MHMH PT MOB	Becky is a very kind woman who is always pleasant and smiling. She never has cross word to say about anyone, is always very positive and supportive in all she does. Whenever there is a need or concern, she is there to help out without. If you ask her for help, she fulfills your request quickly and efficiently. Becky is a job to work with and lives up to all the TriHealth values.
Jennifer Evans	Rebecca Soller	THI CT Surgery	I would like to recognize Becca. She has been with our department for about two years now, and she is truly an amazing asset to our team. Since she became part of the team the atmosphere in the office has changed. Always a team player, willing to do whatever she can and whatever it takes to assist her doctor and our patients. A true shining light. Patients sing her praise to the doctor and I heard the doctor say the other day "She is the best thing to happen to me in my professional life." Becca has been open to making changes and trying out new processes to make the clinic run efficiently. If it doesn't work, then we talk about it and try something new. She has implemented new handouts and education for the patients, so they are informed before and after surgery. The clinic day that used to be so chaotic runs just as smooth as every other clinic day of the week. Becca will go to the hospital and visit patients. She gives out her direct phone number for work and sometimes even her cell phone number. She is truly one of a kind and really cares about our patients. For this reason, I nominated her. To let her know she truly makes a difference, and it is noticed.

Jennifer Curry	Rebecca Tillett	TPP Oxford/Oxford Internal Medicine	Becca is an amazing team player. I can always count on her to help when things get crazy!!! She is my right-hand girl no matter what and I don't know what I would do without her. She is the definition of going above and beyond!
Nancy Schmitt	Regina (Gina) Wirtz	Bethesda Butler Hospital	Gina Wirtz answers the phones for the Laboratory Service Center. Although she is located in an office at Bethesda Butler Hospital, she answers calls for all of the Laboratory Services for TriHealth. Gina bothers to find out everything about each laboratory site in the city so she can explain it to the patient. Sometimes the patients want to know if there are wheelchairs at a certain location, sometimes they want to know the business hours or when their results will be in My Chart. She is constantly troubleshooting problems that patients have regarding laboratory services. She is very patient and kind to the patients. She does not stop until the problem is solved completely. You can tell she feels deeply connected to the patients she is serving as if she is right there at their bedside. She makes each patient that she talks with happier by the end of the call, yet no one knows. Gina is truly an unsung hero for TriHealth!
Mike Toppin	Reva Rikas	FANS - Butler	Reva runs the Cafe at Bethesda Butler. She is the sole employee at that location. Her customer service skills are top-notch! She treats all customers (Patients, patient visitors, fellow staff members and guests alike) with a friendly hello and a smile on her face. She has learned virtually ever team member's name and addresses them by name when they visit the Cafe. Often times she has memorized the particular coffee drink or snack that they typically order, and starts preparing it as she sees them enter the Cafe. She has received numerous customer comment cards on her attention to detail and friendly customer service. Reva exemplifies the meaning of an "Unsung Hero", and is most deserving of this recognition.
Kathleen Fields	Ricky Stovall	Endo GSSCW	Rick works in Endo, cleans instruments, always busy, always pleasant, always has a kind word and never hear him complain. He is very important for the quick flow of the busy Endo department and team members like him probably never get the recognition they deserve because he is behind the scenes. Kudos to Rick for doing a great job.
Karen	Ricky Stovall	TH GS Surgery Center West	Ricky Stovall is an unsung hero of TH as an Endoscopy Technician. Everyday Ricky is a champion for high level disinfection and infection prevention. Ricky is responsible for all of the processing of our endoscopes and vital documentation to support the compliance standards of the Joint Commission. He cares for the equipment and processors like a true owner. Day in and day out he meticulously cleans, inspects, and processes scopes for each patient. He is always willing to jump-in to help nursing when needed. When JIC surveys the facility he is present and never hesitates to speak with the surveyors. He can speak to the scope processing from beginning to end, as well as the documentation. He never complains about his tasks and is ever present with a smile. We are so grateful to have him in our unit!
Brian Niergarth	Robin Hamilton	Information Systems WFH	Robin Hamilton is the one who picks up the phone and fixes your problem, and when she's not, she's helping others fix their problem or going after organization problems. She's done the research, she's done the work, experienced, friendly, and selfless. Truly the unsung hero of the Service Desk.
Amy Orr	Robin Powell	Bethesda Surgery Center-Periop Services	Robin is the charge nurse at BSC for our OR team. She works extremely hard to make sure that all of the OR cases have the equipment and supplies that is needed. She is a true leader. She makes sure her team has lunch before she does. She offers breaks and will help turn over rooms to expedite surgeries. Robin has helped start up the robotics program over at BSC. She has also worked to revamp our core area so that supplies are organized and easily obtainable. She is fun to work with and has a great sense of humor. I truly appreciate all that she does and she is an asset to TriHealth.
Jennifer Morgensen	Robyn Reepmeyer	THW BH MONTGOMERY	Robyn has many different roles at TriHealth. She handles every one of her roles expertly. If there are any difficulties in our day to day, we know that she has it under control. She is a great manager who deserves a huge thank you for all she does!
Lauren Reichert	Ronice Rutkowski	TPP CCC Scheduling	Ronice is an unsung hero and great addition to our Womens Pod, with her knowledge she provides resources to not just the patients but to our pod. Ronice provides excellent care and helps to promote engagement within our Womens pod as well with working with myself to help keep the team supporting each other and the TriHealth family.
Mufaddal Frosh	Russell Todd	197496420	Rusty has been an absolute star in setting up our population health data infrastructure for the past 6 years. He built relationships with the payors that enabled us to get access to post-adjudicated claims data, gaps in care data, getting payors to accept supplemental data to close gaps. He helped build our internal analytics that tracked value-based metrics working closely with TPP. He has been instrumental in providing data to payors that helped TriHealth recoup value-based funds due to payer data discrepancies. Rusty recently made the move to support inpatient clinical analytics but has continued to do what could be considered his shadow second job. It involves supporting our joint venture partner implement three systems, ADSP, Maestro, and now Realize to continue our value-based care work. He often has had to work late hours in the background to ensure that the data pipelines and information are flowing with critical information needed for population health. He is my unsung hero!
Josiah	Ryan Burgess	BN MRI	Ryan is the living definition of what a Tri-Health leader should be. He spends so much time and effort trying to not only serve patients but also create a thriving environment for his staff to work in. He constantly works with Central Scheduling to smooth out the work flow to avoid scheduling conflicts. He also works hard with them to find STAT add on slots for the numerous calls that we take daily. He is also extremely quick to step in and talk with patients to essentially do "service recovery" but before service recovery is needed. He works hard to make sure that patient experience with MRI is optimal. For his staff, he is always open to new ideas and gets right to work on them any time they are presented. He works hard to make the job as low stress as he can. If it is in his power to improve then he does. If it is beyond his level then he follows up frequently to get answers back to the team so they aren't left wondering or feeling forgotten. He sets the bar high for supervisors and is a true pleasure to work with and for. He embodies the TriHealth Way every day.
Vera Brady	Sandra DeMint	TPP Five Mile Internal Medicine	Sandy retired and then came back to help with Covid. Then she came out of retirement to help manage the Five Mile Internal Medicine and Pediatric Depts. She treats everyone fairly and with compassion when we are in need. I do believe she cares about each and everyone of us. I personally could not go on without her!!
Michael Clark	Sandra Demint	GH Anderson Internal Med Dept	I would like to nominate Sandra Demint. She has been a shining example of what a manager should be in our department. She even retired and returned to help our department when we needed her the most. She is always there for you no matter what the situation is. She actually cares about her staff, she listens as well and helps us out whether it be personal or how we can improve as a team. Sandy truly deserves this award, I am very grateful for all she has done. Michael Clark
Peggy Wittich	Sandy Drake, PA	Priority Care Glenway	Sandy Drake is an amazing provider at Priority Care Glenway she always makes her patients feel seen and heard and it shows in her Press Ganey scores. In the last month she has diagnosed two patients with cancer which she found by taking the extra time needed to truly listen to what the patient was saying. After she explained the results to the patients she didn't just refer them to TCI she reached out to them to get them an appointment the next day. She went above and beyond for these patients by calling for appointments herself and refusing to accept that the next appointment was weeks away, insisting she speak with the doctor. Sandy is the epitome of our ALWAYS behaviors and I would love to see her recognized.
Emily Jansing	Sandy Schille	Float Pool	Sandy has been one of the most supportive and steady managers I have ever worked with at TriHealth. Through all of the changes in the Staffing Office with new reporting and procedures, leadership and SC changes she has remained positive and hopeful. I love the days I get to work in the office with her because she is making people laugh, modeling a strong work ethic and just a good person to be around. One thing I really admire about Sandy's leadership style is that she is open about always wanting to learn more. Sandy is such an asset to our team and exemplifies TriHealth's SERVE principles.
Kaitlyn Robbins	Sara Fair	TCI GYN/ONC	Sara goes above and beyond for our cancer patients. Her hard work and dedication are always beneficial and provide positive outcomes for patients who struggle navigating the healthcare system.
Katie Gingrich	Sara Glutz	IS / Works from Home	I've been the project lead on the COVID Vaccine for IS since Dec 2020! Sara Glutz has been the IS Access Representative who has kept Epic's registration/scheduling questions up to date for ALL THE COVID VACCINES. When the CDC approved something at 4pm on a Friday, Sara would be working on it. She'd drop what she was doing to change/edit/add anything for our leaders and ultimately our patients who were getting the vaccine. The guidance changed a lot, by age, by vaccine brand, by doses/boosters, and by site! She supported all the large clinics for team members, the TPP Central Clinics, the TPP Adult/Peds offices, Xavier, Miami, GE! Even when people didn't know there were changes to make, Sara would be making changes to ensure that our patients were HEARD and could get their vaccine. TriHealth would not have been as successful as they were giving thousands of COVID Vaccines without Sara Glutz making changes in Epic. She's a team player, and someone I hope is always on "our team." She is an unsung hero and deserves to be recognized for her work behind the scenes. THANK YOU SARA!
Caitlyn Fourman	Sara McCoin	Logistics/Transport	Sara is easily one of the best leads I've ever had the pleasure of working with. She goes out of her way every single day for our department, and the hospital in general. Her hard work never goes unnoticed. I appreciate Sara more than she knows! Thank you Sara for being the best lead! :)
Derrick Smith Jr	Sara Tolzmann	Endocrinology Group Health Western Hills	This team member has gone above and beyond to help create a new training binder for our new trainees and takes an entire day to review the new binder with each trainee. She has been part of the department for numerous years and has been part of the new training team, helping implement a new training orientation to help our new team members thrive after they are onboarded.
Krystal Love	Sarah Glaab	Ortho Oxford Sports Med/Oxford	Sarah is always smiling, going above and beyond for her patients. She handles all Occupational Health needs for Dr. Daggy's office. She makes sure all on and off-site physicals go smoothly. She has worked with Dr. Daggy for 12+ years. She does her ALWAYS behaviors and lives the TriHealth way of serving her patients.
Jenny Gruver	Sarah Beale	Genetics/Precision Medicine GSH	Sarah has been our manager for a little under 2 years now and she has done such a wonderful job. Sarah does her best to meet all of our needs for PTO requests and short notice appointments. Sarah takes great care of her staff and of the patients she comes across. It is not a easy task to manage all women and keep Them/Us Happy. Sarah seriously is the best!

Brandy Jacob	Sarah Gibson	Imaging/MH	Sarah goes above and beyond every day to make sure her patients and co-workers are taken care of. She is registered in Nuclear Medicine, Dexa, MRI, CT, and is currently learning PET. This makes her very valuable because she can help out in multiple modalities. She goes wherever she is needed. If she's not busy in her scheduled area, she can help out where others are busy. She treats all of her patients with kindness and compassion. She picks up extra shifts to cover vacations anytime she can. I love working with Sarah. She makes coming to work more enjoyable. TriHealth is lucky to have her.
Brandon Geiger	Sarah Holston	Good Sam Nuclear Medicine	Sarah always goes above and beyond when it comes to patient care. She never seeks out any affirmation for how great she is! She is just happy to be making a positive impact in every patient's life.
n/a	Sarah Hood	ED	She is always called to get IV's that nurses and techs are unable to get. She gets called all over the hospital to set IV's in as well as the Thomas centre. She does it all with a smile.
Dawn Jones	Sarah Waterman	OR/Butler	Sarah was my preceptor when I started here at Butler a couple of years ago. She is great in too many ways to list but I greatly appreciate her and all she does to help all of us in Butler's OR. She is always there to help and answer anyone's questions when needed. She is a true well-rounded employee, who cares about her patient's best outcome! We would be lost without her knowledge and expertise. We all need more Sarah's in our lives!
Amber Burgner	Shannon Gray	Pharmacy/Inpatient and Emergency Department	Shannon is an unsung hero. Not only does she lead in the inpatient pharmacy but she leads and excels in the emergency department, as the only pharmacist working in that department for a shift. I have had the opportunity and am beyond grateful to have worked beside her and learn from her in the emergency department. Shannon is able to manage and work diligently, swiftly, and while providing optimal and individualized patient care. She excels in working with other providers and healthcare hero's in her communication, her explanations, and her positive outlook/attitude. She is an amazing pharmacist and I strive to be a hero like her when I graduate from pharmacy school. Thanks so much, Shannon for being an amazing team member, leader, and unsung hero.
Susan Holzmacher	Shannon Lively	Innovation Center	Shannon Lively, Innovation Center Specialist, spends many hours recognizing many (actually thousands over the years) team members for their Bright Ideas and helping TriHealth move from Good to GREAT! This program has really helped to increase team member engagement and help team members get "credit" for their great work! It's time for Shannon to be recognized for her great work!
William Schnettler	Shari Botts	Clinical Quality Specialist (OB/GYN / Neonatology)	Although Shari no longer provides direct patient care, she ensures that the quality of current patient care in the OB/GYN and Neonatal realms remains exceptional. She has been with the organization for decades, and she runs our QA Committee with such poise, integrity, and kindness - truly representative of our SERVE and ALWAYS behaviors. I simply cannot imagine how I would have transitioned into my current role without Shari helping to show me the way, and I will forever be thankful for her service and friendship. We are certainly going to miss her when she retires, but we will ALL be better off having had the privilege of working with her.
Abbey Totten	Shelley Reusing	Diagnostic Radiology (x-ray) at GSH	Shelley is a wonderful model of TriHealth's values. She works incredibly hard day in and day out to ensure the x-ray department runs smoothly. She consistently jumps in to help in the OR, on the floors, and with fluoroscopy cases to provide assistance to her team and to best serve our patients. Shelley has amazing patient care skills and treats each patient as if they were her family member or friend. She also treats her team members as members of her family and ensures that new team members feel like part of the family as well. On top of the excellent care she provides, there are countless other things that Shelley does behind the scenes to help our department run smoothly every day. She does not always receive recognition for this behind the scenes work but it does not go unnoticed. Shelley puts her team before herself and consistently goes above and beyond for her team, her patients, and for TriHealth. She is an exemplary healthcare provider and the type of person we should all aspire to be!
Katrina Dudley	Sherry Callahan	Quality	Sherry is new to quality department at MH but not new to MH, coming from a long stint in Care Management where she was lead and even supervisor for some of the time. She's been at MH for 39 years and is a rock. She has a wealth of knowledge and experience and takes every job seriously and does every job well. She is a super hard worker and now with most of her work being behind the scenes others don't get to see how productive and important her role is here at MH. She's not only a super hard and productive worker she's an encourager/counselor and sometimes just the fun you need...the one for giggles and laughs to brighten the day. She recognizes everyone's babies and weddings and special honors with homemade gifts and goodies. She's a joy to be around and MH is blessed to have her on the team!!
Tiffany Saul	Sonia	GSH Patient Experience - Guest Services	This team member goes above and beyond in helping both units on 8AB/Q, steps up for other team members to cover areas including our OR desk, is recognized by other departments for service recovery and safety (mainly related to fall prevention and bed alarms), and is an overall joy to have on our team. She is an asset to our power unit of 8AB in regards to patient experience and is humble about all the work that she does. She exemplifies what right looks like.
Lovey Forte	Sophia Barano	Bnorth lab	Sophia, is always kind and pleasant, a hard worker and professional. Demonstrates the SERVE Values and meets challenges head on!!
Sandy Wakelam	Spencer Ingerson	Psychiatry	Spence is a true professional! She always places patients first and works tirelessly on their behalf.
Anna Gates	Stacia Redslob	Rehab- B north	Stacia is a rehab tech in our BN rehab department. She goes above and beyond for our department and patient's everyday. Whether it be holding a patient's hand during a FEES, grabbing warm blankets, assisting with transfers or answering phones- she always has a smile on her face. She welcomes staff and patient's with open arms. I began working at B north about 10 months ago and Stacia was always one of my go to people. She was always helpful and always lent a listening ear. I truly appreciate her support, guidance and endless capacity for empathy. She is truly a valuable member of our department and Bnorth and an "unsung hero."
Jennifer Bell	Stacie Cox	Bethesda North CT Scan	Stacie is a powerhouse and works incredibly hard and long shifts back to back. She always looks out for her team and checks in on us when she knows we've had a hard time. She looks out for the students and teaches them to be strong workers.
catherine alford	stephanie hollander	pop health	Stephanie is a valuable asset to our department as she always goes over and above for all TriHealth patients. I can't begin to imagine what our department would do without her expertise and for myself personally her advice and help. TriHealth has such dedicated person in all that she does. From the moment I joined the department Stephanie was one of first of two mentors helping to learn so much. Stephanie is such a wonderful person inside and out.
Rola Meredith	Stephanie Wilson	GSH EMERGENCY DEPT	Stephanie is one of our Good Sam ER charge nurses. She is selfless in her job and does nothing for recognition but just to SERVE and help her coworkers and other team members. She is constantly rounding on nurses who are caring for their patients and has stepped in numerous times for me and helped start my patient's IV's, running codes, or triaging our patients until we are able to see them ourselves. She is a valuable team member and an unsung hero in my eyes.
Kelly Ebbing	Steve Wegman	TRIS Information Services	Steve has been supporting the Palliative Care teams with Epic updates to improve our efficiency with these multiple practices. He manages our never-ending innovative ideas to help us better manage our time and commutations with our referral sources. His communication with our teams follows always behaviors and is in line with our TriHealth Way of Serving. I am grateful to Steve for his support.
Katrina Ulrich	Susan Bantz	Trihealth / Miami Health Services	Dr Susan Bantz is the most selfless person I know. She is so caring for her family, all of us here at Miami Health Services, and all Miami's students.
Tammy Gustin, CNP	Susan Bantz, MD	Trihealth at Miami University	Dr. Susan Bantz has a very calm demeanor, always positive and cares about her patients deeply. She is a family practice physician, board-certified is a lifelong learner, and always enthusiastic of learning the next new thing. She is keenly aware, how one person at a time and what positive messages may make a difference in the Miami Student life. She has lead the way in behavioral health and is a role model for all staff at the Miami health services. Dr. Susan bantz is a great example of a unsung hero always going above and beyond without any need of recognition, but would be nice that she could know how important she has been to our staff and her patients and friend and mentor to me as a support system.
christy schoenung	Susan Fluty	mhmh ED	This nurse goes above and beyond not only for her patients but for their family members as well. You never see her without a smile on her face, She is always willing to help out others in the Department. You never hear her complain about her job or even other staff members.
Kathy Ostermann	Susan Griffith	TriHealth Cancer Inst/Arrow Springs	Susan is the finest example of what TriHealth wants in its employees. Her department is not one of the 'fun' ones, and she makes every effort to make sure that her patients feel special, wanted, and cared for. They are sometimes in the office for part of the day, and she has gotten to know them by personalities and what they need while in her care. She takes this outside of the TriHealth walls, and noticed a patient in distress at Walmart and sprung into action. She took control of the situation and stayed with the person until help could get there. She will notify our office if a patient in their office will likely be late for an appointment due to circumstances there. She has also personally walked a patient to our office to ensure that they arrive safely.
Emily Jansing	Susan Jansing	5300	Throughout TriHealth's journey with the Covid19 pandemic Susan, an optional RN, has worked tirelessly to support the nursing staff on 5300 as a Helping Hand. She has been a steady and consistent help on her floor, supporting the Charge Nurses in their assignments, supporting the PCA(s), helping her manager Tina with projects and just being a positive presence on her floor. I have often heard her say, "I never sit down- I'm moving the entire time." In addition to supporting the staff with med passes, assessments, vital signs, ACCUchecks, etc Susan is keeping the environment on 5300 clean and tidy. Often taking trash out of rooms, recycling cans, and keeping the hallways decluttered. Just recently she has embarked in a new role as a representative for the Med Surg departments for BSSR and leader rounding on patient experience. This is no doubt a role she will excel in because at her core Susan is an excellent caregiver who is a leader for TriHealth in displaying SERVE principles.
Samantha Otte	Susan Mcdowell	Mom Baby	This nurse always provides great care to her patient's and is so kind to everyone around her. She always makes sure her patient's have everything they need and addresses any questions or concerns they may have. She consistently asks her co-workers if they need help with anything even if she is very busy. She goes above and beyond every shift and is such a great person to be around and work with. I want her to know that her hard work and kindness never goes unnoticed.
tonnesha Washington	Susan Snyder	priority care	This team member is very helpful. on my first day back with TriHealth she made me feel very welcome and made me remember why I loved TriHealth so much

Melonie Haney	Tamela Pollack	Sports Care	<p>Tammy is a prime example of an unsung hero. She is an athletic trainer that is invaluable to our department. She supports our entire staff by volunteering to cover conflicts and events. She doesn't hesitate to take on coverage outside of her primary role. There is no task that is below her. Tammy just shrugs her shoulders and says "It needs to get done, so I'm happy to help."</p> <p>She is a shining example of our SERVE values. Her current role is at a partner site that is otherwise not as desirable as some. However, she has made the best of the situation by respecting that population, valuing their resources, excelling at patient care, and has engaged some difficult personalities. In fact, she has done such a great job at that site that they want to keep her there.</p> <p>Despite the fact that Tammy does not seek out recognition, she absolutely deserves it. She is an unsung hero through and through and one of TriHealth's best representatives. We couldn't function as well as we do without her. Our department is grateful to have Tammy on our team!</p>
Jeff Teegarden	Tammy Froehle	BNH FANS	As a BNH FANS Patient Ambassador, Tammy's is one of the faces of our department and our daily contact with our patients. She has built lasting relationships with her Nursing units and is considered part of their team.
Nathalie Towchik	Tammy Pollack	GSH- Sports Care Services	Tammy has been an absolute ROCKSTAR for our department for years. However, in the past few years in particular, she has gone above and beyond to hold us down. She floats all over the city to make sure we are covered and she's the first to agree to working extra events. Tammy is constantly ready to lend a hand to anyone in need, and we truly couldn't do what we do without her. She never complains, never says no, and never fails to act with dignity and grace. She has been a cornerstone for us. Tammy deserves this award because she will never ask for recognition or expect a "thank you", but she is way overdue to receive her flowers for her role in representing everything TriHealth embodies. You won't find a kinder, more hardworking team member anywhere else, guaranteed.
Carolyn Sparks	Tara Zinser	Scheduling Manager / BN	I'm writing to nominate Tara Zinser for Unsung Hero. She is a fantastic manager and a huge asset to the Peri Operative Surgery Scheduling team, patients, coworkers, Anesthesia group, Surgeon's, and office scheduling staff. Her dedication, hard work, and commitment to all she encounters is example of going above and beyond every day. Tara always brings a positive attitude to managing our team, developing, or offering input on new or improved processes and teaching others. Daily managing of block request, Surgeon's conflicts with their schedule or equipment, anesthesia requests, charge entry, working with OR staff needs is mastered with success. Thank you, Tara, for always being in the moment to make a difference for our patient's to have a positive patient experience.
Samantha Adams	Tasha Cheatham-Wilson MSN, RN	5200	Tasha is the educator for 5200. She does a great job of introducing new employees to the team. She ensures the new hire feels valued and welcomed to the unit. Tasha not only onboarded new hires, but also can be found out on the unit making herself available to team members if needed. Tasha is an asset to the organization.
Carmen Graham	Tasha Hiles	Trihealth Heart Institute	<p>Tasha lost her brother this year at the precious age of 33. She has been so strong by returning back to work with a positive attitude, regardless of the internal heartache we all know she's going through.</p> <p>She has shown so much strength for not only her work place but to her children as well.</p> <p>She is a hero to so many during this difficult time!</p>
Tracie Meister	Terri Karsten	Legal/Baldwin 11th floor	Terri is an unsung hero because she works so hard to help so many people whenever they need guidance or have a pressing Legal issue that needs to be addressed. She doesn't get the recognition she deserves for all her time and selfless effort to make TriHealth great for all those who work here and SERVE. Terri is a wonderful example of the TriHealth Way of Serving, she always says that "A rising tide lifts all boats" I believe this to be true as she is a fantastic leader and ALWAYS wants TriHealth to succeed as well as her team.
Vickie Williams	Terri Kennedy-Cox	Pharmacy/Norwood	Terri has more compassion and thoughtfulness in her little finger than most people have in their entire body. Her dedication to her Pharmacy Family, and Trihealth Team Members are examples of what it truly means to Serve with Love and respect. She has been through personal health issues that would have taken the average person out. But she not only has survived but thrived. Through all the trials she has faced she never once wavered in her dedication and performance to her very important work for Trihealth as the Diversion Prevention Team Coordinator. I have been truly blessed to have her as our leader and as a true friend.
Aminda Seymour	Terry Logsdon	Clinical Training & Testing Center	Terry Logsdon MSOL, RRT, RCP may be a credentialed member of our TriHealth team but for the past year he has been quietly assisting integral educational offerings at all TriHealth locations. As a Simulation & EMS Education Specialist for the Clinical Training & Testing Center (CTTC), Terry provides continuing education to a variety of different healthcare departments and disciplines using manikins to simulate realistic and creative patient care scenarios. Code Readiness at Good Samaritan hospital Same Day Surgery, Pediatric Trauma Escape Room at Bethesda Butler hospital Emergency Department, Code Blue In Situ at Bethesda North hospital, Commotio Cordis/Anaphylaxis scenarios at Wilmington College Athletic Training department is just an example of one week in the life of this unsung hero. Terry serves a large number of TriHealth departments helping nursing educators and team members to meet skill, competency, and learning needs. He does it all with a great attitude and an infectious laugh. I am happy to sing this hero's praises loudly.
David Plummer	Terry Rose	Engineering & Maintenance /Good Sam	Terry has always gone out of his way to help his co-workers and guest whenever needed. He has a great work ethic. He has always been there for his team. He is a true professional at his job.
Sarah Heckman	Theresa Prather	Practice Manager/TPP Western Family	She is always willing to help where needed. Whether its help with a patient or step in for another team member, she is always there. Recently I had a patient who needed an ASAP appointment. I was only able to see availability in August which would have been to far out for them and Theresa helped me to get them in sooner and the patients not only were SO grateful but LOVED the doctor. It just shows that Theresa steps in and does whatever she can at anytime no matter how busy. She truly is an Unsung Hero!
Crystal Wheeler	Tierra Gill	BFP	She is an amazing worker and she helps people if needed. Very professional and keeps everyone laughing and smiling in the office.
Christina Green	Tierra Gill	Bethesda Family Practice	She is the life of the clinic, always willing to go an extra mile and brings joy and laughter to BFP.
Nancy Merrell	Tina Blodgett	Purchasing	Tina works in purchasing. Not only is she always responsive and upbeat but she's a purchasing superhero. It doesn't matter what sort of issue I've asked her to help with or an item or service I need to find, she always comes through. I don't know how she does it - she's amazing.
Sarah Fedyk	Tine Seiter	Internal Medicine	Tina is an amazing office manager. She goes above and beyond for both the patients and the team here at GH West Chester. She continues to exemplify the TriHealth way in all of her interactions. She is such a joy to work with and I feel so blessed to have her a part of the team here.
Brittany Grimes	Tom Andrews	Protective Services, Butler	Tom shared a story about his upcoming plans for the weekend a few weeks back which brought up the story of when he worked at Butler and had this encounter with a patient and his daughter. The patient came in with a World War II Veteran hat on and Tom being a veteran himself took note of this and also could tell the patient was very distraught at being alone and without his daughter, so he sat and talked with him until his daughter got there. This led to an exchange of phone numbers and after five years the patient remembered Tom by name and called on him to be his guardian for the Honor Flight and Tom answered that call and went and took part of that very special occasion with him. Tom doesn't boast about these things, he does it out of the pure kindness of his heart because that is who he is, not an attention seeker but a person that genuinely cares about the people he connects with.
Peggy Hausfeld	Tom Newton	Tris Maintenance/GH Western Hills	Tom arrives at our building early and scans the entry ways and outside the premises for any safety concerns. This makes our team feel safe coming in. He then uses his own leaf blower to clean our entryway of any debris, leaves etc. He also picks up trash that is left in the area. When we had a safety concern with a patient that was unable to get out of his car and our team was having difficulty getting this patient inside our building, he took it upon himself to wait at the door watching for this patient at his appointment time so he could assist him in the building so our staff would not get injured bringing him in. Tom does a lot for our team and our building without being asked and our team really loves that he is here and a part of our family!
susan snyder	Tonnesha Washington	MA/ floats to different offices priority care Liberty	Tonnesha is such an asset to our team. She has been such a breath of fresh air. She comes in with such a positive attitude an has been picking up more shifts than I think that she planned to. She makes sure all the rooms are cleaned and ready for the next patient.
Barbara	Tonya	PB Patient Accounting Lead	Tonya work tirelessly to help resolve billing problems, communication issues, and patient issues. She is a tremendous asset to the Billing Team as well as to Financial Counseling (my department). Our patients often depend on drug Copay Assistance programs that can only be applied once the billing denials are resolved. Tonya is very helpful when it comes to having denied claims appealed for payment so that the patient copay assistance program will help them with their out-of-pocket expenses. It is a WIN for Trihealth and a WIN for our patients!
Morgan Parnell	Tonya Eisenmann	Bethesda Family Practice	Tonya came in here with a week to learn everything before our other X-ray tech went on medical leave and has come into the office giving it her all every single day. She came from a place she worked at for 24 years where she was comfortable and she never came in with a questioning attitude about our policies and procedures. She has currently been running as our main x-ray tech for the time being and she is doing amazing! she asks for help when she needs it and is a ray of sunshine to everyone in the office. Super grateful to have her on our team
Crystal Wheeler	Tonya Eisenmann	Bethesda Family Practice	Amazing person and approachable. She takes pride in her job and does amazing work.

Heather Foster	Tonya Horton	Patient Access	Tonya exhibits everything TriHealth stands for. She has a closet of hats and she wears all of them with perfection. Just recently the Training and QA team started to report to Tonya directly, although we have been in a transition period for a direct leader for about 10 months. During this time, Tonya always made herself available to assist in anyway she could. She makes the time to listen and to understand. She takes the concerns of her team and she addresses them. She is open and honest and progress is always made with her on our side. Even though I did not report directly to her until recently, I have worked closely with Tonya for a number of years now and learn a lot under her guidance and knowledge. Tonya is a true unsung hero and we are grateful for her leadership.
Kelly Gilton	Tracey Wilson	GE FWC	Tracey is definitely an unsung hero if I've ever known one. Tracey always has our patients and providers best interest at heart. Tracey is the one person in our office who touches basically every patient in some way from closing gaps, to being an MA to answering questions and scheduling appointments. Our patients know her by name and ask for her often. Tracey is also the one who will voluntarily come in early or stay late if needed without so much as a thank you. Tracey said it best, "It's who I am and what I do." I am incredibly thankful for Tracey having been my preceptor. I know I can lean on my training because it was done by Tracey herself. Tracey does EVERYTHING anyone asks and never says no. Both TriHealth and my office are incredibly lucky to have Tracey on our team. Thank you, Tracey, for everything you do for our providers, coworkers, and most of all our patients. I appreciate it all more than you will ever know.
Susan Wilcox, CNP, Dr. Reena Enaker, Dr. Vickie Collaros, Crystal Germann, PA	Tracey Wilson	GE Family Wellness Center	Tracey is a HUGE asset to our wellness center, not just primary care. She communicates well and is a strong patient advocate. Tracey takes initiative even when the task is difficult, often going above and beyond. She collaborates well with team members and often takes a personal interest in their wellbeing. Tracey is the glue that often holds this office together and we are so appreciative of her. She is our unsung HERO!
Sue Nickoson	Tracy Hall	TCB/Kenwood/Survivorship Coordinator	Tracy is the true meaning of an Unsung Hero. Compassionate, dedicated, highly educated and a teacher. Here are a few ways that Tracy goes above and beyond the call of duty. She was nominated and selected as a Sigma Rising Star of Research and Scholarship. As part of this honor, she was invited to present her graduate work at the 32nd International Nursing Research Congress in Singapore in July 2021 Her university covered the cost for her to present virtually and she showcased the work she did to increase nurses' knowledge and cultural competency around patients with differences of sex development. She also won the May 2021 DNP Nursing Department Award Winner from University of Mount St. Joseph: DNP Elaine McGuire. Doctor of Nursing Practice Student Award: Elaine McGuire Award PURPOSE: The Doctor of Nursing Practice Award is given to a graduating DNP student who has a distinguished academic record and who exemplifies the spirit of professional nursing, making significant contributions to the improvement of patient outcomes. Tracy did all of this while work two nursing positions and taking care of her family. On any given day at the Trihealth Cancer Institute infusion center, Tracy always keeps her patients best interests at heart. I will often hear her talking to her patients about their interests, their hobbies and families. I am in awe when listening to her educate her patients about their disease and medication. She is so thorough. As a peer, I have learned many things. She goes out of her way to make sure patients are comfortable and know what to expect. She pays attention to the small details of the problems that affect our patients. It is not uncommon to see Tracy sitting with her pts and having a genuine conversation that is very beneficial for the pt. Tracy continues to work in the TCIB infusion centers, and she now is able to use her breast certification knowledge as our Survivorship Coordinator. What Tracy Hall does every day is bring her best to every patient. She is dedicated, experienced, compassionate and educated. These are characteristics of Unsung Hero and of Tracy Hall.
Haim Cohen	Trish Kalkhof	Bethesda North Wound Care Center	Trish became my wound care case manager this past year and has been doing an amazing job. She is eager to learn, very organized and knows everything about each patient that we are seeing that day. She constantly is going out of her way for my patients, updating me on certain patients throughout the week and she certainly makes my life less stressful. I appreciate Trish for all she does for me and my patients. Thanks Trish!
Monica Frauenknecht	Trisha Menker	Training and QA	Trisha is always quick to answer emails while other team members are training and also jump into projects and tasks that need to be done for training and beyond. She puts 110% into everything she does. Always quick to help any department that asks for it or schedule additional training if requested. She was a great asset to me while working on the new Epic upgrade and book It/Access navigator project for the past 4 months.
Tracie Meister	Valarie Kepler	Legal/11th floor Baldwin	Valarie always goes above and beyond for TriHealth and the Legal team! Legal would be lost without Val's can-do spirit! She keeps everyone motivated with her positive attitude! She exceeds the term unsung hero as she works tirelessly to keep everyone informed and make jobs easier to SERVE TriHealth and the community.
Stacy Meyer	Valentina Dedman	GS ECN	I have worked with Val for over 20 years in endoscopy in one capacity or another. She and I began as coworkers and I could see then how dedicated a nurse she was to her patients and helping her fellow team members get the job done. Now she is my boss and I see her work tirelessly to make it all "work". She is performing everyone's job at some point or another just to "get it right" and make our endo center the place patients, physicians, and team members want to be. And she does all this as a single mother of 3 active elementary age children. I get exhausted sometimes just thinking of all she does! I'm proud to have her as my manager but even more proud to call her my friend!
Amy Mossman	Valentina Rivero	TPP Gastroenterology	Valentina is such a joy to have on our team. She offers assistance to all of her team on top of her daily assignments. She pivots when asked and always has a smile on her face. She recently accepted an onsite trainer role for our hepatology service and is eager to begin her onsite training of our team. Our providers love her dedication to them and their patients. Valentina is a gem! We truly appreciate her and believe she is the epitome of an unsung hero.
Holly McQuillan-Emerson	Vanessa Moore	BSC	Vanessa always presents a positive attitude and is always smiling. She works in our small supply room and works hard and helps in supply ordering and getting staff what they need so we can do our job. Thank you, Vanessa, for all that you do for our team!
Kristin Ayers	Victoria Ulland	pre/post CCL B North	Vicky retired from the pre/post area of the Cath Lab approximately 6 years ago. Since her retirement Vicky picks up and helps the department out almost weekly. Vicky is full of life and energy and brings a smile to everyone she comes in contact with. Vicky never complains and always goes out of her way to make sure patients and family's needs are met. Vicky is dependable, humble, and one of a kind. When Vicky isn't running circles in the cath lab she helps take care of her grandkids and volunteers her time at her Parish.
Max Bobbitt	Wayne Rongo	BNH Inpatient Pharmacy	Wayne consistently jumps in to help wherever and whenever he can. He never complains and always works "till the buzzer sounds." Our department is much more efficient and upbeat when he is around. Thanks for all you do Wayne!
Mary Ingram	Wendi Duncanson	Main OR	Wendi is our educator but always has done so much more. She not only make new hires feel confident and welcome but our current staff as well. She is a behind-the-scenes constant support that deserves more daily recognition for all she does. The OR wouldn't be like a family without Wendi's unwavering support, expertise, organization, and communication skills.
Sue Kukanza and Amy Mechley	Wendi Duncanson	BN OR	We are orientees in the Main OR at BN. We are soon to be released to be on our own and we are empowered to be excellent Circulators in the OR because of Wendi's dedication to our learning process. We felt like we belonged and were cared for by Wendi. She had our program and timeline organized when we arrived and guided us through each surgical discipline. Our weekly meetings taught us things like positioning for procedures, suture types, surgical instruments, heart dissection, hemostatic agents, Epic assistance, sending out specimens and cultures, and policies directly affecting the OR. She has set up workshops to learn the Divinci robots and gave up a Saturday morning to do so. Having Wendi as our Educator was essential to our success in the program. This unsung hero deserves to be recognized.
Gail Longshore	Wendy Siereveld	Clifton TriHealth Heart & Vascular Institute Office	Wendy's never ending enthusiasm performing physician reconciliation duties: for the betterment of Trihealth, physicians, and the patients.
Sarah Bruening	Whitney Brown	LAB / PC Delhi	Whitney has been such a great addition to the Delhi team. She is such a professional and makes patients feel at ease when drawing labs. Whitney has been through so much over the last few years, but always handles it with grace and with her head held high. She is such an energetic, fun, and kind soul who is so appreciated in our office. She is truly an unsung hero!
Chelsea Williams	Whitney Williams	CDU	She's a awesome person she is always willing to help and work extra hours if need she will always go the extra mile for her team she definitely demonstrates serve
Hailey Honeycutt	Willow Smoke	T4200	Trained me and did an amazing job. Always goes above and beyond. Picks up shifts when others are not able to work. She also interacts with the patients well and always makes an impact.
Lori	Zach Hoock	Mhmh/TriHealth - PT	What makes Zach Hoock an unsung hero...is his ability put the patients needs before his own. He listens to patients concerns and addresses them with compassion and kindness. As easy as it would be to be focused on his own family's medical situations, he put the needs of others before his own.
Hyerim Hill	Zack Huebner	Guest Services @ Bethesda North Concierge	Zack is always proactive, supportive and positive. He gets his job done and go above and beyond and help coworkers. He is very easy and pleasant to work with, and he is quick to solve problems and don't wait to follow up in a timely manner. Everyone in the department goes to him if we need help and he always has answers.

Anna Kiefer	Zackary Huebner	Guest Services, B North	<p>Zack has been a vital member of the Emergency Department (ED) team for quite a while now. Although he doesn't provide lifesaving patient care, he provides so much more! He is a calming presence for patients and family members when they are scared or frustrated. He is a listening ear when they need to vent. He is a smiling face when we are 30 deep in the waiting room. He is transport when they are discharged and need someone to wheel them out. He is nutritional support when they need food to eat. He is management's right hand man when we need help with patient rounding on all of our hold patients. He has so many jobs that he truly doesn't get credit or recognition for, and we would truly be lost without him!</p> <p>Zack is everywhere in this hospital. Although he spends most of his time in the ED, I frequently see him in other departments lending a hand. As a patient myself in the Mom/Baby ward after delivering my second child, Zack appeared to wheel me out to my car after discharge. When I asked, "Did you come up here because you saw it was me," he stated, "No, I saw they needed help, so I came running!" This truly envelopes Zack's character and work ethic. If someone needs him, he is there, always!</p>
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