

YOU MAKE OUR

MISSION: POSSIBLE










Our Riverside Healthcare mission is our guiding compass in our daily work. Inspired by our mission, we have created a new contest, Mission Possible, that replaces the previous Tree-Mendous Contest. Mission Possible is the highest recognition we can grant any Riverside employees/providers.



The goal of the Mission Possible Contest is to recognize our consistently best of the best providers and staff across all departments/areas in our entire health system who are role models in making our Riverside Healthcare Mission Possible. Anyone can be nominated during the Mission Impossible contest; Mission Possible Award Winners are those employees chosen from all submitted nominations and approved by their leader as consistent role models in words, attitudes, and actions. Leaders can only designate the top 20% of staff in any department as a Mission Possible Award Winner and LEM leaders and agency staff are excluded from this contest.


**Mission Possible Award Winners light the way for others...
burning brightly with their commitment to excellence.**

We have had several nominations come in for our Mission Possible staff here at Riverside. Their stories are described below.

Tierra Dixon-Sullivan: Human Resources	Tierra has taken on a new role at Riverside to help bring our organization and community together in a meaningful way while observing and respecting our differences, identifying ways to make the care our patients receive more equitable, promoting ways to improve inclusivity with our staff and patients, among many other tasks that this job entails. She is leading meaningful conversations at the diversity committee meetings to provide positive change in the organization and I appreciate the work she is doing!	
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<p>William Johnson: Housekeeping</p>	<p>William Johnson has a positive attitude and willingly helps in all areas of the second shift operation, when they're short staffed. He also spends numerous of hours helping out as a sitter.</p>	
<p>David Lamontagne: Central Transport</p>	<p>Dave is a great member of my transport team. He is always willing to help anyone in need, no matter what department they are from. He is always on time and ready to roll the minute he clocks in. He has covered many shifts and worked overtime to ensure the department was fully staffed.</p>	
<p>Donald Latocha: Central Intake</p>	<p>Since day one of Don joining our team, he has been an incredible asset. Don is always willing to lend a helping hand and makes sure all our patients are seen in a timely manner. Don is quick to start his shift and jump right in, supporting his team however he can. Don is thorough and communicates to all team members regarding what our patients need. We are so lucky to have Don!</p>	
<p>Tina Ledesma: RMG Women and Children</p>	<p>Tina goes above and beyond to make sure Dr. Yala's patients are getting their lab results and that we are providing the correct information with the orders. There are a couple of lab tests that require a current gestational age at the time of collection. Tina pointed out that there were discrepancies between the gestational age entered at the time of order versus when the patient had their blood drawn. We were able to work with Epic and Epic is developing a way to calculate gestational age and pull it in to the lab order, which will ensure our patients are getting accurate lab results. Thank you for making our mission possible!</p>	
<p>Jocelyn Lergner: ED</p>	<p>Jocelyn has gone above and beyond her role seeking out new learning opportunities, both in education, quality initiatives, and nursing. She is always asking to help and take on more work. She serves as a reliable leader for the department and is very much well respected.</p>	
<p>Elizabeth Lohmar: Riverside Sleep Center</p>	<p>Beth is a valued member of the Sleep Center! Beth has played a pivotal role in training the new sleep trainees. To do this, she has to keep track of her patients and those of her trainees, requiring her to step up and do more. Beth is always willing to help to keep the department running smoothly. Beth always offers to come in and pick up extra, especially with the daytime home and in-lab sleep tests. I appreciate Beth's willingness to go above and beyond. Beth is loved by her patients as well!</p>	
<p>Bindu Menon:</p>	<p>Bindu always strives for perfection. Bindu has tackled Orthopedic procedural coding when only coming back into the coding realm</p>	

HIM/Medical Records	within past 2 years and has shined. She will always put forward the extra effort to offer help wherever needed. She single-handedly processed over 300 claims at the end of a month- going above and beyond expectations at all times!	
Kristina Merzlock: Nuclear Medicine	Nuclear Medicine has been a department that has been plagued by staffing issues for the past several year. Kristina has not only proved herself as a loyal employee over the past 2 years but she has assumed additional responsibilities without hesitation. She has been meticulous with organization of the department, thus creating a more pleasant and highly efficient work environment. Nuclear medicine call is often a breaking point for past employees. Kristina has taken a Lions share of call with out complaint. She positioned herself as an essential employee for this department all while maintaining an often strenuous motherly presence for her family of 6. Kudos Kristina!	
Don Murphy: Laundry	Don is an asset to the Laundry Department. He performs all tasks at a high level. He assists the Maintenance Department, by helping to maintain the machinery and keeping the department clean and lint free. Don never calls off. Thanks for all your hard work. The Laundry Department appreciates it.	
Scott Nusbaum: Housekeeping	Scott is a team player. He always ask his coworkers if they need help. Scott always wears a smile and greets patients, visitors and staff throughout the Pavilion, while working. Scott was also recognized by the Out Patient Center staff and awarded the traveling Gold Star award.	
Jen Rath: Epic-ClinDoc	Jen is always willing to help with issues. She is super knowledgeable in all things epic and she will not rest until she discovers the answer! Jen is also fantastic at looking at all angle of a problem to help find the best solution. Thanks, Jen!	
Jessica Ray: Emergency Services	Jessica has had numerous connection cards received from her peers recognizing her for her hard work and how much she helps the nurses and patients. She has filled in staffing holes numerous times and is the definition of team player.	
Bruce Reardanz: Laundry	Bruce Reardanz works tirelessly to ensure all the laundry equipment is functioning properly. Whenever, there is an issue, he addresses it immediately. If he can't fix the equipment, he's on the phone calling someone out who can. Bruce races around the hospital, stocking all the clean linen carts, to ensure every department and clinic has enough clean linen, for our patients. Bruce always lets me know, in an animated way, when he see's staff wrapped up in his clean linen, because they're cold.	

<p>Melissa Tomasek</p>	<p>Melissa is very focused on her work and sets the bar for her team. She is our outpatient scheduling Onbase person that can go through faxes and transcribe orders to fall in our workqueue so our scheduling team can grab those orders and schedule patients efficiently. Melissa is always coming up with ideas to help her team with productivity. Melissa provides quality work.</p>	
<p>Denise Whiston: RMG Call Center</p>	<p>Denise is very compassionate to our patients and will always make sure they get the best care needed. She is very empathetic to our patients and makes sure to supply resources to them or get them to the correct departments for care</p>	
<p>Richard Willingham: Housekeeping</p>	<p>Richie goes above and beyond to greet people in the hallway and he is welcoming to our visitors, patients and staff. He always has a smile on his face. Richie makes Riverside a great place to work. When called to help in the lab, he is always so responsive and goes above and beyond to make sure we are taken care of. Not too long ago I asked that our storeroom floors be swept and mopped. Richie not only cleaned the floors, he stripped them and waxed them. I have been here 10 years and have never seen our storeroom floors look that nice! On a personal note, I was here in central waiting with my children while my dad was in surgery. Richie surprised my boys with snacks! He is such a caring person!</p>	
<p>Ryan Winkel: Pharmacy</p>	<p>Ryan Winkel is such an asset to the pharmacy team. He always comes to the pharmacy with a great attitude, and it radiates throughout the department. He is consistently offering to help out other pharmacy technicians when his work is caught up.</p>	
<p>Donna Zagajowski: HIM/Medical Records</p>	<p>Donna Zagajowski joined Riverside Medical Center's coding team in September 2021 and immediately hit the ground running. Donna's productivity and the quality of work are stellar. She is always the first to volunteer to assist in any area she can, to tackle any task I ask her to, and to help a coworker whenever needed. Donna's job knowledge and professionalism have been noticed and praised by her peers and the physicians with whom she has contact. Her caring attitude about and her commitment to her job, her teammates, and Riverside truly embodies "it's what family feels like". I am so grateful that Donna Zagajowski is part of my Health Information Management family!</p>	
<p>Rebecca Hicks: Human Resources/Recruitment</p>	<p>Becca is always willing to cover/support the HR team whether it be covering for a recruiter who is out or covering the front desk when there are staffing conflicts. She is always one of the first to volunteer whenever extra help is needed. She really works to make sure our department is welcoming and inclusive. I have seen her on more than one occasion offer to cover the front desk so that our HR Reps are not excluded from team lunches or meetings when we are not able to close the office. She is constantly asking questions to ensure that she is following best practices as it relates to equity and inclusion. She has been so supportive of all of our DEI efforts and initiatives regarding recruitment and retention to ensure that she is doing her part to positively contribute. She is one of those people</p>	

	<p>within our department that anyone can go to for support or questions and she will greet them with a smile on her face. When things are not going well, she is one who always tries to see the positive in situations and keep morale high amongst her peers. I think any department would be lucky to have a colleague like Becca, but she is truly an asset to Human Resources because she is able to have a positive impact on so many people from candidates, to hiring managers and everyone in between which is why I think she makes Riverside's mission possible.</p>	
<p>Christi Landeck: HR/Benefits</p>	<p>I am nominating Christi Landeck because she always strives to provide the best service to our employees regardless the request/need. She is awesome to work with in that she is easy to approach with any questions that may arise. Also, Christi supports working as a team and is flexible with her own schedule to adhere to the needs of the organization. She is a wonderful asset to Riverside!</p>	
<p>Allison Swallows: Human Resources</p>	<p>She is always on top of everything that we have to do in HR. She follows up with our new hires and continues to make sure all our employees are up to date on licensure. She is a fountain of knowledge and never seems bothered when I ask questions. She makes our mission possible for all the work that she has to follow up on for our new hires. We could not hire as many people as we do without her</p>	
<p>Mary Ballinger: Medicare Unit</p>	<p>Mary is a registered nurse who puts her patients above all else. Her attendance and punctuality is impeccable. She works diligently to care for her residents. Mary's bedside manner and customer service is amazing.</p>	
<p>Karen Cherry: Medicare Unit</p>	<p>Karen runs the restorative program at Miller. She is the most organized person I have ever encountered. Karen is calm and cool and so very knowledgeable</p>	
<p>Marsha Ellis: NH Nursing</p>	<p>Marsha is a CNA that I receive many compliments for. Families report she is eager to help even if it is not her assigned patients. Marsha rounds with intent to help and care.</p>	
<p>Leland Furgeson: NH Dietary</p>	<p>Lee has been with Miller Healthcare for 15 years and takes special care in preparing meals for our residents. He is loyal and provides excellent customer service.</p>	
<p>Brittyn Franklin: Medicare Unit</p>	<p>Britt goes above and beyond every day. She does scheduling for the nurses and CNAs at Miller Healthcare, approximately 100 employees. She juggles call offs and assignments and makes it look easy. Even though this is a very difficult job. Britt also tracks and manages all agency staff. She is an amazing team player. I could not imagine Miller without her.</p>	
<p>Mae Graffeo: Medicare Unit</p>	<p>Mae is one of the best CNAs I have worked with over my career. She seems to be everywhere at once when caring for her residents. She makes frequent rounds and makes sure everyone has what they need. Mae has a level of customer service that is way above and beyond.</p>	
<p>Caleb Lane: NH Social Worker</p>	<p>The residents at Miller LOVE Caleb. He takes the time to get to know them and have conversations with them. Caleb is currently our only social worker and he works many hours getting his work completed.</p>	
<p>Katlein Noble: NH Dietary</p>	<p>Everyone at Miller knows Katlein as a knowledgeable and friendly wait staff. She takes pride in her work and provides special care to</p>	

	the residents. When we started our One Good Deed program at Miller, Katlein was the first to enter. Her love for the residents is extraordinary.	
Jawana Paden: NH Experience Team	Jawana was preciously a great housekeeper and moved to the experience team after being noticed for her resident interaction. The residents adore her. Jawana is always smiling and laughing with the residents.	
Yosari Rodriquez: Medicare Unit	Yosari is kind and patient. She takes wonderful care of her residents.	
Victoria Shorette: NH Dietary	Victoria has excellent customer service skills. I have received multiple compliments on her interactions with residents and their loved ones when she was a housekeeper. She has since moved to a wait staff position in dietary and the complements are even greater!	
Jerienne Smith: NH Nursing	Jeriene is a long time employee at Miller Healthcare. She makes her work personal and cares for residents as if they were her own family. Jeriene's customer service skills are fantastic.	
Roberta Spencer: NH Admitting	Roberta is a team player. She often comes in early and stays late, putting in many hours. Roberta fills our building with fabulous residents to take care of.	
Michelle Thoms: NH Administration	Shelly Thoms is always there when needed. There has been turnover in her department all year. She picks up the pieces, does two jobs, and makes magic happen. The resident's family members always compliment her on her promptness and accuracy.	
John Timm: NH Experience Team	John is always up for a challenge. He will stay late and come in early to make sure the resident needs are met. He is passionate about what he does and his vital role at Miller	
Fidelia Vent: NH Experience Team	Fede is a wonderful employee. She truly cares for the residents and provides meaningful activities to enrich their experience at Miller.	

[Click here to Submit a Mission Possible nomination or scan the QR code below.](#)



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[Leader Frequently Asked Questions](#)