

**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. 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.**

Mission Possible Award Winners		
Nicole Barr – Coal City Physician Practice	Nicole is an excellent team member and is always willing to help her fellow team members. Patients recognize her on surveys with comments such as "Nicole is the best. She's always pleasant, professional, and very caring" She is very dedicated and an asset to the team.	
Cassie Haase – RMG Orthopedics	Cassie is a leader when it comes to providing Riverside's patients with excellent care and she makes their Mission Possible . She is a leader as a nurse and as a coworker. Cassie to looked to as a resource, educator and overall excellent nurse. Her experience is valuable as a resource. She rises to the challenges in the office and with nursing. She is extremely positive and if there is a problem always comes forward with ideas to "fix" the problem. She has taken on extra responsibility to help the clinic run smoothly. Her patients are lucky to have her as an advocate. She continually goes above and beyond for Riverside and her patients. Cassie displays the commitment to Riverside and our patient's to make Riverside's Mission Possible.	


<p><b>Annette Boudreau – RMG Orthopedics</b></p>	<p>Annette is committed to her job roles and she is responsible towards the challenges the nursing profession brings. She continues to give optimal patient care to all her patients. I see her time and time again handle a fast-paced clinic attending to their patients and her orthopedic team's needs. Annette displays leadership, compassion and motivation which all demonstrate her commitment to the profession of nursing and Riverside. Annette steps in many times to help me, other staff and patients when needed. I saw her today spending extra time with a patient making sure the patient and family understood the plan of care and the follow up care that is needed. She shows patience and compassion for her patients with each interaction. The patient and family were so appreciative for the extra time she spent with them and education given.</p>	
<p><b>Charlotte Roach – RMG Orthopedics</b></p>	<p>Charlotte is an great example of a remarkable employee/coworker. She is constantly working for her patients, managing clinic, and working with other departments. She is an advocate for all her patients and really puts her heart in her work. I have seen her come in early and stay late to make sure that her patients are taken care. she makes sure that the fast paced clinic runs smoothly and that her coworkers are taken care of as well. She is a pleasure to work with and a true team player. She is professional and displays leadership with compassion and commitment.</p>	
<p><b>Hannah Fordonski – Coal City Diagnostic Center</b></p>	<p>Hannah is always willing to go above and beyond to rearrange her schedule and assist with coverage. She is a team player and an asset to our department.</p>	
<p><b>Jennifer Scheuber – Coal City Diagnostic Center</b></p>	<p>Jen is always willing to help team members and so what is best for the success of the department. She assists other departments and always has a positive attitude.</p>	
<p><b>Steven Makepeace – Monee CHC</b></p>	<p>Steve always goes above and beyond to provide excellent customer service. He is always willing to help his team and other locations. He is a great asset to Monee and the organization.</p>	
<p><b>Karen Bothwell – MC Assisted Living</b></p>	<p>Karen is a C.N.A. at Bourbonnais grove. She consistently leads by example. She is passionate about her patients and works hard to always make sure that her daily tasks and residents needs are met. She will always help where there are staffing shortages not only here but, in the hospital as well. She is always willing to help a fellow co-worker cover a shift or work their holiday for them. She is always smiling and positive about the day. She helps to train all of our new hires on their job role. Karen's eagerness to be a team player, positivity, dependability, and willingness to consistently meet the expectations of her role make Riverside's Mission possible. It is my honor to nominate Karen Bothwell as one of Bourbonnais Groves top 20% employees and recognize her for continued commitment to our residents and her co-workers.</p>	


<p><b>Brianna Fisher</b> – Patient Accounts</p>	<p>Brianna is a go-getter. She always takes initiative to learn details of contracts, and ensure that claims and refunds are processed and paid correctly. She does her research before issuing a refund, and reaches out to other areas when needing further assistance. Bri is very prideful in her work, and sets goals for herself so that she can enjoy gratification when meeting her personal goals. She is an asset to the organization, and I am so glad to have her as part of my team! Thanks for all you do, Bri.</p>	
<p><b>Ericka Prairie</b> – Patient Accounts</p>	<p>Ericka has been such an asset to the Reimbursement team, and Riverside as an organization since she was hired in 2021. Ericka shows great attention to detail, is driven to ensure that her work is accurate and is intuitive when red flags arise. She is a team player and always willing to learn more and take on new tasks.</p>	
<p><b>LouCora Thomas</b> – Emergency Service</p>	<p>LouCora consistently steps up to the plate and contributes to the team in meaningful ways. She asked if she could be a preceptor because she knew there was a need, and is now training a new nurse in the Emergency Department. LouCora's focus is, and has always been on delivering high quality patient care to the community we serve. We are grateful that she is a member of our team.</p>	
<p><b>Fadi Rim</b> – Rehabilitation Services OP</p>	<p>Fadi has shown great initiative this year. He has gone above and beyond with helping his co-workers to improve documentation efficiency which ultimately results in less stress and increased time to focus on patient care. Fadi also took the initiative to help develop a spreadsheet to mainstream our chart auditing process. He has been highly receptive to feedback and presents a demeanor to learn. Fadi has checked all the boxes as a high performer. He treats his patient's with skill/empathy, helps his co-workers, supports the organization's mission, and develops tools to improve day to day work flow. Fadi has been remarkable over the past year. Thank you!</p>	
<p><b>Meagan Ozee</b> – Rehabilitation Services OP</p>	<p>Meagan started with Riverside in July 2022 and hit the ground running. She was able to bring several years of physical therapy experience along with her. Meagan immediately began making a positive impact with her becoming a part of our pelvic health team. I also appointed her to help create our cancer rehab program which has now launched across all clinics/departments. Meagan also began hitting productivity benchmarks within her first month of work. Meagan has portrayed excellent communication and brought several ideas to help improve our day to day operations. She collaborates with her OSC team members and gained the respect of her co-workers quickly. Meagan is everything we are looking for in a high performing therapist. She delivers exceptional patient care, sets an example of excellence, and adds to the development/creation of our programming. I want to honor Meagan in her fist year at Riverside by nominating her for this award. She is more then deserving with the excellent work she has delivered in such a short time.</p>	

<p><b>Courtney Lawless – Dr. McCuiston</b></p>	<p>Courtney goes out of her way to help me organize the clinic and keep us on track. When it came to training our two new hires, Courtney jumped right in and got them trained. On 11/21/22, when multiple providers had to call off and I needed extra hands to reorganize everything and keep us on track for the day, Courtney drove the 40 minutes it takes her to come from her home just to be those extra hands, making phone calls, answering messages, whatever was needed that day. Our little pediatric patients love her and our pediatric parents rely on and appreciate her. I know that I can count on Courtney when it comes to building our clinic and treating our patients with the highest quality of care possible.</p>	
<p><b>Sarah Penkas – Cancer Treatment Center</b></p>	<p>Sarah went above and beyond last week. She had a scheduled day off and realized 2 patients were scheduled for bone marrow biopsies and none of the remaining staff were trained to assist. Sarah came in on her requested day off, voluntarily, to assist with the bone marrows. She also took the nursing student with her and did a great job explaining and teaching about bone marrows. Sarah often will take on extra tasks in the clinic to ensure patient care is done. Many days she will assist me with tasks or help staff during call offs. her willingness to go the extra mile is greatly appreciated!</p> <p>Sarah is a hard worker and is a huge advocate for our patients. She is a wealth of knowledge in chemotherapy whether it is oral or infusion. Sarah works endlessly to keep our patients supplied with their chemotherapy oral medications, and many times helping with assistance programs so they can afford or get their medications at no cost. This is a full time job in itself, but Sarah also organizes all the new patients and referrals, genetic testing and results, and helps out with infusion at Watseka and Frankfort when needed. If a patient is in need of something, Sarah will make it happen. I appreciate her and the great professional relationship we have. Are patients are better because of Sarah!</p>	
<p><b>Judy Medina – Float Nursing</b></p>	<p>Judy floats between all the units on the 3rd floor. She takes her assignment and delivers exceptional care to her patients. Judy has been willing to take charge role on tele and IMCU. I have observed how well the unit on tele runs when Judy is in charge. She helps not only her fellow nurses but also the CNA's on the unit. Judy picks up extra shifts to help out the teams. Thank you Judy for delivering the care our patients deserve and being a team player to fellow staff.</p>	
<p><b>Andrea Ambriz – Lab</b></p>	<p>Always willing to teach the new employee the proper technique in how to draw blood. She do not hesitate to help when the lab is so busy specially ER draws She always go above and beyond. Andrea is a good asset in the lab. ,very good team player.</p>	
<p><b>Maria Gutierrez – Lab</b></p>	<p>Maria is a very hard worker, she has no hesitation when you ask her to do something. Always willing to go above and beyond. She is willing to help stay to cover on the weekends. Always gets the hard draws, and willing to draw the babies with no problem. Maria is very reliable and is a great asset to the lab. Challenges new students and new hires to do their best.</p>	

Emily Miller – Lab	Emily is our outreach phlebotomist, she is the only one and travels all over Kankakee county drawing blood at different facilities. She goes above and beyond with drawing challenging patients and even helped save a life one time. She is a good worker and always helps where needed. She always goes along with other phlebotomist and nurses in the hospital.	
Edwin Paule – Lab	Edwin goes above and beyond every day he comes to work. He greets everyone with a smile and tells them good morning weather a patient or a visitor in the hallway. He is always willing to help where needed and you don't have to ask twice! Edwin is very well known throughout the hospital and his excellent phlebotomy skills. He is always willing to train new employees and teach new students when in their clinical rotation. Edwin is a prime example of a hard dedicated worker!	
Amy Zarnowski - IMCU	Amy is a wonderful example of what our Riverside Mission represents. She is a wonderful team member and an Amazing Charge Nurse. Amy is always offering help and is exceptional during codes and emergent situations.	
Gina Fowler – Riverside Cardiac Cath Lab	Gina does an amazing job in the cath lab. She works to help coordinate not only procedures, but also staffing. Her demeanor in dealing with providers, staff, and patients is exemplary. I can say without hesitation, the cardiac cath lab would not be what it is w/o the help of Gina. She does have the advantage of being surrounded by excellent staff, but as the "go to person," no one else comes close. I have witnessed Gina settle differences between staff. Provide comfort and reassurance to our patients. She also goes above and beyond responding to questions on her time off.	
Ashley Pourray – Ambulatory Infusion	Ashley went above and beyond for our patient, staying late to ensure she had what she needed and did not have to make a special trip. Thanks for taking such good care of our patient!!	
Kelly Cantwell – Ambulatory Infusion	Kelly went above and beyond for our patient, staying late to ensure she had what she needed and did not have to make a special trip. Thanks for taking such good care of our patient!!	
Stephanie Cooley-RMG Coal City	Steph always goes above and beyond to provide great customer service. She recently worked with IT to create a report that will benefit not only our clinic but other RMG offices as well. She helps her team members and is always up to work on a project. She is an asset to the team.	
Cindy Croyle-RMG Monee	Cindy is excellent with patients. She has a vast amount of experience and knowledge and is always willing to assist the staff with questions and difficult situations. She is compassionate and caring with her patients and receives great comments on the surveys.	
Julie Vilt-RMG Wilmington	Julie is very kind, caring and patient with patients. She makes them feel comfortable and well taken care of and gets recognized frequently on surveys. She always strives to provide patients with the best customer service. She is very good in talking with patients and explains things so they can understand them.	



<p><b>Judi Brault- RMG Watseka</b></p>	<p>Judi is exceptional at her job and goes above and beyond with not only taking care of each individual patient but other coworkers as well. Judi has been a role model to many and has a very caring personality. Judi is the type of person that would give you the shirt off her back. It is an honor getting to work with Judi and learn so much from her on top of being able to lean on her in desperate, stressful times. She is the perfect candidate to receive the Mission Possible award.</p>	
<p><b>Meghan Doud- Home Care</b></p>	<p>In making our patient callbacks, I routinely hear about the exceptional care that Meghan gives our Home Care patients. They talk about her knowledge, how she goes above and beyond, and her sense of humor. Her dedication and care to our patients is an integral part of the success of our department. She makes me proud to be a part of such an incredible team. Thank you Meghan for the care you consistently provide our patients. Meghan truly makes the Riverside Mission Possible!</p>	
<p><b>Adam Nicholson- Rehab Services</b></p>	<p>Adam goes above and beyond in working with his teammates, leadership, and the Watseka staff. He is a continual learner who can think outside the box and is willing to share his thoughts and ideas while meeting his productivity and care time targets. He is an asset to the Rehab Services Team.</p>	
<p><b>Heather Parks- PCA Kankakee</b></p>	<p>Heather is always willing to go above and beyond to help out. If she is scheduled to start later and someone calls off, she is always willing to come in early when needed. On 1/5/23 another tech had a family emergency and had to leave. Heather was not scheduled to come in until the afternoon. As soon as I called and asked if she could come early she did not hesitate. She came in as quick as she could, 2 hours before her shift started, and just jumped in to start rooming patients. She kept us from scrambling to find coverage and helped to keep our providers and patients moving for the day. Heather is a true asset to our team and we are lucky to have her.</p>	
<p><b>Staneeda Ware- Kankakee Immediate Care</b></p>	<p>Staneeda is the true meaning of "What family feels like". She makes it a priority to remember co-workers names outside of her own department. She greets everyone that she sees on a daily basis by name and if she doesn't know your name she will ask, and remember it. Lately she wrote a thank you letter for her co-workers and everyone that works in the other departments within the OPC, she then hand wrote an individual thank you card for each person and displayed them around the letter for each person to take. She is truly a caring person, Riverside is lucky to have her.</p>	
<p><b>Katy Wilson- Bourbonnais Grove</b></p>	<p>Katy Wilson is one of our CNA's. She consistently displays a positive attitude. Even on the busiest days she always is positive and works hard for our residents. Most recently we have a COVID outbreak on the hallway she works, and she has had to work her hall alone on a couple occasions and has done it without hesitation. She assists in picking up when we are short staffed. She treats all of our residents with respect and provides them with unremarkable care. Katy Wilson demonstrates a true candidate for Mission Possible here at Riverside.</p>	

Mission Possible Nominees		
Lawanda Jones – Quality	Lawanda is consistently professional and calm in her demeanor. She finds ways to highlight the positives in any discussion. She is thoughtful and considerate in her interactions with staff and physicians. She exemplifies the theme of gratitude -always.	
Amber Swaite – Frankfort Diagnostc	Amber is always considerate and kind of others feelings. You can tell that she cares about her staffs well being & growth. She goes out of her way to make sure you are doing well & will use her resources if need be. She is very knowledgeable of Riversides policies so you can be reassured you will get an accurate answer. She is someone to look up to, because she sets a good example. Amber iscontinuing her education and always tries to better herself. I find comfort as an employee that she works above me & I can always reach out no matter what the need.	
Kristin Ruda – NH Experience Team	Kristin goes above and beyond to help all departments when needed. Kristin takes the time to build meaningful relationships with residents and remains a constant figure for residents to seek out for anything they may need. Thanks for being a team player!	
Joan Giles – Epic	I have worked with Joan for over 8 years. Most recently we went live with our e-consent project which required us to be in multiple areas weeks at a time to support staff to effectively utilize the consents. There was a common theme regardless of where we were supporting. A plethora of staff approached Joan to express their gratitude for always going above and beyond helping them in all area's of their workflows. Many of them let Joan know how much they appreciate her kindness when helping and her ability to always make time to fix or help them any time they call. I noticed even department managers (Jacob S, Julianne P, Mary K) were stopping Joan to thank her for her vast knowledge any time they reached out for additional help. Joan is typically the last one on our team to leave each day and she never turns away a call for those who need help. I believe Joan exemplifies Riverside's mission each and every day. Joan comes to work each day with a positive attitude and willingness to help out peers if needed.	

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



For more contest information, click the links below:

[Contest Rules](#)

[Leader Frequently Asked Questions](#)