

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.



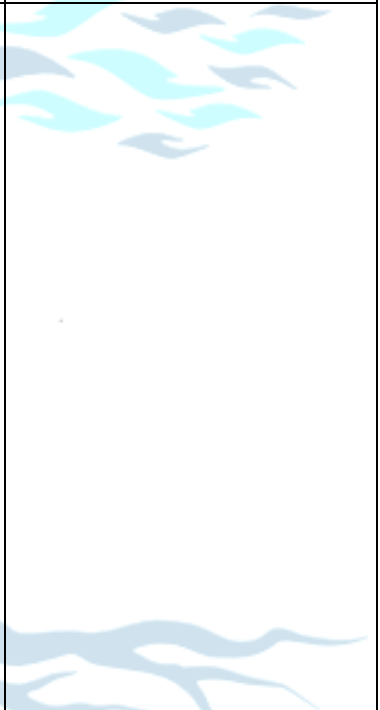
<p>Angelica Avalos: Care Coordination</p>	<p>Angelica has been dedicated in helping in our department over the years! She worked full-time for us but then took a position outside of Riverside while remaining TR for us. We could always rely on Angelica when we needed her to fill in! Recently, she came back fulltime for us when an overnight position opened up. She came back right when we needed a seasoned employee to fill the spot. After a time, a day position opened up and just when we needed her to, she accepted that spot. Since then, others outside of our department have recognized her for some exceptional things! ED staff recognized her for holding up a blanket because a door was broken so a patient could change. Another time, she loaned her tablet to someone because theirs had run out of battery. And a special recognition for our team, she came in the middle of the night to help a new hire with a scheduled downtime! We appreciate her and her hard work and dedication to our team and patients! Thank you Angelica!</p>	
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<p>Kim Barton: Coal City Physician Practice</p>	<p>A patients Grandma called after her Grandson's visit to tell us what a great experience she had with Kim. The Grandma said she used to own a business and she knows how important it is to give recognition to good help. She said Kim was very good with her Grandson and was easy to talk to. Kim was very polite and professional. It was one of the best customer service experiences she had.</p>	
<p>Laurie Billingsley: Home Health Care</p>	<p>Every day is an act of kindness for Laurie and her fellow co-workers and patients alike. Laurie's positivity and generosity in making a difference every day doesn't go unrecognized. Most recently, she was on the phone with a patient and was asked to transfer to her manager. When I received the call, the patient wanted to make sure I knew right away how Laurie helped in her recovery. Originally when Laurie received the patient referral, the patient declined. A couple of weeks later, she remembered Laurie, reached out, and was set up with home therapy. The patient, new to the area, was so grateful for Laurie's kindness. She wanted to make sure her supervisor was aware that Laurie was the nicest person in her recovery process. Thank you for your dedication to our staff and patients alike. You make Riverside's Mission Possible!</p>	
<p>Ashley Benevice: 5 East</p>	<p>Ashley always shows up to work with a smile on her face. She has exemplified being a team player as there were several nights on 5 o/n/m that needed additional staff due to nurses who work night shift transitioning into positions in other units and leaving RMC. Ashley, who works dayshift, when approached willingly agreed to work a week of nights. She then agreed again a couple of weeks later due night shift need. During rounding cards, and survey comments Ashley, has also been recognized by patients and families for providing compassionate high quality care.</p>	
<p>Jacqueline Bonds: Psychiatric Associates</p>	<p>Jacqueline strives to make the Patient Experience a positive experience. Jacqueline puts patients at ease with a smile on her face, a kind touch, and actively listens to our patients. Jacqueline is respected by patients, physicians and co-workers. Jacqueline acts as a mentor to new staff and takes new staff under her wing to help teach and foster a sense of belonging to the team. I am proud that Jacqueline is on our team and part of the Riverside Family.</p>	
<p>Kristy Boone</p>	<p>Kristy always goes above and beyond in her job. One of her many responsibilities is assisting with the MyChart help desk. When an elderly gentlemen could not figure out how to get MyChart working on his android phone, Kristy (who is an iphone user) was googling android instructions to help him navigate on his phone. When that still did not work, Kristy had the man meet her at the Hoover building and she physically set up his phone with him. Kristy truly reflects</p>	

	Riverside's mission statement on a daily basis and I am proud to not only call her my co-worker but also my friend.	
Noelle Brison: Epic	Noelle has been an excellent resource for any and all GHR questions I have. She helps troubleshoot any problems that occur with a thorough analysis, suggestions to fix the problem and how to prevent it going forward. She has been an extra set of eyes and guidance for moral support when I am performing tasks new to me in Infor. She has helped with a variety of tasks in GHR such as updating position records, reviewing employee export errors, and any other random question/issue I might bring her way. I appreciate her expertise!	
Crystal Calderon: Outpatient Center	I took my son to Outpatient Center to be drawn on 5-3-23. He is a 1yr old who is terrified of needles or anything that has to do with a Doctors visit. Crystal Calderon is amazing, she did great talking to my son and distracting him from the draw. I couldn't believe how well he responded to her and didn't even cry. She has come along way since she first started and I'm very proud of her.	
Jennifer Conforti: ICU	Jen is a night shift team leader in the ICU. I say ICU but Jen is know by the entire nursing tower. She rounds on all the staff and lets them know that she is available for them. She has built many relationships within the hospital that have come to also benefit her. Jen is an all around team player with the end goal of providing the best possible care for our patients.	
Martha Cornejo: Lab	Martha is a hard and dedicated worker. In addition to helping in the outpatient center, she is willing to work extra hours and long hours to help ensure the lab is staffed. She always has a smile on her face and a positive attitude. She is extremely helpful to all of her co-workers and also to other departments. She takes the time to explain processes and techniques and shares her knowledge of phlebotomy and the lab with all new employees and students. She is a great asset to the lab and to Riverside.	
Jeanette Cruz: Psych Associates	Jeanette is truly a special person. Jeanette will go out of her way to make a patient feel comfortable, establish a connection with the patient, and truly provide compassionate care. Jeanette always has such wonderful positive patient comments on Press Ganey surveys month after month. Jeanette is a team player, always makes other staff feel comfortable and acts as a positive mentor to new staff. We are truly grateful for Jeanette and her work ethic.	
Sarah Culver: 5 East	While I have been asked to help cover daily operations on 5E, Sarah has stepped up to the plate multiple times both clinically and as a unit leader. She has increasingly functioned as a charge RN during the TL vacations and days off. I have witnessed her growth in this capacity- managing staffing and Interdisciplinary rounds of communication. She has also precepted 2 new RNs and I can see she is a mentor/leader to them. Kind of like " I want to be like Mike" but instead " I want to be like Sarah". She has also picked up extra shifts as a staff nurse and has altered her hours to help cover the night shift. This also has been noticed by her peers, with several of them also picking up shifts and helping with night shift staffing. It is like it became contagious in a good way. She is a true team player. She also recently received her certification in Med/Surg.	


	nursing, is on the Quality Council, and unit UBC and has received a Daisy nomination. Her commitment to personal growth, sharing her knowledge and compassion with new staff among other things is a reflection of her commitment to providing great care to the patients of Riverside.	
Kristi Denault 2nd Med- Peds	Kristi is such a reliable member of the team!! She is always going above and beyond for her co-workers as well as for the unit. She is always picking up extra shifts to help the unit when needed. Kristi is always willing to precept our new employees and does an amazing job with guiding them and helping them. All of the patient's Kristi takes care of always speak so highly of her! She connects with them and provides them with the best possible care!!	
Jamie Dobin: Emergency Service	When the ER was undergoing renovations, AURS Bed Placement and Patient Care Services shared an office. Jamie was somewhat new to her position, and I was new to mine in Staffing. Jamie gave me a great deal of insight into the clinical reasons a patient would be placed on a particular unit, which helped to make me better at my job of deploying Nurses & Techs where needed. Jamie is very good at her job, very diligent and professional. She set a great example for our teams to work together.	
Tammi Douglas: Epic	Tammi is a true team player. She is very reliable and always willing to help troubleshoot problems or suggest fixes even when they are issues that don't necessarily belong to her application. She is a great at listening, problem solving, and juggling many assignments at once. Just recently we had some file processing issues that Tammi was able to solve quickly to help get our end users back in business - all while she was actively working on implementing a new clearinghouse vendor and still keeping up with her every-day tickets/tasks. It's a breath of fresh air to work alongside of someone who is so full of knowledge. She is such an essential part of our Epic Revenue Cycle team and she makes us all stronger team members because she is so willing to share her knowledge!	
Dr. Raunak Khisty: Psychiatric Specialist	Dr. Khisty has a kind and generous heart for everyone. Dr. Khisty puts his time and energy in treating our Behavioral Health population with compassion and understanding and does so with the intent if he doesn't then who will? Dr. Khisty is passionate about providing great care to our Behavioral Health population with better outcomes for a brighter future for these patients and their families. Dr. Khisty is a true Gem and I am truly excited to nominate him for Mission Possible.	
Terri Fozzard: ICU	Terri is a team leader in the ICU. She leads her team by caring a supporting them when they need her. The relationship and understanding she has with her team is wonderful to see. They know that Terri will be there for them even if they just want to talk. Terri also works at the bedside when needed. She is able to managed both the leadership and bedside nursing with ease. This is a skill she has developed with time.	


<p>Teri Galan: Wilimington CHC</p>	<p>Terri is always open to new challenges and takes the lead on many responsibilities in the clinic. She assists at other clinics when needed as well. She is a team player and takes pride and ownership in the clinic and her work. She is an asset to the team.</p>	
<p>Glenda Griffin: Psychiatric Associates</p>	<p>Glenda lives Riverside Mission. Glenda always has a smile on her face and a positive attitude. Glenda is a mentor to others and takes on challenges in a positive manner. Glenda is respected by patients, physicians & co-workers. Glenda is genuinely a caring person who understands our patient population and strives to put patients at ease with a kind, gentle touch. I am truly proud that Glenda is part of our team and part of the Riverside Family.</p>	
<p>Richelle Gosim: Rehab Services</p>	<p>Richelle is an Occupational Therapist in our outpatient department. Richelle is a great asset to our team as she can treat various patients and demonstrates empathy and compassion to all of her patients. She goes above and beyond to meet the needs of our patients by rearranging her schedule. She is cross-trained in multiple areas, continues to further her skills with continuing education, and challenges herself by having students regularly. Richelle brings good energy to the outpatient occupational therapy department, and we appreciate her dedication to the field.</p>	
<p>Madison Hammett: 2nd Med-Peds</p>	<p>Madison is one of our new grads from last year and she has done an amazing job! She always has such a positive attitude and is always open to any new suggestions or ideas! She goes above and beyond to help her co-workers, even being new herself! Madison has taken on capstone students and also has accepted the opportunity to precept a new grad starting this year! She is an asset to the team and really exemplifies what team work looks like!</p>	
<p>Chloe Hanegraaf: ICU</p>	<p>Chloe has been in the ICU for a year. She is a very dedicated and compassionate nurse to her patients. Chloe goes above and beyond to deliver the best care to her patients. She attends educational seminars to expand her knowledge in her field. When asked to help with the new dialysis unit Chloe was right there volunteering to get trained. Chloe is exactly the nurse we want working at Riverside to provide our patients with excellent care!</p>	
<p>Erin Hansgen: Coffee Kiosk</p>	<p>Erin is an extraordinary employee and always strives to make customers happy. She knows their drinks before they even order. She goes above and beyond her duties to make sure her coffee shop is always clean and passes inspections. She is reliable and dependable and always comes to work as scheduled. Erin gets along with all staff members and is a joy to have in our department.</p>	
<p>Roger Hartline: Mental Health Outpatient</p>	<p>Roger consistently goes above and beyond to meet the needs of our clients. He is invested in their treatment and progress which is evident in his daily interactions and support. He is invested in teaching others and has worked to develop an internship program at Pathways. Roger is supportive of his team and will cover additional tasks without being asked and does it with a positive attitude and smile! Roger is an asset to the Pathways/ Riverside team!</p>	



<p>Chloe Homco: 3rd Cardiac Tele</p>	<p>Chloe is a boomerang staff member. She left and has now returned at the clinical team leader on tele. Chole brings to this unit her knowledge base of IMCU and agency experience while she was gone. Chloe maintains calm even at busy times on the tele unit. By her doing this it keeps the other staff calm as well. We are happy to have Chloe back at Riverside.</p>	
<p>Ivan Huerta: Electrographic s</p>	<p>Ivan makes Riverside's Mission Possible by consistently going above and beyond for his patients and his team. His patients always make sure to let everyone know how wonderful he is. They always say he is kind, caring, considerate, and makes them feel very comfortable in an uncomfortable situation. He is the sweetest person you will ever meet. Ivan is always willing to help out his team in any way he can. Whether it be asking if anyone needs any help, offering to take a task off of someone else's hands, or bringing his calm and kind demeanor to a very busy day. We are very lucky and grateful to have Ivan on our Riverside team</p>	
<p>Michelle Jarrett: Respiratory Care</p>	<p>Michelle was performing a PFT test which requires the use of a medication that determines how reactive or responsive your lungs are, on one of her patients. Michelle's patient had a severe reaction causing her airways to tighten and begin to close. Michelle reacted quickly, giving the patient a bronchodilator to reverse the reaction. At the same time, Michelle contacted the infusion center to come down and give epinephrine as well. Michelle then called 911 (a standard practice for outpatient codes at Riverside) and stayed with the patient, reassuring her that more help was coming. Thankfully the patient made a full recovery, and I had the pleasure of speaking with her in our ICU. The patient is a former nurse here at Riverside and has had many complications with her breathing due to COVID. The patient could not say enough wonderful things about Michelle, and told me "Michelle saved my life." After discharge the patient even came back to the hospital to thank Michelle for her quick actions, and strongly feels that if Michelle had not done everything she did that day, the patient would not be here today.</p>	




<p>Colleen Johnston: Operating Room</p>	<p>Colleen does a great job at multi-tasking the desk and getting things organized for DNV. She is so organized to make things flow for the day. She works very hard at making the ORs monthly schedules and works with staff. She is a hard worker and she is very thoughtful (when I cover her at the desk, she brings me a gift back from all her worldly travels!)</p>	
<p>David Juergens: Medicare Unit</p>	<p>David Juergens is Miller Rehab's Assistant Director of Nursing, a role that is new to him. He is great in so many ways... whether it's diffusing a situation with his calm demeanor, professionalism and patience or making sure things get done. I can't even begin to tell you everything. I would like to nominate him for this award because he went above & beyond, even more so than usual. A resident at Miller had recently passed away. There was some miscommunication between the siblings and her belongings were prematurely discarded. The daughter, who had not yet arrived since she was from out of state, was very upset that she did not get to go through her mom's belongings. David actually went to the dumpster in the January cold and rain and retrieved her thing. He looked like a wet rat in scrubs LOL. He is a wonderful role model and I wish more were like him.</p>	
<p>Kelly Koerner</p>	<p>ly has been so wonderful about embracing our focus on recognizing others! She has been diligent to fill out connection cards and ecards for those that are doing some great work or being extra helpful on the team. Kelly deserves to be recognized for her great work and for being extra helpful as well! She does a wonderful job of holding down the fort in Switchboard on the afternoon shift which means she is mostly working as a single operator. Her knowledge and skill to be able to handle everything on her own are so valuable to our team and organization. Kelly has a great eye for detail as well and provides suggestions for things that need to be corrected or make sure we have covered. We appreciate her and her hard work and dedication to our team and patients! Thank you Kelly!</p>	
<p>Brittany Lafond: 2nd Med-Peds</p>	<p>Brittany exemplifies teamwork and always goes above and beyond to help her co-workers. Brittany always has a positive attitude and always comes to work with an open mind! Brittany has precepted many new grads and does an amazing job with them!! She is an asset to her team on the night shift and she excels with her leadership skills!</p>	
<p>Ethan LeBeau</p>	<p>Ethan has grown up in the ICU. He was a tech in the department and then graduated with his nursing degree and decided to stay. Ethan has been a great addition to the team. As Ethan developed his critical care skills it was always a goal of his to take post op CABG patients.</p>	

	Ethan has met this personal goal. He cares for this special group of patients by following protocols and communicating with the surgical team.	
Ashley Loring: Resident Clinic	I would like to nominate Ashley Miller for the Mission Possible contest. Ashley is a leader in her field and in our clinic. She continues to go above and beyond for every single patient, all of our providers, and our team. Ashley ensures every patient has their medication and if they don't she will figure out what to do until they can get it; she has personally driven to patients' homes to make it easier on them; she compares prices on Good Rx to make prescriptions affordable; she comes in early, stays late, and picks up extra days to keep up with patient demand; completes an abundance of authorizations; she pauses to answer questions and teach those around her; she picks up hours at Pembroke to draw blood for patients who don't have transportation to Riverside; and she has outstanding communication skills. She has an unbeatable work ethic and it never goes unnoticed by her team. She is reliable and makes the providers feel confident in her ability to care for their patients. She is one of the most passionate nurses I personally know. She has shown up when days and even weeks were tough. We are so grateful for the motivation and standard Ashley shows us every day and can't imagine coming to work without her here. Ashley makes our mission possible!	
Jacob Mahnke: 3ICU	Jacob is a great team player. He has taken on the role of charge nurse by providing support to his ICU team. We can always count on Jacob to pick up an extra shift when the team needs him. This needed support is greatly appreciated by all!	
Stacey Mann: Finance	Stacey was instrumental in helping Finance and PFS move back to our newly remodeled space. Her coordination with IT ensured systems were running smoothly once everyone was back online.	
Donna Mead: Care Coordination	We are nominating Donna Mead for the Mission Possible program! Donna has the most pleasant phone and overhead operator voice! She brings a calm, pleasant, professional demeanor to our department. Donna always helps with our creative efforts! She helps with decorating and she has the most beautiful handwriting when we need names filled out on cards or on decorations. Donna is also always so helpful with new hires learning the operator role and is always kind and thorough with her registrations. We appreciate her hard work and dedication to our team and patients! Thank you, Donna!	
Kimberly Meier: Psychiatric Associates	Kim lives the Riverside Mission. She is kind, compassionate, caring, and truly a special person. Kim goes out of her way and puts her work aside to help patients, physicians and co-workers. Kim is respected and a mentor to others. I am proud to have Kim on our team and in the Riverside Family.	
Lalar Melvin: ENT	Lalar is a dedicated Nurse who has been providing care to the outpatient clinics during the day, and also picking up shifts AFTER her scheduled day job to help support the inpatient tower! Lalar has been doing this since the beginning of the pandemic and long after. She is always willing to provide support to our staff and patients	

	without being asked. Her attitude is without a doubt confident in her abilities and expertise, as well as a positive friend to her co-workers.	
Robyn Nolte: Dr. McCuiston's Office	Robyn is always on top of things. She keeps a close eye on everything to help our clinic function. She has the biggest heart for our patient's and will do whatever she can to help them. She helps me to stay organized behind the scenes when I miss something. Robyn is a true asset to the PCA Kankakee team and we are very fortunate to have her.	
Jessica Pettigrew: 3 rd Cardiac Tele	Jessica has provided orientation for multiple nurses on the night shift on tele. She has a patience about herself that puts her orientee at ease. Jessica is able to help them navigate through the role of being a new nurse on tele. This has helped to retain these nurses.	
Shannon Phillip: 3 rd Cardiac Tele	Shannon has helped retain the nursing staff on the tele unit. She has also been instrumental in convincing some of our agency staff to stay as nurses at Riverside. By her doing this the tele unit has been able to meet the needs of our patients.	
Lee Plugge: 3 rd Cardiac Tele	Lee has taken on the job of scheduling on tele. She prepares the self-schedule calendar for the staff and then makes phone calls after they sign up to even the weeks out. This takes some time and is appreciated by the staff and the leaders.	
Paul Puffer: Housekeeping	Paul is a genuinely kind individual that will go above and beyond every day to make sure the emergency department is top notch for our patients. Not only does Paul clean the department per his protocols, he is always there for our extra needs as well. Paul never complains no matter the degree of request asked of him. Paul has gone above and beyond to even assist EMS crew with cleaning their cots and ambulances (or providing them extra supplies) after critical patients arrive in the emergency department. This has occurred on multiple occasions and EMS is grateful for his help. Paul will stop whatever he is doing to assist our staff, patients, and family members in need. Paul is kind and welcoming to everyone that walks through the emergency department, whether it be from handing out warm blankets, showing families to rooms, or finding appropriate staff to address other concerns. Paul's positive attitude everyday resonates to others and makes working with him a great pleasure.	
Kendra Regnier: Electrographics	Kendra is knowledgeable about her job and understands how important great service is to our patients. She has a strong background in patient care and truly cares about her patients. She has a good attitude and takes the time to explain the testing to patients. She is quick to help out a team member or patient and continually is looking for ways to improve our department. She is an integral part of our team and I think she represents the kind of employee Riverside is proud to have.	
Sara Regnier: 2 nd Med-Peds	Sarah always goes above and beyond for the unit. She strives at excellence and always does whatever she can to provide patients with the best patient experience. She is an amazing leader for her	

	<p>team and always does whatever she can to help them succeed. She is a great resource for the new grads and is always willing to help guide them. She is an asset to the team and greatly appreciated!</p>	
<p>Alexandra Ritchie: Home Health Care</p>	<p>Ali delivers high-quality care to our patient population. She is compassionate, kind, and understanding. Ali helps the home care team out whenever it is needed. She is flexible with her schedule and always willing to see a patient on a whim. She works effortlessly to provide patient-centered care. She has grown over the years as a home care nurse in her procedural skills, assessment skills, and overall knowledge. She is an asset to the Riverside Home health care agency and the Riverside organization! Thank you, Ali, for all of your hard work and dedication</p>	
<p>Deborah Roneck: Radiation</p>	<p>Deb is always smiling and happy. She makes everyone feel welcome and really incorporates teamwork between departments. She brings lots of good spirits to CTC, and it is appreciated!</p>	
<p>Rene Ruiz: Electrographics</p>	<p>Rene exemplifies Riverside's Mission by consistently providing the best care to our patients with kindness, patience, and dignity. He makes every patient he comes across at ease by taking his time to explain what he will be doing to help them get the care they deserve, provides privacy, and he makes sure they are comfortable. Patients know he has the skills and knowledge to provide them with the best care possible. Rene not only takes great care of his patients he takes great care of our team. Rene is someone the team can rely on when the day gets hard to help get the job done. He is always willing to step in and help out a fellow teammate or teach someone something new. Every team needs a Rene!!</p>	
<p>Maria Saldivar Electrographics</p>	<p>Maria Saldivar is a team member to be admired. She makes sure every patient she encounters is shown the utmost dignity and respect. She takes great care in explaining to the patient what she will be doing and what to expect. She makes them feel comfortable not only by smiling, listening, and explaining but they are comfortable with her because she is highly skilled in what she does. She is always willing to help out a teammate. She is very creative and is always looking for ways for our team to be more efficient. The team can count on Maria! We are very lucky to have Maria on our team!</p>	
<p>Cheri Schweiger: Risk Managment</p>	<p>There can be no single story on how Cheri lives and demonstrates the organization's mission, and it will be difficult to keep the example brief. Cheri's formal and assigned role is Riverside Healthcare Workers' Comp Administrator, although that is just the beginning of what she does. She has become the "go-to" person in the department for leaders and staff alike when they need assistance. During the pandemic, she quickly became the "Covid Vaccine Queen", managing vaccination status for thousands of personnel, a title she holds still. Her self-guidance, motivation, adaptability and ability to anticipate needs has made her a valuable team member. She is respectful to all personnel, and has a goal to resolve their needs and questions in a timely manner. She treats all Riverside resources like her own. I am very happy to have Cheri on the Employee Health/Risk Management team. I hope she doesn't retire before me because I would be sad coming to work knowing she's not sitting in her closet office at the end of the hall, waiting to step up and help in any way she can.</p>	

<p>Serona Shavers: 3rd Cardiac Tele</p>	<p>Serona goes above and beyond to provide the patients on tele the best experience. She listens to all of their concerns and does her best to relieve them.</p>	
<p>Shannon Shoemaker: Emergency Services</p>	<p>Shannon comes to work every single day with a positive attitude. Shows compassion to all of her patients and is always checking on her coworkers. Shannon cares for all with a big heart and it shows.</p>	
<p>Cynthia Siawrys: Volunteer Services</p>	<p>Cindy has created and fostered relationships with all of the hospital staff and volunteers that serve or interface with Central Waiting at Riverside. She is detailed, prepared, friendly, and emotionally intelligent in her approach with all of these folks. Cindy has helped this department for years. In recent months, as we have on-boarded new physicians and services that flow through this department, she has made this process seamless for our volunteer staff. Her troubleshooting efforts and team spirit have made this a success. She has filled in for hundreds of hours while we were short-staffed as the number of surgeries kept increasing quickly. All the while, she completed her regular daily tasks without complaint. A true role model for us all. She embodies excellence and a positive Riverside culture.</p>	
<p>Lucas Sluis: Outpatient Center</p>	<p>Lucas Sluis makes Riverside's Mission Possible in numerous ways! Lucas has been seen by fellow co-workers within his own department as well as others outside his department always going above and beyond for our patients. One day not that long-ago Lucas was drawing a patient's blood, the patient shared a touching personal story with Lucas. Lucas was touched by the patient's story and knew he needed to do something to make his patient feel like someone cared and to give back. Lucas took that patient over to our coffee shop and bought him a coffee and other sweet munchies. Lucas has also been seen giving patients his well earned coffee bucks to brighten his patients day and make their visit with Riverside feel like family!</p>	
<p>Cassandra Smith: 3 ICU</p>	<p>Cassandra Smith creates a personal connection with every patient she cares for. She provides that caring touch all patients deserve.</p>	
<p>Nicole Spencer: Cancer Treatment Center</p>	<p>Nicole has been such a great asset to our team. She is always positive and happy, joking around and brings fun to work! She has been working at our desk a lot and last week she came to infusion to say and introduce herself to a pt she has been navigating care with on the phone for some time, this pt was so happy to meet her and it was such a simple kind gesture for her to go out of her way and come make her day!!! Nicole, you are awesome keep it up!! Thank for being you</p>	

<p>Marlies Toby: 3rd Cardiac Tele</p>	<p>Marlies comes in each day with a great attitude. She has a very caring heart and that shows when she is giving care to her patients. Marlies provides great feedback and solutions to concerns that are brought up.</p>	
<p>Caroline Torkelson: Home Health Care</p>	<p>In the home health setting, the staff works very independently in the field. The usual team environment of an office or floor is missing because of the nature of home health. However, Caroline is a call or text away anytime day or night, weekday or weekend for questions, support, and teamwork. She met me at home to assist with a difficult blood draw. She has sent me helpful videos and teaching resources on her days off to ensure our home health patients receive evidence-based, safe care. Whenever I see a patient of Caroline's, they speak so highly of her. She goes above and beyond for the patients and families in her care. Home health is a specialty that many can't understand. Walking into a patient's home is a vulnerable experience, and regardless of the patient, their environment, or their situation, Caroline is committed to providing excellent care to our community. Home truly is where the heart is, and Caroline works hard to keep her patients at home.</p>	
<p>Renee Ulitzsch: 2nd Med-Peds</p>	<p>Renee always goes above and beyond for the unit! She has stepped up and has helped the unit in so many ways! She has worked extra days to help cover secretary holes as well as picking up extra duties while the team leader was off. Renee helps with rounding on the patients and the patients absolutely adore her! She has also been helping with interdisciplinary rounds. As secretary she always helps to lead the team and always has everything in order at the desk! She always knows what is going on with everyone and every patient. I know that if she is at the desk, everything will be taken care of!! She is amazing and deserves this recognition!</p>	
<p>Margaret Wehrle: Mental Health Unit</p>	<p>Margaret is an outstanding leader and mentor to all of our staff. She has great compassion for her patients. She is able to turn any day into a good day with her positive attitude, and go-getter personality. Margaret takes time for each patient to be recognized and feel special in their way. On a difficult staffing weekend, with some rather acute patients, Margaret was able to come in, make sure all of the patients were well cared for, all shifts were staffed to the best of her ability, and maintain a positive attitude throughout the entire weekend</p>	
<p>Ryan Whitesell: 3ICU</p>	<p>Ryan does a great job orienting new staff to the unit. He has a way of educating that makes it stick with each person. I don't think Ryan realizes that he has a way of putting people at ease in the ICU by sharing his knowledge with them. Ryan is also one of the post-op heart nurses. He strives to deliver the best care to these patients by working closely with the CVOR surgeons</p>	
<p>Stephanie Withaft: Rehabilitation Services OP</p>	<p>Stephanie is a vital part of the OP Rehab front desk staff. Stephanie works in the Manteno therapy department and covers the Frankfort therapy department remotely. Stephanie works to ensure that all of the patients get scheduled for their therapy visits. Stephanie also</p>	

	schedules all the Pre-employment screens that are done for Riverside employees and multiple other local businesses with in the Kankakee area. We really appreciate all of her hard work that she devotes to OP therapy department, and are extremely happy to have her on our team! Thanks for all you do Stephanie!!	
Marissa Wondrasak: 3ICU	Marissa Wondrasak has recently returned to the ICU as a secretary/CNA. She balances these two jobs well. It is definitely difficult juggling these 2 roles but Marissa does it with ease. I wanted to develop a monthly newsletter for the ICU staff. When I asked the team if anyone would like to take it on Marissa volunteered and did a great job with it. She is able to provide the team with information for the month from daily huddles. Education opportunities are also included in the letter. She makes the letter fun by adding a person of the month with a little bit about them.	
Lauren Zell: Emergency Services	Lauren strives to take the best care of her patients every single day. She comes to work with a positive attitude daily. She steps up when asks and focuses hard on employee engagement. She deserves to win a Mission Possible.	

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



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