

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.

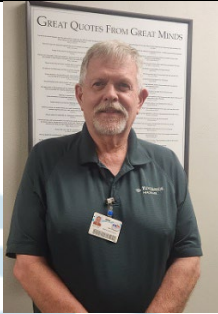
We have had several nominations come in for our Mission Possible staff here at Riverside. Their stories are described below.

Victoria Acosta SLC Assisted Living	Victoria Acosta is the definition of teamwork. She goes above and beyond to help other teammates every shift that she works. No matter what comes her way, she makes sure to accomplish all task efficiently. She gets to know her residents individually to be able to connect with them better on a daily basis. She also likes to truly spoil our residents, even if that means grabbing their daily journal paper for them. She picks up and flexes her schedule as much as possible to ensure that our residents are receiving nursing care. She recently took the LPN Team Lead position, and I couldn't think of a better person to take this position. Her knowledge and dedication to the team, our residents, and nursing management have truly made a difference in our year thus far. We appreciate all that she has done and will continue to do. We are lucky to have someone like her.	
Aziz Ali	Aziz has been a crucial team member for IP therapy as they have been without a manager for a bit of time. He has been willing to take	


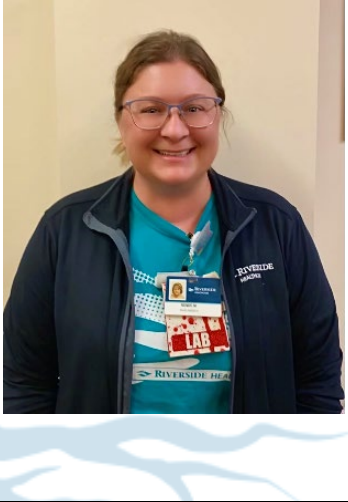

Rehabilitation Services IP	on additional responsibilities to insure forward movement of the department during this time.	
Erin Anderson: Procedural Care	Erin is always positive and helpful to patients, their families, and staff throughout the organization. She always has a smile on her face and she goes above and beyond daily to provide amazing care.	
Hailee Balk: Emergency Service	Hailee consistently provides excellent care. She has been stepping up and acting as charge nurse on the night shift when resources are limited. She brings concerns forward and is appropriate and mindful with her actions. Hailee is an invaluable member of the Riverside Family. I wish I could have 20 more of her!	
Natalie Becton: Procedural Care	Natalie is the afternoon tech and has beginning to take on more responsibilities within the two departments. She is always willing to give a hand and learn new things. She has a positive attitude and strives to do her best everyday.	
Angela Benoit: Procedural Testing	Angie is just the best. She is always positive and helpful to staff, patients, and their families. Angie is the glue that hold the department together!	
Randy Berg ITS	Randy is the definition of a team player and constantly puts the work of the organization in the experience to our patients above all else, and Randy is also a team leader by being more than willing to help out and answer questions when needed while also asking questions to understand himself to ensure any scope of a project is accomplished correctly. Randy's ability to lead partnered with his humble attitude him to fit into any framework of a team.	
Yareli Acevado: MC-Assisted Living	Yareli provides wonderful care to residents at Bourbonnais Grove. Treats everyone with respect and kindness. Great team player and a good resource person. She is also the minimal lift trainer at BG.	
Kathryn Bryant: Manteno CHC	Kate goes above and beyond for not only her teammates but patients also. Kate is constantly trying to improve the work environment for Manteno. Kate has a positive attitude that generates positivity throughout the clinic and the patients can feel the great atmosphere she provides. Kate is always willing to lend a hand and pitch in. Kate is an exceptional employee.	
Aidan Butz: Riverside Neurology Associate	Aidan joined our team in Jan. 2022. Since that time, she has joined the RMG Council, she is currently studying for her CNRN (Neuroscience Certificate exam) and will be testing in July, and she will be completing her BSN in October of this year and beginning classes for her MSN-NP degree in January! She is completing all of this while working Full time & being a mom of 2 little ones and expecting her third child in November! Aidan has streamlined several procedure workflows in our clinic to be certain our clinic days run as seamless as possible and Aidan is	


	ALWAYS willing to go above and beyond to meet our patient's needs! She is a great asset to our Riverside family!	
Candy Caburnay: Rehab SVCS-IP	Candy consistently is providing excellent quality care on our acute patients. She understands the importance of workflow, timeliness, and patient care. She is able to juggle these without hesitation. Candy also always has a positive attitude and is a mentor to all staff. Her experience and skills are unmatched and we appreciate her dearly!	
Heather Carlson: Home Health Care	Heather is a very pleasant person to work with .She goes above and beyond her duties Sometimes helps the HHA out with patient's when needed .	
Jessica Carr: Cardiac Cath Lab	Jessica is a natural leader. She is always willing to learn and step up in the Cath Lab when it is needed. Jessica goes above and beyond for solving unit problems. She is always looking at ways to grow professionally, and helping form a bond between the departments. Jessica is an outstanding employee and follows Riversides Mission.	
Diane Clatterback: Emergency Service	Diane is the most positive person I have ever met. She is also a source of positivity and knowledge for the department. She continues to challenge herself and is a role-model for her peers.	
David Clayton: Human Resources	As a nurse recruiter during a national nursing shortage, David's work has been both extremely challenging in the competitive labor market and very important to the organization. Under this pressure, David has been instrumental in rebuilding the Riverside nursing force after COVID. His ability to creatively solve problems and build relationships benefits the HR team and the entire Riverside organization. In the last year, David has skillfully filled 300 jobs, 67 new hire RNs, 61 new hire CNAs, 4 new hire Nursing Leaders. David's talent and dedication have made Riverside's Mission Possible.	
Jennifer Crane: RMG Pediatrics	Jenny is an amazing nurse. She always goes above and beyond for patients and their families. She always has a positive attitude regardless of what is thrown her way. Jenny is someone I know I can absolutely depend on at all times.	
Cathleen Currie: Nursery	Cathy is all things rolled up into one! Kind, courteous, compassionate, ambitious & an extremely hard worker. Always present and comes to work with a smile on her face and ready to help if she herself is not busy..Cathy is always looking for new ways to improve our Lactation Services including working with marketing to do a podcast series, community outreach, growth of our program and updating the education offered to our staff & patients.	
Chloe Dalton: Labor & Delivery	Chloe is an amazing L/D RN and is one of our Customer Service champions. Chloe makes that personal connection with every patient that she encounters and the patients do remember Chloe and recognize her through Care Connection Cards, through Press Ganey Surveys and through Leader Rounding.	


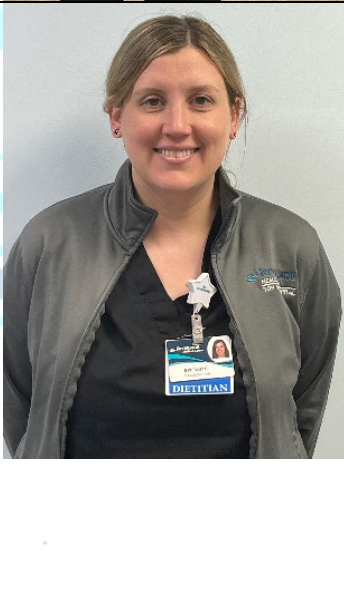

	<p>Chloe has been a recent DAISY award winner and helps out her peers often by picking up extra, esp. in times of great need. Chloe is cross-trained to all areas within the Family Birthing Center & willingly works all areas as needed.</p>	
<p>Megan Doris LEM MC-ADMIN</p>	<p>Megan is the "go to" for any info one needs, for staff and residents. She is always willing to help with anything when asked and is always available. Megan is an enormous fountain of knowledge to new staff, including myself.</p>	
<p>Gail Dunleavy: Procedural Care</p>	<p>I had the opportunity to shadow Gail today as a New Grad RN and she was absolutely incredible. I learned so much information, and anytime I had a question or wanted to see something she would take the time to explain everything to me. She never once made me feel like a bother, but instead welcomed me into her environment and just wanted to spread her wealth of knowledge to me. I am always nervous going to other departments and never knowing how I will be treated due to being a New Grad, but I 100% felt like I should be here. I hope that Gail continues to have many future RNs shadow her as she has a wealth of knowledge and is so incredibly kind. She loves what she does and you can see that based on how she takes care of those that come into the IRU department. I have NOTHING, but amazing things to say about her just from my 1 day with her.</p>	
<p>Meka Elmore: Behavioral Health Intake</p>	<p>Meka truly makes our Mission Possible! She is highly motivated, attentive to details, ambitious, and is the definition of a "team player." Meka wears many hats to support the Behavioral Medicine teams and our patients. She can be found on any given day working in Central intake, Case Management, UR and with the inpatient teams. She recently willingly cross-trained to learn UR and continues to function as an extender to that team. Meka has expressed interest in taking on more responsibility in CID, which is appreciated. She is flexible with her schedule and picks up extra hours to help the team. In addition to her day-to-day responsibilities, Meka recently partnered with ED Leadership and our Medical Director on an evidence-based practice project to benefit youth from residential treatment facilities with psychiatric needs in our Emergency Department. This was a capstone project for her graduate program – Meka recently completed her MHA degree program! No matter what she is doing, Meka consistently gives 110%, going above and beyond for our patients and teams. Thank you, Meka, for all you do! You are appreciated!</p>	
<p>Melissa Emerson: Nursery</p>	<p>Melissa is one of our Customer Service champions. Melissa makes that personal connection with every patient that she encounters and the patients do remember Melissa and recognize her through Care Connection Cards, through Press Ganey Surveys and through Leader Rounding. Melissa helps out by participating in unit Quality Improvement initiatives and always has a positive attitude. Melissa is kind and considerate and always puts her best foot forward.</p>	
<p>McKenna Ganassin: Labor & Delivery</p>	<p>McKenna is one of our Customer Service champions. McKenna makes that personal connection with every patient that she encounters and the patients do remember McKenna and recognize her through Care Connection Cards, through Press Ganey Surveys and through Leader Rounding. McKenna's peers also love working with her because of her fun personality!</p>	



<p>Taylor Georgeff: MRI Department</p>	<p>I am nominating Taylor Georgeff as a Mission Impossible nominee. Taylor goes above and beyond her duties in MRI, from getting on her hands and knees to scrub the floors during down time to bringing in things from home to make our department more welcoming for our staff and patients. She is always looking for ways to improve our department and has become our lead trainer to all our new techs. She always has a positive attitude and tries to de-escalate negative attitudes with her positive spin on things. She is definitely a top performer and an asset to the RMG family!</p>	
<p>Christopher Gndt: Rehab Svsc- IP</p>	<p>Chris consistently lives the Riverside mission through his patient care and engagement within the department. He is one leadership can lean on to help lead change or project initiatives. He is always looking for ways to increase his skills to improve patient care.</p>	
<p>Amanda Hall: RMG Internal Medicine</p>	<p>Amanda has been a stellar employee since joining the organization. She exemplifies customer service and dedication to the patients that she serves. Early in Amanda's start at Riverside there was an issue with finding her high school diploma and due to unusual circumstances she had to be let go from the organization not once but twice. Amanda, despite all of the frustrations of what was going on worked hard to obtain a GED and actually rejoined the clinic and has continued to be an amazing employee since. She even got a signed letter by everyone in the Riverside C-Suite (Kyle, Dawn, Phil, etc.) congratulating her on this achievement. She is now starting college classes with the intention of getting a healthcare administration degree so that she can one day become a great Riverside leader. She is planning on enrolling in the Riverside emerging leaders cohort so that she can continue growing her skills. Overall, Amanda has displayed tremendous courage through adversity and is taking every step to not only better herself but to also better Riverside as an organization. I have no doubt that she will continue to excel in our medical group as she continues her career.</p>	
<p>Kirt Hendrick: Mental Health Outpatient</p>	<p>Kirt consistently goes above and beyond with our clients! He is truly invested in their treatment and is creative in his education groups and interventions. His co-workers share that he is always willing to listen and help-staff and clients. He offers support without being asked and has a positive attitude. Pathways is fortunate to have him on the team!</p>	
<p>Kelly Hull: RMC Watseka Primary Care</p>	<p>I would like to nominate Kelly Hull for the Mission Possible Award. Kelly has consistently demonstrated exceptional performance in their role as a Care Associate. Their hard work, dedication, and attitude have made a significant impact on the team during the few months we were short-staffed. Kelly is also a great team player. She always goes out of their way to help others, and her positive attitude and sense of humor have made a real difference in the workplace. I believe Kelly deserves recognition for their achievements and their contribution to the team. They are a true asset to our organization, and I am</p>	


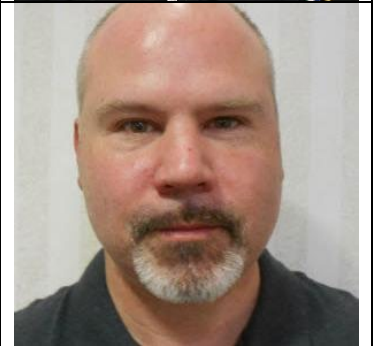

	<p>confident that they will continue to make a positive impact in their role.</p>	
<p>Robin Hull: Emergency Services</p>	<p>Robin consistently goes above and beyond to help improve the department and the care we provide to our patients. She and a co-worker recently identified a patient who was not properly cared for at home and went above and beyond to bathe and cleans the patient, as this had not happened for quite a long time for this patient. This is one example of the ways Kaitlin is an outstanding person!</p>	
<p>Michele Janota RHFC</p>	<p>Although as of recently the Riverside Health & Fitness Center management and staff have now been contracted with Power Wellness, our Riverside family members who have remained are still a part of our existing family. You can say that a few are “staples” of the fitness arm of Riverside Healthcare.</p> <p>One in particular is Michele Janota, Personal Trainer and Fitness Coordinator. Michele exhibits on a daily her passion for the fitness industry by working with individuals at a one on one level but also at any point of her work day will lend an ear on anyone with a question. However, her professionalism has no boundaries, she lends an ear whether to hear a staff question, guest complaint, offers suggestions to anyone asking for her opinion, help or guidance. Even making sure the front desk staff is relieved for proper breaks...she does it all with a smile and gracious way that Michele exudes every day.</p> <p>However, when faced with the challenges of the Covid shut down, Michele worked hard to ensure the staff will have a place of importance in the national and community crisis that faced our hometown. She not only encouraged staff to present videos for guests, but also was a crusader in keeping staff engaged as well as being the cheerleader of all things positive. Upon staff returning to what was somewhat normal; employees were faced with being short staffed, picking up any slack in the daily system as well as learning they will be faced with a leadership change and management change. Michele took on filling in where anything fell short and did it with intent to show how to come together. She encouraged staff to “hang in” as changes were being made and held them together as staff navigated new rules, new leaders and the daily changes by the rules of Covid restrictions and its effects on the fitness industry at that time.</p> <p>Always a smile on her face, goodness in her heart and empathy when needed, Michele not only rose to the occasion but surpassed her duties and lead by example thru a very difficult time personally and professionally. She has never wavered in her focus being, “we are in this together” and “how can I help”. Her constant positive attitude is contagious and she truly helped steer the ship through some very contentious waters, all</p>	

	<p>with calm in her voice, a pleasant smile and good realistic expectations.</p> <p>I feel it was Michele that helped to hold that staff together and get them to the other side of their most recent changes. Without her steady, calm demeanor and her love of the fitness industry as well as people in general, I'm not sure we would have the same staple family members that are there today.</p>	
<p>DR. Jordan Allen: GME</p>	<p>Dr. Jordan Allen was noted for being very empathetic, intelligent and a kind individual. A fellow peer said "He is a wonderful mentor and an excellent psychiatrist." Another trainee shared that "he is a patient advocate and gentle in word and deed."</p>	
<p>Rene McCue Bourbonnais OP Center Radiology</p>	<p>Renee has been with Riverside for over 10 years. She is consistent in going above and beyond what is expected of her. She is the main staff member that goes to service our off-site places like VA and draws blood. She starts at 5:00 am at the sites and let me say her patients are ready and waiting for her. She has built such a repour with many of them. She sometimes will receive cookies or flowers from her patients. Renee takes the time to listen to them and give one on one service with such wonderful patient care and compassion. In the office setting, Renee is looked upon as an example to strive for from fellow peers. She takes the time to help with training others. She is flexible and helps out the team in many ways. She cultivates a positive working environment. Renee is one of Riverside's shining employees that makes Riverside such a pleasant experience and I would like her to know just how important and respected she is.</p>	
<p>Christina McKee: MC-Assisted Living</p>	<p>I always see Christina with a smile on her face. She looks like she never has a bad day and if she does, she doesn't show it. She is wonderful with her coworkers and the residents. She, furthermore, is always willing to help out no matter how busy she is. She truly is an asset to the Bourbonnais Grove team. I enjoy working with her.</p>	

<p>Danielle Moser Medicare Unit</p>	<p>Danielle goes above and beyond every day. Most recently she cared for double her regular assignment, making sure every resident received quality care.</p>	
<p>Tammy Mylcraine: Labor & Delivery</p>	<p>Tammy stops and takes the time to give each and every patient of hers that individualized touch. Tammy makes the personal connection and her patients remember her by name. I've often seen Tammy sitting next to her patients have real, genuine conversations. Tammy also takes care of her teammates by splitting shifts with them, coming in extra and "always" baking goodies for them...just in case its a busy day in L/D. Tammy is cross-trained, she is a nursing instructor, and loves what she does...and it shows!</p>	
<p>Zakk Billadeau ITS</p>	<p>Zakk is always willing to jump in and help accomplish tasks that come up in Information Security. He never backs down from a challenge and is always looking for ways to better the organization. Zakk is also the first one to help after hours when situations arise that need immediate attention. He recently volunteered to learn new technology to expand his skills and to take a department internship and let him shadow for multiple days to learn what we do in Information Security.</p>	
<p>Linda Nordmeyer: Obstetrics</p>	<p>Linda is the Unit Secretary on the Obstetrics unit. Linda treats all who come in contact with her in a professional manner and with kindness & respect. Her peers "love her." She is a quick study and masters duties as assigned graciously. Linda acts as a preceptor for newer hires and does her job flawlessly. Registration, charges, birth certificates, paternity paperwork and learning quality data collection are only a few of the things that Linda is responsible for. We truly appreciate Linda's commitment to our unit and the excellent job that she does!</p>	
<p>Corey Norton: Behavioral Health Intake</p>	<p>Corey stepped in to provide interim leadership support to the Central Intake Department (CID) for several months. He willingly accepted 24/7 responsibility for this department, in addition to his Utilization Review duties. We are grateful for his leadership during this time of transition! Corey continues to pick up shifts in CID to help the team and our patients and he remains a valuable resource due to his knowledge of all things CID. Corey is committed to his professional growth and development - he is currently working on his dissertation for his PhD. Additionally, Corey has maintained a collaborative relationship between Riverside and Project Headspace and Timing to promote quality, non-judgmental, and sensitive services to all Veterans experiencing a mental health crisis. One night, Corey came in after-hours to help a fellow veteran in the Emergency Department and stayed with the patient until he could be safely transferred up to the inpatient unit. This is just one example of the kind of person Corey is - he supports others and the team consistently. Corey is humble and does not seek out recognition opportunities, yet he absolutely deserves to be recognized for all his contributions. Thank you, Corey, for making our Mission Possible!</p>	

<p>Nicole Potts Diabetes Rehab</p>	<p>Nicole is the diabetes educator who trained me. I've spent months asking her questions and always being responded to with kindness. Without her my transition to Riverside would have been bleak and frightening. The world needs lights, and having a coworker who always chooses to be helpful and kind exemplifies what it means to have the spirit of a healthcare worker.</p>	
<p>Brittany Champney Dietitian</p>	<p>I nominated Brittany because she takes the initiative to handle issues proactively when they arise. She consistently provides excellent customer service to all of her patients and families and works with them to ascertain the best plan of nutrition care. In the past, she has handled complicated cases in pediatric patients with multiple food allergies to help provide the safest meals and food possible. She never hesitates to step up when I am not here and without me even asking and send malnutrition patients to the CDI specialists and make sure my other paperwork items are turned in appropriately. She has played an integral role in the facilitation of our dietetic interns and their learning by precepting them and never hesitates to help when needed with this. When interacting with physicians and nurses, she is able to communicate the care plan of her patients in a positive way and does not hesitate when asked questions during medical rounds or when rounding with patients/families. She took the initiative to develop the pediatric MH nutrition classes so the children and adolescents there could learn about nutrition.</p>	
<p>Erica Cordes Mental Health Unit</p>	<p>Erica started with Riverside approximately 1 year ago as a new grad. Erica was an eager and willing new nurse. To date, Erica has been a part of starting to precept other new grads, able to function correctly and appropriately as a charge nurse. When Erica is here, I know our sometimes difficult patient population is in great hands. Most recently, we had a very aggressive and unpredictable patient admitted to our unit. The patient was not from this area and was very sick. So sick that we were unable to obtain much of any information from him. Erica was kind, patient, and gentle with this patient. Erica showed a compassion that was unseen by any other member of the staff and developed a rapport with that patient that not many other staff could attain. The patient ended up getting a long-acting injectable with us. Many of the staff, including myself, were nervous to even approach the idea with the patient, as he had been verbally and physically aggressive. Erica took her time, educated the patient, and just continued to encourage and provide the mental and emotional support he needed, which ended up resulting in the patient taking the injection without issue. The patient ended up discharging after a month-long stay in MHU. It appeared as if he did not want to leave us. At one point, I walked into the room to say goodbye to the patient, and Erica was sitting with him slowly and</p>	

	<p>patiently, going over his discharge paperwork and making sure he understood everything she was saying to him. Erica is the reason we can make our mission possible.</p>	
<p>Denise Coyne Dietary</p>	<p>Denise has good attendance. She has crossed trained in the BOH and is now in the FOH. She does a great job serving customers on the register and serving at the deli. She is quick and completes her tasks in a timely fashion. She keeps busy and takes the initiative to manage her time efficiently.</p>	
<p>Davis Emerson Dietary</p>	<p>Emerson has great customer service skills and customers love him. He maintains good report with co-workers and has good attendance. He is reliable and dependable and will pick up shifts when needed.</p>	
<p>Andrew Devries ITS</p>	<p>Andrew is a dedicated professional who stays with a problem or issue until fully resolved and providing detailed documentation so that others in the future can take over support of the area and to provide the necessary information in the event the problem or issue occurs again, setting up for a quicker resolution in order to get the end users back to their productive work. We recently had an issue with one particular radiologist's workstation and the working of their speechmike for their dictating work. The issue went on for days frustrating the radiologist. The work to resolve was assigned to a new technician who was struggling with resolving, but Andrew stepped back in, lining up the vendor support plus other ITS employee support and all stayed with it until full resolution and a very satisfied radiologist. Andrew then took the time to completely document all the work that was involved in the resolution and shared with the whole team. He also provided some lessons learned to improve upon the process to investigate and resolve such issues. Andrew could have easily moved on to a new role and let the new technician struggle, but instead took it upon himself to precept the learning of his approach to problem resolution so that others could take those learnings and apply in the future.</p>	
<p>Sally Dwyer Corporate Health</p>	<p>Sally is a breath of fresh air. She is so kind and patient, always willing to pitch in and lend a hand. She never calls off, and she demonstrates what a role model should be. Willing to learn and try new things. She takes it upon herself to clean/organize, label</p>	

	<p>things to make things easier for her team to find and identify. Sally is fluent in Spanish and took the required class at Riverside to be a translator. This was a huge asset to us, because WFH has numerous clients that employees only speak Spanish. We had a particular client that needed us to perform drug screens on 45 of the employees, that only spoke Spanish. Sally said, "I will go". She went to the company and performed all the drug screens for those employees. Sally volunteers to go to the Hospital to perform Fit Tests for Riverside employees. The other day while working alone, Sally performed 44 Fit Tests. Sally is also attending nursing school. This is a very difficult task with working full-time, planning a wedding, and recently getting married. You will never hear her complain about anything. When someone calls off, she will jump in and fill their role without even being asked to do this. She wears many hats here at WorkForce Health and is invaluable to our Team.</p>	
<p>Pamela Fetherling Dietary</p>	<p>Pam takes pride in her cooking for the patients and retail area. She takes the initiative to help where needed. She has good relationships with all co-workers and hospital staff. She gets her job duties completed in a timely manner. She does specials in the cafe.</p>	
<p>Michael Fewkes ITS</p>	<p>Mike is my top technician and is always willing to help with whatever the shop needs. I saw that May's standard was AIDET, and he's always communicative to patients whenever he needs to enter a room, and also regularly gets patients to care from nurses whenever he's in rooms getting equipment and is asked.</p>	
<p>Kathy Hendrix Dietary</p>	<p>Kathy has longevity with RMC of 25 years. She shows dedication to her job and the patients she serves. She is a supervisor but will fill in other areas if needed. She has no attendance issues and will pick up shifts if needed. She has great employee relationships and is respected by the staff she supervises. She will train new catering associates to make sure they are being trained properly. She is always in a positive mood and is an asset to our department.</p>	

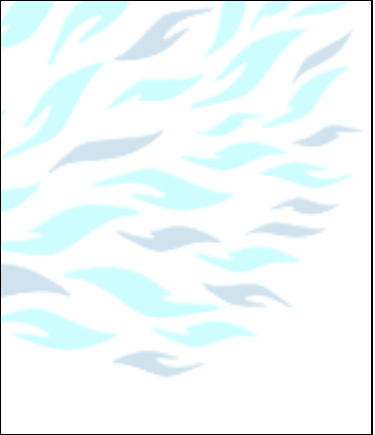
Newton Hood
Dietary

Newton has excellent customer service skills when he is doing specials in the cafe to promote sales. He comes up with his own meals and executes them on his own. He makes special desserts as time allows. He has perfect attendance and will come in if there are call-offs. He gets along with all staff and co-workers. Newton takes pride in his cooking and produces excellent products.



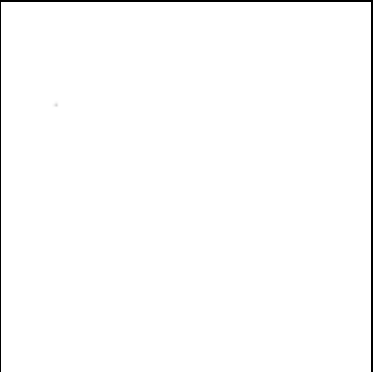
Kelly Hull:
Watseka
Primary Care

Kelly is an outstanding employee and makes a positive impact on our team. She is a hard worker who steps up and helps where and when it's needed without hesitation and always has a positive attitude. Watseka has been short staffed and Kelly has worked overtime and has helped check in our immediate care patients to keep the clinic open and operating.



Shannon
Engelman
SLC- ADMIN





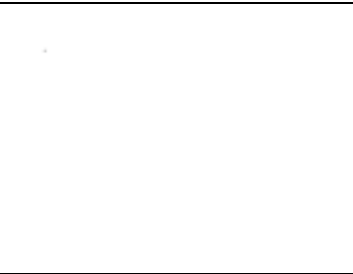

Shannon is the best person around to have. She knows the ins and outs of this building, the residents, and every department. We could not complete our task or our jobs without her assistance on a daily basis. The resident adore her and her personality. She truly can light up the room. If something comes her way that she is not sure about, she still makes it a priority to find a solution or an answer. She recently gained the title of Business Office Manager, but she is beyond that. We truly appreciate all the hard work and dedication you give to us in every department and to the residents. We could not do it without you. Thank you!








Michelle
Mahlum
Dietary




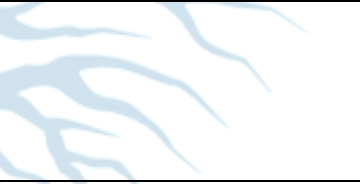

Michelle is cross trained and knows various cook positions and utility positions so she can help fill in various positions. She is helpful to other staff without being asked. She completes her job duties in a timely manner.



<p>David Meissen Dietary</p>	<p>Dave has longevity with RMC of 35+ years. He has been a supervisor here in our department but will also fill in as a cook, a utility worker, even the storeroom when needed. He helps to train and makes sure all duties are completed before leaving. He has good report with all staff and takes initiative to make sure areas are clean at all times. He gives helpful feedback where needed.</p>	
<p>Michelle Meyers Rehab- IP</p>	<p>Michelle has taken a lead role in the department recently, as it has been without a manager. She has taken on additional responsibilities over the last few months to ensure the forward progress of the department</p>	
<p>Julie Oliver: Emergency Service</p>	<p>Julie consistently goes above and beyond in her role to assist her bedside peers. She is extremely knowledgeable in her role.</p>	
<p>Spencer Olson: Rehabilitation SVCS-IP</p>	<p>Spencer consistently pursues the Riverside mission through his patient care and his overall engagement within the department. With the absence of a department manager, Spencer has been a solid contributor to some key tasks to keep the department moving forward. He also assists in overseeing our tech operations.</p>	
<p>Jamie Paez Bourbonnais Primary Care</p>	<p>Jamie is an expert nurse clinician who adds her knowledge and insights to every task she manages in our office. Jamie is known, by every provider, as a thorough and clinically accurate nurse. She is seen as the 'go to' for practical and technical concerns. She triages and manages tasks-often, multitasking many complex situations each day. She is a calm and pleasant personality no matter what is going on. She makes the tasks of the providers easier with her strong clinical expertise!!</p>	
<p>Melissa Parks: MC-Assisted Living</p>	<p>Melissa is a great CNA. She is respectful and kind to her residents and coworkers. Great resource person. She is also the Master trainer for minimal -lift training. Awesome team player!</p>	
<p>Amber Pesavento:</p>		

Emergency Service	I would like to nominate Amber for June's standard of the month (Be the Sunshine). Amber consistently has a positive attitude. When there is a difficult situation she puts a positive spin on it. She is open to other points of view and accepting of all. Amber shows kindness to every patient and every coworker. She brightens the day for everyone. Amber's positive attitude is one to be commended. We all could learn a little from her outlook on life. We are very thankful that Amber is a part of our team!	
Anahi Ramirez Bourbonnais Primary Care	Anahi is a valuable member of the team. She is autonomous and a very quick learner. She anticipates needs and is efficient in completing her work. She is thorough and offers to help others without complaints. She is willing to go outside her comfort zone to assist with providers and peers. She is pleasant and friendly to patients/families and staff/peers. Anahi is bilingual and is willing to assist if necessary with my Spanish-speaking patients, making them so comfortable. Anahi is also returning to school to work on a nursing degree. She is a joy to work with and she increases our quality and efficiency with her hard work.	
Kaitlin Reddington: Emergency Service	Kaitlin consistently goes above and beyond to help improve the department and the care we provide to our patients. Her and a co-worker recently identified a patient who was not properly care for at home and went above and beyond to bath and clean the patient as this had not happened for quite a long time for this patient. This is example of the ways Kaitlin is an outstanding person!	
Kassie Rock: Respiratory	Kassie goes above and beyond to help management and coworkers. Recently on 6/16 Kassie was in charge and the wifi was not working. Kassie took charge and made sure to use the disaster radio to inform all departments to contact respiratory through the radio with any urgent matters. Kassie is always willing to step up and remains calm and rational during emergencies. She is kind and shows constant compassion to all of her patients and coworkers.	
Scott Ruff ITS	Scott is an extremely important part of not only the Systems Team, but the department and Riverside has a whole. He goes the extra mile, and never takes a shortcut. He is a great team member, who is willing to help out in whatever way possible. He makes others around him better by asking tough questions and making great suggestions. I admire Scott for the way he goes above and beyond to help other departments in whatever way he can. He understands that we are all on the same team, and that team is Riverside.	
Karen Santos Dietary	Karen is reliable and dependable. She has no attendance issues. She takes initiative to come up with specials in the cafe to promote sales and avoids food waste. She will help anywhere needed and will pick up shifts when asked. She is a fast paced efficient worker on cash and in the deli.	

<p>Jacob Schafer: CHC Admin</p>	<p>Jacob is one of RMG's biggest assets. He is willing to go to any clinic in need at any time of day. He has a great rapport with all the clinics that he frequents and is constantly being requested by many supervisors due to his great work ethic and attitude. Jacob takes on any challenge he's presented with. He's currently a member of the Emerging Leaders cohort this year. Jacob's most recent accomplishment was putting out a fire at the Orthopedic clinic in Bourbonnais!</p>	
<p>Kimberly Shepard Dietary</p>	<p>Kim maintains a positive and friendly demeanor at all times. She has good customer service skills when running cash and at the deli. She completes her job duties in a timely manner and produces good product for patients and cafeteria. She will help people complete tasks when needed. She has good report with other co-workers and hospital staff.</p>	
<p>Denise Smyly SLC- Assisted Living</p>	<p>Denise is our team lead at Assisted Living. She leads by example. No matter what the day may throw at her, she takes everything head-on with a positive attitude. She is a GREAT team player and always willing to help out other teammates. She also gets to know every resident individually to help provide better care for them. Denise consistently goes above and beyond for all those around her. She truly makes a difference in everyone's day. She is a great asset to our team and we are beyond lucky to have such a great team member.</p>	
<p>Mackenzie Stahlschmidt: Emergency Service</p>	<p>On 6/23 the ED received nine patients from a minor bus accident. Mackenzie worked with the Physician's Assistant to care for the patients. She was positive, creative, and caring. As a newer nurse in the ED, Mackenzie is willing to try new things and step out of her comfort zone. We are grateful that she's here with us!</p>	
<p>Aiden Stinger Dietary</p>	<p>Aidan is a reliable and dependable employee. He finishes all his tasks in a timely manner. He gets along well with all other co-workers and fits right in. He will help where needed if asked.</p>	

<p>Antionette Thomas Dietary</p>	<p>Antionette is a reliable and hard worker. She has crossed trained in the cafe and knows all the work stations. She comes up with and executes specials in the cafeteria to increase sales. She has good report with all her co-workers and gets along well with all hospital staff. She is a great team player and will help wherever needed.</p>	
<p>Jennifer Triner Volunteer Services</p>	<p>Jen is the epitome of a remarkable employee/coworker. She is always friendly and a pleasure to work with. She is so good with patients and will go above and beyond in every situation. No task is too big for Jen and she comes to work everyday ready to take on the world! An example of Jen's exceptional customer service, she helped a husband and wife that were coming in for a test. As she helped them, she soon found out that they would be coming in often for doctor visits and more tests. She spent time with them explaining exactly where they would be checking in for each of their different tests. She also pointed out the valet parking and the benefits of using that service. She put them at ease and made them comfortable for the rest of their visits. They were very thankful and appreciative. Another example, Jen helps a lady that comes on the bus for regular appointments. Jen will see her get off the bus and have a wheelchair ready as soon as she comes to the door and takes her to her appointment.</p>	
<p>Holly Upton SLC-Assisted Living</p>	<p>Holly has worked with us for quite some time. She primarily works in our Memory Care Community. It truly takes a special person to work with residents that have Alzheimer's disease or some form of dementia and she does it with grace. She gets to know all the residents down their individually. She knows what works for them and what triggers them. She treats them like her own family and we couldn't ask for anything more. She goes above and beyond for the resident especially during Christmas time. She consistently helps the entire team out by picking up extra shifts, coming in early, or staying over late to ensure that all of our residents have the best care. We truly are lucky to have her on our team. We appreciate all the hard work and dedication she gives to our Memory Care Residents.</p>	
<p>Paula Webb: Gift Shop</p>	<p>On 6/23 the ED received nine patients from a minor bus accident. Mackenzie worked with the Physician's Assistant to care for the patients. She was positive, creative, and caring. As a newer nurse in the ED, Mackenzie is willing to try new things and step out of her comfort zone. We are grateful that she's here with us!</p>	
<p>Katrina Whitten Mental Health Specialty Unit</p>	<p>Katrina communicates with her peers and patients in a respectful manner. She easily adapts and copes with all unexpected situations. Katrina not only works additional shifts on Specialty, she also works additional shifts on Senior Behavioral Health to ensure safety of the patients.</p>	

Renee Williams:
Rheumatology

Renee goes above and beyond each and every day! She joined Rheumatology just under 2 years ago and I can't imagine the department without her. Rheumatology and AIC share the same front office and waiting room. She consistently helps out AIC staff and patients. She often stays over to help put AIC supplies away and even comes back and helps us turnover rooms. She greets every patient with kindness and puts a smile on our faces. I worked with Renee very early in my Riverside career and feel blessed to be working side by side with her again.



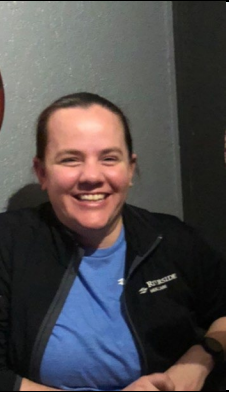
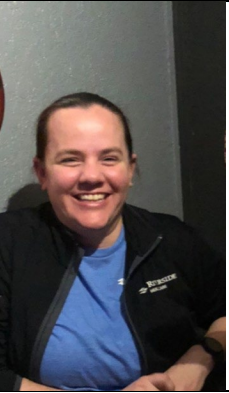
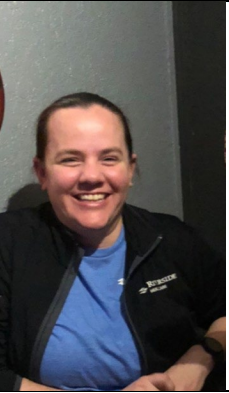




Brendan Wood
ITS

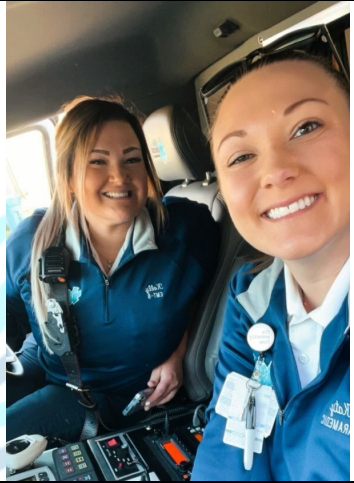

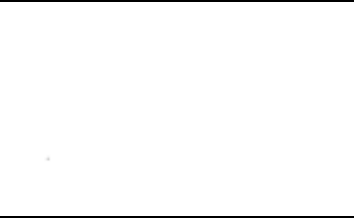



I have chosen Brendan Wood as my Mission Impossible Candidate. Exceptional IT worker, truly deserves the prestigious Mission Impossible Candidate award for his outstanding dedication, innovation, and willingness to take on extraordinary challenges. Brendan consistently goes above and beyond his regular duties, exceeding expectations and achieving remarkable results. As an IT specialist, Brendan not only fulfills his core responsibilities of managing and maintaining the company's Telecommunications infrastructure but also actively seeks opportunities to improve efficiency and security. He consistently demonstrates a keen eye for identifying potential vulnerabilities and devises ingenious solutions to address them. Brendan's passion for his work drives him to stay up-to-date with the latest technological advancements, allowing him to implement cutting-edge solutions that significantly enhance the organization's IT capabilities. What sets Brendan apart is his readiness to take on tasks that extend beyond his usual scope of work. He willingly embraces difficult challenges and consistently delivers exceptional results. Whether it's leading a complex system upgrade, assisting other departments with their IT needs, or taking charge of critical projects with tight deadlines, Brendan tackles every assignment with unwavering determination and a can-do attitude. Furthermore, Brendan's strong problem-solving skills and ability to think outside the box have saved the company from potential crises on multiple occasions. His innovative ideas and resourcefulness have been instrumental in streamlining processes, reducing costs, and enhancing productivity across the organization. In recognition of Brendan Wood's extraordinary dedication, commitment, and exceptional performance, he is undoubtedly a deserving candidate for the Mission Impossible Candidate award. His unwavering work ethic, innovative mindset, and willingness to go beyond his normal responsibilities make him a true asset to the IT team and an inspiration to his colleagues.



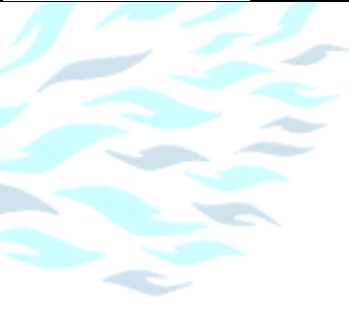
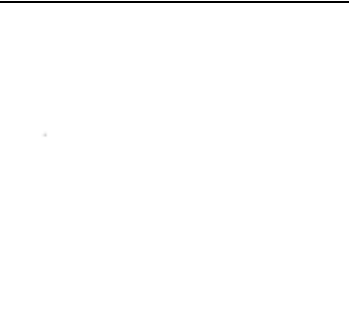



Dr. Seerat Hassan: GME

Dr. Seerat Hassan is noted by his peers as being "consistently available for help whether during work hours or not." Another trainee noted that he has "been a great aid in terms of moral support especially when I was having a hard time during call nights or busy work hours during the day." He was recognized for being "calm, cool,

	collected and intelligent” says another trainee. He does an awesome job!	
Dr. Chase Hiller: GME	<p>Dr. Chase Hiller is noted for being kind, intelligent and providing invaluable mentorship. He is very dedicated and passionate about teaching fellow residents and students. His peers noted that “he is a role model in exhibiting professionalism in the workplace, is a good team player, and a great provider for his patients.”</p>	
Amy Johnson: Interventional Suites	<p>Amy has been a dedicated long-standing employee at Riverside. She is always willing to grow personally and within the department. Amy shares her wealth of knowledge by precepting new employees. Amy is someone we can always rely on with her strong work ethic. Amy's leadership skills do not go unnoticed within the department. With Amy's vast knowledge, she continues to grow with Riverside's Mission and Standards</p>	
Amy Jurgens: PCA Kankakee	<p>Since April 2023, Amy has been our sole nurse for up to 6 providers at a time. She has fully taken over our VFC program and organized things to run as efficiently as possible, including our medication closet. When DNV came to our office, she was praised multiple times by them for her organization and willingness to improve our processes wherever possible. Amy is always willing to pitch in with whatever is needed. She is an amazing asset to the PCA Kankakee team and we are more than fortunate to have her</p>	
Amanda Kemnetz: RHBS IP	<p>Amanda is consistently assisting leadership in tasks that keep the department moving forward. In the time of no manager, Amanda stepped up to ensure the patient schedule was being completed timely and accurately. She also consistently shows up with a positive attitude which is contagious within the department.</p>	
Dr. Suleyman Khaleel: GME	<p>Dr. Suleyman Khaleel was noted for being “gentle, kind, and respectful in stressful situations.” He was noted as being “hard-working and always a pleasure to work with.” Another trainee shares that Dr. Khaleel “has been very supportive and provides good constructive feedback, which helped me improve my efficiency and credibility as a physician”</p>	

<p>Cynthia Koehn: Research</p>	<p>Cindy is a role model in treating others with kindness and doing whatever she can to help the residents and faculty members excel in their scholarly activities. She is well-educated in quality improvement and research methodologies and shares her knowledge with trainees and co-workers. She frequently states that she is here to help others be successful.</p>	
<p>Beth Lewis: Nursery</p>	<p>Beth has worked for Riverside for quite some time and makes sure that her unit is covered when staff are out by picking up extra shifts. Beth does extra when preparing for the DNV survey by making sure the nursery area is clean, straightened up, and ready to go. Beth brings concerns to light in a positive and professional manner when necessary. Beth has also been recently nominated for a DAISY award.</p>	
<p>Haley Lutes: Physical Medicine and Rehab</p>	<p>Haley has been with the PM&R team for a couple of years now and during this time, she has helped build and streamline our Prosthetic & Orthotics program to grow it to make certain it is a success! She has taken this program under her wing and works closely with our DME facilities to make certain these patients are receiving the care they need for their prosthetic needs. Haley also has proven to be a great member of the Riverside family! Not only does she volunteer to help other RMG clinics out when they are in need, but she has been picking up hours on the weekends for over a year to assist our Tele-Neurologists in completing their weekend rounding. Along with her full-time job, Haley will be going back to school in the fall to achieve her goal of becoming a Speech Therapist and, hopefully, continue her career here at Riverside once her schooling is complete!</p>	
<p>Dr. Andrew Mariano: GME</p>	<p>Dr. Andrew Mariano was noted by his peers for being dedicated, motivated, supportive of his peers, and taking on a mentorship role. It was also shared that he is a tireless worker who will always do what's best for the patient. His peers said he's an avid educator and a great role model for future cardiologists in training. Dr. Mariano was recognized as being a great academic source when a trainee had a difficult time deciphering EKGs and cardiology in general. He has provided good constructive feedback to help trainees improve, has an excellent work ethic, and is very professional, hardworking, and polite. Another trainee said he is the "most hard-working individual I've ever come across." Another trainee shared that he is "always a warm presence on the floor and seems to really care; he puts in 100% effort to the program." He is a great team player and is noted as one of the most intelligent, kind, and also a "heart-working" individual! Another one of his peers said that he is "always bringing a smile to everyone's face! His mentorship is invaluable and he definitely deserves to be recognized." He is an outstanding fellow!</p>	

<p>Kaitlyn Marks: Ambulance</p>	<p>Received a phone call from a patient praising the care that Katy and her partner provided.</p>	
<p>Ashley Meier: Patient Financial Services/Home e Health- Home Infusion</p>	<p>Ashley is a living example of July Standards "Civility in the Workplace". As a look back at Ashley's years of experience at Riverside, she wears many hats and has always gone above and beyond to help with the orientation of new billing staff. She is the lead for home health/home infusion financials. Most recently, she has onboarded our newest home health/home infusion revenue cycle staff member and third-party RCM vendor. She is a very positive person, someone everyone can count on to make sure clinicians are supported with any billing/insurance questions, and is trusted by patients with their financial needs. Ashley makes our Mission Possible here at Riverside. We are very grateful to have her!</p>	
<p>Wildeliz Moore: Tele</p>	<p>Liz goes above and beyond to make her patients feel special. She brought in a sandwich because the patient was unhappy with his meal choices. Liz is also a great team player not only picking up extra shifts to help the tele team but she also trained for the CMU and picks up shifts there. She has recently been helping out the ICU to cover vacations.</p>	
<p>Andrea Mouritzen: IRU</p>	<p>She is a great leader for the IRU department. She always has a smile on her face and is willing to step up and solve problems. Andrea is patient and kind and is an exemplary employee.</p>	
<p>Kayla Nichoalds: Watseka Dianostics</p>	<p>Kayla has been a huge asset to our department and is so deserving of this nomination and recognition. Despite the amount of work that Kayla has to do in her own department, she has helped train her new co-workers on the diagnostic front desk. Her willingness to assist others does not go unnoticed. She is quick to respond to requests for additional information from her co-workers and is thorough in ensuring all loose ends are completed.</p>	
<p>Dr. Dhaval Patel: GME</p>	<p>Dr. Dhaval Patel was noted for being an advocate for his peers, being diplomatic, and being level-headed in difficult situations. Another trainee shared that "he is gentle, kind, respectful, fun, friendly and an excellent teacher." Another peer stated, "Dr. Patel is always motivated and has a great bedside manner." He is noted for being very intelligent, and knowledgeable and providing invaluable mentorship.</p>	

<p>Amber Pesavento: ED</p>	<p>Amber always has a smile on her face and is consistently positive. She never feeds into negativity.</p>	
<p>Leonard Schaller: Biomed</p>	<p>Lenny has been a source of friendship and support for his team members this month. Some of our department are dealing with difficult personal issues and life changes, and have needed to vent to someone. Lenny has listened and offered support to these team members during these life transitions.</p>	
<p>Deondrea Shannon: Mental Health Adult</p>	<p>Dede goes above and beyond to help her patients. She exhibits quality care and makes sure all of our patient's needs are met. Dede is flexible with her hours, will come in early, stay late, and work extra to help meet the needs of the unit. Dede has won tech of the month here, which is nominated by nursing staff on our unit monthly. Dede excels when verbally de-escalating patients and never shies away from a problem or difficult patient. Dede does a wonderful job with room checks and frequently provides detail-oriented care to ensure our patients remain safe.</p>	
<p>Valerie Stoltz: CA/CT</p>	<p>Valerie transferred to the Neurology team in January 2023. In this short time, she has picked up many shifts in other clinics within RMG and as a sitter on the IP units. She also took the initiative to get trained on our tele-neurology cart and helps out numerous weekends to assist our tele-neurology providers and is always willing to adjust her schedule, whenever needed. Our physicians in Neurology have mentioned, on several occasions, how caring and compassionate Val is with our patients. She is always willing to go that extra mile to make certain our patients receive the care they deserve!</p>	
<p>Cathy Stygar: Obstetrics/Po stpartum</p>	<p>Cathy is one of our Customer Service champions. Cathy makes that personal connection with every patient that she encounters and the patients do remember Cathy and recognize her through Care Connection Cards, through Press Ganey Surveys, and through Leader Rounding. Cathy is kind, compassionate, and always has a positive attitude. Cathy is an amazing preceptor for new hires and for nursing students. Cathy has been nominated several times for a DAISY award as well.</p>	
<p>Sam Sykes: Interventional Suites</p>	<p>Sam continues to excel in the department only joining the team a year ago. Her willingness to learn and not be afraid to jump in makes her an asset to the department. Sam is not afraid to take on new challenges with her positive attitude. With her tenacity, we know she will continue to be an exemplary employee.</p>	
<p>Tony Sykes: IRU</p>	<p>Tony goes above and beyond every day he comes to work. He walks in with a smile and leaves with a smile. His coworkers love him as well as his patients. His positive attitude and smile are contagious. He gets multiple recognitions from anyone who encounters him. He is a great asset to Riverside and we are lucky to have him in IRU!</p>	

Laney Tippie: Obstetrics/Po stpartum	Laney is one of our Customer Service champions. Laney makes that personal connection with her patients and the patients do remember Laney and recognize her through Care Connection Cards, through Press Ganey Surveys, and through Leader Rounding. Laney is one of our newer RNs in the FBC and it is great to see Laney being a leader in this area. Laney cares about her unit & and the care her patients receive.	
Denise Wadley: Ambulance	Received a voice mail about Denise (as a Paramedic student) was at a car accident. Denise was riding with Riverside Ambulance as a student and is also a team member. Denise crawled in the car and provided physical and emotional care for the patient. Patient called to express her thanks to Denise.	
Danny Wainwright: ED	Danny consistently goes above and beyond in his AURS role. He serves as a mentor to his bedside peers and never hesitates to help when needed.	
Ashley Walling: Labor& Delivery	Ashley has formed wonderful relationships with her peers throughout the Family Birthing Center. Ashley assumes the charge role in Labor & Delivery and preceptor as needed. Ashley has been a DAISY nominee & is one of our Customer Service champions. Ashley makes that personal connection with her patients and the patients do remember Ashley and recognize her through Care Connection Cards, through Press Ganey Surveys and through Leader Rounding.	
Heather Williams: RG Momence	Heather has set the status in the clinic and all the patients ask for her by name. In return Heather knows all the patients that visit the office. Heather has great patient care and goes above and beyond daily in Momence. Heather is a team player and makes sure that her team has all the resources needed and is willing to led a hand to anyone that needs help. Thank you Heather for all that you do!	
Shanna Wilson: RMG Pediatrics- Bradley	During the transition from Dr. Youssef to RMG, Shanna has had a positive attitude. She is not afraid to ask questions, is always willing to learn and take on more/new responsibility. She is great with the little ones coming in.	

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