

YOU MAKE OUR


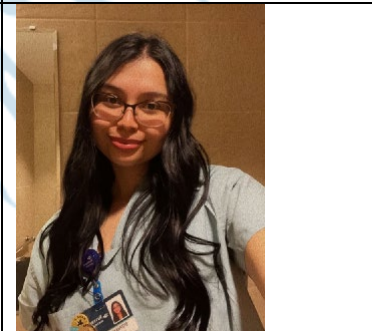
MISSION: 
POSSIBLE







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.



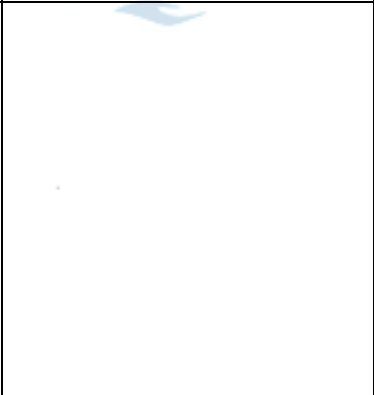

The goal of the Mission Possible Contest is to recognize our consistently best of the best providers and staff across all departments/areas in our entire health system who are role models in making our Riverside Healthcare Mission Possible. Anyone can be nominated during the Mission Impossible contest; 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.**




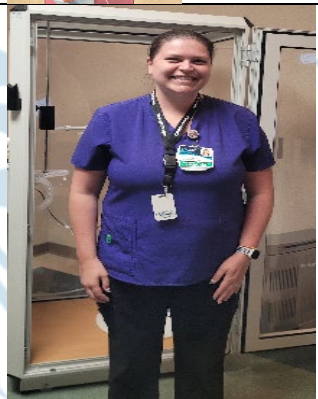
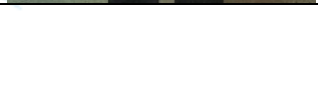
We have had several nominations come in for our Mission Possible staff here at Riverside. Their stories are described below.




Alfredo Agguire: MC-Dietary	Alfredo is a dedicated employee. No matter the challenge he make it happen. He is great with the residents and within the last few months he has taken on more duties in hopes to be dietary supervisor.	
Stephanie Alvarado: PCD	Stephanie is always positive, kind, and patient with her patients. She is a wonderful patient advocate and goes above and beyond when caring for both patients and their family members	











<p>Mary Anderson: Epic</p>	<p>Mary is one of the hardest workers that I have ever known. She strives to provide the best possible experience for her end users. Mary is always willing to help out her co-workers and brings with her a positive attitude. She is skilled at offering her expert opinion on ways to continuously improve the patient and employee experience.</p>	
<p>Barbara Anthony: MC-Dietary</p>	<p>Barb is great with the residents. She's a model employee. She's always willing to help others.</p>	
<p>Ryan Bell: Ambulance</p>	<p>Ryan is a high performer everyday. This time however, Ryan took it upon himself to head up our new electronic ambulance inventory system. This is a major undertaking and not only completing his responsibilities as a Shift Supervisor. The daily operations, and the maintenance of call the ambulances is enough to keep an individual busy. Taking on this project involved phone calls everyday for Ryan even on his days off. The system is coming on line as expected with some bumps but is moving in the right direction.</p>	
<p>Heather Benson: Radiology-Diagnostics</p>	<p>Heather shows an incredible amount of compassion, kindness and empathy to all of her patients. Heather offers her assistance to help with great team work.</p>	
<p>Jason Billings: Ambulance Services</p>	<p>Robin Stadel was working the rodeo and had a call that resulted in him needing a second set of hands. Due to high call volume Momence R1 was sitting at the junction and was moving to intercept which added to the challenge of the logistics puzzle at play. Jason Billings was on his way home and pulled over as the ambulance was going to pass, however they stopped to make the intercept. Jason realized the junction unit was heading to help and took it upon himself to assist Robin with the transport, which not only helped that crew but freed up a lot of resources during a time of high call volume. Jason was off-duty when he did this.</p>	
<p>Josie Bracken: RMG Orthopedics</p>	<p>Josie goes above and beyond each day for her fellow staff members. She shows up each day with a new positive attitude and is always looking for ways to help others. Josie takes it upon herself to organize little events for staff to participate in within the building. She is the kind of teammate that when someone is having a bad day, they go to her to brighten their day. There is not one story specifically that I could align Josie with because what may be extraordinary for many is just another normal day for Josie.</p>	


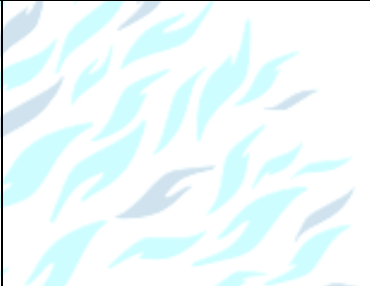
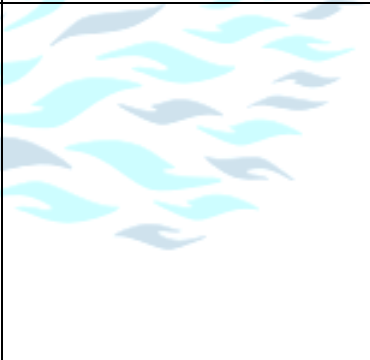
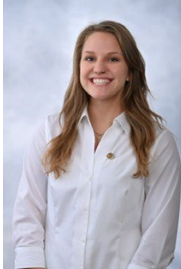



<p>Courtney Bradley: Operating Room</p>	<p>Courtney has been with the organization for over 18 years. She ensures the patients have the best experience possible. Courtney has come to us with Inpatient RN experience, which have helped identify some areas of improvement in the OR. Courtney connects with the patients by creating a personal inquiry so the patient feels comfortable with her. Courtney is an asset to the organization and it shows through her service to her patients, peers and physicians. Courtney is a TRUE patient advocate!</p>	
<p>Jennifer Bruner: 4th Rehabilitation</p>	<p>Jennifer, RN CRRN, who is often Charge RN on the Rehab unit, deserves recognition and appreciation for her unwavering commitment and loyalty to RMC throughout the years, even during challenging times. She plays a crucial role in onboarding new graduate nurses, ensuring their smooth transition into the healthcare setting. Jennifer's dedication goes beyond her regular job duties, as she willingly assists with tasks such as scheduling and balancing the night shift schedule. Her support and compassion towards her colleagues and patients are truly commendable. We are grateful to have Jennifer as part of our team, and her contributions are highly valued.</p>	
<p>Nicole Burgess: Foundations</p>	<p>Nicole is an emerging Riverside leader and outstanding employee with excellent customer service, relationship building and problem-solving abilities. She is the steady hand in the foundation managing Riverside's events, corporate communications and annual giving. She is creative. She launched a new Cooking Event in May and created Countdown for a Cause last fall which supports patient-centered needs. She enjoys volunteering and is involved with the Kankakee County Chamber's Ambassadors, Kankakee Area Kiwanis Club, Riverside's Animal Ambassador's and Bradley Bourbonnais Community High School's Foundation. Nicole is leading a team of volunteers building Riverside's next big party: Heart Ball 2024.</p>	
<p>Tyler Burgess: 4th Rehabilitation</p>	<p>Tyler, RN, who works on ARU, deserves sincere appreciation for his exceptional contributions. He consistently demonstrates a willingness to accept assignments across the continuum of care, showcasing his versatility and dedication. Tyler's assistance with onboarding new graduate nurses has been invaluable, providing guidance and support during their transition. Even in challenging situations, he maintains a positive attitude, serving as a source of inspiration for his colleagues. Tyler's warm and supportive nature fosters a sense of camaraderie among his coworkers, creating a positive work environment. His compassion towards his patients is evident in his interactions, ensuring their needs are met to the best of his ability. During his shifts, Tyler diligently addresses all concerns, prioritizing patient and employee safety. He is proactive in escalating issues when necessary, further emphasizing his commitment to maintaining a secure environment. Tyler's efforts contribute to building a culture that promotes both team and</p>	


	organizational success. His dedication and contributions are deeply appreciated!	
Ann Christian: Neurosurgery Consultants.	Ann is our Surgery Scheduler and our main contact for our patients for all things related to their Pre-op. When providing pre-op instructions to our patients, she is very thorough, and informational, and always makes herself available for every question our patients have prior to surgery. She is companionate, knowledgeable, dependable, and an overall great resource for our patients and our staff! Ann makes our patient's surgery experience as easy as possible! We could not run as smoothly as we do without Ann!	
Gina Campione: Dietary	Gina is one of our new hires and takes pride in her job. She is so great with the patients and makes sure they have everything they need. She takes initiative to help in the department and others without being asked. She loves her job taking care of patients and always has a positive attitude when she is at work.	
Cassie Carroll: Radiation Therapy Center	Cassie goes above and beyond ALWAYS. The patients love her and seek her out daily. She makes an effort to give each one kindness and attention, no matter how busy she is. She's the same way with fellow employees. She's always willing to do anything that needs to be done and with a smile on her face. Riverside is truly blessed to have her as an employee!	
Nicole Cote Bourbonnais Primary Care	Nicole is the heart of our front desk! She is consistent in her messages to patients and practices service recovery whenever necessary before escalating to her leader. Nicole has been called on to train not only our new front staff but also several staff from other areas. When looking for a nominee that is the definition of consistent in the monthly areas of focus (service recovery, kindness, AIDET and oneRiverside mentality), I think of Nicole! She practices each one of these on a regular basis and helps coach and train others through difficult situations to use these tools as well.	







<p>Mary Dau: Care Coordination</p>	<p>We are nominating Mary Dau for the Mission Possible program! Mary is very patient and kind to her coworkers and patients/visitors. She talks to and treats the patients and visitors like they are her family! She is always willing to stay and help out when a coworker needs coverage due to their school schedules. No matter how difficult the day is going, Mary remains calm, kind, and friendly. We appreciate her and her hard work and dedication to our team, patients and visitors! Thank you Mary!</p>	
<p>Elizabeth Daverin: Rehab SVCS-OP</p>	<p>I am nominating Beth for the Mission Possible award for her performance and how she represents Riverside every day at work. Beth is one of those people that seems to check all the boxes. She comes to work every day ready to serve her patients in a professional manner. However, she also understands how to be fun and engaging with her clients to make their visit an overall effective and enjoyable experience. Beth served the community by assisting the food pantry and presenting with OSC academy on wellness. Recently she received training to help further grow our pelvic health program. Beth is highly respected among her peers. I look to her as an example of what we want to see in our therapists at Riverside. Beth previously was a teacher which allows her to bring a grounded thought process and years of life experience (this does not mean she is old!!!). Thank you Beth for everything you do and represent in our department.</p>	
<p>Brittany Denny: SPL</p>	<p>Brittany has over 9 years of experience as a nurse here at Riverside. She brought with her ICU critical care thinking. Brittany is the most punctual person in SPL; she is always here early to get her day set up. Brittany promotes a cohesive work environment and accepts new process changes. Brittany is an asset to our SPL team.</p>	
<p>Alicia Donnersberger: Respiratory Care</p>	<p>Alicia has gone above and beyond when it comes to the pulmonary function labs. She has trained multiple therapists and is an excellent resource for PFT information. She has helped me obtain information regarding new PFT equipment and practices within the PFT scope. She takes the time to thoroughly explain procedures to her patients which keeps them coming back to her location. Alicia is an excellent role model to all new staff.</p>	
<p>Mallory Decker: RMG Women & Children</p>	<p>She is always so positive. She has great patient satisfaction. She always completes her work and helps others out. She goes above and beyond to make each and every day the best.</p>	


Andrew Eckert: Security	<p>Andrew was quick to adapt to the team leadership position and has even switched his schedule around to train new team members!</p>	
Kyle Ehrich: Frankfort Diagnostic	<p>Kyle takes pride and ownership of her responsibilities ensuring that patients have a positive experience when they come in for their care. She comes into work each day with a positive attitude and willingness to serve our patients with compassion and respect. Kyle is consistently recognized by patients and staff for her hard work and quality care. She shows kindness to every individual that she interacts with. Kyle is what makes our mission possible!</p>	
Vince Ellis: Housekeeping	<p>Vince effortlessly sustains the mission statement of Riverside Healthcare on a daily basis. Whether it is a patient, customer, or co-worker, Vince never misses an opportunity to help others throughout his day. The work he completes is nothing short of excellence no matter the task at hand. He goes above and beyond to make sure the job gets done. He is extremely detailed-oriented in his work and you can see his touch throughout the RHC organization.</p>	
Randy Fisher: Patient Accounts	<p>Randy Fisher has an incredible mind and can pick up on any issues that arise in billing very quickly. In our line of work, we have to be able to pay attention to detail and be sure that everything is correct before billing. Randy is able to do this and even goes the extra mile to keep track of the issues for me organized for quick resolution. He does this day in and day out that I could think of multiple specific times.</p>	
Jessica Flowers: GME	<p>Jessica Flowers has an eye for detail and role models service excellence. She has been dedicated to her role for over 8 years and is instrumental in ensuring the clinical student program runs smoothly. Jessica tries to accommodate every student possible, often reaching out to recruit faculty members, which has contributed to many positive student experiences. She also has great rapport with the many students, faculty and medical schools she works with. Jessica has great time management skills, is always kind and steps in to assist anyone with projects. Jessica is a clear asset to the department and continuously makes our 'mission possible'.</p>	
Timothy Foster: Food and Nutrition	<p>Tim works in various areas of the department which is a huge help in scheduling. He wanted to learn various roles so he could help where needed. He takes the initiative to help others and gets along with co-workers and other hospital staff.</p>	


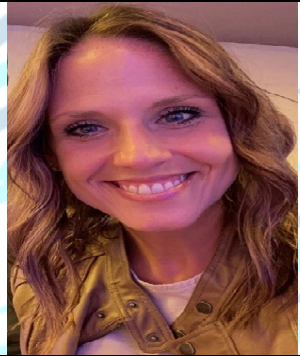
<p>Jennifer Freis Patient Accounts</p>	<p>Jennifer Freis is an employee who has exceeded all expectations of someone in her role. She within the last year has proved herself to the extent that she has been brought up to a tier. 2. She is very thorough with her work and can pull out any trends, then within identifying them she is quick to report it. She is over provider issues with the Medicaid replacement plans and her fight for every dollar shows in her work.</p>	
<p>Jenne Gabehart: Breast Center</p>	<p>Jenne holds many responsibilities within the Breast Imaging department and is always willing to take on more as needed. She brings examples of process improvements. She supports team members in other departments. She is quick to learn new tasks and can troubleshoot and multitask under the daily mental stress in the department.</p>	
<p>Irene Garza: RMG Women & Children</p>	<p>Irene is always a team player. Irene goes above and beyond for her team members and patients. When there is an issue Irene is one the individuals that us at Women's Health go to and rely on. Irene has been involved in training for employees at Women's Health and we do not know what we would do without her!</p>	
<p>Brittany Gibson: PFS</p>	<p>Brittany is a great asset to the organization. She is the go-to person when problems need solving. She communicates ideas and opinions. Her customer service to patients and coworkers is always impeccable. Brittany is a very humble and down-to-earth person</p>	
<p>Diego Gonzalez: Rehab Services</p>	<p>Diego is an asset and has positive energy in the clinic. He is willing to help out his teammates regularly, whether to shuffle his schedule, take on another patient, or assist a colleague with a transfer. He has extended his hours to come in early or stay late for months to help the patients receive access to care.</p>	
<p>Jackie Granger: PACU</p>	<p>Jackie always provides fantastic care to her patients! She is also incredibly helpful to her coworkers and other staff throughout the organization.</p>	
<p>Jordan Granger: Radiology CT</p>		
<p>Kiara Gray: Food and Nutrition</p>	<p>Kiara always goes above and beyond for the patients. She provides excellent patient care and helps them get set up to eat. She gets along with all hospital staff. Kiara takes initiative to help others when she is caught up on her job duties. She is used as a trainer due to her positive job performance.</p>	
<p>Megan Grise: Respiratory Care</p>	<p>Megan volunteered to cover my length of stay meeting while I was on vacation. She is always willing to help and has adjusted her day shift schedule numerous times to help out the night shift when they are short. Megan is always willing to help me and her co-workers.</p>	


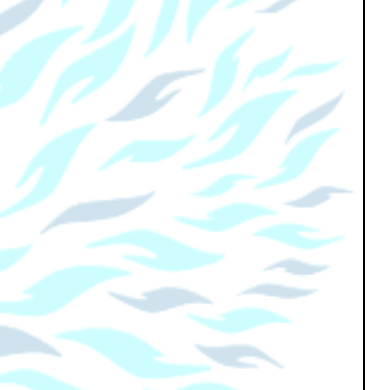



<p>Reed Heldt: Security</p>	<p>Reed always displays excellent customer service to patients and visitors alike. Even under difficult circumstances!</p>	
<p>Lindsay Hetfleisch: 4th Rehab</p>	<p>Lindsay, our Rehab Unit Secretary, is someone we greatly admire! She remains flexible and has a great work ethic! She jumps in whenever necessary to help out the unit and is always looking for ways to improve ARU whether its looking for documents to update to improve efficiency or providing solutions to difficult situations! Her compassion towards not only the patients but also to her fellow coworkers is unmatched. I enjoy working beside Lindsay and think she is a wonderful member of the rehab FAMILY!</p>	
<p>Laura Hogan: Employee Wellness</p>	<p>Laura goes above and beyond to support the organization. She provides mental health support, leadership development, and friendly rounding with her dog, Sailor. Laura identified an opportunity to include an Animal Ambassador as a therapeutic measure to the Well In Mind program. Laura took the initiative to have her own dog Sailor certified. She did this on her own time, and has been gracious in letting all of RHC enjoy visits from Sailor. Additionally, Laura consistently demonstrates, empathy, compassion, and exceptional customer service in her role as a Well In Mind Counselor. We are so lucky to have her! (and Sailor :))</p>	
<p>Paige Hogeveen: Emergency Services</p>	<p>Paige is newer to our department but has already made an impact. She is an active learner and is kind to all. She remains positive in difficult situations. Paige reaches out for even minor education to improve her performance. She is always driving to be her best. We love having Paige as a part of our team.</p>	
<p>Erika Howisen: 4th Rehab</p>	<p>Erika, RN, is a shining example of compassion and care in the nursing profession. Her genuine concern for patients goes beyond the call of duty. In a remarkable act of kindness, she once purchased clothes for a patient who was without. Erika's empathy and understanding make her a true advocate for both her team and her patients. As an onboarding new grad RN, she actively supports and advocates for her fellow nurses, ensuring they have the resources and support they need to provide exceptional care. Erika's dedication to her profession and her unwavering commitment to the well-being of her patients make her an invaluable asset to our healthcare team.</p>	
<p>Jamisha Jones: Radiology-Diagnostics</p>	<p>Jamisha shows an incredible amount of compassion, kindness and empathy to all of her patients. Jamisha offers her assistance to help with great team work.</p>	
<p>Kandyce Jones: NH Dietary</p>	<p>Kandyce is always looking at how she can improve and make her food the best possible for the residents. She embraces change when necessary and always asks how she can be better.</p>	








<p>Heather Johnson: GME</p>	<p>Heather Johnson has been dedicated to Riverside for over 20 years and brings a wealth of knowledge to our department. She has great rapport with the IM Program Director, her residents, faculty and peers. The residents feel comfortable coming to her about professional matters, but she also shows she cares for them as a person. Heather conducts herself professionally and is reliable to problem solve. Heather is cheerful, willing to help anyone out and train. She is a great role model for the other GME Coordinators and is a joy to be around!</p>	
<p>Colin Lamie: Senior Behavioral Unit</p>	<p>He is always flexible and willing to not only adjust his hours, but he will work on the other Behavioral Health units to ensure safety. Colin is a team player and ALWAYS has a positive attitude with a smile on his face. Even when times are rough, he will keep trucking on through and motivate everyone to do the same.</p>	
<p>Jennifer Langellier: Respiratory Care</p>	<p>Jen has helped not only the respiratory care department but other departments as well. Her 20+ years of service have allowed her to gain extensive knowledge of Riverside policies and procedures. Her kind and caring nature is apparent when it comes to patient care, as patients request her as their respiratory therapist when they are being treated here.</p>	
<p>Amber Lee: 4th Rehab</p>	<p>Amber, our Team Lead RN, deserves recognition for her exceptional qualities and dedication to not only ARU but to the organization. Her compassion towards all individuals is truly remarkable, as she consistently jumps into situations without needing to be told or asked, ensuring patient safety and providing support to her coworkers. Amber's willingness to assist with admissions and support her fellow RNs during challenging shifts is invaluable to the smooth operation of the unit. No task is too daunting for Amber, as she willingly accepts any responsibility thrown her way. Her initiative and proactive nature are commendable, as she consistently advocates for both the patients and her team. Amber's contributions are greatly appreciated and make a significant impact on the overall success of our unit.</p>	
<p>Drew Lergner Ambulance Services</p>	<p>Drew is not in a leadership position for Riverside Ambulance. Recently our individual responsible for the ambulance schedule retired leaving a huge hole in our daily operations. Drew stepped up volunteering to take on the huge responsibility of the schedule. Not really surprising because Drew is a high performer.</p>	




<p>Teddi Lewis</p>	<p>Teddi is an employee who consistently exceeds expectations over multiple years. Just one example from many is how Teddi took ownership of overseeing the improvements in the chapel with the financing from RMC Foundation. Teddi researched which products the Foundation would purchase including the candle racks and candles, the table runners, a new lamp, and a new piano bench. She took the initiative to utilize her training in graphic arts and her research skills and provided our chapel with messages of encouragement for our literature rack. These messages represent the major religions of Christian, Jew, Hindu, Buddhist, and Muslim. Teddi researched to find these encouraging messages from each of these faith groups and paired the messages with a picture graphic, laminating them for durability. These colorful messages are well received and replenished in the literature rack as they are taken.</p>	
<p>Sarah Littrell: Radiology Diagnostics</p>	<p>I would nominate Sarah Littrell because she is consistently willing to help in every aspect of our job! From picking up shifts to jumping in to help with difficult exams, Sarah demonstrates true teamwork on a daily basis. She keeps a positive attitude and facilitates a lively atmosphere in the tech room. Her kindness is displayed in how she interacts with our students and her knowledge is exemplified in her thorough explanations to their questions. All around Sarah is a hard worker with a great attitude. She totally deserves to be recognized for all her effort!</p>	
<p>Tiffanie Logan: Sterile Processing</p>	<p>Ms. Logan consistently works above and beyond as an example to her co-workers what great teamwork looks like and how pulling together can make a difference at work. Ms. Logan assists in any area without being asked, she observes the needs of the department and acts accordingly. Ms. Logan ensures priority trays are assembled and ready for sterilization for all of RMC patients. She shares suggestions and ideas for the betterment of the team and safety of our patients. Everyone should have a team of Tiffanies.</p>	
<p>Kim Lyons: Emergency Services</p>	<p>Kim is an exceptional nurse. She is kind hearted and always acts in the best interest of her patients. Kim loves learning and has a positive attitude. Riverside is blessed to have her as a part of our team. Thank you Kim.</p>	
<p>Emily Maldonado Radiology Diagnostic</p>	<p>Emily is a great team member. Emily is very compassionate, caring and calm with her patients. Emily is always helpful to her teammates, other departments and students.</p>	
<p>Courtney Maurer:</p>	<p>Courtney, our Social Worker for ARU, deserves immense appreciation for her outstanding qualities and dedication. Her</p>	





4 th Rehab	unwavering compassion towards others is truly remarkable. Courtney's kindness and patience shine through in every interaction, making her an invaluable asset to our team. She consistently goes above and beyond to provide top-notch care to our patients, ensuring their well-being and safety. Courtney's commitment to addressing the needs of patients in a timely manner is commendable, and she never hesitates to escalate safety concerns when necessary. She is an integral part of our wonderful team, and her contributions are deeply appreciated by all.	
Allison Mendell: Radiology-CT	Allison has been a huge help with the training process of the 4 new hire CT Techs. Allison has offered to be a go to person when she is off. She has let them know that they can call her anytime with questions. It was shared to me that she told them "we have all been there at some point. We were all new and we know that there will be questions and times when help is needed and you can call or text me anytime." That goes above and beyond being a great mentor. Thank you Allison for being a great team player and mentor.	
Maritzel Rios: RMG Women & Children	Maritzel helps with PA, rooming for providers, and goes above and beyond for the clinic. Maritzel works where the need is and is not hesitate to help out other team members when they need help. Maritzel has helped train many employees at Women's Health and is a go to when there is an issue. Women's Health would not be the same without Maritzel.	
Jeanna Miller: Operating Room	Jeanna has been with the organization for over 21 years. She is supportive of Riverside and its customers. She is consistent in customer service and provides for the needs of each patient. She is conscientious and reports issues to manager and desk facilitator. She is loyal, dependable and always willing to help. Jeanna is an active team player who always offers to work extra days or pick up call. She does a good job at ENT specialty.	
Jean Moy: Procedural Care Department	Jean is a fantastic nurse and provides amazing care to her patients! She is also always willing to take on new challenges and help out in the unit when needs arise.	
Annette Norton: Radiology-MRI	I would like to nominate Annette Norton for the Mission Possible Award. Annette's commitment to Riverside is reflected by her 34 years of service in Radiology and MRI. I am constantly receiving connection cards about Annette's care and compassion that she gives every patient.	
Carrie O'Connor: Frankfort Diagnostics	Every day, I see Carrie, she has a huge smile on her face. Carrie is always willing to take time to help out coworkers anytime anyone asks, especially if there is difficult IV stick on a patient. I had just finished training in CT and had a STAT patient that was a difficult stick. Carrie came into work on her day off to start an IV on this patient so he could have his STAT exam and get the care he needed. Carrie was happy to come in and help out her coworkers and the patient, to make sure he got the best possible exam. It is very obvious how passionate Carrie is about her job and obvious how	

	<p>much she truly cares for her patients, and how much they care her in return. We are all blessed to have Carrie on our team!</p>	
<p>Sandy Padgett: Operating Room</p>	<p>Sandy has been with the organization for over 5 years. She is loyal, dedicated and hardworking. She works well with all the physician offices to help coordinate schedules. She will follow up with all concerns until all matters are resolved. Sandy streamlines processes that benefits the departments</p>	
<p>Niccole Peck: Clinical Resource Management</p>	<p>Niccole is always willing to help our team out. She is eager to do whatever is needed to help ensure the patients have everything needed before they leave the hospital. Niccole is kind and compassionate and works well with our entire team.</p>	
<p>Amber Perkins: Respiratory Care</p>	<p>Amber has been an employee at Riverside for over 20 years. She is welcoming and friendly to new employees and all patients. Amber takes care of the department schedule and is fair and consistent with her work. Amber always maintains an upbeat attitude and is a pleasure to be around.</p>	
<p>Lakesia Perry: Quality Improvement</p>	<p>Lakesia Perry had been with the organization for over 2 years, and 6 months of which started my role as her Manager. Lakesia is an integral part of the QI department as one of the Infection Prevention Nurses. During the 6 months that I observed Lakesia at work, she showcased unparalleled dedication and an unwavering commitment to her work. Her enthusiasm, empathy, and problem-solving abilities quickly caught my attention. Her infectious positive attitude became the beacon of light for both her colleagues and the customers she interacted with. One of the most remarkable qualities of Lakesia was her ability to connect with customers on a personal level. She collaborates with other departments while listening and educating them in a very professional manner. Lakesia played a vital role in fostering a collaborative and supportive work environment within the organization. One particular incident highlighted Lakesia's true character and dedication. During a major incident of the IO beacon falling in one of the units. Hand hygiene compliance captured by IO was one of Lakesia's big projects. This was an overwhelming surge of questions and inquiries. Despite the long hours and mounting pressure, Lakesia remained composed and focused. She tirelessly worked alongside the Maintenance team and IO staff to resolve the issue and kept all stakeholders informed about the progress throughout the ordeal. The incident showcased her ability to thrive under pressure and her unwavering commitment to the organization and its customers. It is with great pleasure and pride to nominate Lakesia Perry for Riverside's Mission Possible, her service recovery with her care, commitment, and dedication exemplify Riverside's Mission Possible</p>	

<p>Karlie Peters: Operating Room/OR Educator</p>	<p>Karlie has been with the organization for over 20 years. She has multiple jobs in the OR, Staff RN, educator, and desk Facilitator. Karlie encourages and provides the highest quality care by teaching and reviewing OR orientation checklists, in services and continuing education (OLIE) to perioperative staff. Karlie helps improve the quality and efficiency of perioperative care by educating all new staff. As a staff nurse, Karlie assists both OR and CVOR with call coverage. She provides a unique experience for all of her patients engaging with their families. Karlie is flexible and will assist other departments with education (OB, SPL, PACU, PCD, interventional suites), be available to the OR to work in rooms or give lunch relief, and assist management with other projects.</p>	
<p>Aaron Pittman: 4th Rehab</p>	<p>Aaron, CNA on ARU, is truly a wonderful individual who deserves recognition and appreciation. His kindness and compassion towards patients are evident in every interaction. Aaron's warm and caring nature makes him a huge asset to our unit, always willing to lend a helping hand to anyone in need. His kind heart and fun-loving personality create a positive and upbeat atmosphere for both patients and colleagues. Aaron's positive attitude and compassion has not gone unnoticed, as he has been recognized numerous times by patients during rounds and surveys. His presence and dedication positively impact patient satisfaction, making him a wonderful addition to our ARU family!</p>	
<p>Kelci Pomaranski: Mental Health Outpatient</p>	<p>Kelcie consistently provides support to her teammates. She takes on additional tasks without being asked to ensure clients are receiving quality services at Pathways. She is open to learning and expanding her professional lens to help grow the program and services that we offer our clients. Kelcie has an upbeat, positive attitude and she truly works to create a team atmosphere at Pathways.</p>	
<p>Aly Rink: Radiology-CT</p>	<p>Aly is always showing compassion to her patients. She offers them warm blankets when entering the CT scan room. She takes thorough histories for the technologist. CT has hired 4 new grads and Aly has been very helpful in getting them trained. She jumps in when they have EPIC questions, she assists them with transports from ED to CT. Thank you Aly for all that you do everyday to keep the CT department organized and patient ready.</p>	
<p>Shelli Ritzma: Special Procedures Lab</p>	<p>Shelli is a valuable member of the SPL team as well as of the organization. She has been with the organization for 25 years. She is resourceful, and experienced, and strives to provide a unique experience for her pts. She is flexible in her role as both a circulator and a scrub thereby allowing her to be more versatile. She recently was part of a 'feel good story team' that worked simple miracles of getting a mother reunited with her daughter.</p>	

<p>Jacquelyn Roberson: RMG Orthopedics</p>	<p>Jackie embodies the characteristics that we look for in every employee within our health system. She is a self-driven leader who is not afraid to take charge and help those in need. Jackie shines the most when she has her own plate full and still finds the time to assist those around her. Jackie is currently enrolled in Riverside's Emerging Leaders Cohort and actively seeking growth opportunities that align with her career goals in the organization. She is my go-to when it comes to training new hires or float staff. I meet with her whenever I want to discuss growth ideas for our group and she always offers optimistic, but realistic, insight.</p>	
<p>Victoria Romstedt: Food and Nutrition</p>	<p>Victoria is one of our new hires and she caught on very quickly to her job duties. She is great with the patients and makes sure they have everything they need. She is helpful in the department without being asked. She is always professional and always has a positive attitude when she is at work.</p>	
<p>Tess Rosales: PACU</p>	<p>Tess is continually recognized by patients for her kindness and the wonderful care she provides. She has been a wonderful preceptor to our new staff, and is helpful to everyone on the unit!</p>	
<p>Anna Routson: Revenue Integrity</p>	<p>Throughout the year of working alongside Anna, she has continued to exemplify working together as One Riverside! She continually works with her peers to validate communication is efficient and all individuals have the same information to decrease confusion. Anna asks the right questions and utilizes her analytical thinking to problem solve difficult contract build. She always is kind and respectful to her peers and leaders and puts trust in others to form bonds that continue to grow! I cannot express enough how much I value having Anna as part of the Revenue Integrity team, and I love being able to experience her growth throughout her career!</p>	
<p>Debbie Schrader: Security</p>	<p>Debbie does a phenomenal job at creating innovative ideas to better the department's effectiveness. Many of which have been implemented!</p>	
<p>Natalee Scivally: Operating Room</p>	<p>Natalee has been with the organization for over 27 years. Her commitment and dedication to service our patients is impeccable. Natalee makes the best effort to accommodate the physicians, staff, and anesthesia. She streamlines processes that benefit the department. She anticipates issues before they occur and identifies solutions as the best alternative. Natalee is good at follow-through and accuracy in her work.</p>	
<p>Sarah Seaton: Operating Room</p>	<p>Sarah addresses concerns and is very passionate about her role as a scrub. She delivers high-quality care to each patient. She stays positive and displays a professional attitude when dealing with any issues.</p>	

<p>Kristin Speckman: Physician Services</p>	<p>This year, Kristin has been faced with a heavily increased workload credentialing new providers on a short timetable. As Riverside brings on new hospital-based groups and new RMG providers, she has to take on more and more applications to process without delaying start dates. She has stayed late numerous evenings to work on them. She is a great example of service excellence.</p>	
<p>Susan Trobaugh PFS</p>	<p>Susan shows exemplary customer service to our patients and staff no matter how challenging. She is always willing to coach others and often makes herself available to demonstrate her learning. Susan is someone our organization can depend on and we are lucky to have her.</p>	
<p>Cristy Wilson: Scrub Tech-OR</p>	<p>Cristy is a valuable member of the OR team as well as of the organization. She has been with the organization for 35 years. She is resourceful, and experienced, and strives to provide a unique experience for her pts. She is flexible in her role thereby allowing her to be more versatile. You relax when you know Cristy is on the schedule, she is a hard worker who has a great attitude. She is a good influence and brings solutions to problems when they occur. It is easy when Cristy is here because she can scrub almost every specialty. She is a resource for all members of the perioperative team. Cristy picks up to facilitate the late shift. I appreciate all her hard work.</p>	
<p>Sue Wilson: Operating Room</p>	<p>Sue has been with the organization for over 37 years. She is supportive of Riverside and its customers. She is consistent in customer service and provides for the needs of each patient. She is conscientious and reports issues to the manager and desk facilitator. She is loyal, dependable, and always willing to help. She has longevity in the OR department and brings with her a lot of knowledge in all specialties. She is available to all staff and physicians for any orthopedic specialty issues.</p>	
<p>Robin Warren: Watseka Diagnostics</p>	<p>In the short time Robin has been with RMC, she has shown more dedication to patient care and willingness to do whatever is needed to make things easier including coming in early and staying late in order to see an increased patient volume on short staff. She exemplifies excellent patient care and you can easily tell she has been in the field for years based on patient interaction and performance of job duties. She caught on to our system quickly but always is willing to learn. We are lucky to have her.</p>	
<p>Lauren Stauffenberg: Labor and Delivery</p>	<p>Lauren is one of our Customer Service champions. Lauren makes that personal connection with every patient that she encounters and the patients do remember Lauren and recognize her through Care Connection Cards, through Press Ganey Surveys and through Leader Rounding</p>	

<p>Amber Watters: Neurosurgery Consultants</p>	<p>Amber has only been with Neurosurgery for a short time but has stepped up to every challenge extended to her! She came to us from the OR and already has extensive surgery scheduling knowledge so her training did not take long and she picks up all tasks very quickly! She has been able to educate our staff on information the OR needs when we schedule surgeries and the why behind the need, which is very helpful! She is eager to jump in to help wherever needed within the clinic and is flexible with her hours. She is compassionate, responsible and dedicated and we are very lucky to have her on our team!</p>	
<p>Amy Weiss Patient Accounts</p>	<p>Amy is a lead on our Customer Service Team. Amy has a wealth of knowledge and is always sharing ideas for process improvements, change in workflows etc. Amy was a valuable asset in the returning of our Self Pay AR into the organization. She worked closely with our new dialer vendor TCN and our Epic team to ensure the transition went smoothly. Amy is always available for her team. She provides feedback to team members when needed and refresher trainings. Amy has a very outgoing, positive attitude. Customer service is not an easy job and Amy makes sure the team remains upbeat on a daily basis! Amy is a valuable employee to this organization!</p>	
<p>Alan West: Information Security and Tech</p>	<p>All of our staff and Providers agree, Alan is the best! He is always quick at responding to our tickets and sometimes just stops by just to see if i have any issues in my clinics (i think its just to see if we have a lunch!) He always has great attitude and seems happy to help us with all our crazy requests! He doesn't even yell or make us feel stupid when we enter a ticket for something not working and he finds out that its because its unplugged! i recently had 4 providers starting in one month and Alan was very prompt at getting all 4 of them set up on time!</p>	
<p>Amy Wichner: Ambulance Services</p>	<p>Amy was working the ambulance in Watseka at a Special detail providing ambulance coverage for the Watseka High School shoe Choir competition. Amy and her partner cared for a young lady that had collapsed on stage during a show choir competition. The young ladies family called me the next day to tell me how professional Amy and her partner were caring for their daughter.</p>	
<p>Marissa Williams: Radiology- Diagnostics</p>	<p>Marissa in X-ray has excellent patient care and always has a smile on her face. No matter how busy her day is she is always very compassionate and helps her coworkers. Marissa shows and incredible amount of compassion, kindness and empathy to all patients. Marissa offers her assistance to help with great teamwork.</p>	

**Stephanie
Wilson:
Gourmet Coffee
Kiosk**

Stephanie works at the coffee shop and has great customer service skills. She is always so polite and helpful to whoever she comes in contact with. She is always professional and has a smile on her face. She knows people's drinks before they even have to ask her which is part of her going above and beyond for everyone.



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