

YOU MAKE OUR

MISSION: POSSIBLE

 RIVERSIDE
HEALTHCARE

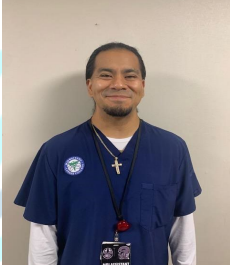


Our Riverside Healthcare mission is our guiding compass in our daily work. Inspired by our mission, we have created a new contest, Mission Possible, that replaces the previous Tree-Mendous Contest. Mission Possible is the highest recognition we can grant any Riverside employees/providers.




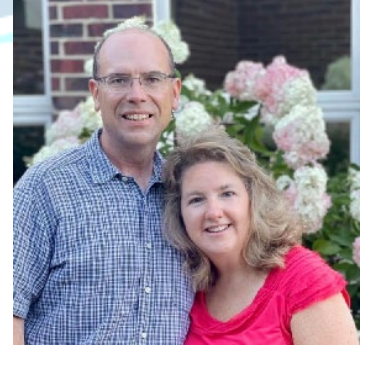


The goal of the Mission Possible Contest is to recognize our consistently best of the best providers and staff across all departments/areas in our entire health system who are role models in making our Riverside Healthcare Mission Possible. Anyone can be nominated during the Mission Impossible contest;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



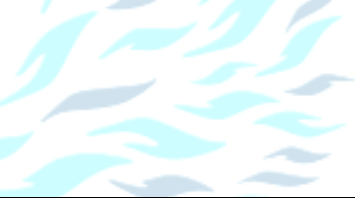



We have had several nominations come in for our Mission Possible staff here at Riverside. Their stories are described below.







Cynthia Adair: Housekeeping	Cynthia Adair is an excellent employee as she completes her duties in Independent Living. Residents she service frequently leaves me thank you notes in my mailbox to show appreciation for her attentiveness and attention to detail. She always informs the resident if they have a carpet stain and would they like it to be taken care of.	
Abigail Allen: Organizational Development and Learning LEM	Abby helps make our mission possible by providing excellent leadership and support to our team	
Amy Baker: RMG Call Center	Amy is always willing to help train new employees to the organization along with always being a team player. Amy see's the needs of the organization and will help pick up shifts in the coordination center when they are needing help or even taking sitter shifts.	
Cindy Bales:	Cindy goes above and beyond with patients and is a go to in the office setting. Cindy knows the clinic best and no one is afraid to ask her a	






RMG Internal Medicine	<p>question. Cindy is able to keep up on all her nurse responsibilities and is able to help room for providers. Cindy is really a one of a kind.</p>	
Megan Balk: IMCU	<p>Megan always has a pleasant attitude and tries her best, even when she is the only CNA on the floor. She treats all patients like her family and is always willing to help her peers.</p>	
Israel Barron: Radiology: MRI	<p>Israel has been our Rad assistant for a few years now and he is always willing to help us out in any way possible. He is very flexible with his schedule. He always has a good attitude and has received many connection cards from our patients about his excellent patient care. With Israel being bilingual, he has been a great help communicating with our diverse population. We really appreciate all that Israel brings to Riverside and our department!</p>	
Lisa Barnes: Clinical Resource Management	<p>Lisa is the social worker that mainly covers our OB/L&D department. She has had multiple cases down there over the last few months. These cases can be very time consuming and Lisa does a great job balancing her work load. She is very compassionate and supportive to these families going through their situations.</p>	
Hannah Bartlett: IMCU	<p>Hannah always has a positive attitude, she displays riverside's core value of partnership and excellence in her daily practice. She has superior bedside manner when taking care of her patients and she is always willing to help out her peers. She has stepped into the charge nurse role and is a leader among her peers.</p>	
Katie Bauer: EPIC	<p>Katie Bauer is a fantastic co-worker. Though she doesn't work in the pharmacy department, she works directly with us as an Epic Willow Coordinator. She is always on top of her tasks and personally visits the pharmacy to round on us. She also helps out occasionally at our Specialty Pharmacy. Thank you for all that you do for the Pharmacy Department!</p>	
Cindy Beall: RMG Frankfort	<p>Cindy has been a pillar for Frankfort Campus since the location opened. She works tirelessly to ensure the needs of the clinic are met. She is knowledgeable and thorough. Cindy never hesitates to adjust her schedule by coming in early or staying late to ensure that her team is supported and patient needs are met. She is part of what makes our mission POSSIBLE!</p>	
Michelle Bednarczyk: Cardiac Rehab	<p>Michelle is very caring and kind in her position. She gets along well with the patients and her coworkers. Everyone she comes in contact with really likes her. She treats our patients and coworkers like they are her own family and is willing to listen to all they have to say. She respects and honors the patients' limitations and concerns.</p>	
Julie Bell: Pharmacy	<p>Julie Bell, our part-time inpatient pharmacist, is an exceptional asset to our pharmacy team. Her steadfast commitment to patient care is evident in her willingness to go above and beyond, readily picking up additional shifts, including overnight hours when needed. Julie's dedication extends beyond her clinical role; she has taken on the responsibility of creating the pharmacy technician schedule, showcasing her leadership and organizational skills. Her proactive approach is further exemplified by her continuous contributions to enhancing workflow efficiencies for both pharmacists and technicians. Julie's upbeat and positive attitude is infectious, fostering a supportive and motivating atmosphere in our pharmacy department. Her exemplary work ethic and commitment to improving patient care make her an invaluable member of our healthcare team.</p>	




<p>Merissa Berns-Gray: Rehabilitation SVCS-IP</p>	<p>Walking out of the lunch room, I saw Merissa with a patient. She bought him a cookie. While overhearing their conversation, she had said she bought him a cookie because it was his last day of therapy and this was a celebration. Hearing this really warmed my heart that she took him for a walk and bought him a snack to show that she was proud of him and wanted to reward him. Seeing our employees treat patients like their own family members is what makes our hospital's mission possible.</p>	
<p>Mary Bilderback: 2nd Med-Peds</p>	<p>Mary is always such a team player! No matter what she has going on, she is always willing to go out of her way to help her co-workers. Mary goes above and beyond for the unit and her team members whenever she can and she never thinks twice about it. Mary has been helping to onboard some of our new grads and has done an amazing job with them and is looked up to as a valued mentor. She is a part of many councils and is always bringing new ideas and initiatives to the unit on what we can do to provide our patients with quality care. She always provides her patients with the best care possible and is recognized by many of them. She is an amazing asset to the team!</p>	
<p>Baylor Billings: Ambulance</p>	<p>Baylor and his partner cared for the Assistant Chief of the Herscher Fire Departments Mother. She has not only expressed her gratitude for the professional care she received, but the Chief tells me she tells everyone she come in contact with how wonderful Riverside Ambulance is for the community.</p>	
<p>Tiffany Bishir: Scheduling</p>	<p>Tiffany Bishir is a star agent within the Benefits and Authorization Department. Her attention to detail and accuracy has not only resulted in many good catches for the organization, but provides education to all those who are involved. With her excellent skills in customer service and patient satisfaction, she is one that shows teamwork, efficiency, self-care, and consistently goes above and beyond to help anyone that reaches out for help. As a department that does not have patient interaction, there are times when patients are inadvertently transferred to us. Instead of telling them she cannot help them, or transferring them to another department, Tiffany will make sure to do everything she can for the patient to resolve the issue at hand, even when it is something that is not handled by our department. She is not only one of the best agents of the organization, but a rockstar!!</p>	
<p>Angela Black: Dietary</p>	<p>Angela is always keeping herself busy with stocking and cleaning. She comes to work as scheduled and will come in early to help when we are short staffed.</p>	
<p>Jennifer Blanchette: Rehab Services-OP LEM</p>	<p>Jennifer is the newest member of the management team in Outpatient rehab services. She has been a refreshing addition to the team. The administration department has chosen her for this award because of her contributions in the Workforce Optimization meetings. She has a strong sense of operations and has learned very quickly the book of business she is over. She has made an impression on the C-suite team for being a go-getting and upcoming star leader. She readily gives appropriate and encouraging feedback at Workforce optimization and readily gives input with the team.</p>	








<p>Tyler Boudreau: Riverside Cardiac Specialist</p>	<p>Tyler is the clinic coordinator in the EP department within Heart and Vascular and he does an exceptional job. Tyler is always going above and beyond for his co workers. He checks on his staff throughout the day to make sure we do not need help with anything. Tyler took on a big role as clinic coordinator as the almost the whole EP department lost its staffing (before he started). As being one of the staff members that stayed, I am very thankful for Tyler and all his hard work and dedication to EP!</p>	
<p>Kim Brands: SLC Assisted Living</p>	<p>Kim Brands is one of our TR nurses here at Senior Life. But she nothing short of amazing. She consistently helps in time of needs and picks up shifts to fill the holes we have on our schedule. When she is working she ensures all of her job duties are completed and that the needs of the residents are met. She takes her time to listen to the residents and communicates well with them, their family members, the entire team, and the physicians. She is a great team player. She is a good mentor and trainer if we have new nurses that come through the door. She is always willing to assist the nurse manager and nurse coordinator. We appreciate her hard work and dedication to our team!</p>	
<p>Kathy Brais: Environmental Services</p>	<p>Kathy Brais does a great job rounding on staff and patients. Kathy answers every call light she encounters and goes in to greet the patient, to address their requests or concerns. She also, displays a cute little mean look, if she feels the call light has been on too long.</p>	
<p>Wendy Brinkman: Organizational Development Learning</p>	<p>Wendy is always extremely helpful with any questions or needs we have in the lab. She helped us successfully connect with Joliet Junior College so we could establish a relationship to host their phlebotomy students again. She also helps facilitate other clinical rotation or shadow requests for the lab. This gives us an opportunity to show off how great our lab is and hopefully recruit students to come work for us after graduation. Wendy is also a welcoming face as you walk into Hoover! She always has a smile on her face and is always willing to help!</p>	
<p>Ron Brown: Clinical Resource Management</p>	<p>Ron is a great team member and coworker. He will drop whatever he is doing to help anyone that needs it. Ron is such a great employee making sure that everything is done to the highest degree of excellence. He is always willing to stay late and help his team. He really lives the mission of One Riverside.</p>	
<p>Nikolas Buckley: SLC Dietary</p>	<p>Nikolas is a prime example of a testament to riverside ability to train from within and promote. He started as a dishwasher in 2020, started learning basic food prep skills, and is now taking the lead in production and preparation of our day-to-day food operations. My decision in him being nominated isn't just because of his journey within the community but also his willingness to step up when we are short staffed or need extra cleaning projects done. As well as his consistency to doing an excellent job every time he comes to work.</p>	



<p>Janifer Burkhardt: Clinical Resource Management</p>	<p>Jan is a social worker in the Emergency Department. She is always going above and beyond to help the patients have what they need. She works tirelessly with the providers to make sure the patients get the appropriate level of care needed. She has been known to come back into work even after leaving if there is a need for something to be done.</p>	
<p>Richard Cain: Ambulance</p>	<p>Richard is a high performer who is always taking on projects. Richard has always been looked upon as our department IT guy. He is the go to guy when the laptops, cell phones, and our EHR act up. Helping me extract data from our EHR allowing me to completed reports. Richard's latest project is researching for a new Ambulance EHR that is compatible with EPIC.</p>	
<p>Maria Carmona Carmen: Lab</p>	<p>Thank you for being such a reliable coworker and always willing to stay over and help with draws and asking questions to improve your performance. Thank you for always striving to improve yourself whether it is upstairs with morning draws or downstairs in CA area your help doesn't go unnoticed and we appreciate your hard work and dedication with your positive attitude. You rock, Carmencita!!!</p>	
<p>Kerry Carter: Info Security &Tech (LEM)</p>	<p>Kerry represents the best that we could all be in the organization. Whether it is an immediate need or scheduled project, Kerry calmly and professionally is there to assist. Kerry makes you feel you are the only one that needs his attention when he may have many other priorities at that time. When I think of Riverside family, I think of Kerry.</p>	
<p>Amber Carufel: Geriatric Pshych</p>	<p>Amber Carufel has grown within Riverside Behavioral Medicine over the years. She started with us as a CNA/Mental Health Tech on Senior Behavioral Health. Earlier this year, Amber advocated for the creation of a Mental Health Specialist position on the SBHU to elevate the group programming for our patients. Leadership was thrilled to offer Amber this opportunity for advancement and she has since thrived in her new role. Amber is always engaging our patients in meaningful groups and activities. Her bright personality brings a positive energy to the team and the unit overall. When Amber sees an opportunity to make something better, she takes initiative – whether it is to improve operations or employee engagement on the unit. Amber sends out friendly reminders to hold her peers accountable and she leads the Employee of the Month initiative to improve morale on the unit. Thank you, Amber, for being part of our Senior Behavioral Health family!</p>	
<p>Carlos Chagoya: SLC Dietary</p>	<p>Carlos has been a part of the Kankakee culinary scene since the mid 1990's, and a part of riverside community since 2016. Carlos continues to embody everything an employer can hope for in an employee. He is so kind to the residents as well as his co-workers and employees. Carlos goes above and beyond for our Residents every day at the SLC communities, from making fresh bread from scratch, Cakes and pastries that make people's smiles light up the dining room, to the incredible happy hour displays he puts out every Friday. He is willing to go to any of our locations with the only question asked being, "what time do you need me there chef?" and be the helping hand there to relieve employees to have a day off from their long stretches or to knock a catering event out of the park. He has developed more culinary talent in his local area than most Chefs in a lifetime. He is a perfect example of who makes our mission here at riverside possible.</p>	



<p>Nicholas Chamberlain: Central Transport</p>	<p>Nick is a wonderful addition to my transport team. He is always on time and ready to work with a smile. He has such an upbeat positive attitude everyday. He is always willing to go the extra mile to help whether it's a patient or a fellow employee. He has stayed longer hours and picked up extra shifts, without complaint to ensure transport was fully staffed.</p>	
<p>Kristine Charbonneau: Organizational Development Learning</p>	<p>Kristine consistently goes above and beyond on projects that assist co-workers, leaders, and Administration. She puts in extra hours to ensure deadlines are met without compromising the quality of her work. People frequently contact Kristine for questions and assistance - her expertise is recognized throughout the OD&L department and beyond. Her determination and perseverance have expanded her ability to overcome obstacles which has made Kristine excel in her professional career. Recently, Kristine has been offering her expert assistance to the HR department. Even in the most difficult situations, Kristine remains positive and is able to power through to prove OUR Mission is Possible.</p>	
<p>Gabby Cinnamon: Marketing</p>	<p>Gabby is the personification of an employee who goes above and beyond. The number of ways she has stepped up to ensure Riverside is represented in the best possible light are too many to count. From the dedication she shows her assigned services lines to the additional projects she takes on (the coordination of our Journey magazine is just one major example), Gabby demonstrates a high-level attention to detail that ensures success. She is always willing to do what is necessary, including giving of her personal time. She is also quick to offer help to any teammate who may help with any of their projects. She does all of this with grace and good humor which makes her wonderful to work with. There is no one at Riverside more deserving of this recognition than Gabby!</p>	
<p>Kellee Clark: SLC Activities</p>	<p>Kellee is very attentive to our resident needs and wants. She carries herself with pride and compassion when completing daily tasks, and always putting residents needs first.</p>	
<p>Martha Cook: MC-Assisted Living</p>	<p>Martha provides excellent care to the residents at Bourbonnais Grove. She is very knowledgeable and caring with the residents/families and staff. She is always willing to help out when help is needed. Works extra hours as needed. Also serves as a preceptor with new employees. Great team player! Thanks for all you do with the residents and staff at Bourbonnais Grove!</p>	
<p>Molly Davis: RMG Internal Medicine</p>	<p>Molly goes above and beyond for patients. Molly works result call backs and rooming for providers. Molly is never hesitant to help out her teammates or room for another provider on the other side of the building.</p>	



<p>Sabrina DePoister: Material Management</p>	<p>Sabrina DePoister, purchasing specialist for Materials Management, is an indispensable asset to Riverside Medical Center and the Pharmacy Department. Her exceptional work ethic and steadfast commitment to her role has made her an invaluable co-worker who works directly with the Pharmacy Department. Sabrina's efficiency is truly remarkable; she consistently manages to swiftly procure the essential pharmaceutical supplies we need to keep our operations running smoothly. Her consistent support and efficient work have greatly contributed to the overall success of our pharmacy department.</p>	
<p>Rose DeChenne: Housekeeping</p>	<p>Rose exceeds in upholding the mission statement for Riverside Healthcare. I have known and worked with Rose for the past 3 years and have always found her to be very dependable, efficient, and unfailingly punctual. She gives so much attention to detail when completing her work and never hesitates to teach others. Rose also spends some of her time sewing in the Laundry department. She has so much compassion for patients and customers and never fails to assist wherever she is needed. Rose has always expressed how proud she is to work for Riverside and it shows through her gentle touch throughout her day on a consistent basis. We appreciate all that you do Rose!!</p>	
<p>Tony Denault: Scheduling</p>	<p>Anthony "Tony" Denault is one of my most stealthiest and diverse agents. While primarily handling surgical cases, Tony also handles some of the diagnostic cases of the Benefits and Authorization department. Operating as such a small department, when one person is away, it can mean all hands on deck and Tony is always that person that the team can rely as the one that will jump in and help with no questions asked, and most often without anyone realizing until the job is already completed. Although he is stealthy, he is quick-whitted!! During Patient Access Week Tony was UNANIMOUSLY nominated as Best Sense of Humor for our department, with many people citing his humor is often what helps alleviate the most stressful of days!</p>	
<p>Shari DePoister: Pharmacy</p>	<p>Shari is our current 340B coordinator and she worked endlessly to prep for our most recent HRSA audit. Because of her devotion to the department, Riverside and the 340B program, there were ZERO findings during our audit.</p>	
<p>Hana Derossett: Revenue Integrity</p>	<p>Hana's co-worker wanted to make sure she received a connection card. After I read what was written about her, it was clear Hana should be recognized for the Mission Possible Award as well. Hana is always very respectful with her communication not only within her team but with others as well. Her co-worker wrote: Hana has gone above and beyond as a teammate, peer, and mentor since I stepped into the role as PB Charge Master. In working alongside Hana, we have been figuring out new workflows within the Charge Master roles under the guidance of you. Hana has been patient, enthusiastic, kind, and knowledgeable, as well as a being a friend. It is a joy to work with her and to be her partner. With that being said, Hana, thank you for being amazingly you!</p>	









<p>Kelly Derr: CHC Admin</p>	<p>I am writing to enthusiastically nominate Kelly Derr for the Mission Possible 2023, in recognition of her exceptional dedication, compassion and impact as a social worker for our organization. Kelly has consistently demonstrated an unwavering commitment to improving the lives of our patients and families within our community. Her outstanding contributions in the field of social work are nothing short of remarkable! She consistently puts the needs and well-being of her patients at the forefront of her work. Her empathetic and compassionate approach has touched the lives of countless individuals facing challenging circumstances. This is just one example: "One of our patients at PCA Kankakee for a follow up and required referrals for Rheumatology and Home Health Services, however, we learned that the patient did not have a working telephone and struggles to make her copay. Kelly was able to meet with the patient in the office with fresh coffee and water served. Kelly were able to coordinate referrals, help her get set up with food pantry information, established that she will be getting a working phone the following week, and found more information allowing Kelly to look further into this patient's insurance to determine if she is eligible for better coverage. Our patient left feeling much more relieved and she is to call the office as soon as she has her phone up and running for further care coordination." I wholeheartedly believe that Kelly Derr embodies the qualities and values of Mission Possible award, as her tireless efforts have not only transformed the lives of those she served but have also enriched our community as a whole.</p>	
<p>Gabriela Diaz: Cardiac Specialists</p>	<p>Gabby is amazing in her role. She is able to multitask, handle several different roles at the same time, and always willing to step up to help out when short staffed. She is smart and a quick learner. Her organizational skills are outstanding. Her kindness and compassion towards patient's as well as fellow co-workers makes Heart & Vascular an outstanding department.</p>	
<p>Darrel Drake: Business Analytics</p>	<p>Darrel is very helpful to the peri-op team. He does not hesitate to help us with reports and pulling information when needed. I am grateful for his positivity and promoting strong working relationships.</p>	
<p>Joseph Duax: Geriatric Psych</p>	<p>Joe completed his behavioral health rotation on the unit and came to us as a new grad nurse shortly after. Joe has demonstrated his compassion for behavioral health by interacting with the patients in a calm and caring manner. Joe always has a smile on his face and shares laughs with the team. Joe is always flexible by helping out where ever he is needed. Thank you, Joe, for being a part of our team.</p>	
<p>Kathy Duby: Radiology- Ultrasound</p>	<p>Kathy has been nominated by her fellow employees. She always has a good attitude and spreads that throughout the dept. She is calm and patient and is great with the students. She helps everyone and always picks up the slack. She comes in on her days off when we need extra coverage. She never turns a patient away and figures out ways to accommodate. She is a friend to everyone.</p>	
<p>Noell Eden: Clinical Resource Management</p>	<p>Noell is an excellent resource for our department. She has a lot of extra duties that she does to help everything run smooth. Recently she has started making calls to all our partnering departments to see which patients are anticipated acceptance for that day and the next. This helps our team know how to plan their day and the best discharge plan for our patients.</p>	 <p>lile</p>


<p>Rachel Edward: Wound Clinic</p>	<p>Rachel is the Team Coordinator who has improved her leadership skills over the past year. She is dedicated to positivity and leading her team to positivity. She is on the Quality & Safety Council and is working with the manager to reduce the HAPI rate to zero. She has been doing a lot of teaching on the units especially with ostomy care. She has had multiple sessions in the Nurse Residency program where she educates the New Grads on wound care, skin preservation and ostomy. She is a mentor to students and to her team. I'm proud to have her part of my leadership team.</p>	
<p>Justin Eickstaedt: Riverside Cardiac Specialists</p>	<p>I believe Justin is the true vision of our Mission impossible, he always goes above and beyond for our HVI patients whether they are Dr. Patel's patients or not. Justin always has a positive attitude with a great outlook on things. He is always willing to help even in the middle of being busy with something else. His care towards all of our patients is always filled with compassion and reassurance and our patients always let us know this.</p>	
<p>Shannon Engelman: SLC Administration (LEM)</p>	<p>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!</p>	
<p>Katheryn Englert: Epic</p>	<p>Kate has had many accomplishments this year! We have had multiple Vendor integration issues/projects over the last few months and Kate always steps up to the challenge and handles each issue with the goal of resolving the problem quickly and with as little disruption to the end users as possible. She has done outstanding work related to Nuance/Dragon upgrades, education and troubleshooting in preparation for Hyperdrive. She continues to follow-up until each issue is satisfactorily resolved. She also worked tirelessly to ensure that our integration with Hyland's OnBase was thoroughly tested and prepared for our Hyperdrive conversion. These projects can often be frustrating and require a great deal of patience and organization. She does all of this while handling all of her day to day responsibilities and does it all with a smile and positive attitude. Kate is wonderful to work with and a huge asset to her team and to Riverside.</p>	
<p>Donna Evans: Riverside Cardiac Specialists</p>	<p>Donna is the Friendly face our Patient's see when they walk into our Clinic. Her Kindness and Compassion puts our patient's at ease. She is always ready and willing to help out in any way she can and eager to learn new things. It is a pleasure to work along side her to meet the needs of our patients.</p>	
<p>Rebecca Fischer: Clinical Resource Management</p>	<p>Becky is such a great advocate for our patients. She never leaves anything undone before leaving for the day. Becky makes sure that her patients have everything they need and never leaves a question unanswered.</p>	
<p>Melissa Fricke: Patient Accounts</p>	<p>Missy is always welcoming of new staff and engages with her teammates, helping to create a positive work environment. She is willing to spend time training others on the team with no hesitation. There was a time when Missy was asked to come in to the office so that the EPIC Immersion team could shadow her workflows. Knowing Missy, she can be a little timid doing things like this, but when it was over she boasted about her positive experience and she shared feedback that she learned from the EPIC Immersion team that was beneficial in her workflows. :) Sometimes it's just fear of the unknown,</p>	



	<p>but I knew she would be a good choice to have EPIC shadow with. Missy always makes sure to touch each of her assigned work queues on a daily basis; in addition to posting and other responsibilities.</p>	
<p>Tiffany Furlan: Riverside Cardiac Specialists</p>	<p>Tiffany is the Research Coordinator for the HVI department and does an exceptional job working daily with staff and physicians throughout multiple departments to succeed within our required research criteria needed to help with growth within the department. She has gone above and beyond with helping out the Heart Failure program and working with her peers to research ways for continued growth to the program and has been successful with putting forth initiatives for improvement. Tiffany has been a great asset to our department as we greatly appreciate her dedication to her role here at HVI.</p>	
<p>Colleen Gaines: Patient Accounts</p>	<p>Colleen Gaines is the organization's only Financial Counselor. As the financial counselor, Colleen ensures to work with Riverside's customers assisting them with any financial distress they may be experiencing by educating them on the financial assistance program that Riverside offers to our community. Colleen screens potential customers and assists with the completion of their financial assistance application and is also responsible for the review of all completed applications. Colleen ensures patient confidentiality and timely review of all applications is done on a consistent basis. Colleen is a great resource for all departments within our organization and makes sure to assist when needed. Colleen is a member and mentor on our customer service team and is a huge asset to our department as well as the organization. Thank you Colleen for your dedicated hard work!</p>	
<p>Kim Gartner: Epic</p>	<p>I have worked with Kim for about 10 years now and her positivity and search for the good is unwavering. She is a strong believer in what you put out into the world, you will receive tenfold. Kim deserves to be recognized for her incredibly kind and giving heart. She is a gem. Kim is always willing to give a helping hand, she never says no when she is asked to help out. She jumped in and by taking over the EpicCare link hotline among many other things! Thanks Kim!</p>	
<p>Joan Giles: Epic IS</p>	<p>I have worked with Joan for over 8 years. Most recently we went live with our e-consent project which required us to be in multiple areas weeks at a time to support staff to effectively utilize the consents. There was a common theme regardless of where we were supporting. A plethora of staff approached Joan to express their gratitude for always going above and beyond helping them in all areas of their workflows. Many of them let Joan know how much they appreciate her kindness when helping and her ability to always make time to fix or help them any time they call. I noticed even department managers (Jacob S, Julianne P, Mary K) were stopping Joan to thank her for her vast knowledge any time they reached out for additional help. Joan is typically the last one on our team to leave each day and she never turns away a call for those who need help. I believe Joan exemplifies Riverside's mission each and every day. Joan comes to work each day with a positive attitude and willingness to help out peers if needed.</p>	
<p>Rachel Goodberlet: Riverside Pulmonology</p>	<p>Rachel is a driving force in the pulmonology department. Rachel goes above and beyond to ensure all patient messages, refills, and phone calls are handled promptly. Rachel cares about the clinic and will make her feelings known if something is not working right; often offering suggestions for new workflows. She jumps in to help when needed and truly embraces what it means to be a team member of the department.</p>	








Shannon Greenquist: Riverside Cardiac Specialists	<p>Shannon Greenquist is a wonderful nurse practitioner who supports our Heart & Vascular team at our Bourbonnais location. She goes above and beyond for her patients and is a great advocate for her team. She provides great insight on strategy and ways to improve our program. She recently has taken a lead role in a major initiative in our service line on behalf of our Advanced Practice Providers. Also, with one of our APPs on maternity leave earlier than expected, Shannon has graciously agreed to add more clinic time to accommodate patients and has provided extra support for our inpatients. We are thankful for all Shannon does and we are incredibly grateful to have her on our team!</p>	
Genelle Habedank: Finance	<p>As a newer leader, I have a lot of timecards to review every week. Unfortunately, I make errors that impact employees pay. Genelle is always willing to help fix these and ensure the employee gets the correct pay. I appreciate her support and patience as I navigate payroll. And I know the employees all appreciate her diligence to details to ensure their checks are correct. Thank you Genelle for all that you do!</p>	
Cary Hagan: MC-Administration	<p>Cary has the BEST disposition and just makes you feel happy when speaking with her. She is so kind, understanding and very professional answering the phone here at BG. She is a very big asset to this community!</p>	
Amanda Hall: RMG Internal Medicine	<p>Amanda goes above and beyond to provide exceptional care to patients. Amanda never hesitates to help a team member out. Amanda is flexible with her schedule and is able to accommodate when there is a scheduling need in the clinic.</p>	
Reagan Hall: Material Management	<p>During an MTP in the ED that was announced overhead, Reagan came up to our Supply Omni room and manned the door and also to help staff find/get supplies quickly.</p>	
Chazz Hamilton: Scheduling	<p>Chazz is very organized in the work that she does. She is a team player and always willing to learn new things and provide ideas and suggestions to help her team and workflows. Chazz has helped cross train the scheduling team on how to schedule a pre-assessment nurse visit so that those types of visits did not just fall on one scheduler on the team. Chazz goes above and beyond and is always willing to help out her Lead and her whole team.</p>	
Emma Hancock: IMCU	<p>Emma goes above and beyond to take care of her patients. She caring and compassionate and treats her patients like family. She strives for excellence in her daily practice.</p>	
Julia Hancock: Lab	<p>Julia is team lead in the blood bank. She consistently lives Riversides values. Julia participates with ED and Quality to work on process improvement initiative for improving Massive Transfusion Protocols. Julia created a 3D model of her vision to improve the flow of the blood bank and that remodel will take place later this year. She continues to support her team members by being a great teacher and mentor. Continue the great work Julia!</p>	
Carson Harris: Nursing Administration	<p>Carson goes above and beyond in his role. He is always go out of his way to try and find pick-ups for all units when we are short. He makes phone calls and does all the hard work to find the pick-ups! He also is very good at</p>	

	<p>checking on all the sitters throughout the house. He goes around and makes sure they have all had breaks and if they need anything! He rounds multiple times throughout the day and checks in on the units! He is a great at what he does and always has a positive uplifting attitude when he comes around! Keep up the great work!!</p>	
<p>Samantha Hascek: IMCU</p>	<p>Sam strives for excellence every day. She is dedicated to delivering high quality care. She always speaks up for patient safety and advocates for her patients.</p>	
<p>Michelle Heintz: Patient Accounts</p>	<p>Michelle has been in the patient accounts department for 2 1/2 years as a Customer Service representative. During that short time Michelle was promoted to a Level II customer service representative. Michelle assisted in the training of our most recent new hires which also included her updating training materials and workflow processes. Michelle is considered a mentor to the customer service team. She assists the team with their daily questions and provides refresher training when needed. She is a very quick learner and is always willing to assist with whatever new tasks we have. Michelle is a huge asset to our team and department!</p>	
<p>Andrew Higgins: Quality Improvement</p>	<p>When the words Mission Possible come to mind, Andrew Higgins role models Riverside Healthcare Mission Possible. Andrew is a Clinical Data Analyst in the Quality Department. He brings all of his experience, skills and knowledge to the role. He understands what One Riverside means. His title is Clinical Data Analyst, he graciously accepts/volunteers any project or assignment that is assigned to him, no matter where in the scope of Quality and Population Health's responsibilities. He's cross-trained on several work-flows within the department. Whatever the assignment, you don't have to give successful outcomes a second thought, with Andrew you know the Mission is Possible. Andrew champion/ role models by positively influencing the behaviors and outcomes of team members. Andrew promotes a positive work environment and takes personal responsibility to resolve issues, address work flow issues, and proactive in resolving issues. Andrew has received positive customer/ peer feedback. He also manages up others, providing recognition, encouraging others and helping new team members have positive learning and workplace interactions consistently. Andrew always takes the initiative to help the team in times of needs; he recently graciously volunteered to help the team when we changed our office location. Andrew successfully builds bridges based on trust and open communication. He crosses disciplines, he recently presented at the Nurse Leader Panel for our Nurse Residents. Thank you, Andrew, for being an engaged team member and contributing to make our Mission Possible.</p>	
<p>Nancy Hoke: Material Management</p>	<p>Nancy always keeps a cool head in the crazy procedural world. She is proactive with communication to the staff about things like backorders, product concerns and vetting out new supplies/inventory items. Staff trust her and value her commitment to helping provide patient care in and outside the OR.</p>	


Kristen Gasik: Bourbonnais Radiology- CT	<p>Her peers nominated her and here are some quotes why..."Kristen is so well liked by all of her patients. She is so pleasant and good to them all." "Kristen has a great disposition, is reliable, very knowledgeable and very willing to help wherever it is needed and I love working along side of her." "Kristen is kind hearted always thinking of others and going above and beyond." "She is ALWAYS willing to help co-workers and patients with anything."</p>	
Tonya Gibson: Home Health Care	<p>Tonya is a hard worker and always willing to go above and beyond when caring for her patients. She works well in a team setting and also independently. I can always count on her to get the job done! She is an asset to the home health care team and her patients love her!!!</p>	
Martha Guerrero: SLC-Assisted Living	<p>Martha started at the beginning of the year at Senior Life as a nursing assistant. She has been so thankful for her opportunity to join our team, but in the long run we are extremely thankful for her and her hard work. She took the job head on, learned the job duties quickly, and overcame the charting system. She is always willing to lend a helping hand to other team members as well as pick up extra shifts when we are in need of help. She goes above and beyond for her residents to ensure that they are well cared for and they have everything that they need. Her hard work that she provides does go unnoticed and it is greatly appreciated. We look forward to continuing to watch her grow and care for our residents over the years. Thank you Martha!</p>	
Heather Haley: Emergency Services	<p>Heather always offers helps to others when needed and makes everyone's day brighter with her joy and laughter.</p>	
Skylar Hamblen: Emergency Services	<p>She always offers help and is always there for me! She is so smart and an amazing nurse! During difficult patient situations, looking up and seeing her by my side makes life easier!!</p>	
Alyssa Hibler: Clinical Resource Management	<p>Alyssa is such a strong asset to our department. Recently she has onboarded our new case managers coming into the department. Her wealth of knowledge and compassion for the patients does not go unnoticed. She is a true advocate for the patients making sure they have everything they need for a smooth transition outside the hospital. Alyssa will advocate for what is the right thing to do for the patient.</p>	
Jenna Ingalls: Resident Clinic	<p>Since starting in this clinic this employee has gone above and beyond for patients. She is a team player and willing to help out anywhere help is needed. She will multitask between nursing duties and rooming patients.</p>	
Mandy Jensen: Housekeeping	<p>I have the pleasure of Supervising, as well as work side by side with MANDY JENSEN. Mandy takes great pride in her work, as well has a deep concern for the Safety & Sanitation for Patients and Employees. Mandy can take on any task that you assign to her, but will take on situations that have not even</p>	

	<p>been given. Mandy is a OR Specialist in the OR (Surgery), she treats every OR Room the same, with FULL detailed Terminal Cleaning. Whether its 1 Room or Multiple she gives 100% in prepping for the upcoming Surgical Procedure. Mandy is very thorough TRAINER in the OR, her new Hires can mimic what she has taught. Mandy can relieve and assist in almost any department in the Hospital, she works very good with any other staff, from all Shifts in EVS, as well as Nursing Staff. In my time here I cant recall her ever saying NO she wont do something, as eager to set in, even if it bypass her scheduled time. Mandy is the type of Employee that sets up and takes Leadership roles in the Absence of a Supervisor, she will organize daily assignments, assist with Daily Duties if one of Co-workers is falling behind. In observation I can say, Mandy never cuts corners to complete a task, she will do it Right, before doing it Quick. I can Quote her " I clean as if I was staying in the room, or a love one, or someone else's love one, I don't want anyone to get sicker because of Me!!!"</p>	
<p>Olivia Jensen: Lab</p>	<p>Olivia has recently joined the lab team. She had no experience in lab prior to taking on her position of Specimen Processor. She has excelled from the start, learning more and more each day. She has excellent communication skills and problem solving abilities. She is currently going to school for phlebotomy in the accelerated program at KCC. Olivia has a very bright future at Riverside!</p>	
<p>Sarah Johnston: Cardiac Rehab</p>	<p>In our department, our patients have gone through major life-changing cardiac or pulmonary events. These events can bring difficult and stressful times not only physically, but emotionally. Kindness and support from staff is important to provide to these patients. One of many situations comes to mind regarding Sarah's impact on patients. After completing 36 sessions and graduating, a pulmonary patient recognized Sarah's kindness and support being the reason he was able to complete this program and improve his health. The patient stated that at his initial appointment, she reassured him that although what he is going through is tough and frustrating, that we would be with him through every step of the way providing kindness, support, and resources that he needs. Patient vocalized that he couldnt have done it without her support.</p>	
<p>Bridget Joiner: Mental Health Unit</p>	<p>Bridget Joiner has spent her entire Nursing career at Riverside. She is an experienced Team Leader and passionate about Behavioral Health. Her longevity and knowledge of all things on the Adult Mental Health Unit make her a valuable resource for the team. Recently, Bridget willingly accepted additional leadership responsibilities to support the unit and her colleagues. She demonstrates flexibility with her schedule, which is much appreciated. When there is a crisis on the unit, Bridget leads by example. She jumps in to any code situation as needed without hesitation and consistently demonstrates kindness and patience towards the vulnerable population that we serve. Thank you, Bridget, for your years of service and commitment to Riverside Behavioral Medicine.</p>	
<p>Lawanda Jones: Quality LEM</p>	<p>Lawanda is consistently professional and calm in her demeanor. She finds ways to highlight the positives in any discussion. She is thoughtful and considerate in her interactions with staff and physicians. She exemplifies the theme of gratitude -always.</p>	
<p>David Juergens: Medicare Unit (LEM)</p>	<p>David Juergens is Miller Rehab's Assistant Director of Nursing, a role that is new to him. He is great in so many ways... whether it's diffusing a situation with his calm demeanor, professionalism and patience or making sure things get done. I can't even begin to tell you everything. I would like to nominate him for this award because he went above & beyond, even more so than usual. A resident at Miller had recently passed away. There was some miscommunication between the siblings and her belongings were prematurely discarded. The daughter, who had not yet arrived since she was from out of state, was very upset that she did not get to go through her mom's belongings. David actually went to the dumpster in the January cold and rain and retrieved her thing. He looked like a wet rat in scrubs LOL. He is a wonderful role model and I wish more were like him.</p>	
<p>Gina Karlin:</p>		

<p>Patient Accounts</p>	<p>Gina is a model Riverside employee, very passionate about her work and strives to make sure we are collecting every possible dollar while maintaining high quality standards. She is eager to offer training to our team as well as outside departments and creates comprehensive written workflows to help all coordinating Revenue Cycle departments work cohesively and efficiently. We recently changed our clearinghouse to Availity for eligibility and claim submission in March of 2023, which was a major change for all areas of the Revenue Cycle and front end staff. Gina immediately began identifying areas for improvement and combed through multiple WQ's to gather detailed examples and report the issues with the appropriate solutions. Her knowledge of EPIC functionality and individual payer requirements is unmatched, and she consistently utilizes her skills to provide innovative solutions to complex issues. She goes above and beyond expectations to ensure Riverside Physician Revenue Cycle runs as smoothly and productively as possible.</p>	
<p>Rene Kaufmann: Breast Center</p>	<p>Renee has provided coverage for the Bourbonnais Campus for the last 2 years working above her status every week. She has covered multiple modalities (Xray, Mammo, ABUS, Bone Density) since there has been a shortage of staffing. She routinely trades and picks up shifts for her co-workers. She is flexible in her work schedule by being available to the department needs at locations and hours. She often receives Connection Cards from patients. A recent one stated " Renee was wonderful. She took her time and made an uncomfortable situation pleasant. "</p>	
<p>Mary Keller: MC-Assisted Living</p>	<p>Mary is a great team player at Bourbonnais Grove. She is very knowledgeable with the care she provides the residents. She is always willing to help residents and staff as needed. She is a great mentor to co-workers as well. Thanks for the great care you provide at the Grove!</p>	
<p>Michelle Kent: SLC Admin.</p>	<p>Thank you for being such a team player, I'm so grateful that you always take the time to help your coworkers.</p>	
<p>Dawn Kinstner: Patient Accounts</p>	<p>Dawn Kinstner is an asset of an employee here at Riverside and I am happy to have her on my team. She always shows great group help amongst the team and willing to put everyone first before herself. She formally bills everything for Medicare and if I didn't have her on my side we would not be as successful as we are now. She pays great attention to detail and have amazing critical thinking skills to get her through every account worked.</p>	
<p>Mary Kleinert: Laundry</p>	<p>Mary is a great employee that makes sure all employee time sheets are accurate and completed on a daily and weekly basis. She helps with ordering all laundry supplies and new linen. She supports both departments, Housekeeping and Laundry. She orders access wafers for all new employees. Thanks you for all your help in the laundry department. We appreciate you.</p>	


<p>Jennifer Kokos: Riverside Cardiac Specialists (LEM)</p>	<p>Jen Kokos is the Manager over our Heart and Vascular service line. She is responsible for oversight of our outpatient cardiology clinics, cardiopulmonary rehabilitation and cardiac & neuro diagnostics. Over the last year, Jen has done an excellent job in taking on multiple new initiatives for this service line. She has on boarded two new providers, acquired a cardiology practice, renovated the 5th floor of the 500 building, relocated the cardiac & neuro diagnostics department and transitioned CIRA's IR outpatient clinic to RMG. Additionally, the H&V service line also welcomed a new CV surgery group during this time frame. Throughout each of these transitions, Jen has shown true leadership and perseverance. We are proud to have her on our team.</p>	
<p>Jennifer Kris: Pharmacy</p>	<p>Jennifer Kris is an outstanding inpatient pharmacy technician, consistently demonstrating a remarkable attitude that sets her apart. Her unwavering willingness to lend a hand, even during challenging situations or by taking on extra shifts, exemplifies her commitment to her role and the pharmacy team. Jennifer's adaptability is a valuable asset in the dynamic healthcare environment; she seamlessly adjusts to changes in workload, patient needs, and emerging pharmacy technologies. Her positive attitude not only uplifts the spirits of her colleagues but also contributes significantly to maintaining a harmonious and efficient work atmosphere within the inpatient pharmacy. Jennifer Kris's dedication, adaptability, and upbeat approach to her work make her an invaluable member of our healthcare team.</p>	
<p>Baylee Kuk: Pharmacy</p>	<p>Baylee Kuk has taken it upon herself to learn all the aspects of the pharmacy. She continues to help where needed, and is available to cover extra shifts whenever we ask. If Baylee recognizes a problem or optimization opportunity within our workflow, she not only makes it known, but she also provides solutions.</p>	
<p>Natalie Lacer: Quality Improvement</p>	<p>Natalie embodies and models Riverside's Mission and Values daily. When she comes to work, "it's not about you, it's no about me", it's about providing the best possible care we can for our community. Natalie consistently goes above and beyond for patients, providers and working with team members in different disciplines each and every day. She takes on new challenges and when asked to go outside of her comfort level, she's willing to try something new. It doesn't matter where she can lend a helping hand, if it's a patient need or organizational need, she's "All In" Recently new technology went live in the ED and Imaging that helps with earlier identification of a bleed or large vessel occlusion in the brain in patients presenting with stroke symptoms. Natalie has been putting in time not only during her work day, off shift and weekends to ensure this new process that was implemented is a success. She understands Time is Brain, getting the patient into the stroke treatment protocol as soon as possible is critical.</p>	
<p>Beverly Lile: Riverside Cardiac Specialists</p>	<p>Bev Lile is an instrumental team member of the Heart & Vascular Institute. She works above and beyond for our patients to ensure their insurance covers any testing or procedures as quickly as possible. Her role can be very challenging with having to work with a variety of insurance companies; however, Bev does an amazing job navigating those payers. In addition to her strong work ethic, she also serves as a great point of contact for our team if they have any questions or need any assistance. We are incredibly grateful to have Bev on our team and we thank her for all she does for our team and patients.</p>	
<p>Bruce Lane: Ambulance</p>	<p>Bruce is a high performer that takes on responsibilities without being asked. Bruce recently took on the responsibility of the maintenance and repair of our ambulance stretchers saving the department \$10,000 yearly. Bruce goes above and beyond.</p>	
<p>Julie Lawrence: IMCU</p>	<p>Julie is an exceptional nurse who demonstrates riverside's mission of excellence in her daily practice. Julie is dedicated to delivering high quality, safe, patient centered care. She pays attention to detail and ensures that</p>	


	<p>quality metrics are achieved for her patients. She takes charge on the unit and encourages her peers to deliver high quality care as well. She sets the expectation for standard of care.</p>	
<p>Holly Lease Radiology-CT</p>	<p>Holly has been very helpful in the onboarding of the new hires in CT. She has been an avenue for them to reach out to on her off hours for their afternoon shifts as well as weekends. This has helped to boost the confidence of the new hires, knowing they have a resource at any time during their shift. Thank you, Holly,!</p>	
<p>Keri LeClair: RMG Internal Medicine</p>	<p>Keri goes above and beyond for patients. Keri helps throughout the clinic no matter where the need is. Keri helps with calling back result notes and rooms for providers. Keri is a true team player.</p>	
<p>Nichole Lewis: Scheduling</p>	<p>Nichole Lewis is an agent that handler can only dream of. She is efficient, innovate, and a person that is always willing to offer suggestions for improvement. As a department Benefits and Authorizations, can be somewhat of the middle man between two entities who speak different “languages” but share common terminology. What one party may ask using their terminology, can mean something else for the other. Nichole has great strength in communication and “translating” makes it so that both parties are clear on what is needed and expected for a seamless process from order entry to authorization securement.</p>	
<p>Rebekah Long: CHC Administration</p>	<p>I am writing to express my heartfelt nomination for an outstanding Care Coordination Nurse - Rebekah Long. Rebekah embodies compassion, dedication and unwavering support in every aspect of her work. Her dedication to enhancing the well-being of her patients and her ability to coordinate care with empathy and efficiency have left an indelible mark in the RMG outpatient arena. Rebekah's exceptional capacity to connect with patients is remarkable. She consistently provides comfort and shows reassuring presence during her outreach calls to her patients and families. She embodies true commitment to patient advocacy by tirelessly championing to address her patient's needs and preferences, ensuring they receive the highest quality of care and support in their healthcare journey. Rebekah also has remarkable organization skills and sharp attention to streamline complex care coordination processes. Her collaborative efforts and effective communication with healthcare teams, specialists and support staff have led to cohesive care planning and improved patient outcomes. Rebekah's commitment to ongoing professional development and staying up-to-date with guidelines ensures that she provides evidence-based care that is both effective and compassionate. She was invited a few times to present to new nurses about Care Coordination in Population Health Program. Rebekah's compassion and support are qualities that define the very essence of nursing excellence, her dedication to the well-being of our patients defines a positive impact to continue to make in our healthcare community.</p>	
<p>Brandi Leohr: Housekeeping</p>	<p>Brandi is a huge asset to the EVS department and the RHC organization. She does an outstanding job regardless of her assignments. She is very friendly to all those she encounters. She never hesitates to offer help to patients, customers and co-workers. She currently works at Hoover and does an excellent job and has made many friends there. Many times she is called to come and assist us at the main campus, she never fails to show up with a smile and ready to go. Brandi is committed to her profession and you can see it in work she does. You cannot find a more kind and friendly person than Brandi! We appreciate all that you do!!</p>	


<p>Bryan Alex Lindgren: Laundry</p>	<p>Alex is a great laundry tech. He is responsible for training all new laundry techs and does a great job at it. He is a friendly employee and gets along with all his team mates and all the departments he works with. Alex is cross trained on all department functions. He can pick up any job and do it well. We appreciate Alex. Thanks for your hard work.</p>	
<p>Katherine Mailhoit: Emergency Services</p>	<p>KC consistently uses her knowledge and skills in all areas but especially at the intake desk position in the ER. Recently she recognized a critically ill baby and immediately brought the baby to the main ER and called for assistance from the charge and the doctor. This was a critical need. Secondly she immediately recognized a level 2 trauma from a fall and his presentation and immediately called for a nurse to come get the patient due to his respiratory trauma. I can count on her to recognize the critical patient and act accordingly</p>	
<p>Joan McCall: Riverside Cardiac Specialists</p>	<p>Joan is such an asset to our team at heart and vascular, she shows up every day with a positive attitude that radiates through the department and to our patients. Joan goes above and beyond to make sure our patients needs are met and well taken care of and is always willing to help out wherever there is a need. Joan frequently makes suggestions and helps implement improvements that could be made within the office. Her willingness to learn both in and outside of work has been instrumental to her success. We are so proud and grateful for Joan!</p>	
<p>Shelia McClain: SLC-Assisted Living</p>	<p>Shelia is a CNA that constantly goes above and beyond in everything that she does. She ensures that all of her residents are extremely well cared for and all of their needs are met. She is a great team player and is always willing to help anyone who needs it. She is a great asset to have on our team. She is a good mentor for new employees that come through the door and someone that the other employees can count on and lean on. We couldn't do it without her! We appreciate her and all that she does!</p>	
<p>Melody McDonald: RMG ENT</p>	<p>Melody is always willing to lend a helping hand and jump in when needed. She has taken on more work as of recently and never complains. She is so kind and understanding to our patients. The patients are always relieved when Mel comes into the exam room to help them because they know she is so nurturing and kind. When she is working on authorizations she fights for the patients and helps them to the best of her ability every time!</p>	
<p>Martha McGraw: SLC-Assisted Living</p>	<p>Martha is beyond a great nurse! She is the best team player to have around. She constantly makes sure all of the residents that are assigned to her are well cared for, have everything they need, and ensures that their needs are met. She keeps the entire team and leadership up to date on residents and any change in condition that may be occurring. If she is running behind or has a lot of task to finish, Martha is the type of person that will stop what she is doing if you are a team member in need of help. She is greatly appreciated and we couldn't be more thankful that she is a part of our team. Her work and dedication does not go unnoticed. Thank you Martha!</p>	
<p>Sara Meyer: Education LEM</p>	<p>Over the course of the last year, I have had the opportunity to work with Sara on several education initiatives, such as working with her staff to update the EPIC Tipsheets on Rivernet. This is a great resource for new staff, preceptors and anyone needing a quick reminder on various EPIC topics. Her knowledge in lab and EPIC also has helped to training nurses on the process of blood administration. We are now able to have nurses go through a 2 RN check associated with scanning of blood. I have also witnessed her leadership in leading the ODL team. She leads with purpose while being an active listener. I also, have been able to use the LEAN principles from the LEAN course she presented in many situations in the work that I do- especially in working with unit based councils. She is a great example of a</p>	




	person that makes Riverside a great place to work. P.S. She also makes very good desserts!	
Nancy Michelich: MC-Assisted Living	Nancy has been at Bourbonnais Grove for several years as nurse coordinator. She fulfills a lot of job responsibilities that shows that she is very experienced in caring for the senior community. She is knowledgeable and competent with the care that she provides to the residents. In addition, she is a great resource person for all her coworkers, residents and their families. Furthermore, she does a great job keeping families well informed regarding their loved ones that are residing in the BG Community. I have enjoyed working with her since my start of employment (few months ago) at Bourbonnais Assisted Living.	
Drake Milk: 4th Rehabilitation	We would like to acknowledge Drake, RN on ARU for his valuable contributions to our team. Despite recently returning to rehab, we are thrilled to have him back! Drake consistently goes above and beyond his role, extending his help throughout the organization by willingly accepting assignments across the continuum. Drake is known for his reliability and quick learning abilities, which greatly benefit our team and the patients we serve. We are grateful to have him as a part of our workforce!	
Sean Miller: Facilities (LEM)	Sean continues to prove why he is an outstanding manager and safety officer for the hospital. We just completed a DNV survey with minimal findings. Keep up the good work Sean.!	
Morgan Moody: Rehabilitation Svcs-OP	<p>Morgan is our tech in the Hand Clinic at Riverside. She has been with us since 2019. During this time, I have seen tremendous growth in her both professionally and personally, despite the past 1.5 years being the hardest years of her life.</p> <p>Morgan is who keeps us going in the hand clinic. She does of the 'behind the scenes' she does without skipping a beat. She does it so well, I don't even notice she does them most of the time (think equipment logs, putting in work orders, ordering supplies, paperwork, etc.). If those responsibilities were left to me, we would run out of splinting material in a couple of weeks. With her, we never run out of anything.</p> <p>She has the brain of a therapist with the title of a technician. When evaluations and recertifications need done, all of the equipment and measuring devices are already on my table ready for me. This is certainly not expected of her, but she does it all without me asking.</p> <p>She is always 2 steps ahead of me.</p> <p>Morgan is great with our patients. On the rare occasion Morgan takes a day off, the patients notice immediately and ask me "Where is Morgan?" . Patient's will even ask where she is when she is on her lunch break, because they need to update her on whatever they were talking to her about at their last session.</p> <p>I could go on and on about Morgan. We as a clinic would not function without her. Her work ethic and commitment to her team are among the best in Riverside.</p> <p>Morgan is an integral component of the therapy department who makes the hand clinic run as smooth as possible every day. She supports 7 therapists and 2 department secretaries in a busy clinic that can be outright overwhelming on some days. She is responsible for a variety of office duties and patient contact and does each one proficiently. The many job duties she completes for the hand clinic greatly out ways what others are responsible for in the same position. Morgan is even willing to take on extra projects when the need arises. Her interaction with patients is kind, empathetic, non-judgmental, and genuine. The patients easily develop a therapeutic relationship with her. I have seen Morgan grow professionally as a therapy tech and also personally in the last several years. I don't know how we ever operated without her. Her listening skills, organization, reliability, work ethic, and humor are recognized by patients and every co-worker. I'm glad I have the opportunity to work with her and she is part of our team!</p>	
Rebekah Moore: Education	Bekah was instrumental in assisting with the Point Click Care Go-Live at Miller. She attended planning calls, assisted and led the education planning for the end users, and continues today to ensure that new employees have	


	<p>the tools and set up in Point Click Care to be successful working at Miller and Senior Life Communities. The leadership team at Miller and Senior Life could not have done this go-live and training plan without her support and attention to detail throughout the process. Thank you Bekah for ensuring a smooth transition for the team, and your dedication to our programs!!</p>	
<p>Melissa Musgrave: Laundry</p>	<p>Melissa is a great long time employee. She sets a great example for others to follow. Melissa is always willing to help others and pick up shifts to help the team. She has a great attitude and acknowledges everyone. Melissa is responsible for all the laundry needs of our out patient clinics around the region. We appreciate her great work ethic. She is a wonderful member of our laundry team.</p>	
<p>Kyle Myer: Ambulance</p>	<p>Kyle is a high performer that go above and beyond for the ambulance and Riverside in general. Kyle has stepped up to help with our new inventory system, help with updating our radio system and just about anything that has to completed in the Ambulance department. In most cases without being asked.</p>	
<p>Morgan Neisler: RMG Urology</p>	<p>Morgan is the most kind and gentle nurse. She exemplifies Riversides values everyday. She goes above and beyond for our patients and their needs. She has transitioned into the urology nurse role from coming from an OB background so seemingly and she is an amazing teacher to our new staff. She always has a positive attitude and is always the first to jump in when help is needed. She has never complained during her time here in urology when we were desperately short staffed.</p>	
<p>Samantha O'Connor: Administration</p>	<p>Sam is instrumental in so many things at Riverside. She's always willing to help or answer a question, and is knowledgeable about all things Riverside. She keeps us organized and on task at safety huddle, and keeps many of us on task in general :-). You can tell she genuinely cares and she makes our mission possible.</p>	
<p>Amy Ohrt: Pharmacy</p>	<p>Amy Ohrt is an exceptional inpatient hospital pharmacy technician, a model employee who shines brilliantly in her role within the hospital pharmacy, particularly when it comes to her technical prowess with the Omnicell automated medication management system. Her dedication and commitment to patient care are palpable through her unwavering support in various facets of the pharmacy department, but it's her remarkable command of the Omnicell system that truly stands out. Amy's technical expertise allows her to flawlessly manage medication inventory, streamline restocking processes, and ensure the timely and accurate distribution of medications to patients. Her innovative mindset extends to optimizing the Omnicell workflow, constantly seeking ways to enhance efficiency and minimize potential errors, ultimately improving patient safety and the overall quality of care. Amy's unwavering focus on patient care is exemplified by her technical precision, ensuring that every medication dispensed through the Omnicell is done with meticulous attention to detail. Her exceptional technical ability with the Omnicell system, coupled with her commitment to patient well-being, positions Amy as an invaluable asset to our healthcare team, and a role model for her peers in the hospital pharmacy.</p>	
<p>Michelle Oliver: RMG Frankfort</p>	<p>Michelle is consistently recognized for her great work by patients and colleagues and was nominated for a Daisy award from a thankful patient. She is influential to her peers creating a positive and inclusive environment. She consistently goes above & beyond to ensure our patients have the best care offered to them. She is part of what makes our mission POSSIBLE!</p>	
<p>Padraic Printy: Rehabilitation- OP</p>	<p>In general I think that physical therapists are under-rated within the medical community, especially considering the fact that these individuals are Doctors(which the mass majority of people are unaware of) and have devoted many years to schooling and their practice, so that they may be able to serve the community. Padraic is an excellent therapist who demonstrates empathy, compassion, and respect to his patients even when at times these individuals can be less deserving of such things(in my opinion). His patients and co-workers are very fond of him as he is personable and takes pride in his work. There have been many occasions in which he has caught something in a patient that has previously gone unnoticed by other</p>	


	<p>healthcare professionals and has directed them to the appropriate care necessary. He over several years has become more specialized in his practice so that he may further benefit his patients, by introducing alternate forms of treatment and new manual skills. Within this job setting he has been open to taking on work in committees and starting new programs to reach a larger population of individuals and meet needs with treatments that were previously less common to be offered. There have been days in which I have seen Padraic run into so many problems that in general should ruin someone's day, but he is capable of handling such things professionally and move into the next session with a smile on his face. With the amount of documentation that we as therapists perform on a daily basis, sometimes we sacrifice face to face communication to get our work done, so we don't need to take it home, however i regularly see Padraic taking the time to get to know his patients and showing care for their concerns so he is able to provide optimal care in an individualistic manner. I don't think many people are more deserving of this award.</p>	
<p>Sandra Paulissen: Pharmacy</p>	<p>Sandy takes it upon herself to ensure all IV doses are completed on time. If there is any issues with workflow, she will make valuable recommendations. She always has patient care in mind and will guide the other technicians in their daily workflow to enhance patient care. Sandy woks the evening shift Monday through Friday and she is always willing to pickup extra weekend shifts when we are short-handed.</p>	
<p>Seth Peachey: Facilities Development</p>	<p>Seth Peachy has worked closely with the Kankakee SLC staff to remodel many apartments to have them ready for new move-in.</p>	
<p>Elizabeth Pena: Sterile Processing</p>	<p>Ellie has stepped up in her role as technician, she assists with assignments when asked and acts as a preceptor to new staff, members.</p>	
<p>Heidi Prairie: RMG Pediatrics</p>	<p>Heidi is a phenomenal Nurse that has been rocking it out Solo in our department for several months now. She is very calm and takes it "one patient at a time". She is excellent at calming our most anxious parents to the patients themselves. She is a tremendous support to her Providers and it does not go unnoticed. The Providers are so comfortable with her and confident in her care of their patients. From Prior Auths to vaccines to referrals to refills, she has system that keeps everything flowing and the team all on the same page. Heidi is amazing and definitely has made our "mission possible" these last several months!</p>	
<p>Tara Prue: MC-Experience Team</p>	<p>Team Player always goes above and beyond when needed. Works very well with other staff and Amazing with residents.</p>	
<p>Tiffany Regan: Geriatric Psych</p>	<p>Tiffany is always helpful around all of the behavioral health units. She is kind and compassionate to her patients and staff. Tiffany is always volunteering her time to stay over or pick up extra shifts to ensure her team will be safe and set up for success. Tiffany helps train new CNAs to ensure they will succeed in their position. Tiffany is a true team player and an amazing asset to the SBHU team!</p>	
<p>Andrea Robinson: 4th Rehabilitation</p>	<p>Andrea, a dedicated CNA/Shower tech, has been an invaluable asset to the ARU for many years. She consistently goes above and beyond to support the floor staff whenever necessary. Not only has she willingly accepted assignments to assist the floor staff on other units, but she has also played a crucial role in downsizing and upsizing staffing as needed. Additionally, Andrea has taken on numerous new job duties over the past year without complaint, showcasing her adaptability and commitment to her role. Her</p>	








	compassionate nature shines through in all her interactions, making her an exceptional member of the team.	
Lourdes Robles: Housekeeping	Lourdes is committed and loyal to her position here at Riverside. On a daily basis she goes above and beyond to ensure that our patients and customers are cared for. She provides excellent guidance to her co-workers and leads by example. Her hard work and dedication are an example to everyone on our team. She never just does a good job she always does a great job. Thank you for the time and effort you put into everything you do!	
Ellie Roby: MH Specialty	Ellie Roby has been instrumental in improving our UR Processes to decrease denials across our Behavioral Medicine units this year. She is dependable, dedicated, organized, and hard-working. Ellie consistently demonstrates excellence and professionalism. She brings forward ideas and solutions to drive improvement. Recently, Ellie agreed to take on additional duties and serve on a committee to improve clinical documentation across our programs. We always appreciate her willingness to share her expertise. Ellie's knowledge of all things UR makes our Mission Possible and we are grateful for her commitment to Riverside Behavioral Medicine.	
Anne Romadka: Riverside Cardiac Specialists	Anne is a terrific example of December's Standard of the Month: One Riverside Teamwork. Anne is always available if you have a question or need an extra hand. She is quick to help others, even when the task is not a part of her usual role, and she is always gracious and kind while doing so!	
Aaliyah Rosenthal: SLC-Assisted Living	Aaliyah started out as working in our clinical department as a C.N.A. She ensures that all of her job duties are completed and charting is done before clocking out for her shift. She gets to know each individual resident she can provide more patient centered care. She makes the residents feel like they are at home and treated with utmost respect. She is a great team player and great mentor for all new employees that come through the doors. She also has been helping out across both Senior Life Campuses as receptionist. She has learned new job duties and has been nothing short of amazing in helping out. She is a great person to have on our teams at Senior Life. Her hard work and dedication is greatly appreciated and so rare to see. Thank you for all that you do!	
Kayla Runner: EKG	Kayla always goes out of her way to help her team and patients. She is always kind and respectful to others. She cares about everyone. She is always calm and willing to teach new members. Her team is always happy to know she is working for the day. She continuously offers to come in and take care of a patient so her co-workers who live farther away don't have to. Kayla exemplifies what a great co-worker is and should be. We are very grateful she chose to work here. Riverside is VERY lucky to have her.	
Molly Saathoff: Organizational Development and Learning	From the moment Molly started in OD&L, she hit the ground running! She dove straight into learning Home Health Care, which was completely new to her. She developed a strong connection with her end users and analyst. Not only does Molly run circles around everyone, but she also does it with a smile and a laugh. She has been a huge help to our Rev Cycle Trainers, helping them revamp training material. Also, an arena she knew nothing about. Molly's upbeat personality, willingness to learn new things, and hard work make her a perfect recipient of Mission Possible.	
Connie Schroeder: Rehab: SVCS-OP	Connie goes above and beyond every single time for her patients to provide the absolute best treatment. Connie puts everything she has into her work including endless hours of documentation, staff training, patient treatment, clinic improvements and inter-disciplinary communication. She is an extremely knowledgeable, passionate and hard-working certified hand therapist who has made such a huge and positive impact on the community.	

	<p>Connie regularly stays late, helps manage our schedule, educates and mentors us with difficult cases, has a great working relationship with our referrals, pushes herself to continue learning and gives patients the best treatment producing great results. Patients feel safe and re-assured in her care and often leave saying, "you have a great group here."</p>	
<p>Scott Schroeder: Info Security and Tech</p>	<p>Scott Schroeder is one of the most hardworking employees I have to privilege of working with. He is always willing to help others and goes above and beyond in his work and customer service. He's never too busy to help out other team members. His positive attitude radiates throughout the department, thus making it a fun environment to work in. Also, being in IT, we are on call 24/7, and Scott is always available if an issue arises...he may not be able to fix the issue, but he always answers the call/text/email and works on it or lets you know who can fix it. He is a role model for a lot of people, myself included. An example of his dedication to making "Riverside's Mission Possible" is: One of our employees transferred departments, and so we needed someone to take over the stuff they were responsible for while we looked for someone to fill that position. Even though Scott has his hands full with tons of other projects, including our major Hyperdrive Upgrade and Printer Upgrade, as well as with his day to day tasks and tickets to complete, he was willing to take on a major portion of that person's responsibilities without the slightest fuss! He never hesitated to help out! That's just the type of person Scott is...someone always willing to help!!!</p>	
<p>Sara Serena: Mental Health Unit</p>	<p>Sara is a new tech to our unit. She is very flexible when it comes to the needs of the behavioral health department. When caring for the patients she is kind and caring. She often switches her days/shifts to accommodate the needs and has also stepped up and took pulls to our sister units without hesitation. She jumps in and helps her team where ever needed.</p>	
<p>Yecenia Serna-Flores: Sterile Processing</p>	<p>Yecenia is always cheerful and wants to come to work and do the best she can, always. Yecenia is currently in college and wants to be an Ob/Gyn</p>	
<p>Stephanie Sherrell: Bourbonnais OP Center</p>	<p>These are some of her peers comments when they put their vote in to nominate her"Stephanie is always will to help out during any situation even if it gets chaotic." "Stephanie is willing to answer any question and if she does not know the answer (which is rare) she searches for it and does follow up with you." "Stephanie is a pleasure to work with and her bedside manner is amazing."</p>	
<p>Kimberly Slack: Mental Health Unit</p>	<p>I nominate Kimberly Slack for this month. Kimberly always comes in with a positive attitude and ready to work! She is a team player and helps where needed. Kimberly is an excellent preceptor. She makes sure that the new techs feel welcomed and trains them to have the tools they will need to be successful once off orientation. She makes sure the patients are met with a kind touch but still maintains a therapeutic approach.</p>	
<p>Donnell Spears: Materials Management</p>	<p>When one of his fellow couriers got a flat tire that derailed the route, Donnell jumped in without being asked, organizing and communicating a plan to make sure that our clinics still received the coverage they were expecting as close to their normal timetable as possible. This ended up adding about 80 additional miles to Donnell's day, but is a prime example of Donnell's commitment to his team, the clinics we serve, and ultimately our patients.</p>	
<p>Karol Spencer: Materials Management</p>	<p>One evening while Karol was restocking one of the nursing units, a patient's daughter approached her wondering where her mother's dinner was as they had been waiting quite a while for it. Karol stopped what she was doing and went to the nurse's station to pass along the concern, but when it became evident that no one was available to assist, Karol took it upon herself to find</p>	

	<p>the Dietary Aide on the unit. When the Dietary Aide did not have the patient's order, she and Karol worked with the CNA, determining that the patient had diabetic dietary restrictions. As the other two workers were unable to further assist, Karol delivered the appropriate dinner tray to the patient's room, exemplifying her commitment to providing excellent patient care even from a non-patient facing position.</p>	
<p>Cristin Stadt: CHC Admin</p>	<p>I am thrilled to nominate Cristin Stadt for the Mission Possible 2023, in recognition of her exceptional resourcefulness, dedication and for being a team player as a Patient Care Navigator. Cristin has consistently demonstrated an unparalleled dedication to ensuring that patients receive the highest level of care, support and guidance throughout their healthcare journey. Her exemplary contributions as a Patient Care Navigator have not only eased the burden on patients and their families but have also streamlined healthcare processes and improved outcomes. She received numerous commendations from her peers and from patients and families that she serves at the Food Pantry. She always embodies a patient-centered philosophy, always putting the needs and well-being of patients first. She takes the time to listen, empathize, and provide tailored solutions to each patient's unique situation. Cristin consistently goes above and beyond to find creative and practical solutions for her patients. Her ability to navigate through intricate systems and connect patients with the right resources is truly commendable. She advocates tirelessly on behalf of patients, ensuring that they receive the proper care and resources they need and deserve. Cristin also excels in collaborating with other healthcare teams, specialists, and support services to ensure a seamless continuum of care for her patients. Her ability to bridge communication gaps has resulted in better care coordination and patient satisfaction.</p>	
<p>Cara Theis: MH Specialty</p>	<p>Cara is new to our team on the Mental Health Specialty Unit and she has been as asset from her very first day. Her cheery, positive attitude is contagious and she can put a smile on anyone's face- patients and coworkers alike. Since coming onboard, Cara has been eager to learn as much as she can and is regularly bringing ideas to the table. She prioritizes providing a therapeutic environment where our young patients can feel safe to open up. Cara puts her heart into everything she does and we feel so lucky to have her as a part of our team.</p>	
<p>LaCretia Thompson: Mental Health Outpatient</p>	<p>While Cre is new to Riverside, she has already made an impact. She jumped right in and is a great fit in our Behavioral Medicine family. Cre has worked tirelessly to build new relationships in the community and strengthen existing partnerships. She has a magnetic personality, which makes her a perfect fit for the Community Liaison role. Cre gives of her time, sacrificing evenings and weekends, to make sure Riverside Behavioral Medicine is represented in the community. Cre makes our Mission Possible and we are grateful to have her on the team!</p>	
<p>Linda Thompson: Laundry</p>	<p>Linda is a long time employee. She was willing to switch her shift for a few months to help when we were short handed. Linda is always willing to work overtime to help the department. She knows all the functions in the department and can pick up any job. We appreciate all her hard work and dedication to the Laundry department and Riverside. Thanks for all you do.</p>	
<p>Denise Tomano: Riverside Cardiac Specialists</p>	<p>Denise is truly a blessing to our department. She is willing to lend a hand to anyone, patient and staff. Denise is kind, intelligent, strong, and hard working. She is the epitome of what a nurse should be.</p>	
<p>Regan Trevino: NH Admin</p>	<p>Reagan has stepped into another role at RSLC, and I would like her to know what a joy it is to have her on our Reception team. She has excelled in training, and her quick grasp of responsibilities is appreciated so much. Its</p>	

	been a privilege to work with you and looking forward to seeing you continue to do great things here.	
Elizabeth Unruh: Marketing	Liz is that person that no matter what is going on I can call up and she will tackle the project. There are so many times that I just give Liz a small idea and she runs with it to make a great project. Any time there is a nursing event, Liz always jumps in to help and offer ideas and support the event in any way possible. My goal this year was the create a quarterly nursing newsletter - but I just did not have the time or ideas to complete it. Liz has taken this on, helped me stay on track, and made it a visually appealing highlight of nursing. But it is not just the work, Liz is what family feels like to me. Something so small like needing tomatoes for a work potluck, Liz new her coworker had too many in her garden and got me tomatoes. It may not seem like much, but it is the things like this that make Liz stand out at Riverside! Thank you Liz!	
Stephanie Vega-Mendez: MC-Assisted Living	Stephanie is a great team player. Always willing to pick up hours when needed. She is a great preceptor for new CNAs/NAs at Bourbonnais Grove. She is always has a smile on her face and provides great care to the residents at the Grove. Thanks for all the great care you provide!	
Edward Vollmer: Pharmacy	Edward is essential to the success of the pharmacy department at Riverside. Edward works at the Bourbonnais Cancer treatment center and he is consistently helping the department when we are short staffed. Edward takes patient care to the highest regard, and ensures that operations at BCTC are seamless.	
Tami Walters: Emergency Services	Tami is an excellent employee, nurse and team leader. I don't know anyone more deserving of the Mission Possible Award. She carries herself with the confidence to not only provide excellent care to her patients but to lead and educate staff. On tough days, she stays positive. She is always doing little things that have a big impact in lifting coworkers' spirits such as handing out personalized notes to each staff member expressing her gratitude or complimenting them on a job well done. Tami takes the time to truly get to know ALL of her staff - new and old - and really connect with them on a deeper level. She provides thorough and compassionate care to all her patients no matter the circumstance. She is also an outstanding teacher to new staff and even paramedic students with her extensive history in Emergency Medicine. I know I am not alone when I say that we are so grateful for "Mama Tami" and everything that she has done and continues to do for our department, staff, students and patients.	
Faith Ward: IMCU	Faith demonstrates partnership. She always has a friendly attitude and is always willing to help her peers. She treats all patients with dignity and respect.	
Doris Warrington: Housekeeping	Upon leaving work I was exiting the parking garage in my car. I saw an elderly man standing right in the middle of the lane entering/exiting the parking garage. I noticed he was not able to move. The three cars in front of me swerved around him and continued to exit. I rolled down my window and asked if he needed help and he stated he could not walk anymore because of his hip pain. I pulled over and stood with the man wondering how I was going to get him back into the building or to his car. As other people walked past him, Doris Warrington, also leaving work for that day, stopped and asked if we needed a wheelchair. Thankfully, Doris quickly came back with a wheelchair and proceeded to help me get "Tom" safely into his car. He confided in us that he just left the immediate care and would probably need hip surgery. Both Tom and myself were very grateful for the wheelchair and	

	for Doris's assistance. Doris exemplifies Riverside's mission and provided her kindest touch to a patient and co-worker in need.	
Brandi Watson: Housekeeping	Brandi Watson is a wonderful employee. She always goes above and beyond her duties. Once she stayed to cover Assisted living and memory care on a very short staffed day.	
Elizabeth Webb: Riverside Cardiac Specialists	I greatly appreciate Elizabeth's positive attitude. I often need her assistance with scheduling patients to see Dr. Beri - she always goes above and beyond to make sure the patient has a timely appointment and responds to my questions or requests quickly. Elizabeth follows through on tasks and notifies myself or others if there are any issues. Again I truly appreciate her kindness to myself, other staff members, and our patients.	
Tim Weston: Human Resources LEM	Tim has been essential during my onboarding as a new hire here at Riverside. He has ensured that I understand processes and has made sure that I have the tools the need to do my job. He has also spent countless hours in the past two weeks training me 1:1 to ensure I have a great onboarding experience even though I am hired as a contractor.	
Christy Whaley: Pharmacy	Christy Whaley has been a true asset to Riverside and the pharmacy department. She runs the entire pharmacy operation at our Watseka Infusion clinic, and continues to travel to the Main Hospital to cover shifts on the weekend. She always has a great attitude and brightens the days of anyone who crosses her path.	
Rene Whitaker: Organizational Development and Learning	Rene made me feel welcome and part of the team on my first day in the department. This meant a lot to me. I have witnessed this same level of kindness, welcoming, and inclusivity with each new team member, as well as with all new Riverside employees during general orientation. Rene makes it her personal mission to make our work fun, which is so appreciated. Rene is also always willing to jump in and help any member of our team. She works together to find solutions and make things better for everyone on our team and at Riverside. Rene deserves to be recognized for her hard work and dedication to her team and the Riverside organization.	
Carolyne Wilkey: Rehabilitation SVCS-OP	Carolyne frequently goes above and beyond with her patient care to ensure they have a personalized program and individual attention while they receive their Therapy. Carolyne monitors the schedule daily to ensure that we have a full day of appointments and works with front desk staff to fill any open time slots. Carolyne demonstrates caring and compassionate attitude towards patients, family members and other staff in the clinic. Carolyne is open and considerate to suggestions for improvements that can be made regarding patient care as well as modifying the daily schedule as needed to ensure a good work flow for all involved. Carolyne is very knowledgeable and frequently goes out of her way to mentor and help new staff as well as current staff to broaden their skillset and views regarding patient care. There are many instances where another clinician is treating a pt and requests assistance from Carolyne regarding how to progress the pt to optimize their progress. Carolyne is always willing to step in and provide her perspective on treatment plans, frequently assisting the clinician with their POC.	

<p>Leslie Wilking: Riverside Cardiac Specialists</p>	<p>Leslie is great with our patients here at Heart & Vascular. She always has a kind and compassionate touch for each and every patient she works with. Our patient's know she truly cares for them as well as their concerns.</p>	
<p>Deborah Wright: RMG Pediatrics</p>	<p>Regardless of how any day goes in this department as we are all children all the time, Deb (Dee Dee) always has a smile on her face and joy in her heart. She effortlessly makes our children feel comfortable and has fun with them while they await visit start. She is gentle, explains everything to the child so they know exactly what she is going to do and makes games out of routine tasks to keep patient engaged and in compliance. Not only does she show great empathy for the patient, but their family as well making the parent feel comfortable and that we hear their concerns and needs as well. She truly is remarkable and makes our "mission possible" everyday.</p>	
<p>Maggie Worby: Emergency Services</p>	<p>Maggie, always has a smile on her face and willing to help anyone at any time.</p>	
<p>Kerri Zahrt: Riverside Cardiac Specialists</p>	<p>Kerri consistently goes above and beyond to help with any questions I have. She always responds quickly and follows through on requests. She will notify our office of any patient device issues and is great about explaining the devices or answering any questions I or the patient may have. I greatly appreciate her positive attitude. We are truly lucky to have her as part of our Heart and Vascular Team.</p>	
<p>Angie Zambrano: Radiology-CT</p>	<p>Angie always goes above and beyond with helping the techs and most importantly taking care of the patients. She always makes sure they are comfortable, offering warm blankets, helps with positioning patients to make them more comfortable. She will run and get them water or juice, and will help them by getting a wheelchair if the walk is too far for the patients. Some of our patients just love to talk and she is always a great listener. I enjoy working with her. My days run SO much smoother when she is here. I greatly appreciate her and she is a Very important part of our team.</p>	
<p>Muriel Mistro Mental Health Specialty Unit</p>	<p>Muriel has been a fantastic addition to the Mental Health Specialty team. She is always eager to learn and develop her skills as a mental health tech so she can provide outstanding care to our young patients. Whether Muriel is picking up shifts, looking for ways to improve the unit, or simply supporting her coworkers, she is a strong team player who goes above and beyond for the unit.</p>	
<p>Michelle Shaffer: MHU</p>	<p>Michelle has been a huge asset to our Behavioral Medicine team as she is not only one of our MHU case managers, but she also supports our Central Intake department doing admissions and referrals. Michelle is always willing to pick up and help out wherever she can, whenever she can. It's not uncommon to come in on a weekend and see Michelle working an Intake shift to support her team downstairs.</p>	

	Michelle is also a huge advocate for all of our patients, always advocating for their needs whether it's here on the unit, or making sure they have what they need to be successful after discharge. Michelle is dependable to her entire team and always eager to learn new and efficient ways to care for our patients. We are excited to have Michelle as a Mission Possible Nominee!	
Cheryl Vandyke BB Grove AL/MC	Thank you Cheryl for all you do! Senior Living is so grateful to have someone like you on our team. You are always willing to go above and beyond for our K3/BB Grove staff, residents and families.	
Kelly White: Geriatric Psych	Kelly has been a huge asset to our Behavioral Medicine team since starting with us. Kelly is always willing to help support her team and provides thorough care to every client she works with. Kelly regularly advocates for her patients and is willing to find ways to access any level of care they may need both during treatment and after . We are so grateful for Kelly's optimism and ability to work through even the most challenging cases. Kelly is a wonderful addition to our Behavioral Medicine Team!	
Jessica Worth Clinical Laboratory	Jessica has taken on the role of PM shift coordinator in the lab. She has been in the role for only a short time but is already coming up with creative solutions, positive support for her shift and has a focus on quality improvement. Jessica is also working on her bachelors degree in Medical Laboratory Science and plans to attend leadership courses in the future. Thank you Jess for all you do!	
Kim Gartner	I have worked with Kim for about 10 years now and her positivity and search for the good is unwavering. She is a strong believer in what you put out into the world, you will receive tenfold. Kim deserves to be recognized for her incredibly kind and giving heart. She is a gem. Kim is always willing to give a helping hand, she never says no when she is asked to help out. She jumped in and by taking over the EpicCare link hotline among may other things! Thanks Kim!	

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