

Riverside's Tree-Mendous Staff



In honor of the white oak trees that previously grew on the land beneath Riverside Medical Center, we have created an employee/RMG provider contest called TREE-Mendous (replaces previous Brightest Star contest).






TREE-Mendous is the highest recognition we can grant any Riverside employees/providers with recognition and prizes focused on our consistently best of the best providers and staff from all departments/areas of our entire health system.







Eligible providers and employees are those who rise high each day, consistently living in words and actions the behaviors that create remarkable journeys for coworkers and patients/residents and in good standing according to Human Resources records.

Tree-mendous staff branch out as role models to us all—living our key words and Professional Standards of Behavior with every patient and coworker, striving for caring, positive connections with every person ALWAYS.

We have had several nominations come in for our Tree-Mendous staff here at Riverside. Their stories are described below.

<p>Stephanie Cooley – Coal City</p>	<p>Steph orientates are new hires and does an amazing job of preparing them for their position. She works on any project we ask of her and meets deadlines. She suggests ways to improve processes and procedures to make things easier for staff and improve customer service. She has worked tirelessly to improve the process of check in so it is consistent, timely, and accurate. She always goes above and beyond to assist the patient with what they need. Her hard work and dedication are greatly appreciated.</p>	
<p>Laura Healy – RMG Monee</p>	<p>Below was sent to me by one of the team members in Monee: So I just thought I would let you know that we had a patient last week (80y/F) that Laura saved. Like legitimately, because after be checked in for a “scratchy throat”, she expressed other symptoms that she was not concerned with, including a “heavy chest” on/off for 2 weeks, Laura did what she does best and saw this patient, we did everything we could in our setting. She refused an ambulance but allowed for her husband to take her to Franciscan in Dyer. The EKG we did here was abnormal but did not show any acute reading, the ER M.D. that received this patient actually called later that afternoon to talk to Laura and tell her that she made a great catch because they had the same ECG reading and only after her blood work came back did they find out she needed to be rushed to the CATH lab. The patient called this morning to thank us, saying “you saved my life”. I’m not sure what can be done but I wanted management to know because this is not the first time that Laura has actually saved someone in our clinic. In fact, just a short time ago in fact she saw a child that was already seen at</p>	

	another clinic and they found nothing but Laura caught it, and she had emergency surgery	
Deb Ronek – Radiation Oncology	Deb always goes above and beyond to do the best she can to make the patients happy while receiving radiation therapy at Riverside. If a patient ever has a question or needs help with anything, she will drop whatever she is doing to go help the patient. If a patient doesn't understand their radiation schedule, she will sit with the patient and tell them every day what time their appointment is and give them a printout with every detail on it. She is always willing to work over to make sure her work is done for the patients so they will have a good start and be ready on their first day of radiation. She is an awesome team player and strives to her best so the patients can have the best care possible.	
Patricia Shermer – RMG Wilmington	Patti goes above and beyond to assist with questions and issues we have. She is always willing to help team members as well as the Supervisor and Manager. Her attention to detail and problem solve is priceless for us to have accurate registrations and billing. She assists the providers with issues on charts in order to get them close and billed in a timely manner. She follows up on issues and doesn't let anything fall by the wayside. She is always willing to adjust her work schedule and help wherever she is needed. She has shadowed staff that are having difficulties in order to help improve their quality. We would be lost with out her and greatly appreciate all she does.	
Amy Weiss – Patient Accounts	To say Amy is a team player isn't saying enough. She is always available to answer questions & research (even if she isn't the one who interacted with the person who may have called, or e-mailed regarding the issue) . Amy is incredibly knowledgeable & a very valuable asset to our team. Even on her worst days, she will muscle through to be here for her team which speaks volumes of her dedication to her job and her team. I want to take this time to say a HUGE thank you for everything and all you to all she has done !	
Sandra Padgett – Operating Room	Sandy has been working closely with our IT team to help with the conversion of the cisco wireless phones for anesthesia team. She took the initiative to take on this project on her own, which has been a huge help for myself and the team. This is one example of how she always works to find resolution before asking for help or intervention from me or others. I am awarding Sandy with a TREE MENDOUS mask for her continuous dedication to process improvement.	
Kathryn Hendrix – Food and Nutrition	Kathy always goes above and beyond her job duties. She helps wherever needed. She was nominated by some fellow employees for being a hard worker, always helpful, for just making our shifts easier when she's on them.	

<p>Cierra Macon – Food and Nutrition</p>	<p>Cierra is an extremely kind hearted person and gives her all in everything she does. She is a constant help all the time. Cierra always has a positive attitude and is always willing to help out.</p>	
<p>Lisa Martinez – Food and Nutrition</p>	<p>Lisa is very good with patient/ customer service. She has a great sense of humor and makes people laugh. She is a hard worker and is always there to lend a hand without being asked. She goes above and beyond to help the patients.</p>	
<p>Kim Doggett – Food and Nutrition</p>	<p>Kim has been employed with RMC for 40 years. She is a huge asset to the F&N department. She helps and fills in wherever she is needed. She will come in on her days off if she is needed to help with coverage. She gets along great with others and is always positive. I appreciate everything she does for our department and goes above and beyond to assist.</p>	
<p>Aidan Stringer – Food and Nutrition</p>	<p>Aidan is a very hard worker. He helps wherever needed. He is always staying busy and when he is caught up on his own work, he will help where needed. He is always early for his shift and has no call-offs in his file.</p>	
<p>Tim Brown – Emergency Department</p>	<p>Tim took amazing care of my baby when I had to bring him to the ER last year. Tim made sure he was comfortable, that as the mom I had everything I needed and was so calm. He made sure we were settled up on the unit and stayed with us as much as he could. Was excellent with my little guy and made our experience much more calm.</p>	
<p>Rey Guerra – Emergency Department</p>	<p>Rey is a great resource for his colleagues. He has a wide body of knowledge to share and I have watched him come up with new and creative ways to coach others. As an experienced ED nurse, Rey is compassionate and dedicated to his patients, setting a good example for others. His proficiency and critical thinking skills are top notch, and his affinity for pediatric patients are a blessing for this department. Thanks Rey, for bringing your skills to work every day.</p>	

[Click here to Submit a TREE-Mendous Story to Riverside’s Celebration Team or scan the QR code below.](#)



For more contest information, click the links below:

- [Contest Rules](#)
- [Leader Frequently Asked Questions](#)

Thank you for your help to recognize consistently TREE-Mendous staff and RMG Providers.
We can't do this without YOU!

