



1st and 2nd Quarters 2009

# Quarterly News

*This publication showcases the winners of the Five-Star Service Employee Recognition Program. We thank these outstanding individuals for their EXTRAORDINARY contributions to service excellence at University Hospital.*

**Patricia Austin, CAN; Teresa Hamilton, CAN; Carol Henry, CAN; Carolyn Taylor, CAN;** Patient Care Services and **Bruno Lee,** Payroll Department

*Nominated by Deacon Eugene R. Long, Chaplain, Pastoral Care, Volunteer Services*

These five individuals are the heart of the P.A.L.M (Planned Activity Less Medication) Project, a program which cares for young patients who have dementia from substance abuse and/or traumatic brain injury. Each day, Patricia, Teresa, Carol and Carolyn give tender, loving care to our patients through the use of arts, crafts, chair exercises, dining and movies. Bruno provides heart-felt, musical performances on his trumpet. This helps the patients relax and often transforms them to another world. The contributions of this team are many: increased socialization, decreased disorientation, shorter length of stay and reduced medical costs. Most importantly, our patients are uplifted and the tension of being ill is relieved. They are to be commended for their incredible efforts.

**Mohammad Afzal,** Admitting Services

*Nominated by Qamar Carr, Admitting Services*

Mohammad is a man of integrity. Recently, while utilizing the ATM in the cafeteria, he discovered that the master key had been left in the machine. Mohammad located the Director of Food and Nutrition Services and quickly returned the key. Thanks Mohammad, for being so observant and honest!

**Rita Babu, NM, H-Yellow**

*Nominated by the members of the Family Support Team: Patricia Murphy, APN, Sue Walther, APN, Susan McVicker, MS and Janet Harris Smith, MS*

The Family Support Team feels privileged to work with Rita. She consistently provides extraordinary patient care and is a role model for her entire staff. Rita communicates effectively with patients, families, physicians, residents and the nursing staff. She is a compassionate patient advocate and tireless problem-solver who never runs low on energy. Rita has an upbeat, positive attitude and knows no constraints when it comes to helping her patients.

**Maria Barros, RN**, Neurology and Neurosurgery

*Nominated by Machteld E. Hillen, MD and Andrea Hidalgo, MD, Neurology*

Maria's cheerful, optimistic attitude inspires staff, residents and attendings. She is an effective communicator, skilled in conversing in both Spanish and English. Maria is a fantastic nurse and works in an efficient, calm, and friendly manner. The patients love her, and physicians report that her independent decision-making makes their job easier. Knowledgeable and reliable, Maria interfaces easily with outside companies, services and pharmacies. She is a true asset to the department.

**Julius Blue**, General Store

*Nominated by Cathleen Noonan-Flores, Cardiac Cath Lab*

Julius is always willing to provide whatever supplies are needed by the department. If there are discrepancies in an order, he cheerfully rectifies them. Julius takes his time and carefully completes your order. He has a marvelous memory and never leaves until his deliveries are completed. Julius is respectful, well-liked and blessed with a great personality.

**Rahim A. Brown**, Logistical Services

*Shezell Mathis, Patient Care Services and Janice Nadra Midreaux, Dental Clinic*

Rahim shines when it comes to providing excellent customer service. He takes a pro-active approach to his work and never complains. Rahim is pleasant and interacts cheerfully with all those around him. If there is a problem, Rahim quickly resolves it, without ever blaming anyone. We are most fortunate he is in our midst.

**Maryam Chebli**, Care Coordination

*Nominated by Minnie Presley, UH Auxiliary*

Maryam has dedicated herself to the UH Auxiliary, taking the lead on a variety of worthy projects. Whether it's writing the newsletter, organizing the Farmers' Market, making phone calls or designing flyers, Maryam is helpful, reliable, and fun. The UH Auxiliary is appreciative of all her efforts and wonderful disposition.

**Kay DeVerteuil**, Food and Nutrition Services

*Nominated by Janet Reid-Hector, Ed.D, R.D. and Denise Burney, Food and Nutrition Services*

Kay is considered *the* patient ambassador because she is keenly aware of the importance of treating patients and visitors with respect, courtesy and kindness. For Kay, delivering exceptional service and patient amenities is priority number one! Kay never hesitates to do whatever it takes to ensure that patients and visitors always have a positive and rewarding experience. Kay cares deeply for the well-being of our patients and takes the role of nutrition in the healing process very seriously. She is a true role model for all to follow.

**Adriana Faria**, Neurology, Stroke Service

*Nominated by Jawad F. Kirmani, MD and Molly Jacob, APN*

Adriana has established and achieved the goals she set for herself as a principal technical assistant and has become a shining example for others to follow. She is a successful multi-tasker in terms of improving patient care and hospital services. Adriana has made many significant contributions which have helped us to keep our status as the *State-Designated Comprehensive Stroke Center*. She has implemented a process of scanning and digitizing Transcranial Doppler Studies, improving department efficiency. She frequently mentors others, helping them to refine their technical skills. She has also pioneered the electronic, web-based evaluation process for vascular and endovascular fellowship, saving UH financially, and making the process more efficient and user- friendly. But perhaps Adriana's *best* asset is her dedication to providing extraordinary care to all our patients and their families. Hats off to Adriana!

**Ca Misha Hill, Care Coordination**

*Nominated by Rita Babu, NM, H-Yellow*

Doctors Justin Ngene, Rajendra Kapila, Neelima Myneni and S. Sultan Ahmed, wish to commend the extraordinary efforts of Ca Misha Hill. Recently during a holiday weekend, she was involved in the discharge of two challenging patients on G-Yellow. Ca Misha worked diligently and patiently to ensure that both patients were discharged in a calm, safe and kind manner. The physicians observing the discharge were very impressed with the hard work and initiative shown by Ca Misha.

**Shawn Logan, Care Coordination**

*Nominated by Minnie Presley, UH Auxiliary*

Shawn is a wonderful woman who has helped the UH Auxiliary in a hundred different ways. She sets appointments, helps with the distribution of the By-Laws, and assists with many administrative duties. Shawn has the gift of successfully dealing with all personality types. She doesn't leave a job until every detail has been completed. She is professional and patient, regardless of how time-consuming a task may be. The Auxiliary wishes to personally thank Shawn for all she has done.

**Antonia Lugo, Food and Nutrition Services**

*Nominated by Janet Reid-Hector, Ed.D, R.D. and Denise Burney, Food and Nutrition Services*

Antonia embodies all the characteristics of excellence in customer service. She greets everyone with her beautiful smile and never fails to take a few moments to talk with, and assist the patients. Antonia delivers meals with warmth and grace and demonstrates compassion and respect at all times. Patients continuously rave about Antonia's ability to cheer them up and make them smile. Antonia is a ray of sunshine, spreading goodwill to all in her path.

**Ajay Nair, Central Sterile**

*Nominated by Helen Wilcox, Central Sterile*

Ajay is an expert in the care and handling of the crash carts. He is an excellent mentor, teaching the newcomers to the department the importance of the job. Ajay works in a careful and exact manner, focusing on quality and patient safety. His job performance is top-notch.

**Robert Padge, Central Sterile**

*Nominated by Helen Wilcox, Central Sterile*

Robert, a surgical technician, is a skilled multi-tasker and an excellent teacher. He accomplishes a great deal while quietly staying in the background. Robert is renowned for being a hard worker and a person who loves his job. He has earned the respect and admiration of many, not just because of his outstanding work ethic, but for the loving and tender way in which he speaks about his family.

**Manisha Patel, Food and Nutrition Services**

*Nominated by Janet Reid-Hector, Ed.D, R.D. and Denise Burney, Food and Nutrition*

Manisha is a role model for service excellence. Whether serving patient meals or performing other "ambassador" duties, Manisha always wears a smile. Staff and patients continuously comment on Manisha's warmth and compassion. She is exceptionally courteous, kind and respectful. Manisha genuinely feels she has a role in the healing process of our patients – which is why she does everything possible to ensure that each contact with a patient is a positive and rewarding experience.

**Calbert Peart, Central Sterile**

*Nominated by Helen Wilcox, Central Sterile*

Calbert has the experience and ability to effectively support the busy staff of the Operating Room. He is dedicated and demonstrates excellent leadership, communication and interpersonal skills. Calbert is an uplifting person to have around and very much appreciated by his co-workers.

**Jeffrey Rouse (Sgt.), Public Safety (Evening Shift)**

*Nominated by Robert C. Spellman, Jr., Patient Advocacy*

Jeffrey does everything he can to ensure the safety of staff, patients and families. When he is on duty, people feel a sense of relief. Jeffrey has earned the respect of the ED staff and the gratitude of many patients and families. He has demonstrated exceptional leadership, dedication and service to the hospital and also has compassion for the less fortunate. Jeffrey has a reputation for quickly and accurately making an assessment and being able to defuse just about any situation. He also initiates investigations that otherwise might not have been pursued. Jeffrey is a “Grade A” professional.

**Takima Small, Phelbotomy**

*Nominated by Tina Jalloh, Laboratory Medicine*

Takima is an experienced phlebotomist whose motto is *always provide excellent patient care*. She consistently works beyond her normal work duties to ensure the patients are cared for in an efficient, timely and courteous manner. Takima performs her duties with a smile and always has a comforting word for her patients, regardless of how she is approached by them. Takima’s job is to draw blood from the patients. Because of this, many are nervous and upset even before they arrive to the department. Regardless of their fears, Takima has a “gift” for calming the patient down and decreasing their wait time. If she has free time, Takima uses it to assist her fellow phlebotomists or create ways to improve the department. She is an amazing asset to UH!

**Ivoline Thomas, NA, Same Day Surgery**

*Nominated by Linda McGinnis, RN, Same Day Surgery*

Ivoline is a shining star in the DOC. She puts the needs of her patients first and often goes beyond the duties outlined in her job description. Recently, when a patient requested to use the bathroom which had not yet been cleaned for the day, Ivoline stepped right in. She scrubbed the bathroom until it was sparkling for the convenience and comfort of the patient. Ivoline accepts all her assignments with a smile on her face and is caring and compassionate to the patients. She is a real blessing to the department.

**Gloria Tillery, Physical Plant/PowerPlant**

*Nominated by Jose Peteira, Physical Plant/Power Plant*

As the manager’s assistant, Gloria plays an instrumental role in the day-to-day administrative duties of the Co-Generation Plant, the department which provides hot water to the UMDNJ campus. Gloria oversees the purchase requisitions of outside contractors, making repairs happen in a timely manner. She is highly responsible and always willing to provide assistance without being asked. Her creative thinking and innovative problem-solving abilities make her a welcome talent to the department. Gloria’s co-workers all agree - “she is a highly valued and respected member of the department.”

**Rochelle Turner, LPN, Ambulatory Care**

*Nominated by Meredith Schade, MD, Ambulatory Care*

Rochelle has consistently provided outstanding service to the patients of UMD Care. She is responsible for coordinating care between patients and specialists, organizing medication lists, and helping to communicate vital information. Rochelle sorts through and solves the multitude of daily problems that the department faces each day. Because of her assistance and excellent communication skills, the physicians feel they can take even better care of their patients. The staff wishes to support and encourage Rochelle's decision to pursue a career in nursing. There is no doubt that she will be a tremendous success.

**Jacqueline Villafana, Environmental Services**

*Nominated by Ben Quidangen, Emergency Department*

Jacqueline always goes beyond the call of duty to ensure that the Emergency Department is clean and neat. She makes it a point to see that the trash is disposed of properly. In addition to this, Jacqueline has a very pleasant disposition and is highly receptive to suggestions from the staff. Finally, Jacqueline reaches out with kindness to all the patients, answering their questions and helping them in a variety of productive ways.



**The UNIVERSITY HOSPITAL**  
University of Medicine & Dentistry of New Jersey