



2008  
Quarters 1, 2, 3 and 4

# Quarterly News

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

**Patricia Asherman, LSCW and Sheila Royster, CSW, Care Coordination**

*Nominated by Langirene M. Aguilh, APRN, ANP-C, MSN, Care Coordination*

This special team embodies all the characteristics one looks for in a social worker. They are kind, warm, supportive and non-judgmental. Although their patients are numerous with complex challenges, Pat and Sheila always find time to provide individual attention and an endless well of “tender loving care.” Because of their deep commitment to helping those in need, they are often referred to as, “miracle workers”, never turning away a patient, regardless of the hour. Pat and Sheila wear “many hats”, serving as advocates, educators and providers of hope and love.

**Dorrine Ricks-Bizaldi, Admitting**

*Nominated by Patricia Ward-Jenkins, Admitting*

Dorrine is a professional first and foremost. She always speaks with a caring and respectful tone and regularly invites the staff into her office to discuss their concerns and problems. Dorrine goes beyond the call of duty to ensure that everyone’s issues are resolved in a timely and appropriate manner. She always displays a manner of expertise and diplomacy when dealing with patients, families and staff.

**Rebecca Boakye, Central Sterile**

*Nominated by Helen Wilcox, Central Sterile*

Rebecca is a self-directed, thorough, and conscientious worker. She is the “teacher” of the department and those under her tutelage, credit her for helping them develop excellent work habits. Because of Rebecca’s expertise in sterile surgical services, she has helped enhance the efficiency of the operating room. Whether it is tips on priority setting or just a “big hug” you need - come to Rebecca in Central Sterile and she will gladly assist!

**Octavia Carter, UMD Care/Medical Subspecialties**

*Nominated by Karen Romano, NM, UMD Care/Medical Subspecialties*

As the patient service representative of the department, Octavia is charged with advising the patient on what documentation is required before making an appointment with the doctor. Often patients don’t follow these recommendations and they become upset when problems naturally follow. When this happens, Octavia is the model of patience. She goes above and beyond to help the patients obtain the information and get their appointment as quickly as possible. She is the perfect example of a “Five Star” employee.

**Barbara Cheeks, Environmental Services**

*Myriah Wainwright, Zikima Valentin, Pauline Chavungama, Tyra Williams, and Marie Joseph, F-Yellow*

Barbara smiles often and never complains. She takes exceptional pride in her work, as evidenced by her continual scrubbing, dusting and disinfecting of the unit. When she leaves for the night, the department is sparkling! In addition to her remarkable work ethic, Barbara always makes it a point to say a comforting word to all the patients. When people compliment her on this, she simply says, “I don’t just do it for University Hospital, I do it for my higher boss – God.”

**Tonya M. Christian, Environmental Services**

*Nominated by Julius Iluonokhalumhe, RN, G-Blue*

Tonya is a real gem and a gift to University Hospital. She knows how to use all the complicated machinery with ease and professionalism – especially the heavy buffing machine. When she waxes the floor, it looks like glass! Kind, energetic and an inspiring worker – that’s our Tonya!

**Mary Crump, Environmental Services**

*Nominated by Teresa Sanders, RN, Molly Varghese, RN, and Don DeBlock, RN, Occupational Medicine Services*

Mary works on the GA-level of the Stanley Bergen Building. Even though her workload is very demanding, she always manages to keep the department clean and shining. When she is called in for assistance, she responds immediately and does the job with a smile. Mary is also a wonderful mentor. When she works with new crews, she exhibits patience and professionalism. Mary is a model worker who is blessed with an understanding and compassionate attitude. She is respected and appreciated by the entire staff of Occupational Medicine Services.

**Flora Cummings, RN, F-Yellow**

*Nominated by Lauren Raia, RN, F-Yellow*

Flora is a “GRADE A” member of the F-Yellow Team. She goes above and beyond the call of duty every day! She willingly assists all the nurses, even though the patient may not have been assigned to her. Flora is an extremely hard worker. She always has a positive attitude and smile on her face.

**Sandra Davis, Department of Radiology**

*Nominated by Peter Chiagoro (Essex County Radiography Student)*

Sandra is not only an excellent worker, but she is also an outstanding mentor. She always demonstrates courtesy and professionalism to her patients and students. Sandra is a team player who willingly helps out in any situation. Students praise Sandra for being a patient and conscientious teacher.

**Theresa Decembre, Patient Care Services, Float Pool (Formerly D-Green, Oncology)**

*Nominated by Kim Griffin, RN, Nursing*

Theresa is a unit clerk who is well-known for being helpful, kind and professional. On one particular evening, she went the extra mile to ensure that a patient received a feeding tube during the off hours. She personally made several phone calls, tracked down the dietary supervisor, then picked up and delivered the feeding tube. Because of her caring and resourcefulness, the patient received the feeding tube in a timely manner.

**Diane DePeri, RN and Bernie Pepchinski, RN, Nursing Quality and Performance Improvement**

*Nominated by Sahlee Manongdo, Nursing Quality and Performance Improvement*

These two wound care nurses are exemplary with regards to quality improvement. Because of their expertise and dedication, they have significantly reduced noscomial pressure ulcers. They conduct surveillance rounds daily and act as consultants and educators to staff members, teaching them the latest in risk assessment, infection prevention and documentation. Diane and Bernie have utilized evidence-based practices and a wound care protocol in order to provide the highest level of care to our patients. Many of their efforts have resulted major cost savings.

**Neida Espeleta, RN, Labor and Delivery**

*Nominated by Joyce B. Johnson, NM, Family Health Care Services*

Neida was the charge nurse in Labor and Delivery, when a severely distressed patient arrived. Using her years of experience, she made an immediate assessment that this patient might have ruptured her uterus. Neida immediately called the physicians and rallied the staff. Only twenty-one minutes elapsed from the time the patient arrived, to the time she was placed on the operating room table. Shortly thereafter, a premature infant was delivered and is reportedly doing well. Kudos to Neida for recognizing and responding expeditiously.

**Hernan Feliciano, RPA-C, Trauma Department, Surgery**

*Nominated by Adena Homnick, PRA-C, PhD, (C), Trauma Surgery*

Hernan is a team player and an intelligent physician's assistant who is always willing to go the extra mile for patients and colleagues. Last March, on a cold evening, he noticed a patient preparing to leave the hospital without proper clothing. He immediately ran to his car and obtained a coat for the patient. This exceptional act of kindness and hard work is routine for Hernan and the reason he is admired by his patients and fellow PA's in the Trauma Clinic.

**Cathleen Noonan-Flores, Lovely Philips, RN, and Esmeralda Ramos, RN, Cardiac Cath Lab**

*Nominated by Diane Alfano, NM, Cardiac Cath Lab*

The Cath Lab was asked to participate in "Go Red Day" by providing blood pressure screenings in the cafeteria. Cathy organized the event, prepared the table decorations and designed heart pins for the participants. Lovely and Esmeralda supplied the expertise for the event. Because of their coordinated efforts, the event was a complete success. Over 300 employees, students and visitors had screenings. They truly went the extra mile.

**Cheryl Gibbons, Orthopaedic Clinic**

*Nominated by Terri Coerts, PA-C, Orthopaedic Trauma Service and Eric Altschuler, MD, PhD, PM&R*

Cheryl's hard work and excellent organization skills have literally transformed the complexities of the Orthopaedic Clinic into a model of efficiency for the rest of the hospital. Staff members often voice their appreciation for Cheryl's leadership and dependability. Some of the improvements that she has instituted include:

- *a new system for the disability paperwork, resulting in forms being filled out and returned in a timely manner*
- *a new patient label sheet for use during dictation and clinic*
- *a new system to track patients that have PLIGA insurance, resulting in the appropriate form being completed at each clinic visit and the hospital being reimbursed for services*
- *a new system to better track the ER and post-op followups resulting in fewer unexpected "walk-ins" during clinic*

Although Cheryl is gifted when it comes to business, it doesn't stop there. Cheryl also demonstrates great care and compassion for patients. She assists them with their appointments and takes the time to help them complete their paperwork. The Orthopaedic Clinic would like to express their enormous gratitude for Cheryl's many wonderful contributions to the department.

**Molly Jacobs, NP, Neurology**

*Nominated by Jawad F. Kirmani, MD, Neurology*

Molly has shown exceptional dedication and service to the stroke and neuro-intensive care unit. She has mentored nurses, residents and inspired all with her enthusiasm, positive attitude and extraordinary compassion for her patients. She has often stayed late and come in early when the service is busy without expecting much in return, other than the best possible patient outcome. She is devoted to quality improvement and has diligently kept track of neuro-critical care patients in a meticulous and detailed fashion since 2004. Molly has incredible creative energy and refreshing idealism.

**Patricia Ward-Jenkins**, Admitting Services

*Nominated by Monique Jones, Admitting Services*

Recently, Pat went to great lengths to help locate a priest at the request of a family whose loved one was dying. She started by calling several different parishes, until she found a priest who was willing to come to the hospital. When the priest arrived, she escorted him to the floor, where he was able to meet with the family and provide the emotional and spiritual comfort that was needed.

**Deborah (George) Dolny Korasic, RN, MA, CPHQ**, Quality Improvement (UH)

*Nominated by Dr. Vincent Barba, Quality Improvement*

George is a very motivated nurse and quality improvement professional. She strives for excellence in all her pursuits. George's outstanding drive and determination have led to the department's success in improving cardiology and critical care processes and outcomes at UH. She is a model for others to follow and deserving of our praise and accolades.

**Ama Kyei**, Central Sterile

*Nominated by Helen Wilcox, Central Sterile*

Ama is a self-starter who is highly motivated and enjoys challenges. She researches problems and strives to resolve issues to the fullest extent. Ama is also a good listener and is quick to offer help as needed. She is generous, a leader and a good example of a "Five Star" employee.

**Eric Y. Marfo, Jr.**, Central Sterile

*Nominated by Helen Wilcox, Central Sterile*

Eric is a highly motivated individual who enjoys the challenge of exceeding expectations. He is an excellent teacher, yet is always willing to learn. Eric has the ability to effectively support high level staff, such as those in the operating room. He is a hard worker and can make you smile. We need more people like Eric!

**Shiby Mathew, RN**, Neonatal Intensive Care Nursery, FICN

*Nominated by Gloria Igwe, NM, FICN/FIN, Family Health Services*

It's no wonder why Shiby was recently selected as *Employee of the Quarter* in her department. She is an excellent team player and an exceptional and highly engaged employee. Shiby provides a strong foundation for the entire FICN staff and is well-respected and admired by her peers.

**Eliana Maurice, RN**, H-Blue, Medical/Surgical Unit (formerly D-Yellow, Oncology)

*Nominated by Patricia John, NM, Medical/Surgical*

When it comes to anticipating the needs of her patients, Elaine could write the book! Recently, she was in charge of a patient for whom she established a very special connection. She took this patient as her assignment everyday, and even on her days off, would call and inquire about his progress. When he began to improve and seemed ready for discharge, Elaine took special care to make sure the discharge plans were just right. Thank you Elaine, for being the epitome of a committed and caring health professional.

**Gayan McGrath**, Patient Care Services - Float Pool (formerly D-Yellow, Oncology)

*Nominated by Rita Babu, RN, D-Green*

As a patient care technician, Gayan repeatedly demonstrates an outstanding work ethic. Recently, when the unit was exceptionally busy, Gayan began her day by assisting two patients who needed extensive help. She then continued to care for every other patient on the unit. Before anyone knew it, every patient was clean, happy and comfortable. In addition, the rooms were spotless! Gayan never complains, but cheerfully and competently completes every task. To the very busy nurses who have come to depend on her, Gayan's help is invaluable.

**Shirley Miller, Medical Records**

*Nominated by Karen Reauls, Trauma*

Shirley is a top-notch professional who stops at nothing to get the job done. She recently assisted a member of the Trauma Department in acquiring the proper medical documentation which would allow the patient to be discharged to another hospital. Shirley was contacted after hours and took complete ownership of the problem. She was professional, effective, and kept going until the problem was solved.

**Janet Mosley, RN, Nursing, Coronary Care Unit (I-Yellow 2)**

*Nominated by Janet Harris Smith, Family Support Team*

With tenderness and compassion, Janet took on the difficult task of explaining to a patient all the details related to his terminal illness. In addition, she made sure that appropriate discharge plans to another hospital were in place. Since English was not the first language of the patient or his wife, Janet ensured that they understood and could process the information needed to manage his symptoms and make a proper end-of-life plan. Janet's actions demonstrate an extraordinary degree of initiative, caring and compassion.

**Susan Palma, RN, Nursing Administration, Patient Care Services**

*Nominated by Dr. Patricia Murphy, Patient Care Services*

Sue Palma is amazing! She consistently puts patients and families first. She is competent, compassionate and never gets overwhelmed. She is the role model for service excellence every time she interacts with a family. Sue understands how difficult it is for family members when someone they love is critically ill. She provides emotional support and guidance to families in crisis. UH is very fortunate to have this outstanding nurse as a PCC.

**Deanna Paxos, RN, F-Yellow**

*Nominated by Dr. Zilberman, OB-GYN*

It's not often that a physician has the time to write a Five Star nomination. So when it does happen, you know the candidate has to be special. This is so true in the case of Deanna! Deanna is a hard-working, highly skilled and conscientious nurse. She knows how to provide the perfect balance of high level clinical care and love to her patients. Deanna has excellent "follow through" and is well-respected and admired by her colleagues.

**Roxanne Poon, RN, CPHQ, Quality Improvement (UH)**

*Nominated by Dr. Vincent Barba, Quality Improvement (UH)*

Roxanne is the Quality Improvement's secret weapon! She is an accomplished nurse and outstanding quality improvement professional. Roxanne has been guiding our hospital's change into improving surgical care, preventing cardiac arrest, and preventing deep vein thrombosis. Roxanne's ability to lead teams and overcome obstacles is impressive and deserving of our praise and admiration.

**Mary Rue, Nursing Quality and Performance Improvement**

*Nominated by Rosalina Manongdo, Department of Quality/Performance Improvement*

From the moment Mary started at University Hospital as a unit clerk in the ICU, she has exhibited extraordinary dedication to her job. She is reliable and will adjust her time to come to work on off hours if the situation calls for it. She was recently promoted as a management assistant for the department of Quality and Performance Improvement. In her new role, she continues to be an excellent performer. She accepts new assignments with a smile and accomplishes them with exceptional expertise. Because of her excellent abilities and attributes, the department continues to succeed.

**Mary Soliman, Rph, Pharmacy**

*Nominated by Johnnie Williams, Emergency Department*

Mary Soliman believes she MUST put her best efforts forward for each patient. She not only holds herself accountable for providing the highest level of service possible, but expects the same from fellow colleagues. Mary has already been declared “a knight in shining armor” by one of the most senior pharmacists. Her desire to improve on her clinical skills has led her to accept additional responsibility to do case study presentations to her colleagues. Mary is pleasant, always ready and willing to help and is a highly sincere individual.

**Robert Spellman, Patient Advocacy**

*Nominated by Kelly Semp and Stephanie Burroughs, Trauma Department*

Robert provides support and guidance to the staff, patients and families in the Trauma Unit. He is a positive example and inspiration to his colleagues and is professional in all situations. Robert is compassionate and understanding, providing physical, emotional and spiritual guidance to patients and families. He always has a pleasant disposition. When Robert is working, the staff can enjoy a quiet sense of relief. He can always be counted upon. Robert is a genuine asset to University Hospital.

**Sheba Telemaque, NA, F-Yellow**

*Nominated by Ibronke Macaule, RN, F-Yellow*

Sheba is a joy to work with. She is dependable and always takes initiative. She accepts tasks without being asked and exceeds all expectations with respect to patient care. Sheba defines the term “nursing assistant” because of her outstanding work ethic, joyful disposition and deep sense of responsibility.

**Tony Walker, Linen Department (assigned to E-Blue)**

*Nominated by Kathleen Hughes, Patient Care Coordination (Trauma)*

Although Tony has been at University Hospital for only a short time, he has already earned the title of “Five Star” employee. Hard-working and dedicated, he always has a smile on his face and something nice to say.

**Suzanne Walther, APN, Palliative Care, Patient Care Services**

*Nominated by Bernadette Craceliolo, OB-GYN and Women’s Health*

Suzanne consistently exceeds expectations in the care of the gynecologic and oncology patients. She helps them set realistic goals, problem-solve on a very practical level and offers family counseling and support. She has worked with the caregivers in Hospice, putting them in touch with helpful resources. Suzanne regularly attends conferences in the OB-GYN Department, helping to make the treatment plans of the patient work better. In short, Suzanne very effectively “connects the dots” between plan and care. She is to be credited with more lives served better.

**Jan Ward, Physical Medicine and Rehabilitation**

*Pansy Harris-Lane, formerly with the Neurology Department*

Jan has served as President of the Stroke Support Group for over two years with remarkable diligence and grace. As a speech pathologist, her most outstanding characteristic is her dedication and the sincerity that underlies her interactions with patients and families. Jan treats her patients as if they were family. She is devoted to getting them together in a casual environment to talk about stroke and its effects on their life. The group has been such a success that patients have traveled from other states to join the meetings.