



# Quarterly News

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*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.*

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**Marcia Downer, Physical Therapy**

*Nominated by Theresa R. December, Nursing*

Although Marcia was working on another unit, she happily came to the aid of a patient in need on H-Green. Apparently the patient needed crutches in order to be discharged, and the physical therapist assigned to the floor was busy helping someone else. Marcia immediately responded to the call for help, evaluated the patient and provided him with crutches. Because of her pro-active approach, the patient was quickly and safely discharged. This type of action is not uncommon for Marcia. She is often praised for providing exceptional patient care and being a source of inspiration.

**Oksana Duchnyez, Radiology Ultrasound**

*Nominated by Anila Mehta, Radiology Ultrasound*

Recently, the Radiology Department received a very challenging emergency case, involving a critically injured child. Although Oksana was off that day, she was called in to assist. In less than 20 minutes, she was there and ready to help. Oksana's quick response time made it possible for the radiology staff to focus on the child and provide him with the care and attention that was needed. Oksana regularly demonstrates dedication, excellent judgment and a highly professional attitude. The department is proud of her and wishes to express their thanks for a job well done.

**Irene Esteves, Central Sterile**

*Nominated by Helen Wilcox, Central Sterile*

Irene is a hard-working, dedicated staff member who is always willing to assist. When problems arise, she remains calm, asks the right questions and dedicates herself to resolving the issues. Irene has a positive attitude and is highly supportive of her staff. She is admired and respected by many.

**Raymundo Flandez, Central Sterile**

*Nominated by Helen Wilcox, Central Sterile*

Raymundo is an excellent multi-tasker and is effective in both the Operating Room and Central Sterile. When the atmosphere gets stressful, Raymundo remains calm and focused. He is responsive, always answering the phone on the first ring. Raymundo makes himself available to all those in need and is considered a first-rate asset to the department.

**Robyn Massenburg, Ambulatory Care Services**

*Nominated by Karen Romano, Ambulatory Care Services*

Robyn, a PSR in a very busy clinic, deals with a host of diverse personalities and problems every day. This challenge only brings out the best in Robyn! No matter who she is dealing with, Robyn remains calm and treats everyone with respect and courtesy. She is level headed, professional, and always uses a pleasant tone of voice. Recently, two patients praised Robyn for her consistent helpfulness and ability to focus solely on them, despite a very busy waiting area. The practice manager of the department wishes to personally thank Robyn for all her efforts. She is convinced that it is this level of service excellence that can and will bring UH into the 90th percentile.

**Merica McCalla, RN, I-Blue**

*Nominated by Vena Jupiter – Syllien, RN, Nursing*

Merica goes out of her way to assist her co-workers. Organized and efficient, she is the first to step in and roll up her sleeves when she sees the need. Recently, when the unit was experiencing a high volume of simultaneous admissions, Merica jumped into action. She helped her co-workers, which minimized their stress and confusion. Because of Merica, the night went smoothly and the patients were admitted in a calm manner.

**Pharmacy Staff (Evening Shift) comprised of:**

**Edgardo Alvarez, Harry Cuartas, Danilo Soliza, Maria Rodriguez, Susan Chandy, Lydia Raboy, Mary Solomon, Joseph Licata, Christina Ninan, and Janice Monticer**

*Nominated by the SICU (night shift)*

The night staff of the SICU loves the evening Pharmacy team and they want *everyone* to know it. They credit the pharmacists and technicians with being prompt, courteous and sporting an excellent, upbeat attitude. This special group never fails to go the extra mile when it comes to providing excellent patient care, making quick deliveries and always being helpful. Hats off to these extraordinary individuals!!!

**Tonya Reeves, ENT Clinic**

*Nominated by Jane Henderson, ENT Clinic*

Tonya exhibits a comforting calmness when communicating with the patients. She is always patient and courteous, even when the patients are difficult. Tonya is a model PSR because she is professional, dedicated and always willing to provide superior service. She never complains despite the work load. Tonya is a refreshing and welcome addition to the clinic.