



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.

Mohammed Afzal, Admitting

Nominated by Patricia Jenkins-Ward, Admitting

Mohammad takes enormous pride in his work. He speaks in a clear, sensitive and polite manner, which makes patients feel free to ask questions. Mohammad takes the time to train staff members with the various systems, coding methods and policies of the department. He is a professional in every sense of the word.

Rene Aleria, Andre Cole, Jan Eymard, Kelvin Freeman and Claude Robb, Patient Care Services

Nominated by Susan Palma, PCC, Patient Care Services

Equipment handlers, Rene, Andre, Jan, Kelvin and Claude have been a wonderful addition to the Patient Care Services Department. They work hard to ensure that the equipment is clean and delivered on time. Individually and collectively, this special group of gentlemen possess a positive, customer-friendly attitude that makes them uplifting and fun to be around. Many people have commented on their reliability, responsiveness and superior work ethic.

Cecelia Ashman, Central Sterile

Nominated by Helen Wilcox, Central Sterile

Cecelia is highly responsible and understands the complex needs of the operating room. She works in a proactive, responsive manner and never hesitates to go the extra mile when helping a colleague or patient.

Felicia Booker, Admitting

Nominated by Patricia Ward-Jenkins, Admitting

Felicia works diligently to ensure that department issues are resolved in a timely manner and constructive fashion. She is highly motivating and encourages team spirit among her peers. Felicia is skilled at operating all the office equipment and shares her knowledge with those around her. When it comes to enforcing the standards and policies set forth by the department, Felicia is the master!

Pauline DaCosta, Central Sterile

Nominated by Helen Wilcox, Central Sterile

Pauline is a quiet, conscientious and highly productive worker. She loves her job and it shows! Pauline has a wide array of talents and because of this, she is a tremendous asset to the department.

Leslie Dinicolas, Medical Records

Nominated by Christina Ritacco, Medical Records

On multiple occasions, Leslie has stayed after completion of her shift or during her lunch break to perform sign language translation for the hearing impaired. She cares deeply about the patients and does everything possible to ensure their comfort and complete understanding of medical information.

Patricia Ward-Jenkins, Admitting

Nominated by Monique Jones, Admitting

Patricia's leadership style has inspired teamwork and camaraderie among her co-workers. She has even motivated some staff members to return to college. Patricia has a kind spirit and is willing to share her wisdom with the department. Recently, she helped to safely and quickly have a "walk-in" gunshot victim transported to the Shock Trauma Room where he received immediate medical care. Pat is a jewel to the department.

Florence Luwinsky, Care Coordination

Nominated by Jaclyn Leitner PA, Department of Medicine

Florence, a social worker on H-Green, follows through with everything that is asked of her. She often "brain storms" with colleagues to find alternative solutions to complex problems. Florence keeps family and interdisciplinary medical teams abreast of all patient issues. She does everything possible to execute effective and timely discharge plans.

Michael Odierna, RN, Emergency Department – Trauma

Nominated by Patricia Ward-Jenkins, Admitting

Michael is very attentive and highly caring to patients and family members. He is a leader by example, which is highly motivating to those around him. Michael is polite and calm, even under trying circumstances. He has an excellent sense of humor and can always "think outside the box" when it comes to solving problems. Michael has the ability to make patients feel confident and relaxed in his presence.