

PLEASE NOTE:

- *Some staff are listed in two standards as the information submitted referenced behavior that applied to both standards.*
- *If comments were submitted by someone other than the director or manager, the source is noted.*
- *Comments were copied exactly as submitted.*

Sense of Ownership

Monique Askins Maternity

"I would like to mention the names of the Jan 2016 MCU blizzard team, they came Friday night and stayed until Monday morning. Jonnelle Gote, Jean Gaughan, Cathy Creazzo, Kimberly Price, Misty Long, and Monique Askins. (I think this could be an easy list to expand.)"

Andrea Canan Surgery

"With our OR Circulator shortages, Andrea Canan, Lee Weber and Jen Hoffert have agreed to work in the GI room and Pain cases. They are doing a fantastic job."

Cindy Chambers Surgery

"Cindy Chambers has jumped in with both feet to assure our dept has the supplies we need to do cases. She works closely with Materials Mngt, vendors, and staff to make sure the supplies are here on time and that we have an adequate supply on our shelves."

Cheryl Colagovanni Patient Registration

"Cheryl is a new employee in the registration dept. and has shown team checking and also support the team. She is always willing to help cover any last minute call outs. She took the initiative to come in the show storm and relieve the third shift coworkers from during a double shift. She takes pride of her work is accurate and very detail oriented. Always has a patient first attitude."

Audrey Cornish Patient Registration

"Support the Team by helping other employees, covering other shift when short staff. Does extra curriculum when assign to her. Encourage other coworkers from other dept. to work as a team. Practice AIDET to coworkers and patients."

Cathy Creazzo Maternity

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Dale Curry Patient Registration

"She is a multitask at the front desk willing to help patients in a timely manner. She responds to a code in a proficient, calmly and professional matter. Dale support the team by covering other areas were help is needed and short staff."

Lori Douthat Nursing

“I just wanted to express how impressed I was with how Lori Douthat handled the entire hospital the weekend of the major snow storm. She single handedly managed the incoming and outgoing calls from nursing staff, surgeons, housekeeping, dietary, ER, lab, maternity care, etc. She arranged beds, rooming accommodations for the staff for the entire hospital and made arrangements for food for those who stayed. She did it all with grace and stayed cool under pressure, like no one else I have seen in my 10 years at Jennersville Hospital. She was the person to ask regarding plowing updates and who needed to be dug out next. She was the go to person for everything all weekend long and kept entire operation running smoothly. It is all too easy to read the negative that goes on in the world. I wrote this letter to praise and thank Lori for everything she did for the nursing staff, doctors, patients and their family that weekend. I truly believe that she should be both applauded and rewarded for the yeoman type effort that she put forth that weekend.” (from a co-worker)

Coleen Fenza Surgery

“Coleen Fenza has gone above and way beyond covering many extra calls during our circulator shortage from November thru February. Thank you Coleen.”

Jean Gaughan Maternity

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Jonnell Gote Maternity

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Steve Graham Radiology

“Have been and continue to come in early or when called to fill shifts to ensure safe staffing levels during multiple simultaneous RAD FMLA’s.”

Kris Gwizdak-Imburgia Emergency

“Kathy McClimans, Kris Gwadiak-I, Michelle Marker and Nicole Starner for helping me orient to the ED, answering all my crazy questions and pointing me in the right direction.” (from Elaine Cook)

Jen Hoffert Surgery

“With our OR Circulator shortages, Andrea Canan, Lee Weber and Jen Hoffert have agreed to work in the GI room and Pain cases. They are doing a fantastic job.”

Misty Long Maternity

“I would like to mention the names of the Jan 2016 MCU blizzard team; they came Friday night and stayed until Monday morning. Jonnelle Gote, Jean Gaughan, Cathy Creazzo, Kimberly Price, Misty Long, and Monique Askins. (I think this could be an easy list to expand.)”

Michelle Marker Emergency

“Kathy McClimans, Kris Gwadiak-I, Michelle Marker and Nicole Starner for helping me orient to the ED, answering all my crazy questions and pointing me in the right direction.” (from Elaine Cook)

Kim McCall Radiology

“PRN US stepping up and working significant hours during staffs MLOA.”

Tracey McFadien Emergency

“Tracey McFadien has assisted with orientation of new staff, working with MED HOST.” (from Elaine Cook)

Kathy McLimans Emergency

“Kathy McClimans, Kris Gwadiak-I, Michelle Marker and Nicole Starner for helping me orient to the ED, answering all my crazy questions and pointing me in the right direction.” (from Elaine Cook)

Kim Price Maternity

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Sue Reiter Patient Registration

“Support the Team by helping other employees, covering other shifts when short staff. Practice STAR and AIDET with coworkers and patients.”

Karen Shisler Telemetry

“Karen Shisler (Tele) and Megan Turner (MSW) for helping out in the Post-op area for last 3 months with our staffing shortage. We greatly appreciate the help and the great job they have done.” (from Elaine Cook)

Adrienne Spence Patient Registration

“Adrienne has taken the initiative supporting the team by supporting ED and outpatient registrar when staff is busy with patients coming in filling in a shift for coworkers. Training new employees and also helping coworkers with effective communication and positive feedback.”

Nicole Starner Emergency

“Kathy McClimans, Kris Gwadiak-I, Michelle Marker and Nicole Starner for helping me orient to the ED, answering all my crazy questions and pointing me in the right direction.” (from Elaine Cook)

Brandy Sumner Maternity

“Brandy Sumner and Lois Rineer have organized the new EMPRINT form process for all to use.”

Joanne Thomas Surgery

“Joanne has gone above and way beyond covering many extra calls during our circulator shortage and stepping into training and orientation of our two new staff members. Thank you JoAnne.”

Megan Turner MSW

“Karen Shisler (Tele) and Megan Turner (MSW) for helping out in the Post-op area for last 3 months with our staffing shortage. We greatly appreciate the help and the great job they have done.” (from Elaine Cook)

Lee Weber Surgery

“With our OR Circulator shortages, Andrea Canan, Lee Weber and Jen Hoffert have agreed to work in the GI room and Pain cases. They are doing a fantastic job.”

Lori Willis Radiology

“Have been and continue to come in early or when called to fill shifts to ensure safe staffing levels during multiple simultaneous RAD FMLA’s.”

Quality/Safety

Krissy Misero Radiology

“FT US tech offering solutions for and informing management of staffing and scheduling issue during supervisors FML Absence.”

Sheila Montgomery Patient Registration

“Sheila has lots of great quality to name a few she Support the Team/STAR/Effective Communication/AIDET. She is in contact with the community and helps them with obtaining insurance and helping patient so they are able to have their services done. Always willing to help registration when short staff. Complete patient portal to keep our core measure at the percentage required.”

Becky Moore Surgery

“Becky Moore has stepped into the SPD role – again – when we had a resignation. She is doing a fantastic job at this role.”

Cathy Creazzo Maternity

“The following MCU staff are doing weekend IPA callbacks for Jennersville discharged patients. Jessica Hall, Sandy Reyburn, Kimberly Price, and Cathy Creazzo.”

Kristy Haga Radiology

“RAD Tech- Helping the ER during staffing crisis performing non-radiology functions without being asked!!”

Cathy Hallman Surgery

“Cathy Hallman has jumped into a new project of Emprint packets, working with her peers to assure we have the correct paperwork to treat each patient.”

Lori Hawk Maternity

“Lori Hawk researched and compiled a comprehensive list of all infants transferred out after delivery to help improve and evaluate our process.”

Tracy Mauger Maternity

“Tracy Mauger has embraced the multiple state mandated maternal child reports and ensures they are complete every month without prompting.”

Lois Rineer Maternity

“Brandy Sumner and Lois Rineer have organized the new EMPRINT form process for all to use.”

Commitment to Co-Workers

Sue DeNardo **Volunteers**

“Sue has a great concern her co-workers, in this case our volunteers and senior circle members. She’s goes out of her way to make them feel welcomed, appreciated and informed. She advocates for their needs and has put new ideas into place to assist both groups.”

Kris Gwizdak-Imburgia **Emergency**

“Kathy McClimans, Kris Gwadiak-I, Michelle Marker and Nicole Starner for helping me orient to the ED, answering all my crazy questions and pointing me in the right direction.” (from Elaine Cook)

Kristy Haga **Radiology**

“RAD Tech- Helping the ER during staffing crisis performing non-radiology functions without being asked!!”

Kathy McLimans **Emergency**

“Kathy McClimans, Kris Gwadiak-I, Michelle Marker and Nicole Starner for helping me orient to the ED, answering all my crazy questions and pointing me in the right direction.” (from Elaine Cook)

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Nicole Starner **Emergency**

“Kathy McClimans, Kris Gwadiak-I, Michelle Marker and Nicole Starner for helping me orient to the ED, answering all my crazy questions and pointing me in the right direction.” (from Elaine Cook)

Responsiveness

Dale Curry **Patient Registration**

“She is a multitask at the front desk willing to help patients in a timely manner. She responds to a code in a proficient, calmly and professional matter. Dale support the team by covering other areas were help is needed and short staff.”

Patricia Giersch **Patient Registration**

“She applies AIDET with patients at registration and even when needed transport patient to their schedule dept. by wheelchair when no volunteers are available.”

Jill Heinzman **Radiology**

“PACS ADM/Manager – Ensuring all patients that need PICC lines get a PICC line even when ordered 5 min prior to her shift end.”

Denise Prewitt Patient Registration

“She applied AIDET and EMPATHY with our patients at the main entrance. Transport patient to their schedule dept. by wheelchair when no volunteers are available. Contacts physician office and obtain needed information so that the patient does not have to be turn down in obtaining there service of Lab or radiology service.”

Communication

Alice Charles Surgery

“Alice Charles has helped immensely with the training of Jonna, sharing her knowledge and tidbits to make the position run smoothly... Alice is also an excellent Patient Liaison to each of our patients and families. She is their first contact to the Surgery Center and treats each of them with a Caring, empathetic, compassionate demeanor.”

Cathy Creazzo Maternity

“Cathy Creazzo developed an excel sheet to match the HCAHPS questions to the results. This is being used in many departments.”

Jessica Hall Maternity

“The following MCU staff are doing weekend IPA callbacks for Jennersville discharged patients. Jessica Hall, Sandy Reyburn, Kimberly Price, and Cathy Creazzo.”

Sheila Montgomery Patient Registration

“Sheila has lots of great quality to name a few she Support the Team/STAR/Effective Communication/AIDET. She is in contact with the community and helps them with obtaining insurance and helping patient so they are able to have their services done. Always willing to help registration when short staff. Complete patient portal to keep our core measure at the percentage required.”

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Kimberly Price Maternity

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Sandy Reyburn Maternity

“The following MCU staff are doing weekend IPA callbacks for Jennersville discharged patients. Jessica Hall, Sandy Reyburn, Kimberly Price, and Cathy Creazzo.”

Congratulations to:

Deborah Miller Health Information Mgmt.
Earning her Certified Coding Specialist.

Staff and Providers Recognized Via Patient Letters:

Nicole Starnier Emergency
Danielle Evans Emergency

" You should be proud of all your staff, especially RN Nicole, PA-C Danielle, (for) the way they treat the patient. With professional care, concern for the well being of the patient, politeness to the patient. They are very competent in their duties. They do a great job."

Donna Rahner Respiratory
Michelle Bennett ER
Danielle Evans ER
Steve Graham Imaging
Dr. Duncklee ER

" ...The next knock at the door was respiratory (Donna). She was so skilled. It was helpful to be coached on how to do the treatment, being a first timer and not knowing how to do it. After this I could breathe!"

"We are blessed in our community to have skilled, experienced, caring professionals. The care I received and the friendly attitudes from all the staff made such a difference in my care. I'm proud to be an employee of JRH and work along side a competent team of healthcare providers."

Sharon Jarrett, CFNP CCFMG
Keri Dougherty
Claribel Gomez

"...No matter the visit, every time I leave the office I always feel happier, confident and relieved when I leave..."

You have exceptional caring staff members including physicians, nurses and office personnel, NP Sharon Jarret in particular. She always takes the time to explain every detail to me respectfully to make me feel completely at ease... I also would like to mention the nursing staff, Keri, she is really great! She goes above and beyond every single time I'm there and is very patient and caring... I also want to mention Claribel from the front desk, I've known her for years now and she is like the others - exceptionally wonderful, caring, kind and helpful..."

Mike Timbers, RRT Respiratory Care
Kasey Trill Nursing

"...his name is Mike. I call him the breathing guy, LOL. He has such a great personality (and) sense of humor. He's really good with informing my Mom of her treatments and every step he explains and we really loved his pink shirt for breast cancer awareness..."

"I'd also like to give kudos to Kasey for being a great nurse and she nailed the new line she had to put in my Mom's arm."

Liz MacLellan-Long Nursing

"The ER nurses were wonderful, explaining to me several times what was occurring and the severity of my husband's condition..."

"I stayed all night with my husband in the ICU, where I was showered with kindness..."

"...I needed to get home to make some calls. I didn't have any transportation since I rode in the ambulance. I could have called a neighbor, but a nurse just completing her night shift said she would bring me home. Her name was Liz Long and I shall never forget her kindness."