STAFF STORIES OF THE QUARTER
4th Quarter 2019

Patient-Centered **Collaboration** **Integrity** **Transparency** **Stewardship**

LEADERS OF THE QUARTER

Tracy Mullen
Revenue Cycle

Tracy has taken on a lot of additional responsibilities due to leadership changes in her area. She has handled the responsibility with dedication, determination, and grace.

Jeanna Bumgardner
Labor & Delivery

A patient arrived at UHC ER who was pregnant and in active labor. There were some minor struggles with the transfer process, due to being in active labor, so they had no choice but to deliver there. Jeanna took it upon herself to go to the UHC ER and assist with the delivery and initial care of the newborn while they waited for the transport team to arrive. She displayed, not only, an excellent sense of leadership and expertise but also an incredible level of teamwork that was comforting to the staff.

Daniel Cleveland - Pharmacy
Angie Wright - Pharmacy

Dan and Angie have spent many hours working on DSH for the 340B program. Benefits of this will save the organization millions in drug costs.

STORIES OF THE QUARTER

Malcolm Royer - Supply Chain

A patient was headed to her vehicle in a wheelchair and was having trouble. Malcolm saw her struggling and said, "Let me help you." She stated, "No, I don't want to take you away from your job." and Malcolm's response was, "You are my job. I am here to help you with whatever you need." He took her all the way to her van and returned the wheelchair where it belonged. This patient said she has never been so cared for by such a tremendous person.

Michelle Roach - Medical Records

Michelle recently spent some time in the hospital document imaging area to help find a way to streamline backlog issues. She quickly realized that if the Data Migration Team could mimic the Document Imaging Team it would decrease their time spent migrating documents. She did a few experimental test documents vs their current naming of the clinic documents. She then brought this information to management for approval. Not only did this proposed process expedite the workflow, it also aligns the documents names within Cerner. The team goal for migrating had been set at four days. Now they are not only meeting goal, they are exceeding goal.

Hillary Smith - UHC Emergency Room

This holiday season Hillary reached out to local school nurses and teachers to determine needs. In addition to the obvious gloves and hats, some school districts requested assistance with seemingly essential items like underwear, shampoo, and toothbrushes. Spearheaded and organized by Hillary, this year UHC staff have donated enough items to stock the clothes' closets of the local school districts in Parke and Vermillion Counties with these vital items. Hillary epitomizes the caring and selfless nature that we all should aspire to.

Jessica Maskell - Population Health

Jessica drives by the food pantry in West Terre Haute every day and noticed that a lot of the elderly adults standing in line had no coats while they waited in line to get food. Jessica realized there was a need, so on her own she started collecting coats and washing them. She was able to take three totes to the food pantry and sat them in front of the doors for people to wear while waiting in line. Her hope is to continue to do this on a weekly basis and then expand to Marshall, IL where she currently lives.

Lori Horrall - Population Health

Lori has a patient that lives in Brazil. One of the concerns of that patient was that she has no family and very few friends and her only mode of transportation is walking. She was very fearful of taking the public transport van in Brazil. Lori went to the patient's home, educated her in calling and setting up the public transport and took a trip with the patient to the Walmart and back to her home so that she could become comfortable with using this service. The fear of this service was a barrier to making her doctors appointments, picking up medication and doing grocery shopping. Lori went above and beyond to help this patient become more independent.

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