

Healthcare Council Report

SPECIAL EDITION:
MCNULTY AND EMPLOYEE AWARDS LUNCHEON

April, 2018

HEALTHCARE COUNCIL OF THE NATIONAL CAPITAL AREA
SPECIAL EDITION

HCNCA

Making a Difference

by Julia Scriven

On March 7, 2018, the Board of the Healthcare Council of the National Capital Area rewarded Ronald Peterson with the annual Matthew F. McNulty Award. Additionally, HCNCA was pleased to present 38 remarkable recipients from a variety of hospitals and post-acute organizations across the region with the annual Employee of the Year Award. The nominated employees have proven their talent and strength in their fields in a way that demonstrated their dedication to their work. The honored employees were presented with their awards because of their outstanding performances and ability to provide service to others. Our success in the region has been largely shaped by the hard work, care and talent that these employees have invested in their organizations.

We would like to thank our special guest Meagan Fitzgerald, an Emmy nominated anchor and reporter for NBC Washington, for hosting our event, as well as all those who came to support the nominated employees.

The HCNCA hosts the annual Employee of the Year Awards to show the importance and our appreciation of employee engagement. Congratulations to all the employees honored at this year's luncheon.



Employee of the Year Award Recipients

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Inside this Issue:

McNulty & Employee Awards Photos	2	Photos of Employee Awards Recipients & Bios	4- 12
McNulty & Employee Awards Photos Continued	3	Thank You To Our Sponsors	13

2018

HEALTHCARE COUNCIL OF THE NATIONAL CAPITAL AREA

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MCNULTY AND EMPLOYEE AWARDS LUNCHEON PHOTOS



The Awards Luncheon was a wonderful event filled with networking, socializing and praising those who were recognized as honored attendees. Sponsors, healthcare executives, HR leadership and award recipients enjoyed this annual event at the Congressional Country Club in Bethesda, MD. For many it was an opportunity to visit with friends and teammates who worked together in previous organizations. For others, it was an opportunity to network with individuals from different institutions. The Healthcare Council is proud to host such a worthwhile annual event and we look forward to celebrating the greatness of others next year!



Jacky Schultz, President of Suburban Hospital speaking on behalf of Ron Peterson, 2017 McNulty Crystal Award



Ron Peterson accepting the 2017 McNulty Crystal Award



Chip Davis, President, Sibley Hospital



Audience applauding the award recipients



Robbie Brewer, Legal Counsel, HCNCA



Audience members



Les Pitton, CEO, HCNCA; Steve Snelgrove, President, Howard County General Hospital; Chip Davis, President, Sibley Hospital; Jacky Schultz, President, Suburban Hospital; Ron Peterson, McNulty Award Recipient; Conan Dickson, HCNCA Board Member & Dir. of Business Development, Johns Hopkins; Mike Barch, Chair HCNCA Board



Mike Barch, Board Chair, HCNCA; Bob Sloan, President & CEO, Jane Bancroft Robinson Foundation, Sibley Memorial Hospital; and Queenie Plater, VP Human Resources, Johns Hopkins Medicine



Jacky Schultz, Steve Snelgrove, and Conan Dickson

MCNULTY AND EMPLOYEE AWARDS LUNCHEON PHOTOS, CONTINUED



Meagan Fitzgerald, Anchor & Reporter; NBC Washington



Ann Roda, Vice President, Mission Integration & Spiritual Care, Adventist HealthCare



Paul Hagens reading employee narratives



Eugenia Powell, PhD, Providence Hospital



Tim Alba, Caldwell Butler; Joel Trotter, Dir. Compensation & Benefits, MedStar Georgetown University Hospital



Angela Simpson Nesbeth, MSN, RN, Director of Infection Control, University of Maryland Prince George's Hospital Center



Robby Brewer and Meagan Fitzgerald



Queenie Plater, Vice President Human Resources, JHM Community Division (Sibley)



Attendees listen as narratives are read



Caroline Shata, VP, Clinical Operations, Sibley



Socorro Obedozo, Director, Preoperative Services, Ft. Washington Hospital

Photos and bios of the 2017 Employee Award Recipients. We congratulate each and everyone on this achievement and thank you for the service you provide.



Maureen Dymond
Vice President of Financial Operations
Adventist HealthCare

Maureen, as Vice President of Financial Operations, you have strategically focused on building the financial infrastructure necessary to support Adventist HealthCare's mission, vision, and values. You guided Adventist HealthCare through its largest financing to date, which most notably made the construction of the new campus in White Oak a reality. By analyzing processes and eliminating non-value added steps, you have made significant improvements in the financial reporting processes. You have enabled a dramatic improvement in employee engagement scores through a variety of initiatives addressing staff concerns. Your open-door policy means you are available to mentor and provide feedback and opportunities for growth. Your attention to detail and structured approach to tackling issues are to be commended, but even more noteworthy is your compassion and ability to establish connections with each employee. We honor you today as a remarkable leader.



Valerie Davis
Executive Assistant
Adventist Home Care Services

Valerie, you have worked for Adventist Home Care Services since 1997, and as an Executive Assistant you have been a valued contributor to the organization. Every organization needs organization, and that is exactly what you provide. Your skills in management, attention to detail, and talent for coordination have recently been put to good use as you implemented the renovation of the home office suite in Silver Spring. You selected the best team for the project, coordinated the contractors, and held them to their commitments. Furthermore, you oversaw this project while continuing to manage your daily responsibilities. Last year your talents were recognized by the Maryland HealthCare Commission when they asked you to help revise their Annual State Report. Which you did, making us all proud. And we sure are proud to recognize you today as employee of the year.



Marya De La Cruz Sabalbaro
Director Business Process
Adventist HealthCare-Rehabilitation

Marya, as Director of Business Process at Adventist HealthCare-Rehabilitation, you personify the Adventist leadership competency "Innovate and Strategize to Help Guide Future-oriented Planning." An excellent example of your passion for innovation is the daily dashboard you created to replace the dry erase board that had been used in the daily morning conference calls. This dashboard quickly grew, and as a result, the executive leadership team has daily key organizational metrics to help drive business decisions. You have designed and built analytical models and dashboards in two major software programs currently under evaluation for implementation across all of Adventist HealthCare. In addition, you have gone above and beyond by meaningfully contributing to AHC's initiatives, including instituting process mapping and training leadership. Today we salute your contributions to operational excellence and are pleased to present you with this award.

"Praise is like sunlight to the human spirit: we cannot flower and grow without it." – Jess Lair



Sharon Golden
 Manager, Sterile Processing
 Adventist HealthCare Shady Grove Medical Center

Sharon, when you joined Adventist HealthCare Shady Grove Medical Center as Sterile Processing Manager, you immediately conducted an analysis of workflow and productivity. And then you set goals—ambitious goals that you and your team set about to accomplish. For instance, you decreased the use of IUSS cycles from a high of 226 cycles per month to an average of 6 cycles per month. You implemented an instrument tracking system, improving instrument tray accuracy. That’s two examples—there are many more. You have elevated your staff’s performance through coaching and mentoring, and in spite of the elevated level of accountability, employee engagement scores have never been higher. They are proud of their work and understand its important contribution to patient safety. You created a vision and emulated that vision in your daily work ethic, never wavering in doing the right thing every time. We are all super impressed.



Niesha Harris
 Manager, Pre and Post Cardiovascular Procedures Adventist HealthCare
 Washington Adventist Hospital

Niesha, as Manager of Pre and Post Cardiovascular Procedures at Adventist HealthCare Washington Adventist Hospital, and one of the newest members of the leadership team, you are already showing exemplary leadership. Your focus on performance improvement, employee development, and team building has had an immediate impact on the outputs of your department. You have targeted bottlenecks by implementing a short daily meeting that provides for timely planning and adjustments. You have also turned your attention to strengthening your team through specific training. While striving for excellence, you are always mindful of the micro (what’s happening with you, your staff, and your patients in Transcare) while also being aware of the macro (what’s happening in the hospital that you and your team can impact). We are in awe of your ability to see both the details and the big picture.



Sallyn Ratemo
 Director of Nursing
 Asbury Methodist Village-Kindley Assisted Living

Sallyn, as Director of Nursing at Asbury Methodist Village-Kindley Assisted Living, you provide ongoing education and support to the nursing associates. You make sure everyone is aware of appropriate response times and encourage staff to anticipate residents’ needs. You have been instrumental in the development of tracking tools and ongoing monitoring of resources to ensure adequate staffing for private duty care and day programming services, while keeping in mind the need to appropriately manage overtime. In fact, you take a hands-on approach to the monitoring and appropriate management of resources for residents reliant on benevolent care services. Today we commend the thoughtful and careful way you go about achieving results that have a valuable impact.



Cynthia Perez
 Senior Director of Admissions
 Asbury Methodist Village-Wilson Health Care Center

Cindy, as Senior Director of Admissions at Asbury Methodist Village-Wilson Health Care Center, you were instrumental in the development of a whole community approach to admissions. You proposed that it would be better to focus on the continuum and that the admissions departments of Skilled Nursing and Assisted Living should work together in a more streamlined and intentional way. You were correct. The results have led to more informed recommendations and better transitions for residents. You have used your relationship-building skills to develop a wide range of partnerships in the community. In addition, you have helped the greater Asbury system develop marketing plans and train team members on how to create and deliver a person-centered experience. You truly have a calling for serving older adults and their families, and today we recognize your passion and commitment.

Nabie Sheku
 ICU RN/Charge Nurse
 BridgePoint Hospital Capitol Hill

Nabie, as Charge Nurse in ICU at BridgePoint Hospital Capitol Hill, you have demonstrated exceptional leadership abilities. You understand the importance of quality care and customer service, and you have gained the respect of doctors and ancillary staff. Because you are so competent and experienced, you are able to delegate appropriately, monitor team members, and provide clinical support for others. And because you understand the nuances of nursing, you are the one who steps up to mediate conflicts and the one other staff members look to for guidance. Your amiable personality puts patients and their families as well as staff at ease. It is said that difficult patients are nearly always assigned to you, and that they are pleased about it. You know what to say and do, and your kindness and respect for them makes a difference. We are inspired by your skills.



Beverly Medley
 Social Worker
 BridgePoint National Harbor

Beverly, as a Social Worker at BridgePoint National Harbor, you align your goals with the patients and the healthcare team. Patients and families know that you are on their side, working with them to achieve their discharge goals while being conscious of resources, both financial and physical. You collaborate skillfully, clearly outlining patient plans and barriers to discharge through documentation and communication among your co-workers. In fact, during the absence of a department director, you stepped up and led the team. Your dedication and supportive energy are felt by everyone you encounter, and feedback from patients, families, and team members is consistently positive. We admire the way you think outside the box to find solutions that benefit patient care as well as the hospital.



Lindsey Brown
 Director of Talent & Performance Management
 Chase Brexton Health Services

Lindsey, as Director of Talent and Performance Management at Chase Brexton Health Services, you have been instrumental in driving the recruitment of health care providers, which is a critical component of the sustainability of your healthcare organization. You have partnered with internal stakeholders to deliver creative solutions that helped attract a significant number of providers over the past year. You are dedicated and passionate about your mission and have assumed additional responsibilities as you navigate union contract negotiations, staying focused in the midst of challenges and changes, working long days, and accepting additional responsibility. We acknowledge you today for your contributions and your determination to deliver results.



Dominique Stidam
 Clinic Operations Representative
 Children's National Medical Center

Dominique, as Clinic Operations Representative for the neuroscience clinic at Children's National Medical Center, you are the first point of contact that families make when coming in for their appointments. Often they are scared as they wait to find out what could be going on in their child's brain. It is up to you to show them compassion, greet them with warmth, and make them feel comfortable. In addition, due to the nature of the neurosciences clinic, you always have to be acutely aware of your surroundings. We have heard how your alertness and intuition has saved lives. Because you sensed something was wrong and immediately called for help, there have been code blue and code pink alerts and people have been rushed to the Emergency Department. Your responsibilities go beyond keeping paperwork in order and making follow-up appointments—you keep an eye on everyone in the room, ensuring that patients and families are safe. Your compassion and commitment to the well being of everyone around you has earned you this award. Congratulations.



Lisa Lockhart
 Practice Administrator
 Metropolitan Medical Specialists/Doctors Community Hospital

Lisa, as Practice Administrator at Metropolitan Medical Specialists, your steadfast leadership, patient-centered focus, and work ethic have contributed to Doctors Community Health System’s integration of ambulatory and acute care while effectively addressing the community’s population health needs. There are three main pillars to your success. First, you believe in providing efficient care. The second pillar is your dedication to providing high quality care to the community. For example, you led your practice’s participation with Southern Maryland Integrated Care—an accountable care organization that provides coordinated and cost-effective medical services to area residents. A third pillar is your commitment to consistently provide exceptional customer service, dedicating time to provide concierge-type services to patients. We hold you up today as a pillar of strength who advocates for her patients and believes they each deserve a first-rate experience.



Socorro Obedoza
 Director of Perioperative Services
 Fort Washington Medical Center

Socorro, you have been employed at Fort Washington Medical Center for 25 years, starting as a staff nurse and assuming greater leadership responsibilities. Now, as Director of Perioperative Services, you have created a healthy work culture for the entire clinical staff. Your department has extremely low turnover because of your support and validation. You have high expectations of your staff, but you also have them for yourself, and your team rises to the challenge, taking pride in the care they provide to patients. You make sure your staff is up to date with competencies, and your encouragement has led many to progress from entry-level roles in the OR to high-level anesthesia and surgical assistant roles. As a loyal team player, you never hesitate to do what is right for the organization, even offering your staff to assist other departments. We are in awe of your ability to motivate and we are thrilled to honor you today.



Autumn Boyd
 Nursing Assistant
 Frederick Memorial Hospital

Autumn, as a Nursing Assistant at Frederick Memorial Hospital, you model professionalism and exemplary patient- and family-centered care during each shift. As you continually seek to help improve the quality of care on the unit, your ability to engage in professional peer-to-peer feedback helps instill in others your thoughtful attention to detail. Because of this, you are an invaluable preceptor for new hires on your unit. An example of your dedication is shown in how, using kindness and tenacity, you were able to successfully administer a real shower to a patient who had many challenges—and this was a turning point that marked the beginning of the road to a successful discharge plan. It is no wonder that patients and families love your energy, personalized care, and genuine smile. We are heartened by your dedication, reliability, and eternally upbeat attitude.



Jerry Miller
 Orthopaedic Technologist
 The George Washington Medical Faculty Associates—Department of Orthopaedic Surgery

Jerry, as Orthopaedic Technologist for The George Washington Medical Faculty Associates, you have been a constant learner, teacher, and mentor of quality practices in the Department of Orthopaedic Surgery. You pay attention, learning the latest evidence-based protocol from the physicians, and then you impart this knowledge to other medical assistants and students. You go above and beyond in developing streamlined processes and are always on the lookout for new technologies that will improve quality and value. Your focus is on improving the experience for the patient and the physician. From the indigent population to VIPs, you treat everyone with respect and individual attention, and patients recognize this and remember you by name. We are grateful for your leadership qualities, your calm demeanor, and your go-getter attitude. You are an example to us all.



Olga Kochar
 Director of Laboratory and Transfusion Services The George Washington University Hospital

Olga, as Director of Laboratory and Transfusion Services at The George Washington University Hospital, you lead a multidisciplinary team that you encourage to focus on a variety of projects. Project goals may involve improving a process, improving patient safety, reducing waste, or reducing human error. Recent projects have ranged from ensuring that there is always positive patient identification to improving turnaround time. As a certified presenter for the annual competency course for all employees, you have an instrumental role in ensuring that service and patient-centeredness remains a part of everyone’s core values. In addition, you are one of the leaders that are assigned for daily patient rounding, which keeps you in touch and strengthens your position as a strong advocate for the patients. No matter what project or initiative you are working on, your focus is always on doing what is best. And today we say, “Well done.”



Regina Quartey
 Nursing Shift Supervisor
 Hebrew Home of Greater Washington

Regina, since you took over the evening shift nursing supervisory position at Hebrew Home of Greater Washington about a year ago, you have truly made a difference. You understand the relationship of high quality work to overall success in the facility. Your kind, willing, and respectful attitude inspires the staff to do their best and improve productivity. In addition, you consistently exceed expectations, and often suggest improvements and enhancements. You encourage feedback and are willing to try new approaches. Your focus on customer service is reflected in all interactions with the residents, their families, the staff that you supervise, and your colleagues. You keep the residents and their representatives in the loop about their care, and respond to any requests or questions immediately. We value your commitment, your “can do” attitude, and your inspiring leadership.



Eva Tax
 Resource Coordinator
 Holy Cross Germantown Hospital

Eva, in your position as Resource Coordinator at Holy Cross Germantown Hospital, you are an outstanding example of an employee who lives the Holy Cross mission and core values. From day to day, your quality of performance is outstanding. In all of your work and actions, your goal is to ensure that things run smoothly and efficiently. Your peers consider you the backbone of the department and are quick to say that you are always a joy to work with. You are a big believer in cooperation, teamwork, and participation, and you always put the mission of the organization at the forefront. Thank you for your hard work and dedication. We really appreciate you.



Sheila Kaplan
 Clinical Care Specialist
 Holy Cross Health

Sheila, as a Clinical Care Specialist at Holy Cross Health, you exemplify what it means to be a Holy Cross Health employee. It is obvious to everyone that working in service of others is part of your DNA and the central mission of your life. Whenever and wherever there is a need of caring service, you can be found lending a hand. You are a model colleague, and you demonstrate to others what it means to be a team player. Today we would like to pay tribute to the professionalism, commitment, and hard work that you have provided over the years.

“We are what we repeatedly do. Excellence then, is not an act, but a habit.” - Aristotle



Angella Browne
Infection Control Officer
Howard University Hospital

Angella, as Howard University Hospital's Infection Control Officer, you directly impact the hospital's infection control process improvement by conducting hospital rounds and supporting regulatory preparedness, in addition to policy recommendations and review. As a quality champion, you oversee infection control surveillance, which includes everything from monitoring central line-associated bloodstream infection to hand hygiene. Reviewing trending reports, you make recommendations for intervention as necessary and keep the organization abreast of any health alerts or advisories. Recently you were instrumental in activities connected to the hospital's Ebola readiness and helped secure a 5-year Ebola Grant to support education and training. As a result, the hospital has been designated as an Ebola Frontline Healthcare Facility. In recognition of your efforts to keep us all safe, we applaud you today.



Wanda Burns
Clinical Director
HSC Home Care

Wanda, as Clinical Director of HSC Home Care, you have developed a deep understanding of your clients' needs. You take the time to learn their names, diagnoses, and care plans. They know you are on their side, that you will listen to their concerns, and that you will respond when they have questions or need help. Not only has your connection to the community and clients been outstanding, but your support for your clinical and administrative staff is also exemplary. They know that you have their backs, that you want them to succeed, and that you are available to encourage, defend, and collaborate. You make the effort to understand the diversity and cultures of the clients as well as the work force. We honor you today for your dedication and support.



Anne Summers, MD
Associate Chief Medical Officer
Inova Fairfax Medical Campus

Anne, you have only been Associate Chief Medical Officer at Inova Fairfax Medical Campus for two years, but your list of accomplishments boggles the mind. Of note is your careful work on creating an algorithm for the appropriate ordering of C diff tests, which contributed to a huge reduction. Other impressive honorable mentions include increasing recycling compliance, achieving discharge and readmission reduction goals, and assisting with accreditation readiness. Your involvement in a zillion committees has strengthened relationships and led to process improvements and positive outcomes. But your leadership goes beyond the committee room because you show us that results are a product of our actions, and our actions are influenced by the beliefs we hold. Thank you for keeping your eye on the things that are truly important.



Elizabeth Freund
Interim Director of Growth and Operations
Inova Fairfax Women's Hospital

Beth, as Interim Director of Growth and Operations at Inova Fairfax Women's Hospital, you led the department Enhanced Recovery After Surgery program initiative and have been a key stakeholder in each phase of the entire perioperative continuum to improve patient outcomes. You have been a champion in recognizing patient, staff, and practice-related barriers to the success of the program and have worked collaboratively to remove these barriers. Your hard work translated to patients experiencing faster recovery, shortened hospital stays, and fewer complications. You also led the initiative to smoothly transition breast surgery patients, creating an education program to ensure safe care delivery to this new population, and meeting regularly with the staff to work through all issues to optimize the patient experience. For these and many more reasons, we commend your steadfast leadership today.

Ingrid Jackson
 HRIS Analyst
 MedStar Georgetown University Hospital

Ingrid, as HRIS Analyst at MedStar Georgetown University Hospital, your work is integral to the success of the Human Resources department. You take the many divergent requests for information to the next level, allowing for the examination and resolution of unanticipated questions. Your work helps give leaders the data they need to ensure that hospital-wide initiatives are driving forward successfully. Your intellectual and professional inquisitiveness drives innovation with our HR databases, and you are not afraid to probe issues to draw out unforeseen outcomes.

Your work can always be counted on to be of the highest quality and you are committed to producing reports that are accurate as well as inventive—reports that achieve the customer’s stated goal and also help drive the broader goals of the organization. You are the data guru. We marvel at your skill.



Denise Kingsbury
 Director Pharmacy
 MedStar Montgomery Medical Center

Denise, as Director of Pharmacy at MedStar Montgomery Medical Center, you have led several value streams and improvement efforts, especially through your understanding and role modeling of the LEAN principles. The Pharmacy team, under your leadership, is active and engaged, and works daily to coordinate seamlessly with all caregivers, putting patients first in everything. You have led your team through changes, especially the recent external supply shortages, with a steady, calming, and innovative approach that ensures patient safety at every step. Your staff recognizes your unwavering commitment to quality as you guide them through challenging times with a steady hand. Your enthusiasm and positive approach is inspiring to watch. Thank you for all that you do.



Abby Lipsitz
 Director of Recruitment Services
 MedStar Washington Hospital Center

Abby, as Director of Recruitment Services at MedStar Washington Hospital Center, you are accountable for the strategic direction and management of a large-scale recruitment effort. And we mean large scale: last fiscal year there were over 50,000 applications from candidates in all 50 states, and nearly 1,200 new associates were hired. To achieve these impressive results, you and your team formulate sophisticated advertising, sourcing, and recruitment plans with an increasing reliance on social media. Through your efforts, on-line behavioral assessment batteries are maintained, leading to the hiring of candidates with a greater likelihood of succeeding in their respective positions. You also have made wide and diverse contributions to the hospital’s position control and productivity monitoring and reporting systems in order to enable close management of labor expenses. You are richly deserving of this award, and we are pleased to recognize you today.



Rafael Ramirez
 Senior Data Manager
 Primary Care Coalition

Rafael, you have been instrumental in supporting the data and analytical needs of Nexus, a collaboration of the six hospitals for which the Primary Care Coalition provides the infrastructure and operations support. As Senior Data Manager you work with local hospitals and other data sources to acquire and merge data and provide accurate and timely analytics to drive program performance improvement. Working with these data in ways that have not been done before has been a monumental effort, and you have built solid relationships and deployed expert skills in resourcing, cleaning, analyzing, and interpreting the data in a highly effective way. Fortunately, you are a quick learner, and you are able to help people ask pertinent questions to better assess delivery of care. Thanks to you, PCC is able to deliver higher quality services that improve the health and independence of countless people in our community.



Ruth Pollard
Vice President/Chief Strategy Officer
Providence Health System

Ruth, as Chief Strategist for the Providence Health System, you demonstrate agility and effectiveness in change management. You have been instrumental in the work related to transforming the Providence Health System campus into a Health Village. While this is a project that will span several years, your leadership with local government, community members, associates, and other key stakeholders has been strategic and powerful. In addition, your leadership with the organization's selection to close two clinical service lines was extraordinary, as you served as one of the primary liaisons leading and facilitating discussions and communications while strengthening relationships. You create efficiencies with your work in the analysis and evaluation of existing contractual programs, identifying those that are inefficient or not aligned with the organization's revised vision. You are a true leader, and we praise your vision and aptitude today.



Mark Embley
Finance Director
Riderwood

Mark, as Finance Director at Riderwood, you help everyone focus on what is important. You do not concentrate solely on the bottom line; rather you help people see the connection between mission and margin. You have the gift of making finance approachable, and your relaxed delivery and solid knowledge allow you to convey information so that it is understood and retained. You helped bring overtime under control by reaching out, explaining, encouraging, and sending out a weekly report. You have created an environment of trust that encourages leaders to ask questions, learn more, develop their skills, and achieve goals. Everybody wins. Because you help us understand not only how the numbers work but also how our efforts can make a difference, you are highly valued—and a worthy recipient of this award.



Brian Crickenberger
Director, Revenue Cycle Operations
Sibley Memorial Hospital

Brian, when you took on the role of Director of Revenue Cycle Operations at Sibley Memorial Hospital, you quickly generated significant impact in daily hospital charging, billing, and auditing routines. Your work directly contributed to improved collections that exceeded targets 11 out of the past 12 months. You led a project to address late submission of hospital charges by departments across the hospital, which contributed substantially to the avoidance of lost revenue. Not only do you collaborate across departments to ensure that patient needs are met, you regularly meet with patients and families in person to address questions and concerns they have regarding medical expenses and bills. Your willingness to get involved with people and new ideas breathes real life into paperwork and numbers. And you are making a real difference in a big way.



Jimmy Howell
Director, Supply Chain
Sibley Memorial Hospital/Johns Hopkins Medicine

Jimmy, as Director of Supply Chain at Sibley Memorial Hospital/Johns Hopkins Medicine, you continuously look for ways to reduce waste and ultimately reduce costs. For instance, last year, with the move into a new building, your and your team implemented Pyxis supply cabinets in 15 new areas across the hospital. This project took a lot of time—not only to set up the correct levels but also to make certain staff and patients had the supplies they needed. You worked collaboratively with the clinicians to ensure they knew how to use the machines, making sure the staff understood the value and importance of the new system. The success of your efforts can be found in the comments from staff members affirming that, instead of making them feel bad for asking questions, you understood their frustrations and carefully taught them how to use the system. They are grateful for your patience, leadership, and attention to detail.





Karin Nevius
 Director of Professional Practice & Quality
 Suburban Hospital

Karin, as Director of Professional Practice and Quality at Suburban Hospital, your leadership contributions include oversight of the hospital’s shared governance nursing council infrastructure, design and implementation of staff training and education programs, and numerous initiatives and efforts that promote quality and safety for Suburban’s patients and staff. Under your leadership the Professional Development Council took on a wide variety of projects, including the development of an education needs assessment process and the action planning based on the results. You assist in the identification and coordination of community health improvement programs, and have championed the development of a Facebook page to promote your outstanding nurses. We could go on and on, because your accomplishments go on and on. But we will sum it up by congratulating you on your stamina as well as all you achieve for the people you take such good care of.



Margaret Fitzwilliam
 Director, Capital Renovation Planning & Space Management
 Suburban Hospital

Margaret, as Director of Capital Renovation Planning and Space Management, you have led the Suburban Hospital Campus Enhancement Project, which includes oversight of all aspects of project planning, project coordination, and management. Among other things, the project will incorporate the construction of surgical and interventional suites to accommodate complex new technology. Your designs improve processes and proximity and provide for flexibility and growth in the future. In addition, the designs have benefited from input from key stakeholders. You established mock patient rooms and surgical suites that staff, physicians, and community representatives could visit; then you collected feedback, which will proactively address concerns and ultimately improve patient satisfaction. We salute you for your ability to create a complicated, detailed work of art that will improve efficiency, quality, and safety.



Amanda Hall
 Staff OPED Therapist
 The HSC Healthcare System

Amanda, as a staff therapist at HSC Pediatric Center’s Orthotics, Prosthetics and Equipment clinic, you noticed that there were children who could not tolerate upper or lower extremity splints due to the complex nature of their structural alignment. So you developed a serial casting program to correct the alignment before splints were made. Not only does this open up the world for children with challenging splinting needs, it also reduces the need for surgery. Then you noticed that patients were coming to you from quite a distance. So you developed a continuing education course in serial casting, which you have conducted from rural Virginia up to New York. But your superpower is your ability to make a clinical procedure fun by helping each child design their cast, turning them into superheroes and more. Your patients know that if they need to have their muscles stretched, at least the “Mad Caster” makes it cool.



Margaret Smith
 Staff RN
 University of Maryland Bowie Health Center

Margaret, it is almost impossible to overstate your value to the team at University of Maryland Bowie Health Center. You have been with the UM Capital Region Health System since 1994, and have held several titles throughout your career, including Staff Nurse and Department Manager. Your thirst for knowledge compelled you to continue your education and led to your MSN degree. Until recently you held the role of Nurse Manager for Dimensions Surgery Center, where you proved to be an exceptional leader. While there you oversaw many transitions and overcame many obstacles, including working in the Operating Room when there were staffing challenges—and proving to be proficient as a Scrub Nurse and Circulator. Just as importantly, your patients are comforted by your confidence and compassion, and today we hold you up as an example to emulate.



Jennifer Pilli
Nurse, Emergency Department
University of Maryland Laurel Regional Hospital

Jennifer, you came to the Emergency Department of University of Maryland Laurel Regional Hospital in 2014 as a new graduate RN, and in this short time you have not only developed your skills, you have become a mentor for other nurses. You are always willing to take on the challenge of something new; for instance, you recently volunteered to be the department's Stroke/STEMI Champion, offering to take extra education in these areas and help others keep competencies up to date. Your teammates appreciate your professionalism and the fact that you are always willing to lend a helping hand. And your patients praise your ability to communicate with them on a level that they understand. Today we applaud your enthusiasm, curiosity, and thoughtfulness—characteristics that have endeared you to us all.



Angela Simpson Nesbeth
Emergency Department Nurse
University of Maryland Prince George's Hospital Center

Angela, you started working at University of Maryland Prince George's Hospital Center in 1994 as a dietary aide. You took advantage of opportunities available and slowly but surely pursued your education, eventually completing your master's degree in Nursing last May. Now, as Charge Nurse in the Emergency Department, you captain your crew with integrity and determination to make things work. You personify the term "grace under pressure," and are often heard to say, "We got this; don't worry." Additionally, as a dedicated Forensic Nurse Examiner you are a valuable asset to the Domestic Violence Sexual assault program, where your gentle spirit helps soothe and calm both pediatric and adult cases in this vulnerable population. Your dedication to your calling and loyalty to your hospital inspire us all, and we are proud to honor you today.



Jeff Behneke
Director, Heart and Vascular Center
Winchester Medical Center

Jeff, as Director of the Heart and Vascular Center at Winchester Medical Center, you have led numerous initiatives to create awareness and collaboration with the team to improve care for patients while consistently lowering the cost of care. You have fostered unique mechanisms that have created peer accountability and innovation for engaging staff, patients, and families. You recognize the need to humanize care delivery and have been able to straddle the chasm between innovative care delivery and ensuring that caregivers maintain a high level of communication, compassion, and commitment to provide a positive patient experience. You helped to create the Cardiovascular Oversight Council with physician leaders that has been instrumental in quality advancement, and have furthered the science and research of heart and vascular care delivery. Your accomplishments have been recognized by many external organizations, and you have been awarded top ratings and platinum status and many other honors. Today we would like to add our recognition and offer our appreciation for all you do.

"You are not here merely to make a living. You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget the errand." -Woodrow Wilson

"Recipe for greatness? To bear up under loss, to fight the bitterness of defeat and the weakness of grief, to be victor over anger, to smile when tears are close, to resist evil men and base instincts, to hate hate and to love love, to go on when it would seem good to die, to seek ever after the glory and the dream, to look up with unquenchable faith in something evermore about to be, that is what any man can do, and so be great." - Zane Grey

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The HCNCA/NCASS Board Adopts New Mission and Vision Statements

At the September 21, 2016 Board a new vision and mission statement were approved as recommended by the Strategic Planning committee. The new statements reflect the changing healthcare environment and the organizations purpose in serving it's membership.

Council Vision: "To meet the healthcare challenges of tomorrow by working together today."

The Council functions as a neutral intermediary to facilitate networking and to provide member driven services.

Mission Statement - "The Council (HCNCA) is a membership organization dedicated to helping members reduce costs, encouraging cooperative working relationships, and promoting quality healthcare in our region."

"The Council": The Healthcare Council of the National Capital Area, Inc. (HCNCA) is an organization of Providers of Care consisting of hospitals and allied health care facilities located in Maryland, Virginia and Washington, DC. The purpose of the Council is to provide for members "strategic and business advantages" that no single institution or system can efficiently or economically develop alone. Divisions of specific activity have been formed to carry on the ever changing tasks at hand. These divisions develop information and improve performance using cooperative networking meetings, surveys, group discussion and analysis and continuing education programs. The aim of the Council's wholly-owned subsidiary, National Capital Area Shared Services, Inc., (NCASS) is to serve its membership in the promotion of programs and services that will enhance the members' ability to operate their organizations successfully and cost effectively with integrity and competency.

Healthcare Council is a not-for-profit 501(c)(3) corporation
 The Council has opportunities for Associates: For membership information, call 301-731-4700

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"Without ambition one starts nothing. Without work one finishes nothing. The prize will not be sent to you. You have to win it." - Ralph Waldo Emerson