

Healthcare Council Report

SPECIAL EDITION:
MCNULTY AND EMPLOYEE AWARDS LUNCHEON

March, 2019

HEALTHCARE COUNCIL OF THE NATIONAL CAPITAL AREA
SPECIAL EDITION

HCNCA

Excellence Celebrated at Awards Luncheon

by Julia and Patrick Scriven

The Healthcare Council of the National Capital Area hosted their annual Employee of the Year Awards Luncheon on Thursday, March 7th, 2019, and awarded 45 remarkable recipients from a variety of different hospitals with the award. In conjunction with this, the Board of the Healthcare Council of the National Capital Area awarded Michael Barch with the annual Matthew F. McNulty Award.

The recipients of these awards have shown great value in their respective hospitals and have proven that their strength and care in their fields reflect their dedication to their work. The narratives of each employee recognized were awe-inspiring and showed their outstanding ability to serve others and make their work environment a little more special. We owe much of our success in the region to the care, talent and devotion that these employees contribute to their work.

Once again, we would like to thank our special guest Meagan Fitzgerald for coming back as our guest host for the second year in a row. Fitzgerald is an Emmy nominated anchor and reporter for NBC Washington. We would also wish to thank our sponsors, whose contributions to the awards luncheon is greatly appreciated by our Board. Finally, we would like to thank all of the employees whose hard work and dedication to their work is vital to each hospital.

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.



2018 Employee of the Year Award Recipients

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2019

HEALTHCARE COUNCIL OF THE NATIONAL CAPITAL AREA

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MCNULTY AND EMPLOYEE AWARDS LUNCHEON PHOTOS



Les Pitton, President & CEO, Healthcare Council, gives opening remarks



Dean Teague, President, Calvert Health and HCNCA Board Chair, calls meeting to order



Meagan Fitzgerald, NBC Universal, Guest Host, welcomes attendees



Ann Roda, Chaplain/Vice President of Mission Integration and Spiritual Care, Adventist HealthCare, gives Invocation



Healthcare Executives meet and greet during registration and networking time



Noelle Deckelbaum, eReceivables, with Steve Hayward, VP, Strategic Accounts, NCA Shared Services



Meagan Fitzgerald, Les Pitton and Dean Teague ready to present the Employee of the Year Awards



Kelvin Martin, Doctors Community Hospital, checks the program for the day



Les Pitton, HCNCA President & CEO, (center) with Fred Cecere, Ascella Health and Stephen Passalacqua, Care Logistics



Queenie Plater, Vice President, Human Resources, Johns Hopkins Medicine Community Division, shares the readings of the Employee of the Year narratives



Takiya Reavis-Benjamin, Mary Washington Healthcare, greets Jill Tipton, Healthcare Council



Joe Ross, former Healthcare Council board member with Tawana Nottingham, TRA Medical Supply and HCNCA board member



Paul Hagens, Vice President, Human Resources, MedStar Washington Hospital Center, shares the readings of the Employee of the Year narratives

MCNULTY AND EMPLOYEE AWARDS LUNCHEON PHOTOS, CONTINUED



Traci Kodeck and Elsie Goodwin, HealthCare Access Maryland



Robin Newton, M.D. shares her experiences of working with Mike Barch at DC General



Mike Barch accepts Matthew F. McNulty, Jr. Award, the Council's highest honor



Vida Bethea, Mary Washington Healthcare



Joan Lewis gives background on knowing and working with Mike Barch and his being deserving of this award



Michael Barch receives standing ovation



Andrea Giaquinto, Asbury Methodist Village-Kindley and Keith Ballenger, Adventist HealthCare Home Health



George Wilkes, III speaks about working with Mike Barch on HCNCA's board for a number of years.



Vincent Keane, Unity Health Care, congratulates Michael Barch



Blair Eig, M.D. and Denise Cunningham, Holy Cross Hospital



Lou Damiano, M.D., Holy Cross Health, offers Michael Barch his congratulations



Justin Barch, Les Pitton, Robin Newton, M.D., Mackie Barch, Michael Barch, Joan Lewis, Dean Teague and George Wilkes, III

"The foundation stones for a balanced success are honesty, character, integrity, faith, love and loyalty" - Zig Ziglar

Photos and bios of the 2018 Employee Award Recipients. We congratulate each and everyone on this achievement and thank you for the service you provide.



Lauren Spranklin
Lead Technology Solutions Architect
Adventist HealthCare

Lauren, as Lead Technology Solutions Architect, you probably have the coolest job title at Adventist HealthCare. You lead complex IT project implementations that support all Adventist Healthcare Service lines. For instance, you structured and deployed a governance process that integrates service lines and streamlines operations. This involved managing a huge contractor implementation schedule—and the savings resulting from your strategies were repurposed to direct patient care initiatives. You also led the Physician and Nurse communication system implementation, which removes communication barriers, enabling care providers to spend more quality time with patients. Few of us can understand the complexity of what you do, but we sure are impressed. You're amazing!



Cheryl Ottley
Reimbursement Manager
Adventist Home Health

Cheryl, you have been with Adventist Home Health for the last 40 years, most of those years serving as Reimbursement Manager. You actively manage insurance coordination, billing, and collections teams. For more than 10 years, the agency has incurred less than 1% bad debt annually, which means it collects almost everything it bills—which is phenomenal. You have accomplished this by recruiting, training, and retaining a high-performing staff and by continuously improving business office procedures. One of your greatest strengths is your ability to connect with patients, families, payors, and your staff. Your staff is empowered to handle the issues they can, but they know they can escalate up to you for support if needed. You achieve remarkable results, and we congratulate you for being a remarkable leader.



Victoria Croyle
Nursing Manager—Rockville
Adventist HealthCare Rehabilitation

Vicky, you have helped create an environment at Adventist HealthCare Rehabilitation where eliminating the risks of patient falls is a priority. All patients admitted to Rehab are at risk for a fall, so you took the lead in the implementation of Continuous Virtual Monitoring. You carefully oversaw the selection of candidates for the team and were diligent in the process of training. An ongoing weekly review included all members of the team in the discussion, and their input was used when changes needed to be made. As a result there has been a significant decrease in the number of falls, and families feel secure in knowing someone is watching the patient all the time. Today we would like to recognize you for making a real difference.

"Perfection is not attainable, but if we chase perfection, we can catch excellence" - Vince Lombardi



Mary Jane Apolonio
 Nurse Manager Observation Unit
 Adventist HealthCare Shady Grove Medical Center

MJ, as Nurse Manager Observation Unit, you run the smallest patient care unit in Shady Grove Medical Center. But you lead a staff that admits more patients compared to other inpatient units. And you do so with amazing efficiency—the average length of stay in your unit is only 20 hours. Your team is fully engaged in the unit’s main thing: consistently caring for more patients than other units in a shorter time and with a smaller staff. But you know that good nursing is more than mere efficiency. You are a facilitator for a workshop that helps nurses reconnect with the caring spirit that is necessary in order to provide exceptional care. You also volunteer to be a facilitator for empathy workshops. Your inspirational leadership has greatly impacted your community and we offer you this award with our thanks.



Paul Davis
 Director, Rehab Medicine
 Adventist HealthCare Washington Adventist Hospital

Paul, as a long tenured employee at Washington Adventist Hospital, your leadership over rehabilitative services has been exemplary. You approach your work, staff, and patients with a calm, self-assured approach that instills confidence. You show a sincere interest in your staff members, recognizing opportunities, pinpointing solutions, and creating a culture of learning. They know they can count on you for support and guidance and that you are always willing to lend a hand. Many times you have participated in a role that is outside your routine responsibilities but is for the benefit of the hospital as a whole. Those who have collaborated with you on the transition to the new hospital campus appreciate your organization skills and creative ideas. Today we commend your careful and thoughtful leadership.



Charles Welch
 Security Supervisor
 Asbury Communities - Solomons

Charles, as Security Supervisor you provide your expertise to ensure the efficient operations of the team that you lead at Asbury Solomons. But today we want to talk about your dedication to the people of the community, both residents and associates. There are numerous examples of times when you have gone above and beyond to assist residents in need. You will sit with residents who need you for more than your official job. Your calming presence brings comfort to residents and their families when they are experiencing difficult life events. Because you are always willing to generously give of your time to reassure and console the people you serve, as well as the people who serve with you, we hold you up as an example for us all. Thank you.



Molly McFarland
 Assisted Living Office Coordinator
 Asbury Methodist Village

Molly, as Assisted Living Office Coordinator at Asbury Methodist Village, you are an integral contributor to supporting the strengths of the overall interdisciplinary team. You keep an eye out to reduce redundancy and mismanagement of time or other resources. You work to identify inefficiencies in practices concerning billing, medical records, admissions and discharge procedures, and customer service roles. In everything you do, you bring a solution-oriented practice. On a daily basis, you support residents, families, and associates in areas such as financial management, scheduling, personal care needs, and coordination of supportive services. With this award we would like to pay tribute to the professionalism, dedication, and commitment you have demonstrated.

Barbara Morrison
 Director of Quality Assurance
 Asbury Methodist Village – Wilson Health Care Center

Barbara, as Director of Quality Assurance at Asbury Methodist Village – Wilson Health Care Center, your focus is on the residents you serve. You work side by side with the associates during their training, providing support and guidance. You have worked closely with your Quality Assurance/Process Improvement team to identify key areas of focus and to create plans that involve various members of the interdisciplinary team. Your efforts have been rewarded with decreases in patient falls and associate injuries, among other positives. The person-center approach that you bring to everything you do has helped keep the associates focused on the residents as individuals. Your influence has made a difference to the people you work with and the people you work for, and we commend you today.



Helen Ukaegbu
 Staff RN/Charge RN
 BridgePoint Hospital – Capitol Hill

Helen, as Charge RN at BridgePoint Hospital – Capitol Hill, we commend you for providing quality care, following regulatory standards, pursuing safety goals, and promoting teamwork. But what sets you apart is your genuine and heartfelt kindness. You cultivate collegiality with respect and support. You are attentive, compassionate, and gentle with patients. You are considerate and patient with family members, listening to them even when they are not being cooperative. As a result, your patients and their families love you. What greater honor is there than that? We honor you today with more love and with this employee of the year award. Thank you for giving your best.



Marcellus Williams
 Stockroom Clerk
 Bridgepoint Hospital – National Harbor

Marcellus, as Stockroom Clerk at Bridgepoint Hospital – National Harbor, you have a positive attitude toward preventing waste. In fact, you’ve coined a phrase: When you tell employees to “lock it down,” they know they should write down the items taken so you can enter the use in CPSI. They know the term, and they adhere to it! You are ready to assist anyone—always willing to drop what you’re doing to help. When someone can’t remember the name of what they need, you are skilled at asking the appropriate questions to get it right. You realize that your customers are the clinical staff—and in order for them to do their job in caring for patients, you must commit yourself to do your job. So every day you ask if they need anything, and you try to fill every need. Today we honor your excellent customer service.



Wuraola “Debbie” Akindileni
 Unit Manager
 BridgePoint Sub-Acute and Rehab – National Harbor

Debbie, you were an RN on the Respiratory Care Unit, caring for chronically ill ventilator dependent residents. Then when BridgePoint Sub-Acute and Rehabilitation lost a unit manager, you volunteered to help out. What a blessing that has turned out to be! You spend countless hours to ensure that the residents receive quality care. You work with your team to make sure that everyone maximizes efficiency and minimizes waste. When your staff members are busy helping other residents, you will roll up your sleeves and jump in to help with personal care for the residents. You set aside your own work until all of the residents’ needs have been met. Today we acknowledge your dedication to leading your team in providing the best care.



Stephanie Cleaveland
 Director, Emergency Services
 CalvertHealth

Stephanie, as Director of Emergency Services at CalvertHealth, you are committed to your staff and to excellent patient care. This is confirmed by the fact that you always wear scrubs so that you can switch from administrative duties to clinical duties at a moment's notice to support your team. You feel strongly about professional development and work with every employee in your department to understand their goals and facilitate achievement. As a zealous patient advocate and patient safety champion, you stay current on best practice, spearhead initiatives, and work with multi-disciplinary teams to forge a solution from varying points of view. We hold you up today as a uniquely gifted leader, and thank you for your dedication.



Dean Teague accepting on behalf of Stephanie

Sherri Edgar
 Social Worker
 Capital Caring

Sherri, you meet with patients and families when they are overwhelmed at their greatest hour of need. By helping family members cope and adjust to the changing needs of loved ones in hospice care, you often go beyond what is expected to ensure they have the emotional, social, and financial support they need in a crisis situation. You help families obtain needed information from banks, landlords, and workplaces. You assist family members with the Medicaid application process when they are challenged by language barriers or mental health issues. Often you work with family members who are facing their own significant health challenges and financial shortfalls to find a way to support a loved one receiving hospice care. None of that can be easy, but we are so grateful you find the strength to embrace it every day.

Not in attendance

Michelle Taylor
 Lead Medical Assistant
 Chase Brexton Health Care

Michelle, as the Lead Medical Assistant at Chase Brexton Health Care, you train all incoming Medical Assistants on how to work together. You insist that they not only work with their assigned provider, but also cover other providers should they see other team members needing assistance. And you demonstrate this behavior yourself. Many see you as a subject area expert and reach out—and you are always willing to stop what you are doing and help. Along with best practice, you instill in your team the importance of patient satisfaction. As the designated clinic flow coordinator, you make sure the clinic flows. Your leadership in the culture of support is reflected in the service that patients receive throughout the clinic. You practice what you preach, and we are proud to honor you today.



Daurice Gorham
 Administrative Assistant
 Chase Brexton, LGBT Health Resource Center

Daurice, as Administrative Assistant for the LGBT Health Resource Center at Chase Brexton, you keep track of details and deadlines, and you do an excellent job of supporting the staff. But you don't merely come to work each day—you come to fight for justice, hope, and dignity. You advocate passionately for your patients. When you see something standing in the way of a patient gaining access to their provider, you make it happen. You also quietly take care of basic needs. Thanks to you, a corner of the waiting area has bowls of nutritious snacks and a carafe of hot water to make oatmeal, cocoa, and tea. Because, as you say, "Some people are hungry." You do everything you can to make sure patients aren't marginalized, forgotten, or embarrassed. And you show us that super heroes do live among us.





Dean Teague accepting on behalf of Ransom

Ransom Gravitt
 Clinical Lab Support Rep
 Children’s National Health System

Ransom, as a member of the Laboratory Medicine team at Children’s National Health System, you make a positive difference as you interact with young patients who need specimen samples. Many of the children are afraid of the procedure, but you bring smiles, encouragement, and compassion. You connect with the kids—you lock eyes with them and sense what they need to get through this. And you help them be brave by doing whatever it takes to make them comfortable. It’s obvious to everyone that you love your work, and everyone agrees that your warmth and kindness extend not only to patients and their families, but also to colleagues. We are inspired by your empathy and by the way you are able to make everyone glad you were there, especially when it’s all over.



Mary Dudley
 Director of Volunteer Services and Pastoral Care
 Doctors Community Hospital

Mary, as Director of Volunteer Services and Pastoral Care at Doctors Community Hospital for over 30 years, you have been responsible for the recruitment and supervision of the corps of volunteers for the hospital and its pastoral care program. Each year you exceed your recruitment goal of 200 volunteers by securing an average of 300 volunteers, consisting of retirees, high school students, working professionals, and medical students seeking hands-on clinical experience. You also implement various fundraising activities in support of community outreach healthcare programs. And you were the driving force behind raising funds for the creation of a multi-faith worship center where patients and visitors can worship and reflect, regardless of religious affiliation. We thank you for your dedication.



Lisa Hogan
 Registered Nurse, FMH Home Health Services
 Frederick Regional Health System

Lisa, as a Registered Nurse for FMH Home Health Services in Frederick Regional Health System, you identified the need for monitoring patients to reduce the readmission rates for those with chronic disease. Patients were not managing their care well at home. You helped develop a Chronic Care Management Program to examine the impact of telemonitoring, when used along with personal contact via home visits and/or phone calls. You were right. Through your guidance and advocacy, the program using telemonitoring helped readmission rates decrease from 12.76% to 4.1%. Your exemplary leadership in this project is a great example of nursing excellence, but we also honor you today for your compassion, dedication, and commitment to your patients, your colleagues, and your community.



Jason Olsson
 Division Director, Rehabilitation Services
 George Washington University Hospital

Jason, as Division Director of Rehabilitation Services at George Washington University Hospital, you lead by example, providing excellent customer service at all times. You put the patient first in everything you do, with staff as a close second in priority, and that approach has been adopted by your direct managers as well. Your team is highly responsive to comments or concerns as they arise, and employee morale is very strong, leading to increased retention of therapists and other staff. When you encounter positive comments and praise, you are selfless in your recognition of the bedside caregivers and your leadership team. Your strategic and thoughtful leadership inspires us, and we are pleased to offer you this award today.

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



Elsie Goodwin
 Director of Operations
 HealthCare Access Maryland

Elsie, as Director of Operations at HealthCare Access Maryland, you make recommendations to improve efficiencies and ensure high quality services while improving the overall cost to the organization. Beyond this, last year you were charged with overseeing HCAM’s move to a new location in Baltimore. Over six months, your planning ensured that the customer experience was not interrupted. You met with movers, architects, electricians, IT consultants, and many other vendors to ensure that there was never any down time. Because of your oversight, daily commitment, and long hours the move was a success. Your attention to detail, sense of responsibility, and focus on the customer make you a valuable member of the team for big projects and everyday achievement. Congratulations.



Abibou Jallow
 Assistant Director of Nursing
 Hebrew Home of Greater Washington

Abibou, as Assistant Director of Nursing at Hebrew Home of Great Washington, you understand the relationship of high quality work to the overall success of the nursing department and the facility. Your leadership skills have helped you exceed expectations in productivity as you ensure that the nursing staff use their time wisely, focus on the residents’ care, and complete their assigned tasks in a timely manner. You understand your assignments thoroughly, but you are always willing to accept changes—and in fact you will initiate change when necessary and appropriate. Your Director of Nursing calls you her rock, and we can see that you are a touchstone for the people you work with as well as for the residents and their families. Thank you for the inspiring example you set.



Constance Lumpkin
 Food Service Cashier
 Holy Cross Germantown Hospital

Constance, as Food Service Cashier at Holy Cross Germantown Hospital, you get to know people, and you excel at it. You enjoy interacting with hospital colleagues, visitors, workers from the medical office building, and students who are training or in internships. You learn their names and are actively engaged in customer service. And it goes beyond the cafeteria. Inspired by your gentle voice and Christian faith, the chaplain has invited you to read the evening prayers at the hospital on the days you are at work. Today we acknowledge the respect with which you treat each customer, and the thoughtful way you seek to help everyone who comes your way. Thank you for making a difference.



Joan Hite
 Nurse in Charge – 6 South Acute Care
 Holy Cross Hospital

Joan, as Nurse in Charge, you have created a positive atmosphere on 6 South Acute Care at Holy Cross Hospital. You exemplify the word “teamwork,” and are always willing to answer a question or roll up your sleeves to help anyone in need of assistance, whether patient or co-worker. Taking care of patients brings you joy, and they always come first in everything you do. You exude a calm demeanor that works miracles on restless patients or anxious family members—and your colleagues say their stress level drops when they see you arrive because they know they can count on you. It is high praise indeed when your colleagues not only respect and appreciate you, they want to be like you! Thank you for inspiring us to do our best, and showing us how to find joy in helping others.

Jasmine Hicks accepting on behalf of Joan

Abimbola Emmanuel
Vice President of Clinical Service and Performance Improvement
HSC Home Care

Abimbola, everyone at work knows you as Elisa, so we'll call you that here too. As Vice President of Clinical Service and Performance Improvement, you have implemented strategies at HSC Home Care that have enhanced the quality of care and service to your clients and improved the effectiveness of caregivers. Even though your clients have met the criteria to be managed in their home, they are still medically complex and quite fragile. You collaborate to implement processes that support efficient staffing, meet clients' needs, and realize strategic goals. You have stepped up to lead the team through accreditation and training, and you personally mentor staff members as well as interns from local universities. We honor you today, Elisa, for your commitment to the organization and the community you serve.



Joseph Krzywicki
Registered Nurse
Inova Alexandria Hospital

Joe, as a back-up Charge Nurse at Inova Alexandria Hospital, you help with the safety rounds each day, making sure all components of the safety bundle are in place. This helps keep patients safe, reduces infections, and ensures that devices are removed if they aren't needed any longer. Patients are your top priority. You make hourly rounding on each of your patients, and when you are in charge you touch bases with each patient and family in the unit. You take time to sit with them, make that personal connection, and make sure that all their questions are answered. Your calm demeanor helps the patient and family relax. Your patients recognize you as being caring, compassionate, and understanding, and today we would like to add our recognition and appreciation for all you do.



Julie Hudtloff
Experience Manager
Inova Fair Oaks Hospital

Julie, as Patient Experience Manager at Inova Fair Oaks Hospital, you have developed processes and standard work for patient rounding, along with employee coaching for nurses and clinical staff, which has improved work efficiency. In order to keep the patient at the center all patient encounters, you have helped institute bi-weekly huddles with unit charge nurses and clinical directors. During huddles there is a random review of actual patient comments that provides the platform for focused storytelling and new learnings that are then shared with team members in each department. Your innovative ideas, including improving the use of patient communication boards and conducting simulation labs for clinical staff, have made a difference, and we acknowledge you today for your contributions.



Amy Bohoslav
RN-4
Inova Fair Oaks Hospital Cancer Center

Amy, you are constantly looking for ways to improve the way things are done, not just at Inova Fair Oaks Hospital but at the other hospitals as well. You pay attention and think it through, and then you share your amazing ideas. One especially good idea was the Radiation Oncology Patient Education Class for new patients and their families, which you hold every Friday. The tour and question-and-answer session not only help patients learn what to expect, they also help put their fears at ease. Your commitment to your patients goes beyond your job description. If the department is short staffed, you are always willing to help until backup arrives, all the while managing your own workload. Because you understand the importance of the big picture, you are making big things happen for patients across your system.



Alicia Young
Heart Failure Patient Care Navigator
Inova Heart and Vascular Institute, Fairfax Medical Campus

Alicia, as Heart Failure Patient Care Navigator at Inova Heart and Vascular Institute at Fairfax Medical Campus, your work includes patient assessment, appraisal of their understanding, and appropriate follow up. You interact with patients and their families as if they are your own. Countless times, there has been a breakthrough because you listen—actively and carefully. You are dedicated to doing the right thing for patients, despite the time or effort involved. By establishing rapport, you are often able to overcome assumptions and discover hidden rationales, leading to improved patient outcomes. Patients are willing to confide in you because of your dedication, compassion, and persistence, and it is making a difference. Since we don't have the authority to nominate you for sainthood, we humbly offer you this award as Employee of the Year.



Amber Fuller
Director of Family Centered Care
Inova Fairfax Women's Hospital

Amber, as Director of Family Centered Care at Inova Fairfax Women's Hospital, you motivate your team to deliver the best care and experience for new mothers and their families. As a hands-on director, you implement strategies with your staff and provide your managers and staff the support they need to ensure that every single mother has a wonderful experience. Your leadership has led to HCAHPS scores being above the 90th percentile in all domains, with an average of 95% ranking in 2018. You use creativity and hard work to go above and beyond, making sure all needs are met, the best staff are hired, and expectations are always clear. Today we salute your contributions to excellence, and we are pleased to honor you as a remarkable leader.



Carl Schmieg
Director of Supply Chain
Inova Loudoun Hospital

Carl, when you started your role as Director of Supply Chain at Inova Loudoun Hospital, you inherited a department with a history of credibility and customer service complaints. In a matter of months, your leadership resulted in immediate improvements. You quickly established relationships with your customer base and provided immediate follow-up to their concerns and requests. One significant accomplishment was your management of the warehouse relocation, a huge undertaking that resulted in improved workflow and efficiency. You lead your team by providing the best possible example of accountable leadership, and your department has achieved a 180-degree turnaround in customer service. We are delighted to recognize your achievements today.



Anastasia Schaab
Director of Quality
Inova Mount Vernon Hospital

Stacey, as Director of Quality, your efforts have resulted in an improved patient experience at Inova Mount Vernon Hospital. You have conducted numerous webinars and coffee klatches on various topics in quality, safety, and readmissions. Your tireless efforts to bring together partners in the entire continuum of care resulted in a first-ever 50+ person multidisciplinary collaborative that has had an extraordinary impact on readmission and mortality rates. In your efforts to preserve dignity at the end of life, you have worked to improve pain management and build a more robust palliative care service. Today we recognize your extraordinary contributions to the quality of care and your unrelenting pursuit of zero preventable for your patients.





JoAnn Neuffer
 Director, Pharmacy
 Johns Hopkins Medicine

JoAnn, you have directed the pharmacy over the last year at Johns Hopkins Medicine while oncology volumes have tripled and staffing for pharmacy techs has been challenging. Yet you continued to meet patient needs while staying within budget and exceeding revenues. Last year also brought concern about drug shortages, and again your leadership mitigated the impact to patients. Your weekly e-mails ensure all clinicians understand the latest shortages and action plan so patient care is not interrupted. You also put together a daily huddle in which staff come together and voice any safety concerns. This has greatly improved communication and collaboration in the department. We commend you for embracing the mission to deliver compassionate care to every person, every time.



Jessica Nima
 Human Resources Coordinator
 MedStar Georgetown University Hospital

Jessica, as Human Resources Coordinator, you serve as the first point of contact for job candidates and associates at MedStar Georgetown University Hospital. You endorse established work protocols and policies to support the mission of patient care. Recognizing the need to ensure that all employees are authorized to work in the U.S., you created the Employment Eligibility Re-verification process for the organization. As a result, you are recognized as the expert on eligibility within the system and serve as a trainer for others. You treat every person with dignity and respect, and respond appropriately no matter the situation. The professionalism you demonstrate regarding sensitive employment situations is to be commended, and we are pleased to present you with this award.



Andy Markel
 Director of Business Intelligence and Revenue Cycle
 MedStar Washington Hospital Center

Andy, as Director of Business Intelligence and Revenue Cycle, you consistently use your innovative mind to create efficiencies in many departments within MedStar Washington Hospital Center. You have created various tools to improve workflow in central scheduling and central financial clearance areas. In the past few years, you have created several quality assurance forms embedded in database to help evaluate internal talents. Your data-mining skills provide managers with great tools to track and trend without having to manually account for quality measurements. You are not only responsive to challenges, you think outside the box to discover what other impacts there may be to other parts of the organization. Today, and every day, we applaud that kind of thinking. go about achieving results that have a valuable impact.



Maricel Claro
 Controller
 Primary Care Coalition of Montgomery County

Maricel, as Controller you provide outstanding support for your team and other colleagues at Primary Care Coalition. When you discover an error or problem, you don't just resolve that instance, you take a systems view and work to revamp the underlying procedures—launching that benefit into the future. Your positive attitude and willingness to put in the extra time, energy, and effort inspires and lifts the performance of your staff. Your ability to build and maintain relationships made a difference recently after someone resigned and you found a replacement immediately from your network. But the icing on the cake may be the weekly onsite strength, cardio, and stretching classes that you lead! Congratulations on the many ways you keep your team in shape and on their toes.



Karole Thomas
Senior Director of Nursing
Providence Health System

Karole, as Senior Director of Nursing at Providence Health System, you are exemplary in your management of the workforce from a staffing perspective. You have great rapport with the staff, thus enabling you to staff the units with the right skill mix to provide the best care to patients and families. Tasked with improving practice concerns related to glycemic management, you led a performance improvement team with demonstrated outcomes of a greater than 15% improvement from baseline. In addition, you helped facilitate the implementation of a clinical supervisor role within the medical surgical division of nursing, and your high expectations led to improved patient experiences. Today we salute your contributions to excellence and are please to present you with this award.



Lori Hamilton
Director of Continuing Care
Riderwood (Erickson Living)

Lori, as Director of Continuing Care, you maintain a truly open-door policy at Riderwood, encouraging open and free feedback in all spheres. You are accessible to staff, supportive, empathic, and a great listener. Your authenticity helps you connect with staff members on a personal and professional level, thus building mutual trust, respect, and camaraderie. Recognizing potential, you empower team members with appropriate tools critical to growth and individually tailored to development. While you inspire and motivate others to excel, you nonetheless insist on individual accountability. You are not only a relational leader who gets results, you also develop other leaders who, in turn, will go on to develop leaders. Today we praise your foresight and your remarkable leadership.



Shelley Baker
Senior Director, Human Resources
Sibley Memorial Hospital

Shelley, as Senior Director of Human Resources, you have put together a team of dedicated professionals that consistently meets the needs of Sibley Memorial Hospital. You outperform the benchmarks in vacancy rates, time to fill, and turnover and retention. You are a great mentor, colleague, and friend. Your engagement scores are high and you motivate your staff to further their careers as you push them to do their best every single day. Because your standards are so high, you have successfully passed all Joint Commission and Department of Health Surveys during your tenure at Sibley. You sit on multiple teams and are a trusted and valued colleague to the executive team. Today we thank you for your contributions and offer our congratulations for being Employee of the Year.



Steven Whitefield, MD
Acting Chief Medical Officer
Spring Grove Hospital Center

Dr. Whitefield, you stepped in to become Acting Chief Medical Officer at Spring Grove Hospital Center at a difficult time. The Chief Medical Officer resigned and a number of medical staff retired or took other positions with the same 60-day period.

You stepped up to the plate and provided the guidance, direction, and hands-on assistance that were so desperately needed. You maintained your caseload while directing the medical staff and recruiting new psychiatrists and nurse practitioners. You led by example and worked long hours while being on call 7 days a week. As a result of your efforts, the medical staff was stabilized, channels of communication were opened, and morale improved. And you did all this with transparency, diplomacy, and kindness. You SO deserve this award. Thank you.

Cindy Notobartolo
 Administrative Director, Emergency Department and Trauma Program,
 Safety/Security, and Employee Health Services
 Suburban Hospital

Cindy, as the Administrative Director of Suburban Hospital’s Emergency Department and Trauma Program, Safety/Security, and Employee Health Services, you win the contest for the longest job title. But we kind of like the unofficial title you have been affectionately given because of your adeptness in leading the organization in crisis situations: “Master of Disaster.” Your commitment to professionalism is guided by the principle of always putting patient and staff safety first. In addition to coordinating many safety-related events, you have forged a collaboration with other institutions to form the Bethesda Hospital’s Emergency Preparedness Partnership. Your vision and preparation are making a difference, and we are grateful for your leadership.



Niesha Bedney
 Respiratory Care Services Department Manager
 The HSC Health System

Niesha, as Respiratory Care Services Department Manager at HSC Pediatric Center, you have implemented several strategies to support kids who need round-the-clock care. You devised an innovative staffing model that ensures adequate staff-to-patient ratios and efficiently utilizes staffing categories. When innovations in complex equipment occur, you arrange for vendors to train staff to ensure that patients will receive state-of-the-art respiratory care. When patients with complex respiratory care issues are scheduled for admission, you make a pre-transfer visit to meet with patient, family, and staff. You make sure everything is ready so the prescribed care plan can be seamlessly implemented upon the patient’s arrival. We marvel at the level of creativity and initiative that you display. Thank you.



Victorino Villangca
 Emergency Department Technician
 UM Bowie Health Center

Victor, as Emergency Services Technician at UM Bowie Health Center, you are known for your high standards of care and performance. You care for patients and family members with respect and dignity, always treating them with courtesy and compassion. After transferring from Environmental Services to provide emergency services, you are well known throughout the organization for your energy, enthusiasm, and liveliness. You are always willing to help, and you never fail to express appreciation to others for their efforts. You understand the importance of a team effort, and we can’t think of anyone we’d rather have on the team. Keep it up!



Keisha Camp, RN accepting on Victor’s behalf

Gloria Oniha
 Director of Nursing
 UM Laurel Medical Center

Gloria, as Director of Nursing at UM Laurel Medical Center, you have shown an ability to lead with courage and kindness. You have provided opportunities for improvement and have implemented ideas with openness and transparency. You were instrumental when UM Laurel Regional Hospital recently transitioned to UM Laurel Medical Center, the first such medical facility conversion in the state of Maryland. The transition of approximately 200 full-time employees was successful, thanks to your oversight and due diligence. Your everyday actions and communication demonstrate that you are completely connected with the organization’s mission to enhance care to the patients and communities you serve. We are proud to recognize you today as employee of the year.



Denise Crarey
Clinical Crisis Counselor II
UM Prince George's Hospital Center

Denise, as Clinical Crisis Counselor you are a valuable member of the psychiatric consultation team at UM Prince George's Hospital Center. You offer comfort to families and patients who experience traumatic instances such as the death of a loved one. You are available and present night and day—whenever someone is dealing with the grief and stressors associated with trauma. You don't have an easy job, but your gentle spirit and coping skills help you handle the stress. People throughout the community speak highly of your kindheartedness, and how you always know what to say and when to simply listen. We are heartened by your remarkable compassion and thank you for your strength and presence.



Robert Dusing III
Director, Telemetry Services
Valley Health Winchester Medical Center

Robbie, as Director of Telemetry Services, you discovered failures in the telemetry monitoring system at Valley Health Winchester Medical Center. You carefully quantified the collective risk and cost, then helped lead the huge project to create a centralized monitoring function, replace the system, and engage clinicians—a team of teams to design and deploy this critical tool to meet the growing complexity of your patients. You have a history with this department that helps explain your dedication. As a young boy, you visited your grandmother on this very unit. Some of her nurses are still there—now under your leadership. We applaud your empathy and the way you never forget that your patients are people and that it is a privilege to take care of your friends, neighbors, and colleagues.



The McNulty Award and Employee of the Year Award's Luncheon was an impressive event complete with networking, socializing and recognition of those who were nominated 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! We would like to extend our heartfelt thanks to all our attendees, participants and sponsors for your support.

Interested in Joining the Healthcare Council?

Healthcare Council continues to develop its All-Inclusive, Broad-Based Association of Members to accurately reflect the providers of care doing business in its service area encompassing Maryland, the District of Columbia and Virginia. It is committed to creating and providing opportunities for new members and associates while keeping member dues low. It serves its members with detailed communications and professional contacts, partnerships, timely educational programs, surveys, collaborative efforts, and strategic alliances.

To learn more about joining the Healthcare Council and/or participating in our Shared Services, please contact Cheryl Thomas at 301-731-4700 or visit us at:

<http://www.healthcare-council.org/membership.html>.

"Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we have acted rightly. We are what we repeatedly do. Excellence, then, is not an act but a habit." —Aristotle

THANK YOU TO OUR SPONSORS OF THE 2018 AWARDS LUNCHEON

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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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Did You Know?

- Employee turnover is a serious problem
- Employee turnover is a costly problem
- Employers are aware of the turnover problem
- Turnover rate is the highest in the first employment year
- There is a simple way to prevent early turnover rate
- Employees don't leave because of money
- Benefits can improve your retention rate

- TalentLyft