

# Special Report

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THE  
**Healthcare  
Council**



## Congratulations Employee of the Year Honorees and McNulty Award Recipient

The Healthcare Council salutes you!



2020



**Adventist HealthCare**  
**Carlos A. Vargas**  
 Vice President, Human Resources, Talent Technology and Shared Services

Nominated by:  
 Christopher Ghion  
 Vice President, Chief Information Officer

Carlos, as Vice President of Human Resources, Talent Technology, and Shared Services at Adventist HealthCare, you have expanded and transformed the HR department. You have retooled all aspects of recruitment, including the online presence. You have been instrumental in implementing a systemwide approach to employee development. And you have fostered a culture of retention. You were on the forefront of the development of the nurse residency program designed to attract the best talent at universities across the U.S. and abroad, ensuring that graduates of the program would have skills, commitment, and cultural sensitivity. As a highly ethical leader with the courage to take intelligent risks for the benefit of Adventist HealthCare's workforce and its patients, you are an exemplary ambassador for your organization and its mission.



**Adventist HealthCare Fort Washington Medical Center**

**Irish Ashria**  
 Environmental Services Attendant

Nominated by:  
 Tammy Woodfork  
 Senior HR Business Partner

Irish, in your role as an Environmental Services Attendant at Adventist HealthCare Fort Washington Medical Center, you are responsible for keeping areas sanitized and safe. But evidently you believe that you are also responsible for helping staff members do their best, finding ways to be more efficient, and making sure patients and families are comfortable. You can be counted on to provide support services to departments during crises, and you regularly volunteer to work extra hours when there is a need. You don't just keep your head down and do your job. Your head is held high as you look around and think ahead and ask, "How can I help? Who can I serve? How can I make this a better place?" You make this world a better place, Irish, and today we offer our appreciation for all the things you do.



**Adventist HealthCare Home Health**

**Allison Anand**  
 Rehabilitation Preceptor

Nominated by:  
 Mary Lightner  
 Home Care Administrator

Allison, you have shown consistent and progressive initiative in the more than 24 years you have been serving patients at Adventist Home Health, and your role has grown. You have always excelled as a physical therapist, often serving as the lead for therapy when accreditation surveyors observe patient care. As you transitioned into the position of therapy preceptor and stepped up to be the agency's education specialist, you continued to demonstrate strong leadership skills with the therapy team. You have contributed to clinical performance, working across disciplines for collaboration and successful patient outcomes. Your flexibility and your kind and gentle manner help guide team members to improved performance and engagement as you support them in their ability to be successful clinicians. Today we honor your remarkable leadership.



**Adventist HealthCare Rehabilitation**

**Mary Kate Cross**  
 Manager, Clinical Reimbursement

Nominated by:  
 Gail Pasard  
 Senior HR Business Partner

Mary Kate, you began at Adventist HealthCare Rehabilitation as a student and then joined as a Certified Therapeutic Recreation Specialist. You demonstrated technical competence combined with a willingness to move outside your comfort zone to learn and grow. After participating in one pilot program, you showed such promise that you were promoted to the position of mobility analyst, focusing on improving how Rehab measures the function of persons served. Your efforts led to significantly improved progress for persons served and increased reimbursement for these measures. Subsequently, your sphere of influence has been repeatedly expanded, and you have continued to achieve exceptional outcomes. You now serve as manager of clinical reimbursement, overseeing Rehab documentation requirements. We are inspired by your talent, competence, and bravery.



**Adventist HealthCare Shady Grove Medical Center**

**Jessica Volz**  
 Nurse Director of Forensics Medical Unit

Nominated by:  
 Patsy McNeil, M.D.  
 Chief Medical Officer

Jessica, as Nurse Director of the Forensics Medical Unit, you have totally restructured the forensic work at Adventist HealthCare Shady Grove Medical Center. You and your team won the Baldrige DMAIC Process Improvement Project in 2018, and that win is reflective of the many changes that have been put in place, from tracking the way documentation is done to streamlining staffing and the way they respond to needs in the community. Your leadership has led to recognition from hospitals across the county as the resource of knowledge regarding forensics. But your fundamental goals go beyond the awards and recognition. You are a tireless warrior for the health, welfare, and wellness of victims of sexual assault in our community. We applaud not only your successes but your dedication to your mission of healing families one by one.



**Adventist HealthCare  
White Oak Medical Center**

**Felicia Benjamin**  
Director, Quality Services

Nominated by:  
Donna Scott  
Senior HR Business Partner

Felicia, as Director of Quality Services, you have demonstrated mindful leadership in building a Quality team to support all aspects of hospital operations and patient care at Adventist HealthCare White Oak Medical Center. Last August 25, after more than two years of focused planning and operational preparation, your team pulled off an extraordinary feat when Washington Adventist Hospital moved to the new White Oak Medical Center. As you partnered with all hospital departments to get ready for the move, you were constantly looking for ways to collaborate and seek solutions. You were instrumental in coordinating with the many regulatory agencies, ensuring proper documentation and inspection visits, which resulted in a smooth process. During the Joint Commission survey, much praise was given. Today we join in offering our praise and thanks.



**Asbury Communities**

**Dee Dee Williams**  
Director of Nursing

Nominated by:  
Kelly Friedman  
Executive Director  
Tami Radisch  
Director of Human Resources

Dee Dee, in the year since you joined the Asbury Solomons team as the Director of Nursing, you have worked tirelessly to create numerous workflow efficiencies. Some of the changes within the skilled nursing department include increasing awareness of person-driven services, educating associates, and relocating the nurse's station and your own office to improve resident access. You closely supervise clinical systems, monitoring for pressure sore prevention, resident weight loss, and medication administration. You have also established a regular staff meeting schedule to communicate updates, along with the development of a communication board to promote regular engagement in the Healthcare Center. Today we are thrilled to recognize the contributions you have made to the department.



**Asbury Methodist  
Village – Kindley  
Assisted Living**

**Victoria Garner**  
Nurse Manager

Nominated by:  
Gretchen H. Moshier  
Administrator

Victoria, as Nurse Manager at Asbury Methodist Village, you expertly manage all Quality Assurance Performance Improvement efforts for Kindley Assisted Living. You make sure this practice is truly interdisciplinary, and you inspire all disciplines to practice from this framework. An excellent steward of your organization, you ensure resources are utilized wisely and support your team in all cost capturing improvement efforts. Serving tirelessly to ensure all areas of clinical services were satisfied, you led the center through a successful state survey. And during a lengthy transition, you worked with your fellow delegating nurses to provide expert professional coverage. We commend the thoughtful and careful way you go about achieving results and are pleased to present you with this award.



**Asbury Methodist  
Village – Wilson  
Healthcare Center**

**Angela Ogunleye**  
Licensed Practical  
Nurse

Nominated by:  
Lara Popoola  
Director of Nursing

Angela, as an LPN you have transformed the Restorative Nursing Program at Asbury Methodist Village. The processes you developed have helped residents maintain gains made during physical, occupational, and speech therapy. You have focused on reviewing the clinical status of residents discharged from the Skilled Rehab program, and you make sure they are placed in the appropriate program to maintain maximal functional capacity. Increased communication is key to this process, and it has resulted in quicker transitions from therapy to restorative nursing and better awareness of those residents who may benefit from therapy. These interventions have increased the residents' ability to adjust to performing daily tasks as independently and safely as possible, and they have expressed gratitude. So do we. Thank you for making a real difference.



**BridgePoint Hospital - Capitol Hill**

**Badia Paniagua**  
RN Charge Nurse

Nominated by:  
Adedayo Ekundayo  
Director of Nursing

Badia, as Charge Nurse at BridgePoint Hospital Capitol Hill, you take your job very seriously. You anticipate needs and are dependable; when a task is assigned to you, no one has to check up on you. You take care of your staff, leading them and helping them do their best. Part of your role is to nurture newly licensed nurses, and they adore you, considering themselves privileged to be trained by someone so encouraging—someone who so compassionately emphasizes the importance of patient-centered care. You lead by example, treating patients and their families with gentleness, kindness, and respect. It is said that all the patients and families want you to care for them, and that all the doctors and coworkers trust you and rely on you. What a tribute! This award is our tribute to the inspiring example you set for us all.



**BridgePoint Sub-Acute & Rehabilitation**  
**Vilma Munoz**  
 Environmental Services Aide

Nominated by:  
 Calvin Sutton  
 Environmental Services Supervisor  
 Thomas Hutchins, Jr.  
 Security Supervisor

Vilma, as an Environmental Services Aide at BridgePoint Hospital Capitol Hill, you are the consummate team player. Teamwork is essential to a strong and cohesive workforce, and you provide the EVS Team with a rock-solid foundation and example. You can be consistently relied upon to help out wherever you are needed, and it is not uncommon for you to perform tasks outside the scope of your responsibility. In your extensive repertoire of skills, quality is paramount. You take a proactive approach and meet all challenges head-on with impressive results. You possess incredible customer service awareness and the caring spirit that is essential in creating a warm and healing environment for the population you serve. Your pleasant disposition and calming demeanor put people at ease, and we would like to take this opportunity to show you our appreciation for everything you do.



**BridgePoint Hospital – National Harbor**  
**Maria French**  
 Staffing Coordinator

Nominated by:  
 Valerie Hayes  
 Director of Nursing

Maria, as Staffing Coordinator for BridgePoint Hospital National Harbor, you understand the importance of developing strong relationships. You have gone to extraordinary lengths to build a good rapport with the nursing staff, and this has helped make you successful in achieving your staffing goals. Your communication skills have also helped you develop strong bonds with external vendors. You are able to come up with creative solutions to assure the facility is staffed appropriately, and you also use that creativity to make changes to the staffing process so that it runs more efficiently. The staff has discovered that you are always willing to listen and help out—and that you do it with a smile. Today we are happy to present you with this award as employee of the year.



**Calvert Health**  
**Nicole Hedderich**  
 Executive Director, Quality & Risk Management

Nominated by:  
 Diane Couchman  
 CNO, VP of Nursing

Nicole, as the Executive Director of Quality and Risk Management for Calvert Health Medical Center, you set the example for how leaders should work together to move an organization forward. You are always there to help guide every member of the team, giving input when needed and making yourself available to anyone who needs someone to bounce ideas off of. You encourage and motivate professional development within your staff, recognizing when they can take on certain projects and urging them to perform at their highest level. They can count on you to provide the tools and resources they need, including the processes you have developed to ensure that clinical staff meet and exceed quality metric targets. Your steadfast support inspires confidence and leads to success, and we thank you for your leadership, patience, and dedication.



**Capital Caring Health**  
**Lawanda Middleton**  
 Certified Nursing Assistant

Nominated by:  
 Nancy Crowley  
 Regional Executive Director

Lawanda, you have been a Certified Nursing Assistant at Capital Caring Health for less than two years, but your impact on patients, families, and staff has already been significant. What sets you apart is your extraordinary compassion. You are the go-to person when there is an especially difficult or anxious family, because your calming influence, patience, and meticulous care can always help to settle even the most frightened caregiver. You understand the importance of providing care for the entire family. Recently, when you were helping with a difficult pediatric case, you stopped by the home to straighten up the child's room and make up his bed so that the family could return from the Emergency Department to a welcoming environment. Families have called you "a gift from God" and "Love in action." We couldn't say it better. Thank you.



**Chase Brexton Health Care**  
**James Burrell**  
 Peer Navigator

Nominated by:  
 Terrance Lovell  
 Vice President, Human Resources

James, as Peer Navigator for Chase Brexton Health Care, you provide a genuine alliance with the local transgender community, availing yourself as a facilitator and mediator for this vulnerable population. Taking a strengths-based approach to health navigation for your assigned patients, you are proficient in your ability to assess and link patients to care. In addition, you participate in various educational presentations, research projects, and awareness campaigns. You are exceptional in your ability to engage with the community, and your patients rave about your support of their health goals. We believe you are so successful in this work because you have established yourself as a safe space for patients and community alike. We are proud to honor you today for your remarkable compassion and dedication.



**Children's National Health System**

**Jennifer Boughton, LICSW**  
Social Worker

Nominated by:  
Andrew Dauber, M.D.  
Division Chief of Endocrinology

Jennifer, as a Social Worker at Children's National Hospital, you tackled a seemingly insurmountable problem with outstanding results. Diabetic children were arriving in the emergency department with dangerously high blood sugars—and they were ineligible for public health insurance because they were undocumented. They would receive a prescription for cheap insulin at Walmart, but they would be back when it ran out. You designed a new clinic to ensure that any child, regardless of citizenship status, would receive medical attention. You recruited support, raised philanthropic funds, and researched alternative ways to procure essential medical supplies. The Diabetes Access Clinic has already made a huge difference in the lives of many children and their families. We are delighted to commend this inspiring achievement. And we are super impressed!



**Doctors Community Hospital**

**Kristina Williamson**  
Administrator, Care Transformation Organization

Nominated by:  
Nikki Yeager  
VP, Ambulatory Services and Network Strategy

Kristina, as Administrator you have guided the development of the Care Transformation Organization at Doctors Community Medical Center. You successfully operationalized this new program and created workflows that cross two separate care environments: the hospital and the community physician practice. You have developed relationships with 15 different community primary care practices as you worked to educate and transform their office processes. Now, instead of just addressing the patients that make appointments, they proactively bring in patients that fall into a high-risk category. This shift in practice has made a dramatic change in patient experience and disease management. Today we acknowledge your efforts toward creating the important link necessary to integrate two different but connected settings of care. What an accomplishment!



**Frederick Health**

**Mark A. Smith**  
Clinical Project Coordinator/Nursing Professional Development

Nominated by:  
Margaret McNeil  
Director, Nursing Quality & Professional Practice

Mark, as Clinical Project Coordinator for Nursing Professional Development at Frederick Health, you support clinical nurses, nursing leaders, and nursing schools. Inventive and resourceful, you look for ways to use data to make a difference. You analyze data, deliver survey results, generate reports, and create well-organized databases—and this valuable information is used to improve care delivery. You're proficient with technology and willing to share your expertise outside the department. You foster strong relationships with academic partners and coordinate placement of nursing students with preceptors—a great recruiting tool. You produce the nursing newsletter, facilitate arrangements for events, and participate in fundraising and community service. We are only scratching the surface here, but it illustrates how you go the extra mile in every project, every day. Well done!



**George Washington University Hospital**

**Sherri Newman**  
Division Director  
GW Transplant Institute and Cardiac Surgery

Nominated by:  
Nicole Dollison  
Chief Operating Officer

Sherri, as Division Director for GW Transplant Institute and Cardiac Surgery at George Washington University Hospital, you are passionate about making a difference in the community. You have developed robust social support programs for cardiac and transplant patients, implemented access to free kidney screenings through a relationship with Walgreens, and connected with faith-based organizations throughout the DC metro region to provide education and awareness to the community. Relentless in your pursuit of growth within Transplant and Cardiac Services, you have developed business opportunities, and under your guidance, transplants have increased year over year and cardiac surgery volume has grown. With this award, we acknowledge your exemplary leadership and dedication to the employees and patients of GW Hospital, as well as to the local community.



**Goodwin House**

**Lisa Wallace**  
Director of Supply Chain

Nominated by:  
Fran Casey  
Chief People Officer

Lisa, as Director of Supply Chain for Goodwin House, you have worked tirelessly to establish and implement systems that are consistent with best practices. When you arrived eight years ago, no one was using purchase orders; now the majority of purchases are paid for through this process and all are made through the supply chain department. Because of your willingness to build the department and take on new projects, your staff has grown from two to five. You consistently negotiate and query many vendors in search of the most favorable quality and pricing. This extends to your work with contractors and subcontractors, where you also ensure they are in compliance with all regulations. You excel on all fronts of customer service—for residents, staff, and vendors. If a problem comes to you, you own it. We marvel at your diligence and initiative. Keep it up!



**Healthcare Access Maryland**

**Bret Minarik**  
Chief Financial Officer

Nominated by:  
Traci Kodeck  
Chief Executive Officer

Bret, since joining HealthCare Access Maryland as Chief Financial Officer in 2014, you have been instrumental in ensuring that the organization is financially stable and can continue to carry out its mission. In your search for efficiencies, you recommended outsourcing the finance team, ensured that all vendor contracts were in alignment with policies, and implemented several new processes using technology. You pushed the envelope by recommending that HCAM disconnect IT services from Baltimore City and procure its own Managed Service Provider. During this complex IT process, you ensured that services were never lost. Because of this transformation, HCAM was not vulnerable to the recent ransomware attack on Baltimore. We congratulate you for moving forward with a positive outlook on improving systems for staff and ultimately improving the agency.



**Holy Cross Germantown Hospital**

**Babaiide Wale-Aremu**  
CT Technologist

Nominated by:  
Jasmine Hicks  
Organizational Development Specialist

Wale, you began your career at Holy Cross Hospital as a Radiologic Technologist student and transferred to Holy Cross Germantown Hospital when it opened in 2014. In addition to your daily duties as a CT Technologist, you have taken on other roles, including Stroke Champion, Patient Safety Champion, and representative for the Montgomery College Radiology Program—as well as being a member of several other planning teams and implementation projects. You recognize the tremendous benefits of being a part of a team, and you value the other members of the Medical Imaging department and the support you give each other. They value your “never quit” attitude and the way you see the big picture and give 100% to every aspect of your job. Best of all, your infectious smile brings cheer to both coworkers and patients. We applaud you for giving your very best.



**Holy Cross Hospital**

**Rajendra Singh**  
Health Unit Coordinator  
Labor & Delivery

Nominated by:  
Jasmine Hicks  
Organizational Development Specialist

Raj, as Health Unit Coordinator for Labor & Delivery at Holy Cross Hospital, you understand the necessity of teamwork and do all you can to help build camaraderie and team spirit. Because communication is key, you work to establish a dialogue between colleagues, and you set the tone first thing each morning by purposely acknowledging everyone. Your teammates rely on your skills, and you have been called a multitasking superhero! You began your career at Holy Cross as a Transporter, and for the past 15 years you have brought your heart for service and pleasant demeanor to each department you have worked in. Helpful and kind, you are committed to customer service and always keep patients’ needs a priority. Your supportive spirit makes a difference to the people you work with and the people you work to help, and today we offer our appreciation.



**Howard University Hospital**

**Derek M. Perkins, MPH, RT**  
Administrative  
Director Radiology

Nominated by:  
Angella P. Browne  
Infection Prevention Officer

Derek, in your role as the Administration Director of the Howard University Hospital Radiology Department, you have contributed to some astonishing efficiencies. You were instrumental in addressing an ongoing issue with the timeliness of radiology reports by helping to devise a systematic and consistent process that reduced the average turnaround time from eight days to less than three days. You instituted an efficient process that improved the overall ordering and tracking of radioactive isotopes, which saved the organization over \$90,000 within the first year of implementation. You led a project that greatly improved turnaround time for patients in the recovery room who needed x-ray services before they could be discharged. We salute you for your remarkable ideas and their remarkable results. Way to go!



**HSC Home Care, LLC**

**Mariamelia Zuleta**  
Administrative Coordinator

Nominated by:  
Patricia Austin  
Chief Operating Officer

Mariamelia, as an Administrative Coordinator who directly serves the clinical team, you have implemented several strategies at HSC Home Care that have enhanced quality of care and service to clients and caregivers. You devised a tracking tool to manage required documents so they are submitted within the required time to meet regulatory guidelines. You also created a tracking tool that helps you prepare statistics that highlight successes and improvements. Shared with the entire team every week, these statistics encourage, enlighten, and challenge. Always available to translate in Spanish, you also are culturally sensitive to customers needs. You live and breathe quality of care. Your talents and skills, combined with your cheerful and willing attitude, are truly an asset to the organization, and you are quite deserving of this recognition. Congratulations.



**The HSC Pediatric Center**

**Maria Allen**  
**Skilled Nursing Facility**  
**Administrator**

Nominated by:  
 Adam Winebarger  
 VP of Patient Care Services

Maria, as Administrator for the HSC Pediatric Center Skilled Nursing Facility, you helped establish the first-of-its-kind facility in DC to serve the long-term care needs of complex children and young adults. You were an integral part of all aspects of creating and designing the program, including developing more than 700 policies and working with colleagues on construction and operational needs. You were also responsible for educating staff on the uniqueness of regulations for skilled nursing facilities. Following months of dedication and tireless work, you were successful in obtaining a full operating license, and the facility received its first resident in August. You continue to work closely with the medical team to ensure that residents receive top-notch care, and you keep in contact with family members to meet their needs as well. You pulled it off! And we salute you.



**Inova Alexandria Hospital**

**Edgardo Macabulos**  
**Clinical Mentor**

Nominated by:  
 Zachary Wotherspoon  
 Director of Nursing Outcomes  
 Improvement

Edgardo, as a Clinical Mentor at Inova Alexandria Hospital, you support the new graduate nurses during their first year, orienting them and developing their skills to increase competence and confidence. Some of your contributions include teaching monthly classes, participating as a facilitator in mock codes and drills, and daily rounding with new nurses. Beyond coaching and education, you also provide new nurses with encouragement, assurance, and emotional support. The genuine, caring relationships fostered between you and the new nurses is demonstrated by the frequent communications you share. This relationship introduces them to a culture of support and positivity that is focused on teamwork. The future of nursing is bright because of the influence of young nurses like you, and we thank you for your dedication.



**Inova Fair Oaks Hospital**

**Diane Bond**  
**Unit Supervisor**

Nominated by:  
 Stephanie Jones  
 Clinical Director

Diane, as Unit Supervisor at Inova Fair Oaks Hospital, you have made great strides in the Pre-Op area to create and maintain sustainability. You have worked with registration for direct bedding of surgical patients, which expedites their care. You have also restructured assignments to coordinate less walking and more productivity for RNs. Another project involves creating a workflow to check expirations frequently, involving all staff in quality checks—from techs to nurses, all are held accountable. You give time and attention to not only the workspace but also the patients, with the goal of giving them the best experience possible. Recently you met with a 90-year-old patient to explain why his surgery had been cancelled. Then you helped him get dressed and arranged for him to get home safely. With this award we celebrate your compassion and your commitment to excellence.



**Inova Fair Oaks Hospital**  
**Cancer Center**

**Jennifer Plant**  
**Chief Radiation**  
**Therapist**

Nominated by:  
 Kerry Cropper  
 Director of Radiation Oncology

Jennifer, as Chief Radiation Therapist at Inova Fair Oaks Hospital, you are passionate about patient education. You wanted to create an Intro to Radiation Oncology class for new patients and their caregivers. Others didn't see your vision, and you were told "no" many times. But you were persistent; you talked to anyone who would listen about the need for this class. Your commitment to your patients paid off, and the class has made a world of difference. Not only has the class improved efficiencies, eased questions to nurses and physicians, and reduced phone calls, it has created knowledgeable and confident patients who are more at ease. You never gave up because it was the right thing to do for the patients, and now the class has been implemented across the Inova Health System. Today we are proud to honor you for your vision and persistence.



**Inova Health System**

**Puja Wadhwa**  
**Patient Care**  
**Navigator**

Marina Ocasio  
 Senior Director of Nursing,  
 IHVI

Puja, as Patient Care Navigator at Inova Health System, you have created an incredible system to support transition of care for patients. You have worked closely with pharmacy and physician colleagues to develop a system of safety checks for patients being discharged, thereby identifying a great many details that could lead to wasted days in the hospital, delayed outpatient follow-up, or unnecessary treatment. To improve safety and the quality of the discharge process, you have created reference binders for the nurses and physicians. You educate patients, team members, and physicians on best practices to keep patients from being readmitted. Rather than merely providing patients with stacks of instructions, you provide a thorough bedside education to answer any questions that may arise. Patient experience is at the center of everything you do, and we admire your focus. Thank you.



**Inova Fairfax Hospital**

**Megan Rupe**  
**Clinical Director, Cardiac**  
**Telemetry South &**  
**Clinical Leader Cardiac**  
**Access**

Nominated by:  
 Heather Russell  
 Vice President, IHVI

Megan, as a Clinical Director and Clinical Leader at Inova Heart and Vascular Institute, your tutelage has resulted in highly reliable patient care. You encouraged team members to improve communication about patient mobility by including it with information about other high-risk areas during shift changes. This initiative has reduced injuries and improved assessment of patients with a high risk of falls. You have campaigned against waste in innovative ways that help your team visualize the ways they might be unintentionally wasting unused supplies. Your compassion is evident in the way you insist on safe and dignified care for the substance abuse patient population. With courage and tenacity, you seek to provide holistic care and patient specific resources for these highly vulnerable patients. We congratulate you for being a valuable and remarkable leader.



**Inova Fairfax Heart & Vascular Institute**

**Stephen Ives**  
**Director of**  
**Cardiovascular Invasive**  
**Labs**

Nominated by:  
 Heather Russell  
 Vice President, IHVI

Stephen, as Director of Cardiovascular Invasive Labs at Inova Fairfax Medical Campus, you have led multiple organization-wide initiatives aimed at improving resource utilization in the interventional areas. Working with key stakeholders to significantly reduce cost, you have helped save the organization several million dollars over the past few years. Over the past 12 months, you have led a multidisciplinary team to look at process and flow of the interventional labs. As a result, process improvement initiatives have been implemented that contribute to better room turnover and utilization and the ability to see additional patients in a more efficient manner. You have made sure that the redefinition of workflow focuses on putting patients and their family front and center. Your attention to detail and sense of responsibility make a difference, and we acknowledge your contributions today.



**Inova Fairfax Medical Campus**

**Chris McCormick**  
**Clinical Director**

Nominated by:  
 Julieanne George  
 Senior Director

Chris, as Clinical Director at Inova Fairfax Medical Campus, you employ specific strategies to implement processes that link to the organization's mission, vision, and values. You strive to involve team members in the process from the beginning in order to develop support for any necessary change. This increased awareness throughout the team has resulted in improved outcomes, such as can be seen in central line-associated bloodstream infection proactive prevention. You support your team, empowering them to do their best, and this is reflected in the excellent care the patients receive. With this award we acknowledge the careful and thoughtful leadership you have demonstrated.



**Inova Loudoun Hospital**

**Kelly Stevenson**  
**Special Projects Manager**

Nominated by:  
 Deborah Addo  
 President

Kelly, as Special Projects Manager at Inova Loudoun Hospital, you've been the key individual leading all unit leadership groups in one Very Special Project: relocating to the new tower expansion. This complex task has involved thousands of pieces. The existing building layout is very different from the new unit design, so you have helped the nine departments that are moving to reevaluate, restructure, and predict. You have worked with nursing leadership and finance to identify and develop workflow and staffing needs. You've methodically sorted out equipment needs—what could be relocated, what needed to be purchased, allowing time to acclimate to new technology, ensuring that new spaces could accommodate future technology. You've attended vital meetings to keep teams updated. You must be exhausted! We're so proud of you and very excited about the new tower. Bravo!



**Inova Mount Vernon Hospital**

**Chastity Johnson**  
**Director, Patient Experience**

Nominated by:  
 Roberta Tinch  
 President

Chastity, as Director of Patient Experience at Inova Mount Vernon Hospital, your drive, energy, and can-do attitude has been essential to many milestone successes for your organization—including awards for various departments, recognition of nursing excellence, and other favorable assessments and ratings. Armed with data from surveys, direct engagement, and other feedback, you uncover opportunities for improvement that result in enhanced patient satisfaction. You are eager to share your expertise in customer service throughout the hospital, coaching staff on ways to improve. Your contributions to the experience of care for patients and their families exemplify your personal mission in life. You have been described as the ray of sunshine for patients who are often at their lowest point due to illness. We are grateful for your warmth.

Ed, as Senior Director of Information Technology, you lead an amazing IT team at Johns Hopkins Medicine/Sibley Memorial Hospital. When the Johns Hopkins National Proton Center opened this past fall, you led the IT implementation to ensure security and patient safety. Other projects you helped execute in the last year include the Advanced Clinical Care Unit expansion, the Dermatology Clinic opening, pharmacy inventory, and co-payments for outpatient and ambulatory clinical departments. Your efforts also helped Nursing receive a faster results turnaround time and Transport receive a faster bed turnaround time. Furthermore, you worked your magic so all inpatients could have access to their medical records while in the hospital. We are in awe of the way you continuously bring the best and latest technology into Johns Hopkins and Sibley in a safe and secure manner.

Carolyn, as Communications and Experience Strategist for MedStar Montgomery Medical Center, you lend communications expertise and overall creativity to help find innovative solutions to a wide variety of issues throughout the organization. As the point person on communication for many key organizational initiatives, you provide more than insight, feedback, and ideas—you are also quick to roll up your sleeves and help out in whatever way you can. For example, during a recent renovation, you showed tremendous innovation in developing communications with patients and visitors, resulting in a better experience for all involved. Your deep knowledge of healthcare and the organization, coupled with your strong coaching skills, make you an outstanding lead to help teams through sustaining a culture of continuous improvement. We commend your leadership.

Mark, as a Quality and Safety Clinical Specialist at MedStar Washington Hospital Center, your primary responsibility is to promote safety while mitigating risk to associates, providers, patients, and visitors. Your hands-on approach engages associates and providers to reveal factors that negatively impact clinical operations—bringing forth constructive feedback to guide a corrective course of action. For example, you guided the development of a comprehensive Workplace Violence program that has greatly reduced lost work days due to violence. By driving change and providing support, you actualize both departmental and entity-specific strategic goals. Your emotional intelligence results in productive, trusting relationships, and, combined with your breadth of clinical and operational knowledge, has made you an effective leader. Today we are proud to recognize your achievements.

Joanna, you have been the Nurse Case Manager for the Care for Kids program at Primary Care Coalition for many years. Over time, as program enrollment and case complexity has grown, your exceptional communication skills, attention to detail, problem-solving abilities, and commitment have kept case management available for those in need. You are a calm and compassionate nurse who goes beyond the scope of your duties to ensure that children and families receive the necessary care services and additional resources that impact their wellbeing. Colleagues appreciate your creative suggestions for improvements, and children and their families rely on your support. Day by day, you have made a difference in the lives of the people you help, and we would like to honor your dedication with this award.

Mark, as Director of Finance at Erickson Living, you have been a positive force in strengthening the financial position of Riderwood. In such a large community, a great deal of governance and analysis are required to ensure that the dollars are spent on the highest priority needs. You work in a collaborative manner to make sure all voices are heard and that the best solutions are selected. For instance, to provide guidance on how to deal with the coming minimum wage increase, you contacted county representatives for information, organized and evaluated data, and used your analytics and creativity to craft a plan that would meet needs and be fair to everyone. At heart you are an educator who loves to conduct training with the theme "Finance is Fun!" We celebrate your gift for making finance accessible so everyone can understand their role in striving for strong financial results.



**Johns Hopkins Medicine**  
**Edward J. Grogan, FACHE, CHCIO, CPHIMS, CCE**  
 Senior Director, Information Technology

Nominated by:  
 Alison Arnott  
 Vice President, Support Services



**MedStar Montgomery Medical Center**  
**Carolyn Karl**  
 Communications and Experience Strategist

Nominated by:  
 Mary Jo Schweickhardt  
 Vice President, Human Resources



**MedStar Washington Hospital Center**  
**Mark Marino**  
 Clinical Specialist

Nominated by:  
 Bonnie Glica  
 Vice President of Nursing Excellence



**Primary Care Coalition of Montgomery County**  
**Joanna Rivera**  
 Nurse Case Manager, Care for Kids

Nominated by:  
 Marisol Ortiz  
 Director Client Service Operations



**Riderwood Village (Erickson Living)**  
**Mark Embley**  
 Director of Finance Corporate

Nominated by:  
 Gary Hibbs  
 Executive Director

Christine, as Director of Medical/Surgical & Musculoskeletal Nursing, you drive clinical and service excellence within Johns Hopkins Medicine/Sibley Memorial Hospital. While carefully supporting the needs of your front-line and managers, you are constantly looking for ways to improve. You have drafted protocols and policies to support evidenced-based practice that has resulted in specific successes, such as reducing patient falls. Your leadership embraces the philosophy of Relationship-Based Care, and that sustains high employee engagement as well as increased patient satisfaction. Not only are you an inspiring role model, you create a fun and safe environment for learning and sharing information. We acknowledge you today as the true embodiment of Sibley's mission for compassion and excellence. Every team needs someone like you.



**Sibley Memorial Hospital**

**Christine Inglis**  
 Director of Medical/  
 Surgical & Musculoskeletal  
 Nursing

Nominated by:  
 Laura Hendricks-Jackson  
 VP, Patient Care Services & CNO

Jorel, although you are new to the role of Chief Operating Officer, you have already made a tremendous difference in the culture and productivity of your division at Spring Grove Hospital Center. Not only have you brought fresh ideas and energy, your incredible work ethic is inspiring. Here's an example: you have four computer screens on your desk, and you work on every one of them at the same time! This also illustrates your amazing aptitude in information technology. It is said that you can Google doc or Excel anything to death. And yet you are in no way intimidating; you extend yourself well beyond your department to help others, and staff members give glowing reports of how you lead by example through compassion, creativity, and generosity. We don't know how you do it, but we sure are impressed. Well done!



**Spring Grove Hospital Center**

**Jorel Fleming**  
 Chief Operating Officer

Nominated by:  
 Dwain Shaw  
 Chief Executive Officer

Kris, as Director of Patient and Family Experience at Suburban Hospital, you constantly strive to improve customer service. During new hire orientation, you explain the organization's values to new employees, so they understand that it is important for them to be leaders and role models, to be open and kind. You lead "Experience the Experience" exercises, in which staff play the role of patients so they will have a better understanding of the challenges and perspectives of those who receive care. And you employ positive reinforcement by regularly sharing stories and patient letters that recognize those who provide exemplary customer service—often accompanied by treats to acknowledge not only the individual but the entire team, because customer satisfaction is a team effort. In the spirit of positive reinforcement, we offer you this award as employee of the year.



**Suburban Hospital**

**Kris Hakanson**  
 Director, Patient & Family  
 Experience

Nominated by:  
 Jacky Schultz  
 President

Lisa, as Project Manager at University of Maryland Capital Region Health, you have overseen several organizational projects that have led to successful transitions. In particular, you showed outstanding leadership in the transition of UM Laurel Regional Hospital to UM Laurel Medical Center, which was a large scale, high priority project involving many stakeholders, timelines, and regulatory components. You were involved in nearly every aspect of the project, and your facilitation helped ensure a smooth transition with minimal impact to internal processes, while showing care and consideration to patients and families. Your versatility is a valuable asset, and you demonstrate flexibility based on project needs and your audience. With this award we honor your positive attitude, professionalism, and patient-centered approach.



**UM Capital Region Health –  
 Laurel Medical Center**

**Lisa Hardesty**  
 Project Manager, Performance  
 Improvement & Project  
 Management

Nominated by:  
 Trudy Hall, MD  
 Vice President & Site Executive

Kent, as Systems Director for Behavioral Health at University of Maryland Capital Region Health, you are constantly seeking to improve the way things are done. You created a program called Screening, Brief Intervention, and Referral to Treatment, in which counselors address the opioid and alcoholic patients that present to the Emergency Department, and it has saved lives. You helped design a process that will reduce the Emergency Department stay of children with acute Behavioral Health issues. You divided the Behavioral Health Unit to separate high acuity from lower acuity patients, resulting in increased safety for patients and visitors. You have also reduced the seclusion and restraint rate. Your innovative ideas are making a difference in the way things are done and in the lives of your patients, and today we recognize your achievements.



**UM Capital Region Health – Prince  
 George's Hospital**

**Kent Alford**  
 Systems Director, Behavioral Health

Nominated by:  
 Denise Crarey, LCPC, PHP  
 Clinical Crisis Coordinator

Ella, as a Physician's Assistant for Unity Health Care, you work nights at the Department of Corrections. In this difficult environment, you build trusting relationships with patients who have complicated medical and social problems. Your nonprofit "Ella's Kids" is evidence that you are the real thing. "Ella's Kids" works with families who reside in shelters, are affected by substance abuse, or have parents who are incarcerated or ex-offenders. You have partnered with Unity over the years to provide items for pregnant patients, backpacks and school supplies, and toy drives at Christmas. Your commitment to the underserved in your community is exemplary of Unity's mission to serve DC's most vulnerable patient populations, going beyond the exam room and the clinic. It's not just a job for you; it's your calling, your gift, your life. Thank you for going beyond.



### Unity Health Care Inc.

**Ella Robertson-Strother**  
Physician's Assistant

Nominated by:  
Elani O'Donovan, M.D.  
Medical Director, Correctional Health

Meghan, as Patient Care Director for the Emergency Department, you help Virginia Hospital Center and the surrounding community to be better prepared in their emergency response. To contend with a mass casualty event, you helped develop the Tactical Emergency Combat Care Program and have taught the course to ED staff. You helped lead the first-ever VHC Hazmat Fair, which allowed ED staff and Arlington County Firefighters to work together to practice various drills and scenarios involving exposure to hazardous materials. You also led the initiative to review the Ebola Virus Disease Plan and coordinate a full-scale drill. In addition to leading other courses and drills, you collaborate with professionals to improve the safety of hospital staff and their ability to care for your community. It is reassuring to know that we can depend on dedicated and competent people like you and we thank you.



### Virginia Hospital Center

**Meghan Bozzelli, RN**  
Patient Care Director,  
Emergency Department

Nominated by:  
Taryn Overman, AVP  
Emergency and Outpatient Services

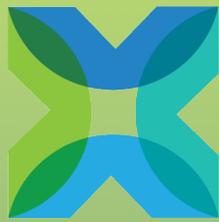
To all the Recipients from our area healthcare facilities:



We salute you and are honored to have recognized your outstanding work and contributions given throughout the year. We are proud of all of you and are grateful for all the effort you put into the work you do.

Thank you to all those who nominated those outstanding employees and thanks to all those who participated in this year's first-ever virtual Employee of the Year Event.

The Healthcare Council is pleased to be able offer this annual event!



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The Healthcare Council would like to thank all of our sponsors for the support given for this annual event. We appreciate your sponsorship.

## 2020 ANNUAL EMPLOYEE AWARDS

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The Healthcare Council is appreciative of your sponsorship of the 2020 Employee Awards Virtual Ceremony

# Kevin Sowers presenting the 2019 McNulty Award trophy to John Colmers

Congratulations, John!



Kevin W. Sowers, M.S.N., R.N., F.A.A.N., President of the Johns Hopkins Health System; Executive Vice President of Johns Hopkins Medicine Introduction of John Colmers

It is my pleasure to introduce John Colmers as this year's recipient of the Matthew McNulty Award.

I have had the honor of working with John since I came to Johns Hopkins two and a half years ago and have come to have enormous respect for his intelligence, vision, and commitment to making Johns Hopkins Medicine a better place for the patients we serve.

When John is about to give us sage advice, he prefaces his remarks by saying "this is neither arbitrary nor capricious." This means that what he is recommending has been carefully considered with sound judgement. The fact that John is receiving this award today is "neither arbitrary nor capricious." This award recognizes someone who shows great character and has made a real difference in lives of Marylanders for many generations to come.

Winston Churchill once said, "We make a living by what we get, but we make a life by what we give." John – you have given so much to further advance the Johns Hopkins Medicine legacy of excellence and to advance health care in this region. We are so very proud of you. You are truly worthy of this recognition. Congratulations from us all.



# THE Healthcare Council

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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 Healthcare Council is a membership organization dedicated to helping members reduce costs, encouraging co-operative working relationships, and promoting quality healthcare in our region.

**The Council:** The Healthcare Council is an organization of consisting of hospitals and allied health care facilities, associations and educational institutions located in the Mid-Atlantic region. 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, ShareSource 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.

The 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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### 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 the Mid-Atlantic Region. 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 ShareSource, please contact Cheryl Thomas or Debbie Johnson at 301-731-4700 or visit us at: [www.healthcare-council.org](http://www.healthcare-council.org).