

# BestCare Chronicle

Monthly publication for employees, friends and family of Saint Francis Care.

March 2014

## GEARING UP FOR EPIC

### EPICARE COMMAND CENTER OPENS FOR BUSINESS



In February, staff from Network and Client Services and the Engineering Department, began the transformation of the Gengras Auditorium into the EpiCare Command Center. Taking two weeks to complete, the Command Center opened for business on March 3. The newly designed Center was outfitted with 40 tables, 80 computers and telephones, food service equipment, and meeting room space. The Command Center will function as a full-service area for support personnel to prepare and manage the EpiCare Go-Live.



Members of the EpiCare Team began utilizing the Command Center immediately. Prior to go-live, staff from throughout the Hospital worked in the Center to enter patient scheduling activities, OR preference cards, OR schedules, oncology scheduling, patient registration information, and a variety of other pre-go-live actions.

When the Command Center officially opens on March 31 at 5:00 a.m., it will be staffed by 120 members of the Saint Francis EpiCare Team and Information Technology along with 200 Epic employees. Command Center staff will help support the Super Users and Physicians through the EpiCare launch 24 hours a day from April 1 through 14.

*In preparation for EpiCare Go-Live on April 1, users from the Hematology/Oncology and Anticoagulation Departments entered 3,710 future appointments and registered 936 patients into EpiCare under the direction of the Epic Cadence Team. Also, users from the OR entered preference card information into Epic OpTime under the direction of the OpTime Team. OR staff also converted 820 cases scheduled from legacy systems into Epic.*

*Photo by Steve Tenner*

## USING EPICARE DURING A CODE SIMULATION

The “patient” wasn’t breathing and Margaret Letitia, R.N., called a Code Blue. Annie Worshoufsky, R.N., rushed in with a crash cart to defibrillate the patient. A physician, played by Eric Griffin, R.N., took control of the patient’s airway.

During this re-enactment of a Code Blue at the simulation lab located in the *Connecticut Institute for Primary Care Innovation (CIPCI)*, more than a half-dozen nurses watched intently and recorded every move in the new electronic medical record, EpiCare, that will be rolled out April 1. The nurses learned to chart medications, chest compressions, the IV insertion and anything else that would normally happen during a code. Typically, one staff member is responsible for documenting all the events that take place during the code; now, that person will document in EpiCare.



The EpiCare electronic medical record aims to keep a patient’s information all in one place so the medical and nursing staff can communicate more effectively about that patient’s care.

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## HOSPITAL HAPPENINGS

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“We were using four different systems before,” said Worshoufsky. “Now we are using only EpiCare and Pyramis (a software used for EKG tests). Everyone is on a level playing field. It will bring the patient floors and the Emergency Department together.”

The nurses taking part in a recent simulation included those from 5-1, the *Connecticut Joint Replacement Institute (CJRI)*, Respiratory Therapy, 7-1, the PACU and several clinical resource coordinators (CRCs).

“The simulation is great opportunity for hands-on learning,” said Griffin, the Simulation Program Manager at CIPCI. “In surveys, employees have told us they prefer coming to the simulation lab versus a lecture or online learning.”

### ULYSSES WU, M.D., NAMED SECTION CHIEF OF INECTIOUS DISEASE

Ulysses S. Wu, M.D., a specialist in Infectious Disease, has joined the medical staff of as the Section Chief of Infectious Disease.

Dr. Wu received his medical degree from the Thomas Jefferson Medical College, Philadelphia, Penn. He began his residency in Internal Medicine at Medical Center of Delaware/Christiana Care Health System, Newark, Del., and then served as the Chief Medical Resident in Internal Medicine at Mercy Hospital and Medical Center, Chicago, Ill. Dr. Wu then completed a fellowship in Infectious Disease at Rush University and Medical Center, Chicago, with additional training in Allergy and Immunology at Louisiana State University Health Sciences Center, Shreveport, La. He went on to serve on the faculty as an Assistant Professor and Associate Program Director for Internal Medicine as well as the Associate Fellowship Director at Louisiana State University Health Sciences Center in Shreveport, LA.

An Assistant Professor of Medicine and Key Clinical Faculty at the University of Connecticut, Dr. Wu also serves as the Chair of the Education/Operations Committee for the Infectious Disease Fellowship.

Dr. Wu is board certified in Infectious Disease and Internal Medicine. He is also a member of the Infectious Disease Society of America and the Connecticut Infectious Disease Society.



Ulysses S. Wu, M.D.

### PHYSICIANS NAMED RED CROSS HEROES

Two Saint Francis *Care* physicians were honored for their medical mission work at the 15th annual American Red Cross Hartford Heroes Breakfast.

Michael R. Bourque, M.D., a senior OB/GYN physician, was nominated for caring for patients in Haiti, in a remote town called Dame Marie. He is the leader of the “Blue Team,” one of two medical missionary teams with International Medical Missions of Saint Francis, a program of Saint Francis *Care*. The blue team has been delivering medical, surgical and dental care since the earthquake in Haiti in 2011. It consists of physicians, nurses, translators, and general staff, all volunteers who pay their own way.

Last year, Dr. Bourque was also honored for his work by the Points of Light Foundation, the world’s largest volunteer organization.

Jeffrey J. Meter, M.D., an orthopedic surgeon, traveled to Kenya this summer on a medical mission where he taught general and orthopedic surgery, performed four to 12 surgeries daily and visited up to 100 patients at Tenwek Hospital.

He also performed a powerful act that anyone – not just a physician – can do. He donated blood to a patient with a low platelet count, enabling the man to have a much needed endoscopy. Luckily for the patient, Dr. Meter shared his blood type.

Dr. Meter is a member of Samaritan’s Purse Disaster Assistance Response Team and has served as battalion surgeon with the 10th Special Forces Group. Over the next two years, Dr. Meter plans to return to Tenwek to assist in the development of the hospital’s orthopedic residency program.

Both physicians exemplify the spirit of service above self that is recognized by the Red Cross.



Pictured (L - R) Jeffrey J. Meter, M.D., and Michael R. Bourque, M.D.

### TELLING THE SAINT FRANCIS STORY

The Saint Francis Mission Moments initiative is a new video series featuring members of the Saint Francis family reflecting on a time that they provided special care to a patient and/or their family member. These video vignettes are shared with our internal and external audiences through a variety of communications channels such as the Infonet, our Saint Francis website, Facebook and YouTube. Do you have Mission Moment to share? Send an email to [moments@stfranciscare.org](mailto:moments@stfranciscare.org). Scan the QR code on the right to view the Mission Moments videos.



## SAFETY WEEK OFFERS EDUCATION AND REMINDERS

When Steve Kreiser was a Navy pilot, he often deferred to others, regardless of rank, in matters of safety.

“I relied on the landing safety officer to give me feedback when I was landing a plane. I didn’t want to be too far to the left or right,” said Kreiser, a consultant with Healthcare Performance Improvement, in a lecture to employees in the CIPCI Collaborative Theatre. “He saved my life.”

The aviation business, as well as the nuclear power industry, offers lessons in safety for all Saint Francis employees, whether they are healthcare providers or engineering workers or support staff. Once safety procedures were implemented in the nuclear power industry, adverse events decreased.

“The only acceptable number of those is zero,” Kreiser said. He urged employees to use the STAR technique: Stop, Think, Act and Review.

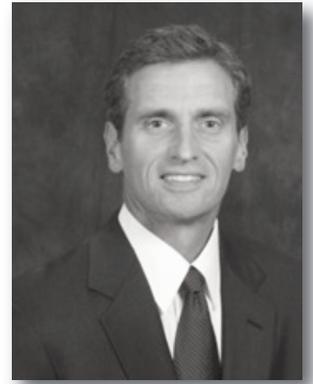
“Saint Francis Care is striving to continually build high reliability through a commitment to safety throughout the organization,” said Monica Peyman, Director of Quality, Patient Safety and Regulatory Affairs.

At a safety fair in the Hospital rotunda, employees could learn about quality, risk, infection prevention, the importance of the simulation lab, engineering safety and efforts to reduce mistakes in the pharmacy. Employees who visited each booth received a stamp on their Passport to Patient Safety and were entered in a drawing for a gift card.

One of the hottest topics in patient safety is hand washing. The Centers for Disease Control reports that hand washing is the single most important step to prevent hospital acquired infections (HAIs) in patients. Guest lecturer Jean Rexford, a patient advocate from the Connecticut Center for Patient Safety told the audience in Chawla Auditorium that studies show that nurses comply with proper hand washing protocols 84 percent of the time; doctors follow the rules 69 percent of the time while office staff adhere 69 percent of the time.



Dan Tichon, Clinical Engineering, explains safety practices in engineering to employees who stopped by the booth.



Steve Kreiser, CDR (USN Ret.),  
MBA, MSN

If a patient does get an infection in the hospital, the consequences can be dire. Some 9.1 percent of patients die from a HAI, while the mortality rate is only 1 percent for patients overall. And, the cost of treating a HAI is about \$33,000.

What WOULD motivate people to wash their hands if they aren’t already? In England, one researcher recommended using the “yuck” factor. After observing football fans not washing their hands after using the bathroom, she posted this a sign above the urinals that read: “Do you want to eat later what you are touching now?”

“At Saint Francis, safety statistics are steadily improving,” said Surendra P. Khara, M.D., MS, and Chief Medical Officer, Chief Quality Officer.

“The consciousness of the staff is significantly higher as is the culture of safety,” Khara said. “It’s funny that 167 years after Semmelweis told us to wash our hands, we’re still learning how.”

## MAGOWAN TWINS BEQUEATH GIFT TO SAINT FRANCIS CARE

*No One Knew Elderly Twins Next Door Were Multi-Millionaires*

The Saint Francis Foundation recently received a \$900,000 gift from a set of unassuming twins whose humble lifestyle belied their wealth.

Kathleen and Robert Magowan, longtime residents of Simsbury, never attracted much attention during their lives. Kathleen Magowan taught first grade in Simsbury for 35 years while her brother Robert Magowan worked as an agent for Prudential Insurance and had served in World War II.

Neither ever married and lived together in a modest home on Hopmeadow Street in Simsbury. When they passed away, Robert at age 85 in June, 2010, and Kathleen at 87 in August, 2011, their obituaries gave no inkling of their wealth. Robert Magowan quietly invested his money and his sister’s, and the pair were worth close to \$10 million.

Saint Francis was a very special place to Kathleen Magowan. She worked here for a short time in the Neonatal Intensive Care Unit after receiving her nursing degree.

The unrestricted gifts from Robert and Kathleen Magowan will be honored with their memberships in the Valencia Society. The Hospital will rename the library the Magowan Health Sciences Library, located on the first floor of the *Innovation + Learning Center at Saint Francis*.

“The Saint Francis family is extremely grateful for the support and trust the Magowans have placed in Saint Francis to be a good steward of their gifts,” said E. Merritt McDonough, Jr., Saint Francis Foundation President and Chief Development Officer.

## HEART MONTH CELEBRATION REAPS REWARDS

The Max Restaurant Group, W.J. Deusch & Sons, Ltd., and Voli Light Vodka donated \$4,500 to the Women's Heart Program at Saint Francis following a month-long celebration of Heart Month. The eight-location restaurant chain received donations through a special beverage promotion. The *Women's Heart Program* is offered free to any woman over 18. It is designed to help women take a proactive approach to heart disease through education and increased awareness. Participants receive an individual risk assessment and a two-hour education session provided by a registered nurse, a registered dietician, and an exercise physiologist. Many of the women served by this program live at, or below, the poverty level and need access to quality healthcare and education.



Pictured (L-R): E. Merritt McDonough, Jr., President, Saint Francis Foundation; Steven Abrams, Max Restaurant Group Partner; Lynn Rossini, Vice President, Saint Francis Foundation; and Anita Kelsey, M.D., Director, Women's Heart Program at Saint Francis.

## "DIG PINK" BENEFITS WOMEN'S HEALTH

The East Catholic High School girls volleyball team held a "Dig Pink" event in October and raised \$3,000 for the *Comprehensive Women's Health Center*. At their annual awards banquet, Katie Trymbulak, daughter of Walter Trymbulak, M.D., and Leah Franzelebbbers presented a check to Laura Bailey, R.N., B.S.N., Executive Director of the Women and Infants Services at Saint Francis. Coach Judy Landry helped the girls decide where to donate the funds and they are grateful they will be divided between the free mammogram program and the patient assistance fund.



(L-R) Katie Trymbulak, Leah Franzelebbbers, Laura Bailey, R.N., B.S.N.

Photo courtesy of Reilly Keenan

## CHARLIE'S RIDE SUPPORTS HEART PROGRAM

Beth Hensel, the founder of CHARLIE's Ride, hosted the 3<sup>rd</sup> Annual Queen of Hearts Biker Ball. Friends and family gathered at Big Shot Billiards in East Windsor for a night of pool, music, dinner and auctions. Established in memory of her father who passed away after a 20-year battle with heart disease, CHARLIE's Ride raises awareness and support for the *Women's Heart Program at Saint Francis*. Since 2010, over \$35,000 has been donated to this program. Hensel's passion for tackling this deadly disease is incomparable and her drive is unstoppable.

She also hosts a motorcycle ride to honor her father's love of riding. The 5<sup>th</sup> Annual CHARLIE's Ride will be held on Sunday, August 17, 2014, starting from TSI Harley Davidson in Ellington and finishing at Big Shot Billiards for a lunch celebration.



Pictured (L - R): Whitney Hubbs Dionne, Saint Francis Foundation; the Women's Heart Program team - Anita M. Kelsey, M.D., Director; Beth Morse, M.S., R.D., C.D.-N., Registered Dietitian; Claire L. Karwacki-Marugg, M.S., C.E.S.; Coordinator and CHARLIE's Ride Founder, Beth Hensel.

## WEARIN' THE GREEN

Pauline Olsen, M.D., marches in the Hartford St. Patrick's Day Parade where she was honored as person of the year. An obstetrician retired from Saint Francis, Dr. Olsen is a co-founder of the Malta



House of Care mobile medical clinic and founder of the Malta Food Pantry, non-profit organizations that care for people without medical insurance. She hails from West County Clare, Ireland.

## IN THE SPOTLIGHT

### NEW MEDICAL RESIDENCY FOCUSES ON SAFETY, QUALITY AND COMMUNICATION

“How many of you have experienced or seen a patient experiencing harm?” This was the first question asked by David Shapiro, M.D., F.A.C.S., Director of Surgical Clinics and Associate Director of Surgical Critical Care, to a group of medical interns during the first lecture of the University of Connecticut School of Medicine Surgical Quality and Leadership Curriculum.

The new and innovative curriculum was developed by a collaborative group involving UConn faculty that took over a year for approval. It is the first of its kind in Connecticut, dedicated to teaching surgical residents about quality improvement as directed through the ACGME. The courses also place a strong emphasis on leadership and organizational skills, team work, culture, performance improvement and communication.

“As physicians, people look at you as a leader. However, no one ever teaches you this skill – it is just expected,” states Scott Ellner, D.O., F.A.C.S., President, Saint Francis Medical Group, Vice Chairman, Department of Surgery, and Director of Surgical Quality. “This course provides our young physicians a clear understanding of what it means to be a leader.”

Consisting of ten courses, the lectures include: Introduction to Quality; Quality Improvement Techniques; Provider Payment Systems; Physician Profiling; Healthcare Finance; Innovation and Leadership; Communications; Competitive Strategy; Organizational Behavior; Conflict and Negotiation.

“In order to understand how we can improve the care we provide to patients, we have to identify what is wrong,” Dr. Shapiro explained at the recent lecture. “As physicians we cannot ignore events or what is going on around us. We also have to acknowledge that we are not perfect.”

The residency was created based on a response from a white paper that was issued in 2012 from the Lucian Leape Institute Roundtable, “Unmet Needs, Teaching Physicians to Provide Safe Patient Care.” The report addressed the lack of undergraduate and graduate medical education on the topic of patient safety.

“It is critical that we educate our students about what patient safety really is,” explains Dr. Ellner. “Our course focuses on teaching a culture of safety, including the reporting of adverse events and the importance of transparency through that process.”



*Future physicians test their creativity and ability to work collaboratively as a team when they were assigned the marshmallow challenge. UConn medical students were assigned a simple task to build the tallest free-standing structure out of 20 sticks of spaghetti, one yard of tape, one yard of string, and one marshmallow. In the end the marshmallow needed to be at the top of the structure.*

### MEDICAL MISSION TO HAITI CARES FOR 300 PATIENTS

After a 2 a.m. sendoff with a prayer by Steve Surprenant, Vice President, Mission Integration, a medical team led by Michael R. Bourque, M.D., traveled to Dame Marie, Haiti to provide expert medical care that included anesthesia, medical, surgical, and obstetrical services. Due to the ongoing need in Haiti, future trips are in the works.



*Pictured (L-R) Kneeling: Erica Argall, M.D.; Michael R. Bourque, M.D.; Margaux Noble, Medical Student*

*First Row: Jean O'Neill, R.N.; Beth Caruso, R.N.; Stephanie Baker, R.N.; Candace Goodwin, C.R.N.A.; Sarah Buckley, R.N.; Jaime Bohl, M.D.; Kathy Aries, R.N.*

*Back Row: Rafael Torres, C.R.N.A.; Dan Scoppetta, M.D.; Reinaldo Figueroa, M.D.; Clark O'Brien, M.D.; Elizabeth Howard, R.N.*

*Photo courtesy of Dr. Bourque*

## IN THE COMMUNITY

### SUMMER WORK PROGRAM GARNERS NATIONAL AWARD

Eugene Morton is one of hundreds of students who have taken part in the Saint Francis Summer Youth Employment Program under the guidance of Ruthie Bush Mathews, Manager of Human Resources Compliance and Community Partnerships.

But this year, Morton and Mathews got some unexpected recognition for their diligent work. The pair accompanied Hartford Mayor Pedro E. Segarra and Tom Phillips, President of Capital Workforce Partners to Washington, D.C., to accept the U.S. Conference of Mayors first ever National Summer Youth Jobs Challenge award for medium-sized cities. This award honors the outstanding achievements in innovative partnerships between cities and local business and non-profit communities to help provide youth with meaningful summer job experiences.

A 2007 graduate of Hartford's Sports and Medical Sciences Academy, Morton is a marketing major at Central Connecticut State University with a 4.0 average. Last summer, he worked in Lifeline where he helped demonstrate, install and maintain the personal emergency response systems that allow elderly and handicapped people to remain in their homes, but with the knowledge that immediate help will be available if needed. He later transferred to the Human Resources Department where he continued to work to cover his tuition and school fees.

The program is made possible through a partnership with the Blue Hills Civic Association and Capital Workforce Partners.

"Saint Francis Hospital and Medical Center is really an anchor in our community and education and training is extremely important," Mathews said. "We want to extend opportunities to young people in the community. They're the next generation of our employees. Knowing that Capital Workforce Partners was actually providing grant dollars for summer employment, and that the City of Hartford was encouraging major businesses and organizations, it was a pleasure for Saint Francis to partner with them. It was just the right thing to do."



Saint Francis summer employee Eugene Morton and Hartford Mayor Pedro E. Segarra promoted the youth jobs program on Hartford area television stations.

Photo by Capital Workforce Partners

### CONTEST SPOTLIGHTS TEEN DRIVING



Saint Francis physicians C. Steven Wolf, M.D., and David Shapiro, M.D., joined a panel of VIPs including Governor Dannel P. Malloy to judge videos submitted by Connecticut high school students to Connecticut's annual Department of Motor Vehicles-Travelers Teen Safe Driving video contest.

This year's DMV-Travelers contest theme was "Teen Drivers: Put Your Brakes on Distractions." The contest drew 137 video entries from nearly 550 high school students across Connecticut. Winners' high schools share \$15,000 in prize money.

The contest is intended to communicate the importance of behind-the-wheel safety to Connecticut teens. Five winners will be announced at an April 7 awards ceremony.

Pictured (L-R): David Shapiro, M.D.; Coleen Desai, R.N., ED Manager, Connecticut Children's Medical Center; Pina Violano, R.N., Injury Prevention Coordinator at Yale-New Haven Hospital; and C. Steven Wolf, M.D., Chairman of the Emergency Department.

### GOLF EXPO

As we look forward to the spring and summer, Saint Francis Care sponsored the Connecticut Golf Show at the Convention Center. Staff from the Center for Diabetes and Metabolic Care, the Curtis D. Robinson Men's Health Institute, the Fitness Center, the Golfers in Motion Program at the Mount Sinai Rehabilitation Hospital, Integrative Medicine and Radiology Associates of Hartford all participated in the weekend-long event.



## NEWSMAKERS

- ◆ **Robert Green, M.D.**, has been appointed to the Board of Councilors for the American Academy of Orthopedic Surgery for Connecticut, and as the site director for the Saint Francis Orthopedic Residency Program.
- ◆ **Kevin P. McGrath, M.D.**, was honored with the *Distinguished Service Award* by the American College of Allergy Asthma and Allergy.
- ◆ **Monica Peyman** has become a Certified Joint Commission Professional (CJCP), the first and only one in Connecticut.

## WE GET LETTERS

“Last year when I was diagnosed with cancer, I did not know who, what or where to receive treatments. Being frightened and at a loss, I began my search of area hospitals. It was at Saint Francis that I met Deborah Konopka for my initial chemotherapy appointment. Not only was I impressed with her professionalism, but her demeanor and compassion went way beyond all the other hospitals I had visited. She explained in detail the chemotherapy process, as well as what to expect. Her thoroughness in answering my questions left me with a feeling of confidence in the treatments I would be receiving. I was not just a number but a person who needed her help going through this journey.

I would like to commend Deborah Konopka for her expertise, knowledge and sincerity each time I needed treatments and to guide me along the way. She is a nurse who is there for her patient in their time of need, and I will forever be grateful to her.

--A grateful patient

“My husband was brought to the Emergency Department by ambulance. When he was released, we asked your ED social worker how we could get home. She suggested a cab. (After waiting four hours for a cab) the social worker saw us again and said she was going off duty and volunteered to take us home. We are 80-year-old people. She went out of her way, walked us up the driveway and made sure we got into the house. Her name is Janet Goldberg. We greatly appreciated all her help; it was way beyond her duty as a social worker.”

--A patient from West Hartford

## READYDOCK CHEMICAL-FREE DISINFECTION DEVICE TESTED ON 8-7

As more healthcare providers use mobile devices like iPhones and iPads at the bedside, concerns arise about how to keep patients safe from the germs they may harbor. ReadyDock has a solution.

The maker of a device that disinfects handheld gadgets as well as charging and locking them up, ReadyDock Inc. of West Hartford has partnered with Saint Francis to test new beta features of their product.

The ReadyDock charging station is a metal box with five drawers that can accommodate several phones or tablets at once. It provides chemical-free, general purpose disinfection for mobile devices utilizing germicidal light and locks via a pin code. The box also allows healthcare providers to bypass other devices locked and stored so they can get their own tablet out quickly if they need it.

Right now, the ReadyDock costs \$2,499 and can support both shared devices as well as disinfect devices brought into the unit by employees and patients.

Rich Alfredo, Desktop Solutions Architect, Infrastructure Enterprise Services, says he has seen an increase in requests for tablet devices from healthcare providers and believes that someday tablets will be used by patients to complete patient satisfaction surveys.

“We don’t want patients passing around gummy devices,” Alfredo said.

Nationally, about 1.7 million patients contract hospital acquired infections (HAIs) each year. “There is no silver bullet to the HAI problem. We hope to be part of an entire eco-system of active technologies helping to increase patient safety without impeding clinician workflow,” said ReadyDock president David Englehardt.



The ReadyDock, a disinfection and charging station for shared and personal phones and tablets, is being beta-tested on 8-7.

## NEW CAREKLIX FEATURE ON WEBSITE

An Offer from Saint Francis Care  
**CareKlix<sup>SM</sup>: Health News You Can Choose**



Share your first name\*, choose health topics,  
 and get tailored Health News.

Want to give it a try?

Yes | No

\*We honor your privacy. Learn more...



Gain the control you need  
 for the life you want.



Welcome back, Kristen !



Your CareKlix<sup>SM</sup> Links

- Health Tip: Washing Baby's Clothes
- Health Tip: Understanding Chronic Fatigue Syndrome
- Colon Cancer Cases Decline for Older Americans
- TV Time, Feeding Habits Set Babies Up for Obesity: Study

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Participants can provide their first name or a nickname, and customize the health topics they would like to receive. Go to the Hospital homepage to learn more and sign up for CareKlix.

## NEW PHYSICIANS

### Cardiovascular Disease

**Michael L. Therrien, M.D.**  
 114 Woodland Street  
 Hartford  
 (860) 714-4202



### Infectious Disease

**Ulysses S. Wu, M.D.**  
 1000 Asylum Avenue  
 Hartford  
 (860) 714-4903



### Pathology

**Nhu T. Ngo, M.D.**  
 114 Woodland Street  
 Hartford  
 (860) 714-4280



### Podiatric Surgery, Podiatry

**Rachel E. Balloch, D.P.M.**  
 1000 Asylum Avenue  
 Hartford  
 (860) 714-5237

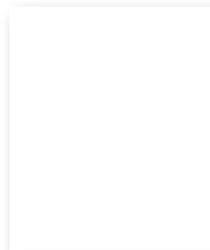


## BESTCARE CHAMPIONS

Two Saint Francis employees are February's winners in the *Make a Difference Employee Recognition Program*. Both received a \$50 check for their achievement.

**Lisa Oski, R.N.**, NICU, was nominated by her co-worker, Debbie Ellis, R.N., for: "Helping to keep a patient safe."

**Clinton Miller**, Catering Attendant, Cafeteria, was nominated by Gabriel Villa, a nursing assistant in Radiology, for: "Clinton went out of his way to make sure he saved me a breakfast. It meant a lot to me after 16 hours working."



Lisa Oski, R.N.



Clinton Miller

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