Excellence Awards 2014

It is our desire to recognize nurses for their outstanding practice at Mercy Health Saint Mary's.

Therefore, it is with pleasure that we present the nurses who were nominated by a colleague for this award. Each nominee was recognized for exceptional leadership in supporting and demonstrating how we live our nursing values in our daily professional practice. They use their clinical leadership and skills, or contribute to the broader community in an outstanding manner. They are evidence of nurses bringing life to MHSM’s Nursing Professional Practice Model in their daily lives.

Each nomination was reviewed by our Clinical Advancement System Committee. Finalists for the awards were selected for exemplifying the behaviors associated with our five nursing values: spirituality, advocacy, knowledge, compassionate care, and collaboration. In addition, finalists were chosen to receive the Vision Award. The Vision Award nurses were chosen for demonstration of unwavering support and evidence of outstanding contributions across all our values.

We congratulate our award recipients and all who were nominated for this significant recognition.

Bill Manns
President

Elizabeth A. Murphy
VP and Chief Nursing Officer
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Nursing Services Values - Definitions

Spirituality
The nominee incorporates spirituality into his/her nursing practice and their everyday life. This award is given for the expression of spirituality; however, it is not based on religion or religious practices. The nominee will often exhibit spirituality by: 1) encouraging patients and associates to reflect on life experiences and listen to their thoughts on what life means to them, 2) relating his/herself to others through acts of love, trust, hope and creativity, 3) positively influencing physical and psychological aspects of care that lead to restoration, or in some cases, a peaceful death, 4) continually growing and developing on their personal spiritual path and, 5) being sought out by others for spiritual counseling or advice.

Knowledge
The nominee actively, and consistently, participates in activities that increase his/her knowledge base. This knowledge is gained in order to better serve patients entrusted to us. He/she may also be known for their passion to willingly share this knowledge with other associates through 1) formal presentations or 2) “teachable moments” in clinical practice. This individual may be known as the clinical expert of their practice area.

Advocacy
The nominee consistently exemplifies the guiding principles of Excellence in Action by using his/her voice to speak for those who are unable to speak for themselves. In addition, the nominee consistently partners with the patient (and family) in order to inform and support him/her in making decisions that: 1) protect his/her health and safety, 2) preserve his/her dignity and, 3) assist him/her in the attainment of the highest level of general health and well being. These behaviors are always exhibited in the context of respect and compassion for others.

Compassionate Care
The nominee demonstrates behaviors that express genuine concern for others, in which he/she is consistently “present” while caring for patients. This compassion may also be exhibited with other associates. The nominee may also be known for demonstrating empathy with the joys and pains of others.

Collaboration
The nominee is aware of the complexity of care needs of patients entrusted to us, as goals and priorities of the patient/family and interdisciplinary team members intersect. However, the nominee consistently demonstrates behaviors that encourage interdisciplinary collaboration by: 1) examining the complexity of care needs; considering the partnership required to improve patient outcomes and, 2) partnering with patient/family and members of the interdisciplinary team in order to meet those needs. The nominee is also known for effectively increasing provider-to-provider communication and patient-to-provider communication through the consistent demonstration of Excellence in Action guiding principles.
Award and Scholarship Recipient:

Vision Award

Sarah Wenger, RN
4 Lacks

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Nomination 1: I am nominating Sarah for the pillar of knowledge. Sarah is a staff nurse on 4 Lacks who provides excellent care to her patients because of her knowledge and her continuous desire to always learn. Sarah is a leader on the unit with her calm and efficient manner. She is a leader of the Unit Based Council (UBC), Master Informatics Coach (MIC), SuperUser for Cerner and phone roll outs, and Cerner upgrade support for physicians. Sarah uses all of these opportunities to make sure our patients get the very best care; her approach is genuine and caring.

Nomination 2: Sarah Wenger upholds the Mission, Vision, and Values here at Mercy Health Saint Mary’s. I believe she exemplifies all five values. I nominate her for the vision award.

There are many examples that I could share on how Sarah exemplifies each one of the core values. A recent occurrence took place when Sarah was caring for an individual from South Africa. This patient received devastating news; her cancer had progressed and there would be no further treatment. Due to this news she wanted to make her way home to South Africa, to spend her last days on earth with her family. Arrangements were made to stabilize this patient so she could make the long flight to South Africa within the next 24 hours. In the time leading up to the passing of this patient, Sarah provided excellent patient care and awesome support for her family. Due to the patient’s situation, Sarah knew this patient could potentially pass during her transport to the airport or even in the airplane back to South Africa. Sarah was uncomfortable knowing the patient was very active with our Pastoral Care Team, Sarah updated them and they became very involved with providing spiritual care to the patient as well as her family. Sarah worked very hard on providing care by collaborating with all care providers involved and addressing spiritual and ethical needs. Due to Sarah’s overwhelming compassion, the night prior to this patient’s passing, the patient made the decision to not make her journey to South Africa. Sarah was assigned to the patient the following day and provided an awesome care experience for this patient.
patient and her family during the last hours she spent here on earth. This is just one brief story of how Sarah upholds our Mission, Vision, and Values.

Along with the care that Sarah provides to all of her patients, she has an active role in nursing decision making here at Mercy Health Saint Mary’s. She is the chair of the 4 Lacks UBC, chair of the Nursing Coordinating Council and plays a very active role in the Informatics Team. Sarah is very knowledgeable and shares this knowledge as a preceptor to new RNs along with our nurse interns. Her caring and compassionate demeanor provides a welcoming environment to all who are around her.
Award Recipient:

Vision Award

Lynette Orvis, RN
Hauenstein 2

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Nomination 1: Lynette is an exceptional resource. No job is too small or too large. She is quiet, but is the backbone in the Intensive Care Unit (ICU). Her role, feelings of responsibility and relationships extend far beyond our floor.

As for knowledge, I think everyone on the unit would refer to Lynette for any questions and get answers about "all things ICU." She is the guru of evidence based practice and works to transform protocols and practices to make them work on our unit and for our patients. She is skilled on each piece of high tech equipment in the ICU; how to set it up, chart on it, troubleshoot it, etc. She is willing to be called to offer insight anytime of the day or night and comes in at all hours as a resource to those using equipment for the first time or just to help educate staff.

For collaboration, I would refer to Lynette as "the bridge." She communicates between neurosurgery and critical care to make sure everyone is on the same page. She makes sure everyone is heard and understood. She creates a team atmosphere, using her humor and knowledge to make sure we reach a common goal: what is best for the patient? She also collaborates between day and night shifts, making sure to be there for both shifts to ensure both are heard and supported.

For advocacy, there is nothing Lynette will not do if it benefits the patient or the unit. She advocates endlessly, giving patients the best chance at a full recovery. She uses evidence based practice and promotes patient care. One example is progressive mobility and sedated holds for ICU patients, which have been shown to reduce lengths of stay, decrease delirium and reduce ventilator days. She not only did the research to make this protocol, but she got the nurses, physical therapy, occupational therapy and respiratory on board to make it happen. Another example is when a patient was not ventilating well and we had exhausted all resources. She worked with physicians and staff to think outside of the box. The patient ended up with a continuous anesthesia machine and Lynette advocated having a Certified Registered Nurse Anesthetist (CRNA) stay 24 hours to provide patient, family and staff support and to make sure we were providing safe and competent care that exceeded anyone’s expectations.
Lynette advocates for daily ICU bedside rounds, which is the best thing for patients, families and the team. She is a huge advocate for best nursing practices. She supports us, keeps us accountable to our care and educates us along the way (not to mention laughs with us!).

Her compassion and spirituality are evident to both staff and families. She sees the person not as a diagnosis, or the history, but as a person. She focuses on the patient, establishing a vested interest in their care, and advocating for them. She cares about how we cope with situations. She cares about how we are doing as nurses and people.

Recently, Lynette was talking with me about an ethically challenging case. She counseled me and let me talk through my challenges, incorporating the guiding principles of benevolence and sacredness of every broken human life. I left that conversation feeling encouraged and with spiritual purpose refreshed. I have a feeling this has happened often in conversations between Lynette and others.

Underappreciated? I would say Lynette is; however, I have no question she embodies every aspect of the nursing vision and nursing excellence.

Nomination 2: Lynette not only advocates for our patients, but she advocates for the nurses as well. For patients, she works to keep us (the floor nurses) experienced and competent. She helps us to identify areas where we can improve and helps us make a plan to do so. Some examples include a nurse working on real-time charting and charting that reflects the events of the shift. She works through examples and regularly checks charting and debriefs with this nurse. Additionally, she gets reps in to talk to us about products so we are using them correctly. Lynette takes the time to go through our stock and helps ensure we are always prepared for our shift. Recently, we ran out of 10 cc flushes, and she ensured we had a substitute available. Also, we did not have 3 cc syringes, which we use for meds, and she worked to get them back. Personally, she has kept me updated on research for sepsis, strokes and Foleys. Our unit benefits immeasurably by her support, which is passed on to patients who then receive clinically competent care.

Lynette also collaborates with physicians and helps us have the most effective working relationship possible. She advocates to physicians, for the bedside nurse, helping them to understand a bit more about what we do. She helps to clarify our roles to each other. A prime example was when we did not understand why a policy changed, and yet the physician who instituted it did not understand why we were confused by it. She helped the nurses to see how the physician is accountable in his practice and helped him to see how we are accountable in ours. It was an eye-opening experience!
What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Morgan has great warmth that makes her approachable to her patients. Recently I witnessed her connecting with a cancer patient who was fighting against two types of cancer. She listened to him talk about his fears, concerns and his triumphs. She visited him on her days off when he received treatment in the outpatient clinic. I can see comfort in this man’s face when he sees that Morgan will be his nurse for the night. It is incredible to watch them connect and see how much he trusts her care. It is so nice to know that while he is fighting an uncertain battle every day, he has someone in his corner building him up and making him smile.

It is more than chemotherapy and blood products. It is more than antibiotics and antiemetics. It is more than welcome kits and hand sanitizer. It is hope. She brings hope to a very difficult battle.
Award Recipient
Nursing Vision Component:

Spirituality

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Carrie Mull, RN
Psychiatric Medical Unit

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Carrie Mull advocates for patients with psychiatric needs outside of the Psych Med Unit (PMU). When there are difficult patients, Carrie is consulted to help develop a plan. Carrie does this in a way that protects the dignity and voice of the patient. Her response to the agitation is to stay calm and talk to the patient.

In one instance, there was an agitated patient on a medical surgical floor who had had multiple restraint episodes and physical interventions. Carrie took the time to sit down at a safe distance and talk to the patient and hear his side of the situation. By her listening and talking and not reacting to a verbal outburst, she was able to connect to him. She talked him into receiving intramuscular injections without the need of being held down or being restrained. More importantly, she modeled to other staff how to be safe and not afraid while meeting the needs of the patient.

There have been numerous other examples from water throwing angry patients to confused and scared older adult patients where Carrie has helped staff develop therapeutic responses. Her voice to treat this population of our patients exemplifies advocacy.
What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Sheila was caring for a patient that had an aneurysm and was declared brain dead. The patient had no family, only two roommates. Social Work, the Case Manager, and the Grand Rapids Police could not find any family. The plan the next day was to withdraw care. The roommates said they knew she had two daughters, but they did not know anything more than that. If you know Sheila, you know she just could not give up trying to find this woman's daughters, so she told the roommates to go home and search everything for some information. The roommates came back with a little book that had addresses and phone numbers.

Sheila called every phone number but they were all disconnected. However, she had the names, so she called the police on the other side of the state in the area she thought the daughters might be and asked to speak to a detective. He got on the phone and she told this woman's story and that she was desperate to find the daughter. Sheila gave her phone number to the detective and waited. Two hours later, the patient's daughter called Sheila. The daughter was also a nurse, so Sheila gave her the information.

Because they had to drive from the other side of the state, the daughter and her husband arrived around 10:00 pm. The daughter and her mother had been estranged for seven years and she could not believe Sheila had found her. Because she had, she could have some closure. Measures were withdrawn early in the morning.

This is what the note from the patient's daughter said to Sheila: "I just wanted to say thanks for finding me and allowing me to make peace with my mom before she passed on. Words cannot describe how much I appreciate you and all the hard work you did to find me. You are a remarkable person."
Award Recipient
Nursing Vision Component:

Advocacy

Linda Spoelma, RN
Clinical Resource Center

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

One of the most critical skills to master as a health care provider is basic life support or cardiopulmonary resuscitation (CPR). Education in the past used group participation to master the skill. Recently, education has changed to a computer based individual program to assess competence with skills. I must admit that CPR is a skill I dread and fear. I took a community class years ago where the instructors seemed to delight in creating situations in which every participant failed at.

Naturally, my fear escalated when I started to hear from others who were completing the computer program that it took hours to become competent. On the day of skill lab, after taking a deep breath and thinking a positive thought, I approached the lab to start. As I was reading instructions on how to initiate the program, Linda was at my side. I believe she assessed my anxiety and hesitation. She helped me understand how the program worked and coached me and encouraged me through to completion of the skill.

What made this experience so extraordinary was Linda’s matter of fact approach and simple instructions. She verbalized the rhythm which made it easier to stay on task. She took time at the beginning to pause and assess my readiness. She assessed whether I would need a stool based on my height. She changed my approach based on her experience from coaching others, to practice on both adults and infants before proceeding with skill competence. When Linda told me I was finished after completing one time, I was so overwhelmed with gratitude I was speechless.

In my overwhelmed with gratitude and speechless mode, I saw another person enter the skill lab. She had the same ‘wonder what to do next’ look on her face and I saw Linda come to her side. I do not know how many people Linda has coached -- perhaps she has stopped counting -- but I know that she demonstrates the precious skill of teaching those who are filled with fear. Thank you, Linda, from all of us who have benefited from your selfless acts of kindness and hope.
Award and Scholarship Recipient
Nursing Vision Component:

Knowledge

/\ Sandy Alcumbrack, RN
3 Lacks

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Sandy exemplifies the nursing value of Knowledge. She is a charge nurse on our unit and is looked at as a role model by all of our staff. If Sandy does not know the answer, she will find it. She is a wonderful resource to our new staff, and her patience and calm manner make her easily approachable.

One of the most impressive educational undertakings Sandy has done is for the topic of Continuous Ambulatory Peritoneal Dialysis (CAPD). Sandy created education for the entire staff of 3 Lacks to ensure each individual nurse was competent to care for a patient with CAPD. Sandy did a literature search through PubMed and then ordered the appropriate articles. After reviewing the most current evidence available, Sandy created the content of the CAPD class. She gathered supplies, created fliers, and set up meeting rooms and times. She then taught all the CAPD classes to each and every nurse on 3 Lacks. If you were to ask Sandy, I am certain she would say this was no big deal. But to me and all the nurses that she educated, it was definitely a big deal. Additionally, she is helping to ensure that the nurses on 3 Lacks give our patients the best care possible.
Award Recipient
Nursing Vision Component:

Knowledge

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Dave VanderArk, RN
Professional Development Specialist
Nursing Administration

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Nomination 1: Dave VanderArk is an exceptional Professional Development Specialist (PDS). His passion for nursing and especially psych nursing makes him a prime candidate for a nursing excellence award. Dave's compassionate care for those he has taken care of throughout his community involvement has lasted for years and makes an impact when his client is admitted to the hospital.

On any given day, one of Dave's clients could be admitted to the hospital. During the time they are hospitalized, the client or client's nurse will reach out to Dave. Dave will go visit the client and during this time he is able to put the client's fears and anxieties at bay. I remember one time that Dave went to his client's apartment to take care of this client’s cat by feeding and providing water to it. This is all because the client voiced his fears and anxieties to Dave. Dave has these strong, long term relationships with clients, and it filters down to his co-workers.

Dave has a passion for helping individuals succeed and he exemplifies this each day. Dave has spent many hours over the last few years sharing his knowledge and mentoring new co-workers in their role. He takes his time to explain everything in great detail and will not move on until he knows all your questions have been answered. Dave does this all in a non-judgmental way.

Nomination 2: I have known Dave for most of my time at Saint Mary’s. He has been a resource to numerous people over the years for psychiatric knowledge and interventions. Dave has developed two classes for nurses, patient care assistants (PCAs) and other disciplines. The first is Psych Core Concepts where Dave used these classes to increase the knowledge base of psychiatric disorders. The goal was to dispel myths and give insight for caregivers to be empathic and not reactionary or distant. The "inner psych nurse" concept of being aware of your own internal cueing means to become more aware of what your patient may be feeling. I have heard feedback from numerous sources that the class was extremely valuable and well done. Dave’s ability to teach psychiatric concepts equips our staff to better care for patients outside of psychiatric units.
Dave also taught a modified class based on Crisis Prevention Institute (CPI) principles for patient care assistants (PCAs) and health unit coordinators (HUCs). The purpose of the class was to equip PCAs and HUCs with verbal de-escalation skills. The need arose from the Work Environment Council to help reduce agitated patients and family. Being able to identify anxiety in patients and how to respond emphatically are skills to reduce it. Once again I have heard numerous positive remarks from participants about the skills they learned from this class. In addition to this, Dave also teaches CPI and is a Grand Valley Nursing instructor.

Dave's passion to care for the mentally ill and his expertise in psychiatric nursing and teaching methods are invaluable assets to Mercy Health Saint Mary's.
Award and Scholarship Recipient
Nursing Vision Component:

Compassionate Care

Stephanie Clapham, RN
8 Main

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

I have had the pleasure of working with Stephanie for several years as a preceptor, a colleague, a charge nurse, and now in a Manager role. Stephanie exemplifies what it means to be a nurse at Saint Mary’s. Her actions on a daily basis are consistent with the mission and vision of Saint Mary’s and her patients continually praise her excellent care.

In mid-March, 2014, a charge nurse received a phone call from an elderly woman asking if Stephanie was working. The charge nurse was confused and concerned as the woman continually asked what Stephanie’s schedule was and how to get hold of her. The charge nurse took down the woman’s name and phone number, as she requested to speak directly to Stephanie.

A few days later, I was at our unit’s front desk when an elderly woman approached the Health Unit Coordinator (HUC). When the woman asked if Stephanie was working, I immediately connected the dots … this must be that woman who was trying to get hold of Stephanie. I started talking to the woman when I found out that she was coming to thank Stephanie for her excellent nursing care. The woman went on to say that Stephanie took care of her in November of 2012 and had made such an impact on her life that she knew she had to thank her in person!! The woman told the HUC and myself the story of her stay on our unit and explained that her heart went into a third degree block and that "Stephanie saved my life." She said that Stephanie's compassionate care made such an impact on her that she felt the need to come back and say thank you a year and a half later!!

The woman also typed up a letter stating, "I had three previous blackouts and no one could find out why. The last one was bad enough that I wouldn't have survived another one and my breathing was labored. Twice Stephanie responded and came through. I have a lot to be thankful for, and I owe it to Stephanie."

Stephanie’s compassionate care begins with her calming presence and her smiling face when she enters the room. She takes the time to get to know her patients and advocates for their needs. This compassionate care occurs on a daily basis, and I am so thankful that Stephanie is a part of our team on 8 Main.
Award Recipient
Nursing Vision Component:

Compassionate Care

Sue Neureuther, RN
Palliative Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Sue is amazing. I work on Hauenstein 2 where there is a strong patient family presence and tensions can be high. There are many technical tasks placed on the bedside nurse on top of needing to educate families about what is going on with their loved ones. Sue is such a resource and gentle spirit to those in distress. Her demeanor, compassion and knowledge are such an asset in high stress situations that are common in the Intensive Care Unit (ICU). Her collaboration between the ICU team and families is invaluable. She really focuses on the science behind the complex ICU patient and integrates it with the wishes, lifestyle and soul of the patient.

I was recently in a very difficult family meeting with Sue. There were a lot of emotions and family dynamics. Sue led the meeting in such a way that the family felt heard, questions were answered and the ultimate goal was met. The wishes of the patient and the focus on maintaining his dignity was at the forefront. It was all done with grace, compassion and collaboration.
Award and Scholarship Recipient
Nursing Vision Component:

Collaboration

Kylie Schaberg, RN
3 Lacks

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Kylie had the opportunity to attend the Magnet Conference last fall. During the conference she was enthusiastic and passionate about many things but really embraced a poster on "ED pull." For their Culture of Safety project for 2014, the 3 Lacks staff had identified the need to improve admissions and transfers from Emergency Department (ED) to the unit. These often occurred at shift report or were delayed because the 3 Lacks RN might not be ready for report when the ED RN was ready. Kylie and Felicia Kas, RN, from ED were so excited and talking a mile a minute after reviewing this process. They decided on the trip they wanted to own this project and rework our flow from a "push" system to a "pull." There was no stopping Kylie and it was a breath of fresh air to see such excitement. Upon returning, they found out Practice and Standards was already discussing this, so they presented their idea and volunteered to take responsibility for this project.

Kylie identified stakeholders and with the team set up a process and plan. She listened to the barriers by the staff but was not deterred. I watched Kylie find champions on 3 Lacks, sell the idea and get others on board. She also identified the resistors and talked to them constantly on how this would be better for the RN and the patient. This program has been a pilot for the last four weeks, and in all my years at Saint Mary’s I have never seen a project with so much momentum. Kylie provides constant feedback to staff, gets feedback on what is working and not working. She has used staff meetings and e-mails to update, re-energize the team and make changes. Kylie had a vision. She used evidence based practice and was ready to take on the mission. I feel that due to her energy and perseverance this program will be successful.

What I admire most is Kylie did not have to be told to do this but used all the proper channels to implement it. She and Felecia have demonstrated true collaboration by bringing in all stakeholders and moving people through the change model. As a result, the relationship between the ED and 3 Lacks RNs has improved and become more collaborative. This project is also improving our patient and family experience, as several family members have said they feel so comfortable watching the report and handoff from RN to RN they are more confident before the patient even gets to their room.
This is only one project where Kylie has demonstrated leadership on 3 Lacks. She is a Unit Based Council (UBC) co-chair and has really taken on the mission to implement peer-to-peer accountability. Her passion is exceptional.
Award Recipient
Nursing Vision Component:

Collaboration

/// Beth Triezenberg, RN
7 South

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Beth has been an excellent talent for the 7th floor since her arrival approximately five years ago from her Neuro floor staff position. She employs collaboration as one of her primary functions on a daily basis. Whether there are large projects or daily practice in patient flow situations, Beth reaches out to major stakeholders regularly.

There are a multitude of examples to share, yet a major one is the Meds-To-Go program that was started on the orthopedic unit and then rolled out hospital wide. Beth was instrumental in bringing back this idea from a conference, working with Pharmacy, physicians, and nursing staff to pilot, problem solve, fine tune and roll out throughout the hospital. Beth is passionate about having the correct stakeholders at the table with any project as well as using the best performance improvement tools to ensure the best communication and collaboration from all parties.

Another example is Beth’s current project of improving accuracy of discharge instructions, orders and plans. She is actively engaging staff RNs, Pharmacy, River Valley Orthopedics, hospitalist physicians, case manager, nurse manager, and nursing informatics to continue to improve this issue. She consistently seeks input and provides feedback as the project stalls or makes leaps of improvement. She has realized secondary gains of relationship building on many levels by many disciplines.

These are two examples of how Beth uses and embodies collaboration as a means to all she accomplishes. It is her routine to seek input and perform Gemba walks (personally observing work first hand in the place it occurs) in an effort to better understand processes and collaborate on sustainable changes. I love her mantra of disallowing "a one specific person dependent process."
Casie Barnett, RN
Psychiatric-Medical Unit

Component(s): Compassionate Care, Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

On the Psych-Med Unit (PMU), we have patients who occasionally experience significant agitation and confusion. This can be scary for the patient as well as the staff. Casie Barnett, one of our night shift charge nurses, happened to be caring for a patient who was quite agitated, even becoming assaultive at times. Casie cared for this patient several times throughout her admission, using a calm, quiet approach. Now, when you are being physically and verbally assaulted by a patient over and over during the course of a 12 hour shift, this is no easy task.

Casie provided medications as necessary and resisted the pressure to use the seclusion room. She understands that the seclusion room can be very traumatic for patients and certainly does not help them feel safe. As charge nurse, she assesses the need for seclusion or restraints and is quick to advocate against using these restrictive measures.

Casie provided care to this patient, despite feeling occasionally frustrated herself, often collaborating with the team making sure she was able to maintain a therapeutic relationship. She advocated for this patient when others seemed at a loss of what to do. It seemed like nothing was working to decrease the challenging behaviors. Finally, after several weeks, this patient began to experience some decrease in her psychosis and began conversing with staff without agitation. The team all let out a sigh of relief. This patient then walked up to Casie and stated, "I don't remember your name, but I remember you as being a safe person."

This is what it means to provide compassionate care. This is a great example of providing excellent nursing care with kindness and compassion towards a patient that was difficult to care for and the type of practice that is routine for Casie.

Thanks, Casie, for all that you do every day. You are appreciated.
Heather Bates, RN
Ostomy and Wound Care

Component(s):  Vision

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

As a wound/ostomy RN, Heather travels all over the hospital working with inpatients as well as patients in the outpatient wound clinic. Heather meets patients at probably a very low point in their lives, being presented with a new ostomy, having to make many new adjustments. Heather handles these patients with sensitivity, a positive "can do" attitude and guides them to success with her knowledge and confidence. Heather has a unique ability to meet patients where they are at and at their level of need. Heather has worked patiently and diligently with patients that have had complex, difficult to manage ostomies. She seeks out other partners in the health care team as needed to find solutions to tough situations. She never gives up.

Heather also works with the nursing staff to keep our patient’s skin intact, and at the earliest indication of problems, gets involved and gives concrete ideas and solutions to help staff help their patients. Heather also works with patients requiring wound vacks, changing the dressings while patients are hospitalized and working with case management to get necessary supplies for home. Heather always presents with a calm demeanor, is professional, and I think presents to patients and families the complete vision of nursing at Mercy Health Saint Mary’s.
Component(s): Knowledge

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Jill is such a valuable resource on the floor and as a Rapid Response RN. Whenever I have a question, I know I can count on Jill to either have the answer or find it.

Jill also serves as a huge source of knowledge as a Rapid Responder. Her assessment of a situation and the proper interventions have rescued many patients and helped prevent deterioration.
Miranda Blease, RN
3 Lacks

Component(s): Knowledge

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Monitoring a patient via video, I observed Miranda going into the room every hour to position the patient and perform mouth care. She was clearly very gentle and caring with the patient.

Rhonda Boersma, RN
Hauenstein 3

Component(s): Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Rhonda has been a Neuroscience nurse for many years. She exemplifies compassionate care to the patients she cares for. Her soft spoken voice lends to a calming environment for the patient and family. She listens to the patient to make sure she gives them the best care they deserve. She allows them to feel confident with the doctors and answers all of their questions.

I remember Rhonda caring for a patient who was having a hard time. Rhonda was able to talk to the patient and listen to what the problem was. She helped the patient deal with the situation so they could start their therapy and continue with the healing process. The family was grateful, as this patient was angry due to the situation. Rhonda is fully present and engaged with her patients and families, which helps them feel comfortable and supported.
Connie Brooks, BSN, RN
Heart & Vascular

Component(s):  Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary's?

Connie Brooks is a great example of compassionate care. She exemplifies the "Caring Relationships Model" that is illustrated by the trunk of our Professional Practice Tree. You might think it would be difficult to develop caring relationships with patients and families in a procedural area like Heart and Vascular, but that is not true.

In Heart and Vascular, there are many ways to provide compassionate care. Sometimes it is by decreasing anxiety for the patient and their family when there is an emergency procedure such as when a stroke patient arrives for a coiling of a bleeding vessel or a heart attack patient is rushed to the Cath Lab to open a blocked artery. Connie takes on the RN leader role in those situations, working with the team to anticipate critical changes, and delegates tasks while calmly focusing on the patient’s response. When Connie is in charge, she is often the one to communicate with families. She approaches every interaction with genuine concern, listens compassionately and follows through with any needs the patient or family has. In caring for emergency situations, the intense focus does not allow time to deal with the team's emotion until it is all said and done. Connie is one to debrief both clinically and emotionally, and she makes sure the team has a chance to talk about their feelings or concerns.

There are patients that Connie is able to interact with and build relationships with over time because they need frequent repeated procedures, such as our dialysis patients or weekly tube checks. She always greets them with her smile, and it is not just about "how much are you draining from the tube" but "really, how are you?" One gentleman in particular was struggling with his illness and lack of appetite and just happened to mention that he was craving apple crisp. The next week Connie arrived to work with a pan of apple crisp for him. Another frequent visit patient was a woman with end stage cancer that came with clothes that were now almost falling off her shrinking frame. Connie rallied co-workers and they provided her with some new clothes and food for the family.

Connie's colleagues recognize her commitment to excellence. Peer input received regarding Connie included, "She is one of the best nurses I have ever worked with. She consistently provides excellent, above standard care for patients by meeting their clinical, emotional and physical needs. I could rest easy knowing she was taking care of any one of my family." "Excellent role model!!! She is an outstanding nurse and person, patient, kind, understanding, friendly and always gifted in knowing how to handle different situations that arise. Connie is great with patients, co-workers and everyone in general. She has a great rapport with physicians and is highly respected."
Caring relationships also involve caring for colleagues and self. Connie is very engaged with her work family. She celebrates successes of the group in huddle, planning potlucks, storytelling and her glass is always half-full! She is also very real when it comes to identifying the tough spots and rallying the group through the day. She has a great sense of humor and loves to tell humorous stories - even at her own expense. She had everyone laughing the other day when relating how her daughter was supposed to time her for one minute while she held a plank as part of her at-home-workout routine, but like any normal teenager she "forgot" to tell Connie her minute was up! She seeks work life balance through yoga or running 5Ks with some of her colleagues in tutus, gaudy sweaters or whatever it takes to support the cause.

Webster defines care: *effort made to do something correctly, safely, or without causing damage: a feeling of wanting to help someone who is sick, hungry, in trouble, etc.* They define compassion: *sympathetic consciousness of others' distress together with a desire to alleviate it.* And the definition of consistent: *always acting or behaving in the same way: of the same quality; especially: good each time*

They could sum that up in one word: Connie!

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**Sarah Butters, RN**

**Hauenstein 1 Neuro Clinic**

**Component(s):** Advocacy

**What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?**

Sarah Butters advocates for patients every day in ways that amaze me. I believe that her background as a pediatric nurse has led her to have a special place in her heart for vulnerable populations. Following is one such event.

There was a patient who was followed in the neurology clinic. This patient did not speak English and interpretation service was an obvious necessity toward bridging health illiteracy. Unfortunately, the language barrier proved to be a barrier to his care as appointment reminders are typically made to the patient in English. This caused him to miss numerous appointments with his primary care physician. Following policy, the physician's office discharged him from their service.

Enter Sarah who saw this would cause a giant issue for the patient. Knowing the benefit from a medical home and the need to have a primary doctor spurred Sarah to call the discharging office to explain to them the reason why the patient had missed appointments. She told them calls are made in English, which the patient cannot understand, and even if someone took the message, it was usually his grandson who was too young to be reliable. Sarah calmly explained the situation and moved appropriately up the chain of command in order to share the concern with the practice manager at the physician's office. Unfortunately, policy cannot be changed and they were unable to accommodate the patient.

This did not deter Sarah. She made further inquiries about other offices in the area and was directed to a newly acquired office that might be able to help. Another call to
another practice manager, another explanation about what she was looking for. This didn’t slow her down as she patiently shared the story again and asked for assistance in providing the patient excellent care. She was given good news and this office agreed to not only see the patient but also to help ensure that reminder calls are made to the patient with help of interpretation services. Sarah hung up the phone and said “I win!” but I think the real winner is the patient.

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Judy Carter, RN

4 Lacks

Component(s): Compassionate Care, Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Judy is one of our oncology certified nurses and a highly capable charge nurse. I want to tell you about her relationship with a very special patient we had.

The patient was well known to us after having been diagnosed about seven years ago. Cancer is a journey and this patient certainly had hers. We saw her often for treatment – sometimes as an inpatient, sometimes as an outpatient, and sometimes when she was bringing in treats. I would say she inspired all of us through her grace and selflessness. Judy became someone that the patient had developed a special relationship with. This relationship was built on the patient’s trust and confidence in Judy’s strong nursing abilities and because Judy took time to listen to her.

Judy can grasp the essence of a situation; she is very intuitive, and very caring. Cancer impacts the whole family and Judy spent time with the patient’s sons as much as she did with the patient. This year, though, the patient passed away. It was during her last days that Judy was there for her and for her sons; she even came in on her day off to be with them during a time when her family was faced with making some very difficult end of life decisions. Judy listened with her heart as she typically does and being a mom herself was able to support the patient’s sons as their mother was dying. Her patient knew it would be very difficult for them when this day came, and Judy made sure she was there.

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Jenny Crawford, RN

Hauenstein 2

Component(s): Compassionate Care, Advocacy, Collaboration

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?
As a charge RN, Jenny often stands up for the patients and for colleagues. She rounds the unit frequently, offering to help and making sure everyone is doing all right.

When Jenny notices one of us working while another is sitting, she encourages teamwork to balance the workload. This leads to improved and timely patient care, and also increases the sense of teamwork and family on our unit.

If Jenny thinks our assignments are too heavy, she is quick to adjust assignments, always keeping patient care first.

// Chelsea DeVos, RN
4 Lacks

Component(s): Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Chelsea is an active advocate for her patients and families. When a patient or family needs comfort or has needs that are beyond the scope of a regular day, Chelsea is one of the first to recognize and advocate for those needs. She engages all members of the multidisciplinary team in the care of the patient and helps ensure that the appropriate people are engaged with the patient. She is an active participant in team rounds on 4 Lacks. I have observed her to be relentless in pursuing answers, options, and care when her oncology and/or surgery patient has questions about treatment, home care, or needs prompt intervention for physical care.

Chelsea is very knowledgeable – but not at all afraid to ask for clarification and help if needed to ensure safe care of those entrusted to her. She speaks up and asks questions (sometimes many 😊) when she does not fully understand or agree with any aspect of patient care.

Chelsea is a great asset to 4 Lacks, her patients and family members!

// Marcy DeMarco, RN
4 Lacks

Component(s): Advocacy, Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Nomination #1: I am nominating Marcy for the pillar of advocacy. Marcy is fairly new to Mercy Health but comes to us as an experienced nurse. She is efficient, caring and compassionate. What I admire most about Marcy is her willingness to go the extra mile for her patients. Marcy had a patient that was very worried about her bill from her
previous hospital stay, which affected her care. Marcy contacted Case Management, Patient Accounts and management to assist with getting answers for this patient.

The patient continued to have many questions and Marcy patiently listened and continued to tap into resources. She spent a lot of time in a busy day to make sure the worries and concerns of this patient were being adequately addressed before she was discharged. Marcy did not get frustrated and she stayed the course and did the very best she could for this patient. Marcy is a perfect example of nursing at Mercy Health, patiently listening and taking action to meet our patients' needs.

Nomination #2: When I think about compassionate care and those who exemplify it here at Saint Mary's, I think of Marcy Demarco. Marcy truly listens to her patients and provides all care in a respectful and kind manner. Marcy is able to empathize with her patients and develop a trusting relationship with them. Marcy was caring for a young lady who had a history of drug abuse. Because of this, this patient was admitted to the hospital with pericarditis. This patient was complex in regards to psychosocial problems. The care that Marcy provided her was amazing. She developed a trusting relationship with this patient by setting boundaries along with giving her some control of the care that was being provided to her.

Marcy always has a smile on her face and is a wonderful role model to her co-workers.

Nomination #3: Marcy has worked with us on 4 Lacks for one year and has been a wonderful addition to our team. This past year, we had a patient who was a young woman addicted to street drugs. The patient did not trust anyone because no one had ever been kind to her -- but, in time, she came to trust Marcy because Marcy always showed her respect, kindness, and gentleness while setting consistent and reasonable boundaries for the patient to make good choices. If the patient crossed the boundaries, Marcy would gently but firmly help her get back on track to make better choices.

The fact that the patient gradually found that she could trust others seems to have been the direct result of Marcy's compassionate and respectful treatment. Furthermore, Marcy successfully encouraged her to remain in the hospital to complete her round of treatment. This is just one example of many patient situations where Marcy was able to make a tremendous difference.

// Katie Diemer, RN
3 Lacks

Component(s): Vision, Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Nomination #1: I have watched Katie grow from a novice nurse to a Level III, soon to be Level IV, nurse over the last few years. She has always been an advocate, not only for her patients, but for her fellow nurses as well. We learned early not to get her started on how nurses are portrayed in the media.
As her Clinical Advancement System coach, I had the pleasure of coaching Katie on her journey to Level IV status. One of her narratives told the story of her care for a patient on 3 Lacks that exemplifies all of the values and therefore makes Katie a good nominee for the Vision Award. I was the nurse following Katie and took over the care of this patient. Katie had spent hours with a hyper vigilant family and a critically ill patient. Katie treated the family with the utmost respect, keeping their feelings and fears in mind while continually reassuring them that we would provide the best care possible for their family member. Katie advocated for her patient and continued to use her knowledge as a nurse to press the medical team for testing and treatment even when that testing was done just hours prior. This was a turning point in the patient’s care.

During bedside report, Katie used her AIDET skills to introduce me to the family and then told the family that while she would not be back the next day, she would keep them in her prayers. Many people say this, but with Katie she means it. The family told me later that they were very impressed with the kindness, compassion, and knowledge shown to them and their family member by Katie.

Katie has worked on patient satisfaction scores in the realm of intentional rounding during her Frontline Leadership class. She continues to place patients and their satisfaction at the forefront and is an example to all of her team on 3 Lacks. She recently took on the initiative to provide printed materials to all patients for each new medication that was prescribed. She put a plan in place where each nurse prints out the information during the patient’s stay and puts it into a folder for them rather than having the discharge nurse do this. This is also a patient satisfaction score. I believe Katie exemplifies and lives the true nursing vision and, as such, is a great candidate for the Vision Award.

Nomination #2: Katie Diemer has been a leader on 3 Lacks since the day she graduated and came on board. If there is a project to own or facilitate, Katie is there. She sees things that need to be done and does not wait for the manager to delegate it, but has already assessed, developed a plan, implemented and talked to her peers before the rest of us realize it is a problem.

One of the most impressive projects on 3 Lacks this past year has been implementation and sustainment of intentional rounding by staff. Katie took this on for her Frontline Leadership project. She started with a survey to determine why staff was not doing intentional rounding even though it had been introduced many times. She used this information to talk to staff and discuss what it would take to change and why this is so important. Katie used the expertise of an RN student from another organization to talk to staff directly and tell them other organizations can do this and do! Katie would not take or accept excuses from her colleagues.

Katie developed a plan, educated and re-educated. She used staff meeting times to present the plan and expectations as well as constant e-mail updates. Katie developed and laminated scripting cards and distributed them to all staff so they knew to focus on pain, positioning and potty. (Many said they did not know what to say.) She got people to volunteer as Intentional Rounding Champions and coached as well as observed staff conducts during intentional rounding. She constantly audited and used a "secret shopper" to get an unbiased audit. She has posted the results and kindly reprimanded when the behavior dipped.
Katie has been relentless in this project and though her Frontline Leadership program has been done for months, Katie is not. She continues to coach and push her staff and send reminders to staff. My favorite message from Katie is how the staff owns this and we need to hold each other accountable. Katie demonstrates peer-to-peer accountability daily. Katie continues to be an excellent role model and leader and will continue this project until 3 Lacks is 100%. I am sure after that she already has another project in mind and is ready to take the lead.

Stephanie Faylor, RN
Hauenstein 2

Component(s): Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Stefania has a very positive attitude and demonstrates compassionate care every day she works. The other day was a prime example of her comforting a family member at a very tough time. A patient on another unit had deteriorated over night and needed to come to the Intensive Care Unit (ICU) where she received the expert care of Stefania, the receiving nurse. Despite the patient’s young age, due to the acuity of her illness, throughout the evening it became obvious to Stefania and the other staff that the patient very likely might not survive. The sister to this patient was contacted frequently during the transfer and treatment of this patient. During one of these conversations, Stefania spoke with the sister regarding the patient’s imminent passing away. The sister asked her if she would go in and be with her, touch her and sing her a childhood song to comfort her. The sister then headed out to drive in from the thumb area of the state to see and say good-bye to her sister.

Stefania shared with me that she is not a very good singer and felt very awkward doing this, so she got a co-worker. Together they went in and holding the patient's hand they sang “Twinkle Twinkle Little Star” and “Mary had a Little Lamb.” The patient died very early that morning which was still on Stefania’s shift; however, the sister did not arrive until early afternoon. I had really not received any report on this patient and had no relationship with the sister, but thankfully Stefania, knowing how important this was to the sister, had shared this information with me. One of the first things the sister asked when she arrived was what songs they had sung with her. The sister was so appreciative that Stefania had sung to her that, through her tears, she was visibly comforted by the news and said those would have been the songs she would have chosen as well.

Stefania displayed what true nursing compassion is all about. She went outside of her comfort zone to meet the needs of this family member who had suddenly and unexpectedly lost her sister.
Component(s): Knowledge, Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Nomination #1: This past year, multiple nurses from our unit have been achieving educational goals, moving to new places and exploring opportunities outside of the Intensive Care Unit world. These great accomplishments led to a difficulty balancing the knowledge and experience between the day and night shifts. As fellow employees moved on to other goals, we found ourselves in a tight bind for charge nurses. The night shift is full of great nurses, whether interns or nurses with over twenty years' of experience, but the staff to train these nurses was limited. We were in need of an experienced charge nurse to come to night shift to assist in filling the charge role.

Julie Fick was approached to move her day shift position to night shift to assist in balancing the level of knowledge and experience, as well as train others to the charge nurse role. She willingly accepted to change her lifestyle to assist our team. Julie’s willingness to collaborate with Colleen and make the change to nights made an enormous difference as we hired and oriented new staff.

I was able to experience Julie’s knowledge firsthand on night shift. I was approached to be a charge RN on nights and was hesitant and uncertain at first. Julie soon approached me regarding this opportunity. She shared her knowledge and experience on both days versus nights and expressed how confident she was in my capability of fulfilling the duties. After contemplating, I decided to train a shift and see if I thought it was an appropriate fit. Julie showed me the ropes and put me at ease. She also offered to stay on night shift for an extended amount of time to orient me to charge and assure I was comfortable with the position. She did everything possible to encourage me and boost my confidence in my ability to perform this new role. Her collaboration and knowledge has put me at great ease since transitioning to charge.

Julie exemplified the value of knowledge by willingly sacrificing her schedule to teach and assist at increasing the competence of our staff. Julie is a great teacher, a compassionate nurse, a flexible co-worker and a well-rounded example of nursing excellence!

Nomination #2: Julie had a patient that was end stage COPD and intubated. The team called his sister, who lived out of town, for decision making. She stated she wanted "full code and to do everything." The next day they extubated the patient and he stated "I do not want that tube again." Julie continued to update the sister. The next day Julie returned and his breathing was not good. He needed 100% oxygen on high flow. She talked to the patient and told him they may need to put the breathing tube back. He looked at her and shook his head no. Julie sat with him and told him that he could pass away. He told her that he had a good life and was ready to die and said, "no breathing tube!"
Julie called the sister who struggled with wanting everything done. A relative then came in and Julie spoke with her, explaining what "everything" meant. The patient and the relative were able to talk to each other and he made it clear he didn't want treatment. The relative then called the patient's sister to explain what everything meant and how her uncle did not want these treatments. Julie wanted to make sure everyone was on board with the patient's wishes so she had the physician talk with the patient, the relative and the sister in a three way conversation.

The tone and course of treatment completely changed for the patient. He smiled at Julie and gave her thumbs up. The patient chose Hospice and was able to go home with his family the next week. She got to see him the day he was leaving and he smiled at her and gave her a hug, saying "thank you for helping me go home!"

// Jenn Gable, RN  
Professional Development Specialist  
Hauenstein 2

Component(s): Knowledge, Collaboration

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary's?

Jenn is an invaluable resource to us as she keeps us accountable for our practice. In addition to annual competencies, she disperses monthly touch points and gives us updates at each unit meeting.

Whenever an issue or concern arises, she is quick to look into the issue and find the evidence to give us. A great example is our "offenders" list where we learn monthly about common issues so we can change our practice and improve. For example, propofol does not mean REM sleep. Increasing Propofol may cause sedation but does not cause sleep.

// Molly Gallagher, RN  
Hauenstein 3

Component(s): Knowledge

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary's?

Molly is a strong advocate for Hauenstein 3 in her knowledge, which she distributes to her co-workers, orientees, and students. Molly works well with others and is able to communicate the necessary details so the best practice can be maintained for our patients. She shows her desire to care for her patients and others by providing the
evidence based practice care not only to her patients but to pass this knowledge on to others.

I remember care Molly was giving to a stroke patient. She not only gave excellent care to the patient but also took the time to talk to the family about what the stroke means, what revolves around the stroke, rehabilitation, and how the family can help. She talked to the doctors and interdisciplinary team to get the necessary care for this patient and family. She not only showed how her knowledge was important for this situation but her compassionate care was truly revealed.

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Linda Hammer, RN
3 Lacks

Component(s): Knowledge

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Linda exemplifies the nursing value of Knowledge. Any patient Linda cares for gets great education, but I have been especially impressed by the education she provides to her Congestive Heart Failure (CHF) patients.

Linda sits level with her patients and reviews the CHF book, the fluid management sheet, and the patient's goals. She then draws a picture of the heart for the patient to see. She draws the atrium and ventricles, and then she diagrams how the blood flows through the heart. She explains to the patient how their heart is no longer working efficiently.

I love hearing Linda educate patients on CHF. She will say that she feels like her patients often have a "light bulb moment." They finally seem to understand why knowing about their CHF is important. I have heard patients thank Linda for taking the time to educate them. I have also had them say that no one has ever helped them understand their CHF in such a clear way before.

After Linda has educated the patient, she takes the time to document the education she has provided.
Component(s): Knowledge, Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Sandy completely exemplifies our values of advocacy and knowledge. She has been working on our unit more frequently to help cover a medical leave. Sandy's knowledge of community resources and insurance makes her invaluable to patients and staff. Being per diem, she often comes into a case load of patients that she does not know. For some, this would make them timid to get involved, but that is not the case with Sandy. She jumps in head first to figure out each patient's needs.

One particular case is a patient we had on our unit for over 60 days. After numerous referrals we had finally found a facility to accept the patient. However, the patient’s mother, who was also the guardian, was not in agreement with our plan. She felt the facility was too far away and while she had understood that we would be looking for placement outside the county, she had not realized how quickly we would move once a bed was found. The sudden, in her eyes, discharge plan was too much for her to take. She was upset that a facility an hour away was the only place that we could work with.

Sandy spent hours working with this mother to get to the root of what was going on. Sandy found out that the mother had had a previous experience with a loved one dying at a local facility and those painful memories had led her to turn down a bed there. Sandy was able to talk with the mom and help her to work through that pain so she could accept a bed at a facility that was only 10 minutes from her house. Sandy advocated for this patient and mother. She helped to ensure they were in agreement with the discharge plan. Her actions led to a positive experience for them and also helped to build trusting relationships between the patient, family, and care providers.

In the end, the patient stayed one more day and was able to be discharged to a closer facility. Sandy's actions taught me to be more patient. She also made the importance of good communication very clear, thereby impacting the care of future patients in similar situations.

Sandy is patient, a good listener and has such a kind heart. These attributes allow her to come up with a plan for the patient and family that work.
Heidi Harkema, RN
4 Lacks

Component(s): Knowledge

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary's?

Heidi Harkema has been an oncology nurse for the last 20 years at Mercy Health Saint Mary's. She is certified in Oncology. Heidi's experience and knowledge of oncology patients along with surgical patients is a benefit to the night shift staff on 4 Lacks.

Heidi is a member of the Unit Based Council and has been for approximately six years. In this time she has shared her knowledge and expertise with many RNs. She continues to have an active role in the chemotherapy administration process and quality improvements. Heidi is definitely the "go to" person if any questions arise about chemotherapy during the off shift hours. She explores answers to many questions asked by her peers along with providing an active role in problem solving many issues.

Heidi is a role model for her co-workers and truly an asset to Mercy Health Saint Mary's.

Mary Harnish
Clinical Nurse Leader
Diabetes Program

Component(s): Knowledge, Collaboration

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary's?

Mary exemplifies the nursing value of knowledge. Mary uses her vast knowledge of diabetes to help providers and nurses give our patients with diabetes the best plans possible. Mary spends an extensive amount of time with patients and families to ensure they understand their medications and plans of care.

There are numerous examples of how Mary has impacted the care of our patients but one particular case stands out involving a patient that came in with diabetic ketoacidosis (DKA). The patient had been admitted previously for the same reason, and due to her mental illness and cognitive impairments, she continued to be unable to care for herself. Her husband also suffered from mental illness and felt like he could no longer care for the patient at home. Mary saw the patient multiple times throughout her admission. Mary reviewed diabetic care with the patient and documented every time she saw her that the patient could not appropriately verbalize or understand her care. Mary's documentation helped us demonstrate that the patient needed more assistance than her home environment could provide her. We were able to appropriately place the
patient in long term care. This was the safest discharge possible and we had full support from the patient and husband.

This case also demonstrated how great Mary is at collaboration. Mary was at the bedside to help the nurse initiate the insulin drip. She did just in time teaching with the nurse to ensure she was comfortable with the drip and how to monitor. This made the nurse very comfortable in passing on this information to the next shift. Additionally, Mary collaborated with the case manager and the social worker. She shared with them that this patient would need more assistance than what she currently had to be safe at home. She clearly described the patient's deficits so the team could find the most appropriate place for the patient to go. Lastly, Mary shared her assessment with the unit Clinical Nurse Leader, the bedside nurse, and the physician caring for the patient. Mary's expertise lead to the best possible outcome for this patient. This is just one example of what Mary does for each patient every day.

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**Meghan Herweyer, RN**

**4 Lacks**

**Component(s):** Collaboration

**What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?**

I am nominating Meghan for the pillar of collaboration. She is always very easy to work with and eager to give her patients the very best care. She knows her patients well and seeks appropriate help from the multi-disciplinary team.

Recently, Meghan had a very complex patient whose desire was to return home. There were many things to coordinate and get in place for this to happen. Meghan was instrumental in working with the patient, unit case manager, insurance case manager and family to get everything in place for a safe discharge for this patient. It took a lot of team work and organization to make this happen.

Meghan's willingness to be a part of this is just one example of how nursing at Mercy Health goes the extra mile and how Meghan genuinely cares about each patient.
Kat Hoffhines, RN  
Process Improvement, 4 Lacks

Component(s): Advocacy, Knowledge

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Kat took on the role of Process Improvement (IP) Coordinator this year. With several years of nursing experience at the bedside, this new position allowed her to see care from another side.

Knowing that the expectation is zero defects, this new role required a great deal of learning for Mercy Health as an organization and for Kat, who took on a role that did not have a perfect process ready-made. Working with her fellow PI Coordinators, alongside of the Clinical Nurse Leaders (CNL), Kat was able to quickly hone the process.

In addition, Kat is able to come onto the unit and work with very busy nurses, doing teaching in the moment and create a trusting and respectful environment that supports change. Great job, Kat, as we move forward with performance and compliance.

Lynne Roberts Jachim, RN  
Comprehensive Breast Center

Component(s): Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Lynne demonstrates expert level nursing judgment and knowledge with every care encounter, whether she is on or off duty. She has the benefit of working in two different but very similar outpatient departments: the Comprehensive Breast Center and Outpatient Endoscopy. Her knowledge of both clinical areas benefits her patients. Recently, an elderly gentleman presented to the breast center with a breast mass. Lynne escorted him to the exam room, accompanied by his wife, so she could first assess and perform a clinical breast exam. At the breast center, assessments and physical exam are short encounters, maybe ten minutes at the most. In that short encounter Lynne not only assessed and explained his presenting breast issue, but also addressed his issue of having difficulty swallowing food and pills.

Lynne further questioned this gentleman and confirmed with his wife that his swallowing issue was causing him to choke. Lynne determined that he was a patient at Grand River Gastroenterology. While the patient was waiting for his imaging results, she had him scheduled for an appointment within the week with his gastroenterologist and also notified the primary care physician. The patient left the Breast Center with no follow up
required for his breast issue, but in treating him as a “whole patient” his and his wife’s concern was addressed through Lynne.

Lynne gives off a compassionate aura; patients feel comfortable approaching her, whether she is on or off duty. A cancer patient encountered Lynne on the elevator and began complaining about a bill she received for a camisole that she had been told would be covered by insurance. To a bystander this may seem like a small annoyance, but Lynne had a prior history with this patient and knew this patient was on her “last straw.” Lynne was on her way home but she went out of her way to talk to the patient and ended up taking the camisole. Lynne was ready to pay for the camisole herself but in checking with the business office determined an error had been made and the bill was resolved. The camisole was returned to the patient and she gratefully acknowledged Lynne’s kindness and compassion for what seemed like something small but to the patient was enormous and evidence that people do care.

I am grateful to honor and submit this nomination of a colleague who supports and cares for herself, her family and her Saint Mary’s family.

// Victoria Karcis, RN
Hauenstein 2

Component(s): Compassionate Care, Collaboration

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

On a particularly busy night that was short-staffed, Victoria came to me so we could "buddy-up." We worked out a schedule to ensure our patients were turned frequently, cleaned up when necessary and that we each had the opportunity to take a lunch break.

One of my patients was in isolation, so Victoria brought me supplies so that I did not have to leave the room, putting patient care first. The next night, I had a one-to-one patient in isolation. Victoria rounded on us as if we were one of her patients, offering to break me so that I could stretch my legs or grab a snack.

I cannot help but wonder how cared for her patients feel if that was how she made me feel!
Component(s): Compassionate Care, Advocacy, Spirituality

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

It is all about the relationship. We know this to be true in all specialties, but especially in psychiatric nursing. That being said, we also see that much of our time at the bedside is being replaced with our time at the computer. I often hear Scott Kemp expressing his desire to spend more time with his patients. Yet if you were to round on Psych Med Unit (PMU) patients, you would hear Scott’s name mentioned over and over again as the nurse they will remember long after discharge.

One specific patient comes to mind. This patient was struggling with multiple psychiatric diagnoses. She had many hospitalizations with little change in symptoms. She was also a retired nurse and we know how hard we can be on each other. She had high expectations to say the least. When rounding with her, she pointed out many “areas of opportunity” for PMU. When asked if there was a particular staff person that stood out in her mind, she quickly said Scott Kemp. I, as any good psych nurse, then asked her to “tell me more about that.” She proceeded to tell me that Scott explained hourly rounding to her and that she was thinking, “Yeah, right. That will never happen.” She then stated that Scott was her RN three shifts the previous week. She said that Scott, without fail, would track her down and state, “Hello, I’m here for hourly rounding. Tell me what I can do for you.” She said that even after her irritable or somewhat gruff responses, Scott kept coming back. She mentioned his genuine mannerisms. She then went on to say, “I felt truly cared for.”

I have heard similar comments over and over describing Scott’s ability to connect with patients and their families. Lastly, this same patient who had difficulty opening up and trusting anyone said, “I met Scott one week ago but feel like I have known him my entire life.” This defines relationship based care and nursing excellence. This also defines Scott Kemp’s nursing practice. Thanks to Scott for every interaction he has with his patients.
Sandra Klein, RN  
Post Anesthesia Care Unit

Component(s): Vision

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Sandra Klein exemplifies all the nursing values, but specifically Vision. She is always processing how we do things and what we can do to make our work place and caregiving better. She wants patients to stay safe, have maximum pain control and heal quickly. She wants our Post Anesthesia Care Unit (PACU) to be the best. She holds herself and others to the highest standards. When there is a mistake made, she wants to get to the core of how it happened so it can be avoided next time. She never makes colleagues feel berated or unintelligent.

Her vision is to make PACU the best place to work and the safest place for patients. She does this by keeping a positive attitude and inviting others to join her. She recently revamped our crash cart's airway drawer. It was a conglomeration of ET tubes, stylets, tubing, masks, etc. She called Respiratory Therapy to see what there needed to be in the drawer. She surveyed the other unit crash carts as well. Now our respiratory drawer matches other unit crash carts, is well organized, and contains only what is needed. She has taken on many other projects like that one throughout the years I have worked with her.

Sandy precepted me. She had a vision for me. I had no prior experience in surgical services or with surgical patients, but Sandy was determined to get me oriented and to make me into a safe and competent PACU RN. Our first conversation was about my learning style. She wanted to be what I needed her to be so that I could learn the best. She is passionate about evidence-based practice and frequently asked me why I was doing what I was doing. We discussed best practice issues throughout my orientation. She also quizzed me on important drugs, how they work, different types of surgeries and why they are done, what and how to assess them, etc. Throughout the process she remained patient and sought to meet me where I was at. She truly has a passion to teach and once said that it is one of her favorite things to see someone have an "ah-ha!" moment; when that lightbulb appears above someone's head and she knows they have learned and they get it.

Sandy has positive spirit and a can-do attitude. On a busy day when everything seems to be going wrong, Sandy will step up and use her positivity to pull the team together and get things done. She displays all of our guiding behaviors proudly. She is 'Excellence in Action.'
Sherri Knight, RN
3 Lacks

Component(s): Collaboration

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

As a case manager on the older adult unit, Sherri is faced daily with challenging discharges. Not only are there challenges with older adults who are hearing impaired, have memory loss, and so forth, but there are also challenges with family members who may not be familiar how healthcare processes work and understandably just want their family member safe. Families and patients can be unfamiliar with status and how it affects the discharge plan.

Because of this, Sherri has worked hard to be resourceful and has worked with management and the interdisciplinary team to find creative solutions to challenging placements. With changes in the economy and in healthcare, there has been an increase in admissions of patients in observation status needing placement and some don’t have any payer source. Sherri collaborates with patients, families, management and outside sources to find safe plans for these patients.

Mary Koch, RN
7 South

Component(s): Compassionate Care, Spirituality

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

There are so many positive things to say about Mary. It is such a pleasure to say I get to work with her. She goes the extra mile to take care of her patients - mind, body, and spirit.

One day while doing rounds, I saw Mary sitting next to her patient reading the Bible. Later that night I asked Mary, “Did you read the Bible to your patient?” Mary humbly said, "Yes, he didn't have his glasses and he was upset because he couldn't read his Bible before he went to sleep." Mary took that extra minute to do something kind for her patient.

You will never hear Mary call her patients by their room number. She always addresses them by name and makes a point to address her patients’ families by name as well. Mary sets the example of being an excellent nurse and I am proud to call her a co-worker and a friend.
Jeremy Kortering, RN
7 South

Component(s): Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Jeremy joined Saint Mary’s orthopedic nursing team just over one year ago from the Pine Rest campus. It has not been uncommon for patients to share with me how great their experience was in the hospital due to Jeremy’s care. What is so often shared is that Jeremy goes above and beyond to develop a relationship with his patient that is truly collaborative and compassionate and allows for communication that is open and fluid.

There are two recent instances that come to mind. One was a patient’s request to speak with me about their care. When I sat and listened to what they had to say, I found what resonated most with them was that Jeremy easily and instantly connects on a conversational level with people. This connection allows them the sense that he deeply and honestly cares about how they are feeling, he listens completely and is genuinely open to allow them choices.

One of the two patients actually brought me to tears as this full grown adult male was tearing up in appreciation of the care he received from Jeremy. He relayed his personal story of post-op nausea and vomiting as well as his recollection of a previous stay for another joint surgery two years prior. This gentleman told me that all of his caregivers were compassionate, skilled, and responsive; yet Jeremy did all the extra little things that he and his wife could tell were "in his DNA." They felt he was pro-active on everything; pain, nausea, meals, mobility, and other comforts like rest. They could not articulate enough that it was the easy going relationship, collaboration and taking the time to listen that made them so comfortable and in turn made such an impact on this patient and his spouse.

This unit and organization is blessed to have Jeremy Kortering on their team. The profession of nursing truly is his calling.
Jennifer Lavigne, RN
4 Lacks

Component(s): Collaboration

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Jenn was taking care of a patient that was having increasing shortness of breath and worsening lung sounds. She worked with her patient's physicians and respiratory therapists to advocate for the patient. She suspected that the patient may have some excess fluid that was causing his shortness of breath. The physicians ordered a small amount of diuretics and monitored closely. Jenn continued to be in contact with respiratory and general surgery advocating for less fluid and more diuresing. She monitored her patient closely and helped increase his activity and encouraged the use of a device to help prevent his lung from collapsing.

After little improvement, cardiology was consulted, and the patient was able to have some additional testing and was indeed having heart failure and fluid overload. Jenn was able to see signs and symptoms that this could be imminent and was able to alert physicians and start the process of diuresing and thus save the patient from more dire consequences.

Erin Lefevre, RN
4 Lacks

Component(s): Advocacy, Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Nomination 1: Erin took amazing care of a patient on our floor that had a very embarrassing therapy. Erin went out of her way to make sure the patient had as much dignity as anyone else in the hospital. She made sure to provide for privacy. She spent time talking with the patient and her family about her emotional concerns. Erin set reasonable goals for her patient and focused on not only her physical needs but also her emotional needs as she battled a deep depression. Erin was able to be professional about the unpleasant therapy and helped her patient feel the dignity and respect she deserved. I am very proud of Erin and applaud the compassion she gave her patient.

Nomination 2: A recent example happened on a weekend when Erin was taking care of a patient whose care I was also involved in. The patient had a lot of fear and anxiety after a big surgery with some setbacks. The patient was very particular with whom she let take care of her and how she wanted things done. At times one could say she was "difficult." This particular day the patient was having a lot of pain and anxiety attacks. Erin was taking care of her in addition to having a busy assignment and precepting. Out
in the halls Erin looked like a whirling dervish getting everything done and moving quite quickly as she often does. However, in this patient’s room she was calm and caring, taking the time to sit with the patient, hold her hand and wait with her while her anxiety medicine started to work. Erin did that several times throughout the day.

Erin is compassionate with her co-workers as well - taking time to help them when needed. She treats all of them – patients, family members, and co-workers – with respect and understanding. Erin is a good role model for the nursing students. She has strong clinical skills and knowledge combined with a caring and compassionate attitude!

Julie Lundvick, RN
Nursing Administration

Component(s): Vision

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

I have worked for Julie Lundvick for over two and a half years and have come to realize what a true visionary she is. A person who has vision but does not accomplish that vision is a dreamer. To realize and see the results of work of many toward a dream or concept is a visionary. This is how I have come to see Julie.

Julie has been with Saint Mary's for over twenty years and has grown herself from a diabetes educator to her current role as the Clinical Service Director of the Medical Service line. But that in itself is not the most impressive point. Julie believed in developing the diabetes program in collaboration with many others, such as Mary Harnish. Their goal was to obtain a Joint Commission Certification for the diabetes program at Saint Mary's. Once that was achieved, she moved on to the Heart Failure Joint Commission Certification in collaboration with Kristy Todd. Julie is currently working with her team on a submission for the Orthopedic Total Joint Replacement Joint Commission Certification. Julie has vision, direction and the ability to transform the department into a functional nursing space that is exceptional in its ability to support patient care and provide a hotel type aesthetic and feel for patients and their visitors.

What makes Julie such a great visionary and ultimately as successful as she is, is that she has established a team that wants to follow her and assists in her success. How she does this is by championing the ideas, sharing her vision and allowing the team to have the ideas to get them there. She challenges her team at times but then gives them the grace to be creative, different and think outside the box to help meet the ultimate goals. She is willing to bend but holds the final end goal as sacred and assists in adhering to that same vision. Additionally, she allows her team to use their expert care provider voices to marry with her vision. She is persistent when it matters most. Julie Lundvick embodies the visionary framework at Mercy Health Saint Mary's.
Kathy McDonald, RN  
Epilepsy Monitoring Unit

Component(s): Knowledge

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Kathy contributes to the nursing profession at Saint Mary’s by the knowledge she bestows on others. She is very knowledgeable on the epilepsy unit and shares this knowledge not only with her co-workers but the patients she cares for. Every patient she cares for she educates on the purpose of the continued EEG and how this may help them with their treatment.

I have seen Kathy care for these patients several times and she has kept not only the patient but also the family calm during the stress of a seizure just by keeping them informed. She educates in a way the family can understand and as a result, the information has more meaning to them.

Her knowledge on how to care for these stressful situations has helped many staff. Kathy is also very kind and soft spoken during these situations to provide a calming atmosphere. She is truly an asset to this unit.

Mary McGee, RN  
Clinical Resource Coordinator

Component(s): Collaboration

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

In 2009, Mary was a member of Work Environment Council and volunteered to be the steering committee chair for the Safe Lift Program. In this role, she and the team looked at our practices regarding patient lifting/movement and how our culture and practice could change. Since that time, Mary has championed the Safe Lift Program at Mercy Health Saint Mary’s. Mary researches equipment and gets the necessary approvals for purchases and has spear-headed the education that has taken place amongst the staff in the hospital.

In addition, Mary has collaborated with all the other departments at Saint Mary’s to promote best practice with Safe Patient Movement, including Physical Therapy/Occupational Therapy/Speech Therapy, Dispatch, Workplace Health, Radiology, all the nursing units, and even other Trinity Health entities. The program that she and her team created at Saint Mary’s is now being used as a model for other Trinity Health hospitals. She is also collaborating with the chairs for the Work Place Violence and Slips/Trips/Falls Committees to assist them in moving their programs forward.
Mary has been a true leader as she champions the practice and culture change that has taken place related to Safe Patient Movement at Mercy Health Saint Mary’s. Her fun-loving personality is also great to work with! Mary credits much of the Safe Patient Movement’s success to her colleagues and senior leadership support, but truly she has dedicated herself to this vital program and has made it successful.

// Amanda Moeggenberg, RN
East Beltline Urgent Care

Component(s): Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

I find this to be an exciting opportunity to recognize a co-worker that I believe surpasses normal expectations. I had a previously established relationship with Amanda from working with her at the main campus emergency department, where I was able to visualize the type of person and nurse she is. The most difficult part of this nomination for me was simply choosing a single category to recommend her for; however, I would like to elect her for the advocacy category.

Currently, Amanda and I work at the East Beltline Urgent Care (EBUC), which we both love. It has been a unique transition from the emergency department setting in that we still provide care to extremely emergent patients. We also work with primary care physicians at this location, so based on her emergency background, she is looked to as a reference. I have seen many instances in which Amanda has intervened in the plan of care to advocate for the safety of her patients.

One example of this, that saved her patient’s life, was a patient who arrived to our department complaining of severe back pain. Amanda was quick to recognize the level of the patient’s pain and general symptoms. She utilized her clinical judgment and gut instincts to convey to the provider that there was something critical occurring in that she believed the patient was experiencing an aortic aneurysm. Based on her level of advocacy, the patient received a stat ultrasound, had a confirmed diagnosis for an aortic aneurysm, and went directly for emergency surgery.

Amanda is very knowledgeable, but most impressive to me is her intuition and instincts. She is able to recognize and link symptoms to clinical presentation in a way that I rarely see. She uses this skill set to be able to advocate for patients in a validated manner that clinicians really respect. While working with Amanda one shift, we had a patient arrive with horrific leg pain after starting a new workout routine. The clinician was planning on discharging her home with prescriptions. Amanda was able to consider both the patient’s profession in healthcare and level of discomfort, and advocated for blood testing in consideration for rhabdomyolysis, which was later confirmed. The patient was admitted for this diagnosis and verbalized that she was extremely grateful that Amanda was willing to acknowledge her symptoms and go to bat for her.
Amanda is nothing short of exceptional as a nurse. She strives to provide the “something more” experience for her patients and is excellent at doing so. She is a leader in our department and makes our staff feel supported. She exhibits compassion, timeliness, professionalism, and excellency in her profession; but above all Amanda goes above and beyond to be an advocate for her patients. I have a tremendous amount of respect for her, both personally and professionally, and would love to see her recognized on this type of platform for being exceptional.

// Rachel Overmyer, RN

4 Lacks

Component(s): Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

I have worked with many nurses over the years and when I think about a nurse that exemplifies advocacy, I automatically think of Rachel. She consistently exemplifies the guiding principles of Excellence in Action by speaking up and advocating for her patients and their families. Every time I work with Rachel, I am always impressed by the amazing nurse she is. Each and every shift she inspires me to be a better nurse and to try to be half as good a nurse as she is. She could be nominated for any of these Nursing Excellence Awards, but I truly admire and am inspired by the amount of advocacy she shares with each and every one of her patients.

Rachel always provides something more for her patients. The last shift we worked together, Rachel took care of a patient who had miscarried and needed a dilation and curettage. The patient and family had multiple questions regarding why this happened and how to handle the situation. The family and patient needed a lot of emotional support which Rachel provided. Rachel also took it upon herself to call our Labor and Delivery floor in order to obtain more information and help for the patient and her family. She was able to find different brochures and pamphlets that were able to answer the questions they had and had resources available to them when they left the hospital. This was an easy task to complete, but I appreciate her taking the extra steps to find more information for the patient and advocate for her emotional wellbeing.

Rachel also recently had a surgical patient that was transferred from Hauenstein 2. While the patient was on Hauenstein he had taken a pain medication called Norco. This medication caused him to have horrible nightmares so he refused to take it again because he was worried about having the same side effect. Instead he asked Rachel to get Vicodin ordered because that is what he takes at home. Rachel did education with him to teach him that Vicodin and Norco had the same active medications in them. The patient still did not feel comfortable about taking the Norco. Rachel decided to call the on-call resident and explain the situation. The resident told her not to worry about it, the patient would be fine and to give him the medication. Rachel still did not feel okay with this, since the patient was so hesitant to take the medication. She did not want to give him a medication that would cause him any emotional stress or side effects.
Rachel proceeded to call the second resident who told her the same thing, which was to give him the medication and he would be fine. Many nurses may have just left it at that and given the patient the medication because that is what the doctor told her to do. Rachel knew though that her patient did not want this pain medication, but she did not want him in pain either. Rachel paged the chief resident and after she explained the situation he gave her an order for Ultram. I don't know if the Norco really would have given the patient nightmares again, but Rachel knew that she did not want to force any medication onto her patient that was causing him emotional stress.

These are only two stories that show the advocacy that Rachel demonstrates for her patients. She is an amazing nurse.

// Kendra Mae Platschorre, RN
4 Lacks

Component(s): All

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Kendra Platschorre is an amazing nurse. She is compassionate with her patients and is always a fantastic advocate for them. When she walks into a room she is always smiling. One day she had five patients and was doing her best to stay ahead of all of their medications and keep up with her charting. When she walked into a patient’s room and the patient was crying, instead of trying to quickly get in and out, she sat in the room and talked to the patient about what was causing him/her such grief. After she was done talking to the patient, she went back to taking care of charting and her other responsibilities. I walked into the patient’s room and the patient was no longer crying and said that she was very impressed with her care, because she could tell that Kendra really cared about her patients. With each one of her patients she takes the time to get to know them better and provide excellent care.

Not only is Kendra amazing with her patients, she is also a wonderful co-worker. She always goes above and beyond to make sure that the other people working with her are okay. I look forward to days when we work together, because I know that even if they are more challenging, Kendra will help me in whatever way she can. Knowing that I have a teammate instead of a coach is wonderful. She always has a smile on her face and wants to know if you are doing okay. She is kind to all of her co-workers and has a laugh that just makes your day a little bit better. She remembers your name and what is going on in your life and makes a point to ask how your family is doing.

She serves on a committee for Foley care and she makes sure that it is a priority. She is a champion for change. When there are changes that frustrate some people on the unit, she is the one that helps people look at the positive side of things. I consider it a privilege to work with such an amazing nurse and that is why I believe she deserves this award.
Stacey Poel, RN
Labor and Delivery

Component(s): Spirituality

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Stacey is very friendly and fun to work with. Whether pulled to my unit or working with her in Labor and Delivery, she always has time to help and is constantly cheerful about it. She is known to be a very good nurse in Labor and Delivery. Where I feel she really shines is in her care of antepartum patients. We have moms who have to remain in the hospital on bed rest for a very long time before delivery. She takes excellent care of them and often forms a connection with them. This is not necessarily religious but is a heart to heart spiritual connection.

I recall her caring for a mother of multiples who was hospitalized for more than a month prior to her babies’ Neonatal Intensive Care Unit (NICU) delivery. Stacey continually assessed the mother’s total well-being (emotionally, physically and spiritually) and was her biggest advocate. She made sure the mother had someone to talk to when visitors were not present, helped with her hair and nails and got special permission from the care team to take her on a bed rest approved wheelchair ride to the 5th floor of Lack’s. She also advocated for her faith and set up for daily communion to be given. Stacey even went as far as to get permission for the mother’s dog to come in and spend the night with her. Stacey took the time to take the family on a tour of the NICU so they could have an idea of where their multiples would be brought after delivery. Additionally, Stacey made sure members of the NICU staff (doctors, nurse practitioners and nurses) went upstairs to introduce themselves to the family prior to delivery so they could get to know the staff that would be caring for her babies. As time consuming as those tasks were, Stacey also helped the patient’s husband in learning to feel relaxed in the hospital environment.

After the babies were born, Stacey would visit the babies and the mom when she had slow times at work. Being able to show off her newborns to a nurse she shared such a close bond with brought excitement and the biggest smile to the mother’s face. During one of the mother’s most challenging moments, a time when one of the babies was doing poorly and the probability of survival was low, Stacey was able to come in and sit with the family to provide additional support. She was an advocate and close friend to this family during the mother’s stay and the months the babies were patients in the NICU. Stacey goes above and beyond everyday she works – but what is most evident is the real relationship she is able to form with her patients, such as this one.
Connie Potter, RN
3 Lacks

Component(s): Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Connie exemplifies the nursing value of advocacy. As a charge nurse on 3 Lacks, Connie advocates for the patients on the unit and also the staff. Connie always goes the extra mile for her patients.

A particular example that comes to mind is a patient that was to be directly admitted for blood transfusions. The process for transfusion admits is not always clear and the process for obtaining actual orders is somewhat confusing. Connie knew this process was broken. She worked with the admitting physician to clarify the process and what was expected of each role. Additionally, she made sure that everyone was practicing within their scope.

Connie’s work did not stop with this one patient. Connie got involved in a work group to make this process better for future patients. The work group consisted of bedside RNs, Clinical Resource Coordinators (CRC), managers, admit line staff, and physicians. The process will be better not only for the patients and providers, but also for the nurses caring for the patients. Connie is assisting in making the direct admit process for blood transfusions more clear and helping to ensure these patients are placed in the appropriate unit in the hospital. Connie’s advocacy helps to ensure the safest patient plan each and every time a patient comes to our hospital.

Sue Pouch, RN
8 Main, 7 South

Component(s): Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Sue has been involved in many aspects of health care and case management. She has a heart for patients, listening to them, and working with them to find solutions that meet their needs.

Sue recently had a patient that was homeless and without a payer source who was here for over 100 days. It was an extremely challenging case requiring a lot of time, energy and diligence to find a solution, which Sue worked hard to do.

Sue seems to get lots of challenging cases, families that need extra time and attention, and she is gracious and gives them the time, attention and information they need. She puts in long hours and has spent years making connections with people to help our patients. Sue is someone you can give a job to and know that she will not stop until it is done.
Laura Rewa, RN
4 Lacks

Component(s): Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

I enjoy working with Laura. She has great compassion and empathy for others. Recently I had the privilege of collaborating with her to help a young man in an emergent situation. One Sunday afternoon a young man in his early twenties was coming from Urgent Care in an ambulance. I asked Laura to partner with me to get him to our floor and stabilized. She jumped into action, taking a report in a timely manner and getting the room set up. She communicated with the physician to get all the supplies ready for an emergent chest tube insertion.

She had everything ready when the patient arrived. Laura called the surgeon and got her patient prepped for the procedure. The patient was very scared and she listened to his fears and concerns. He just wanted to go home and celebrate his daughter’s birthday with his family. Laura calmly explained that he needed to be here with us and needed a chest tube to relieve the pressure in his chest and help him breathe. The patient did NOT want a chest tube placed and was afraid of the pain. Laura carefully explained the medications that he would get during the procedure, during his hospitalization and the ones he could take when discharged to help with the pain. She spent time talking to him about how important this procedure was and that postponing it much longer could create an emergency. Laura gained his trust and he agreed to have the chest tube placed. All through the procedure Laura comforted her patient and assisted the surgeon. Although she had never assisted him before, she handed him all the things he needed as if she had done it a hundred times.

After the chest tube was placed and the patient was comfortable, Laura worked with him and his wife and mother to create an environment for the patient to quit smoking. She explained how his asthma and smoking contributed to lung problems and it would be a great time for everyone to commit to quitting. She enlisted resources to help them follow through on the choice to improve their family’s health. Laura was able to work with the patient, his family, his surgeon and his interdisciplinary team to benefit this family. She encouraged them to take this unfortunate emergency and use it as a call for change. This should be the last time her patient has to miss his daughter’s birthday party.
Faith Rodenhouse, RN
Hauenstein 2

Component(s): Collaboration

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Faith serves as one of our core charge nurses on Hauenstein 2 and one of the greatest strengths she brings to the unit is her ability to collaborate. No matter how emergent the situation is, Faith is able to collaborate between different disciplines, units, or service lines so that everyone is working together for the good of the patient.

I know I can always count on Faith to coordinate everything whenever there is an emergency!

Christie Sal, RN
4 Lacks

Component(s): Knowledge

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

I have worked with many amazing nurses over the years. I am so thankful, however, to be able to have had the privilege of working with somebody who is as knowledgeable as Christie. Christie actively and consistently participates in activities that increase her knowledge base. She has taken steps to increase her knowledge base towards the oncology patients that she cares for. Christie has taken steps to become chemotherapy certified and has her Oncology Certified Nurse (OCN).

I always feel relieved when I know that I am working with Christie because I know how amazing a resource she is. She always takes the time to help answer any question that you may have. She does an amazing job not only telling you the answer to the question, but helping you understand the rationale behind the answer. Everyone on our floor looks to Christie for advice and understanding on multiple different topics. She is the "Google" of our floor and always seems to have the answer; she is always the go to person and expert on our floor. Christie has provided me, as well as multiple other nurses, with many teachable moments and tricks to overcome obstacles.

I am also always inspired to see how much of her knowledge that she shares with her patients and patient’s families. Being diagnosed with cancer is not easy for anyone to go through. Christie does an amazing job at helping provide resources to her patients who are diagnosed and helping them understand what to expect with their treatments.
Christie is beyond an amazing and dedicated nurse. She continuously goes above and beyond when providing care and knowledge to her patients. She truly deserves to be recognized for all the hard work and dedication that she provides.

// Allison Schuchardt, RN
Hauenstein 2

Component(s): Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Allison has such a big heart. Her compassionate care sometimes goes unnoticed because of the quiet way she does things. However, she often takes the time to find out patient’s stories and help them feel understood as a patient. In addition, she often bridges the gap between their hospital stay and home, which is hard to do in the Intensive Care Unit (ICU). I often see her involving families and helping the patient see hope, even with long ICU stays or grim conditions.

I remember a time recently where she had a patient who was just diagnosed with a terminal condition. Allison took the time to sit with the patient and cried with her and listened to how this impacted her life, including the lives of her kids. Allison’s compassion helped make that woman’s grief process real and Allison also took the time to be present with her in it, grieving with her and not trying to fix it or gloss it over. That compassion took time, an open heart and helped the patient move through the grief process.

// Katherine Sliva, RN
Wege Center

Component(s): Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

I had the privilege of meeting Katie last May. For several days, I was able to observe her kindness, knowledge, and focus on helping patients get more involved in their healthcare as she provided training to me. She demonstrated methods of interaction to minimize tension and brought out goals for our customers using motivational interviewing and interpersonal skills that were genuine and compassionate. The patients trusted her and she respected their time and needs without judgment.

As I have had the opportunity to continue to interact with her as part of the team, she not only treats patients well, but is fair and understanding with co-workers. I am recommending Katie for the Nursing Excellence Award because she consistently demonstrates what it means to truly care about people. She is an advocate, a teacher, a partner, and a knowledge resource for patients.
While listening to her reviews of those involved in the COMPASS program, there is always a clear diligence toward helping the patient to get to a better place of affect and overall health understood. Recently, she has accepted a lead position as a MIPCT nurse care manager. In that role, she has already made a difference with her co-workers by providing guidance and updates including more efficient techniques for documentation. Katie is a cornerstone that the practice of nursing can continue to build on.

Alyssa Smith, RN
Emergency Department

Component(s): Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Alyssa has worked as an RN in the Emergency Department (ED) for the past five years and has functioned in the charge role for the past four years. This past Christmas she functioned above and beyond her role to help those in need.

Alyssa felt led to help a family in need using us, her co-workers in the ED, as the hands and feet of Christ. Alyssa had heard about United Way and how they had “adopted” families during the Christmas season who were in need. Alyssa knew about this program through our donations in previous years and also by her father, who had participated with United Way in the past. I know that Alyssa approached our manager, Jill Good, for permission to proceed. Now many of you know that our time at work is busy and sometimes chaotic, especially for extra projects. Needless to say, much of what Alyssa accomplished was done on her own time.

Alyssa called a United Way spokesperson, expressing an interest in sponsoring a family for gifts needed during Christmas time. The person she spoke with explained a few families that she felt had needs and also her concern with placing families with appropriate sponsors. When Alyssa explained the size and heart of our ED, the spokesperson from United Way started to tell Alyssa about a specific family in the area. This family lived in Kentwood and was an extended Vietnamese family of eight currently living in a town home, struggling to make ends meet. Alyssa spent a lot of time on the phone with the spokesperson from United Way gathering information about this family and their needs.

Alyssa did not stop there; she also spoke with the family directly to determine their needs, interests, and ages of all the family members to ensure a special Christmas for all. This was a challenge in itself, as the parents did not speak English. Alyssa had told me that most of her communication was completed with the help of the 16 year old daughter. To articulate without a translator what a group of strangers wanted to do for the family with the help of a 16 year old girl is not easy.

Once Alyssa had the needs for this family in place, her work continued. She took time to make a “tree” in our break room with individual tags for each member of the family. These tags had specific wants and wishes of each member of the family. She made sure that each member of the family received gifts – and even collected money to buy gifts for some. She wanted to make sure that each person, especially the kids, all
received the same number of gifts. Alyssa took gifts home on the days she worked and even came in on her days off to collect what we as an ED family had donated. Alyssa never complained once about the work. Instead you could feel her excitement for the family as the gift pile grew. Alyssa took every gift home, wrapping and labeling those that needed it in anticipation of our delivery day.

// D’Anna Springer, RN
3 Lacks

Component(s): Vision

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

D’Anna truly exemplifies the vision of nursing here at Mercy Health Saint Mary’s. She is one of the most compassionate people I know. She makes personal connections with every staff member. When one of our staff members passed away, D’Anna was there to offer a shoulder. She attended the memorial and offered support to the staff members. She does the same thing for our patients. She sits with patients, holds their hand, and listens to what they have to say. She creates relationships with staff and patients that they remember for the rest of their lives.

D’Anna’s spirituality is the core of her as a person. You can see this in her with every interaction she has. She is patient and kind, offering a different perspective to our often hurried unit. She is genuine and always sincere. She openly shares her faith without ever being presumptuous of someone else’s beliefs. She is respectful to every individual. She warmly welcomed our new Chaplin to the unit and made sure everyone knew how she could be utilized.

D’Anna collaborates on a daily basis to make sure the staff on 3 Lacks is successful. She works with staff, Clinical Resource Coordinators (CRC), leadership, providers, and the entire interdisciplinary team to ensure patient care is executed efficiently and most importantly, safely. She is creative with solutions to problems that arise without taking on every problem herself. She empowers the staff to own issues and make changes using shared decision making. She has led staff on projects with improving Emergency Department admissions, pain, and hardwiring telewires. She searches staff out to help them become involved in their passion.

She links staff up with many different committees to help them find where their interest may lie. She then collaborates with them to ensure they are freed up from the schedule to attend meetings. In the nine months D’Anna has been manager, she has taken on some big projects. She has implemented discharge phone calls, a new PCA model, leadership rounding, and transparent accountability for every process change that we see.

There is no better advocate for our unit than D’Anna. She stands behind the staff for each and every decision they make. She trusts the charge nurses to represent the unit. She supports the staff if they say a staffing change needs to be made. She is also fully behind the decisions that our leadership team makes and works hard to make sure the staff understand and support all decisions. She is flexible but never a push over. D’Anna is always clear on where she stands and of what her expectations are. D’Anna is all about accountability. She holds the patient experience very high and her actions are
always rooted in making sure we deliver the best care possible to each and every patient. She communicates efficiently and effectively when giving criticism or praise.

D'Anna offers a breadth of knowledge that complements our team very well. In her new role as a manager she can rely on her past roles in Human Resources and also as a bedside nurse. She is firm in setting her expectations but still respectful of the individual staff on the unit. D'Anna can relate to what the staff is saying but can also pull them out of a negative spiral and offer a fresh perspective on what they may be encountering. It brings a new set of eyes to the situation. As a certified gerontological nurse, D'Anna has a level of expertise in the care of the patients on our unit. She spreads her knowledge through making NICHE webinars available to staff and by working closely with staff to ensure they are meeting our standards of care.

D'Anna is an absolute joy to work with. In D'Anna becoming part of our team she has made me a better nurse. She has taught me to be more patient and to hold back thoughts as a situation is assessed further. I look forward to seeing the impact the recent changes we have made have on the patient experience on 3 Lacks. I just know that with D'Anna’s leadership, there are great things to come.

David Thomas, RN
3 Lacks

Component(s): Compassionate Care

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

As a team of patient care providers at Saint Mary’s, we are fortunate to work with exceptional staff. David portrays many attributes that are central to our mission, but his greatest strength is the compassion he shows to those around him. He provides compassionate care above and beyond many others. I have had the privilege of working directly with David for the last few years, and the care he provides has continued to grow and represent what nursing care for patients on 3 Lacks should be.

Being a nurse is busy, hard work, and sometimes stressful, but David, without hesitation, ensures that every patient and family member is provided for each shift. One particular patient that was assigned to David for a recent shift summed it up very well: “I can tell that he is passionate about what he does.” That patient was correct. David provides care with a level of compassion that leaves each patient confident that their needs will be met and that they are being cared for by someone who truly cares about them on a personal and professional level. When speaking with patients, David sits down, holds the hand of those who need it, and shows the patient that he is fully present. A patient never has to question the devotion David has because he delivers excellent care to those entrusted to him.

In addition, David is considerate to those working with him. He goes out of his way to ensure that he provides assistance to staff because he recognizes the importance of caring for every single patient on the floor, not just those he is assigned to. By providing assistance to fellow nurses, he ensures excellent care is delivered to each patient at Saint Mary’s.
Karel Vansetters, RN  
Psychiatric Medical Unit  

Component(s): Advocacy, Collaboration  

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Psych Med Unit (PMU) – locked, restricted visiting hours, no phones in patient rooms, patients who at times may be loud or agitated. This unit can cause anxiety for families as well as patients. Because of this, it is extremely important that staff recognize this and go above and beyond to minimize anxiety as much as possible.

There was a female patient on PMU who was extremely depressed, to the point where she could not even get out of bed and spent most of her days crying. Her husband was very nervous and sad about leaving her in the hospital, but then Karel stepped in. One day she encountered the patient's husband, who was crying. She asked him if she could help with anything and he started talking about how it was their 50th anniversary the next day. He was quite upset about not being able to have a party that he had envisioned months before.

Well, Karel was not going to let a little inpatient psychiatric stay stop this party from happening. She encouraged him to invite a few family members the next day and they would arrange to have an anniversary party after all. He dried his tears and began making a few calls. Unbeknownst to him, Karel began party planning in a way that only Karel can, not forgetting any details. Despite being tired after a long nursing shift, and actually not being assigned to this particular patient, she stopped by the store to pick up a few necessary items for the next day’s anniversary party.

The next day, she set up the PMU conference room complete with a lace table cloth, a vase filled with roses, a board for pictures (she had asked the family to bring in pictures describing their marriage), non-alcoholic champagne, fancy glasses on a tray, a platter for the cake that she had arranged to have delivered by dietary, and music playing in the background. When the husband and about five or six other family members showed up later that day, more tears were shed as they walked in to find a decorated “party room.” Of course, Karel had provided tissues anticipating that this might happen. Another nursing colleague took a picture of the decorated room.

It is difficult to describe the level of detail that Karel put into making this a memorable day. Karel brought the patient to her family; she was completely surprised to see what was waiting for her. This time she was able to shed happy tears. The family was able to have their anniversary party after all. The family expressed grateful to Karel for all the work she put into allowing them to celebrate even though the patient was in the hospital. If you were to ask Karel, she would not feel that this was out of the ordinary. She would say, “This is just what we do.” Karel has had many opportunities to make patients and their families feel special. This is truly "just what she does."
Component(s): Advocacy

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Kearra was a wonderful advocate for a patient she had over a weekend. The patient was told in the Emergency Department on a Friday that he had a large liver mass and needed to be admitted for a paracentesis. His daughter had concerns that this procedure could not be done on the weekend.

The patient was admitted to our floor and Kearra spent a lot of time managing his pain and shortness of breath. She spent hours contacting various departments and physicians hoping to help speed up the process for this procedure. Even though the daughter expressed anger and frustration to Kearra over the weekend, Kearra listened intently and responded with kindness and compassion.

All through the weekend Kearra took great care of her patient and listened to his daughter share her fears about losing her Dad. His daughter was still grieving the recent loss of two other family members. Losing her dad so soon to a new diagnosis of cancer was more than she could handle. All through the weekend Kearra made phone calls, listened to the daughter and cared for the needs of the patient. After one day off, Kearra returned on Tuesday to find that her patient had deteriorated rapidly. The paracentesis had been performed, but the patient did not feel much better. He had very advanced cancer and did not want to start any difficult treatment. He wanted to enjoy the few days he had left with his daughter and declined palliative chemo.

Kearra respected her patient’s decision and comforted the daughter. She bought balloons for her patient because it would soon be his birthday. When he passed later that day she hugged the daughter tightly and they cried together. Even though this woman had shouted and cursed, Kearra was able to see beyond all this and show true empathy for her and her father. She worked tirelessly to get her patient the answers he needed to make an informed decision about his health care. Within four very short days her patient was diagnosed and died from cancer. Then she was able to comfort a woman who was struggling with a great burden of grief. She was able to reach out to this woman and break through her anger to offer compassion. Never once did Kearra lose her composure. She is an amazing nurse and we are all fortunate to work with her.
Terri Wiersema, RN  
Case Management, 4 Lacks

Component(s): Knowledge

What is your reason for this nomination? What does this nurse contribute to the nursing profession at Mercy Health Saint Mary’s?

Terri has been in nursing for many years, gaining and growing from many experiences. She came to case management about five years ago and has continued to grow with new experiences.

Recently, case management went from paper utilization review and case management to a Cerner module. Terri volunteered to be a SuperUser. This meant spending time after her work was done to learn the new module, to teach staff and be our support as we went live. Terri developed tools to help case managers be successful, continued to be a resource and supported staff with our many questions.

Terri is very detail oriented, dedicates the time to learn and understand details, and helps the rest of us understand and learn appropriately. She was instrumental in case management successfully learning the new care module, which has made our workload easier to manage and allows us more time with our patients.

Certified Nurses as of May 2014
Source: PeopleSoft via Human Resources

Adult Nurse Practitioner (ANP)
Suzanne Neureuther
Maureen Pawloski
Cheryl Sisco

Advanced Oncology Certified Nurse (AOCN)
Chris Werkema

Advance Practice Registered Nurse (APRN)
Sue Neureuther

Board Certified Nurse Executive Advanced (BC-NEA)
Elizabeth Murphy

Board Certified (BC) Nurse Practitioners
Mary Beth Adyniec  
Rodica Bejganeanu  
Debora Biller  
Simie Bredeweg  
Janette Buhl  
Karen Burritt  
Alica Christiensen  
Alexandra Harris  
McKensay Heinonen  
Marisa Herrera  
Teri Holwerda  
Janet Hostetler  
Kimberly Lohr  
Rebecca Luders  
Maureen Pawloski  
Patti Peck  
Elizabeth Perrotta  
Susan Price  
Nicole Pridemore  
Melanie Ranta  
Cheryl Sisco
Wendi Davidson, Joni Erlewein, Edna Estrella, Laura Gelderloos, Glenes Hamersma, Jeff Majzel, Cynthia McNerlin, Karen Meyerson, Sue Neureuther, Tami Nysse, Susan Owen, Jessica VanGessel, Jane Visser, Carla Walker, Chris Werkema, Alison Zeerip, Dawn Zuidgeest-Craft

Certified Amb PeriAnesthesia Nurse (CAPA)
Karen Kamphuis, Judy Stob

Certified in Bariatric Nursing (CBN)
Cathy Wuis

Certified Breast Care Nurse (CBCN)
Cheryl Valentine

Certified Continence Care Nurse (CCCN)
Heather Bates, Mary Sue VanDyke

Certified Case Management (CCM)
Donna Eparvier, Jean King, Adrianna Laning, Margaret Rowe, Teresa Thimmesch

Certified Critical-Care Registered Nurse (CCRN)
Carol Adams, Jill Besselsen, Jenny Crawford, Julie Fick, Carole Fields, Jennifer Gable, Kimberly Harper, Kevin Hengeveld, Lynn Horodyski, Colleen Maine, Michelle Mott, Lynette Orvis, Faith Rodenhouse, Melissah Scholtens, Cheryl Sisco, Jeana Smits, Amelia Swartwood, Linda Spoelma, Anne Tang, Donald Wolf

Certified Clinical Transplant Coordinator (CCTC)
Melissa Ostapowicz, Mary Thomas

Certified Diabetes Educator (CDE)
Mary Harnish, Michelle Lalick, Julie Lundvick, Susan Owen

Certified Emergency Nurse (CEN)
Karen Apol, Shannon Bernal, Julie Bowden, Rebecca Dijkstra, Janet Meares, Tami Nysse, Krista Schaendorf, Laurie Schwartz
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<th>Certified Gastroenterology Registered Nurse (CGRN)</th>
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<td>Lorel Baatenburg</td>
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<td>Anne Niedzwiecki</td>
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Certified Neuroscience Registered Nurse (CNRN)
Rhonda Boersma  Michele Linnen  Amanda Schneider
Rebecca DeHaan  Rebecca Ludders  Laura Schuitman
Mary Draper  Kristin Mast  Julie Smith
Amy Groenhout  Susan Price  Sheila Troup
Darla Haan  Rose Rice  Beth Triezenberg
Linda Jablonski  Julie Sager  Rebecca Valko
Carey Johnson

Certified Nurse Administration (NE-BC)
Mary Schubert

Certified Nurse Anesthetist (CRNA)
Nikki Baker  Mary Anne Kitts
Mary Bush  Mary Ann O'Callaghan
Mary Ann Dow  Trevor Schook
Kathy Everts  Barbie Soper
Kevin Forsythe  Carol Wilkening
Leslie Jenkins  Janet Yskes

Certified Nurse Midwife (CNM)
Linda Foster

Certified Nurse Manager and Leader (CNML)
Carole Gentry
Becky Nauta
MarKay Riippa
Linda Spoelma
Amy Swets

Certified Nurse – Operating Room (CNOR)
Susan Cataldo  Cornelis Kleyn  Brenda Rowell
Ashley DenHartigh  Heather Kooiker  Alison Scholten
Vicki Garrett  Emily Krueger  Carole Shaffer
Jannette Grenenbergs  Kristyn Lobbes  Maxine Shoemaker
Allen Halley  Ginger Mileski  Amy Swets
Kathy Harland  Christopher Mooi  Julie Vanderwoude
Lin Harvard  Jacqueline Mucinski

Certified Pediatric Nurse (CPN)
Sue Hillyer
Mary Schubert

Certified Post-Anesthesia Registered Nurse (CPAN)
Erin Pack
Karen Kamphuis
Sandra Klein
Michelle Mott

Certified Professional in Healthcare Quality (CPHQ)
Carleen Dane
Jill Giddens
Kris Krampe
Katie Mann

Certified Professional Healthcare Risk Management (CPHRM)
Carleen Dane
Lorna Spiekerman

Certified Ostomy Care Nurse (COCN)
Mary Sue VanDyke

Certified Stroke Registered Nurse (CSRN)
Kristin Mast

Certified Wound Care Nurse (CWCN)
Heather Bates
Deb Burdzinski
Mary Sue VanDyke

Certified Wound, Ostomy & Continence Nurse (CWOCN)
Heather Bates
Mary Sue VanDyke

Clinical Nurse Leader (CNL)
Bridget Graham          Kristin Mast          Laurie Schwartz
Lauren Hardin           Rebecca Parker        Beth Triezenberg
Mary Harnish            Rose Rice              Rebecca Valko
Kevin Hengeveld         Anne Marie Richmond   Beth Van Dam
Carey Johnson           Laurie Sayer           Megan Williams

Clinical Specialist in Medical-Surgical Nursing
Teri Holwerda

Electronic Fetal Monitoring Certification (EFMC)
Susan Abernathy          Judith Jasperse        Stacey Poel
Melissa Baird           Jamey Kagey           Linda Quintero
Sarah Budzyn            Anne Johnson          Heather Reidt
Jennifer Cardine         Sara Kalmbach         Renee Sirois
Heather Curtis           Sarah Lane            Sarah Van Oort
Angel Fish               Kristi-Kay Lewallen   Colleen Vawter
Linda Foster             Dena Marrison         Rachel Weiss
Nancy Garlough           Megan Mayse           Melinda Widdis
Katie Grice              Sarah Meginley        Jessica Wilbur
Jessica Holbrook         Megan Miller           Ellie Wilcox
Dorothy Hubbard          Julie Perski           Kelly Wilcox

Emergency Nursing Pediatric Certification (ENPC)
Jacalyn Endres
Erin Lindsey
Sharon McEvoy
Amanda Moeggenberg
Rebecca Moored  
Myra Neuman  
Bonnie Swanson  
Vanessa VanOrder  

**Gerontological Nursing Certification (GRN)**

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<td>Kristine Todd</td>
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<td>Catherine Butler</td>
<td>Rachel Merryman</td>
<td>Renee VanSinger</td>
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<td>Jaclyn Carlson</td>
<td>Carrie Mull</td>
<td>Beth VanDam</td>
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<td>Blair Celano</td>
<td>Brynn Nichols</td>
<td>Mary Sue VanDyke</td>
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<td>Nancy Crowe</td>
<td>Bernice Palma</td>
<td>Claudia Venlet</td>
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<td>Katie Diemer</td>
<td>Anne Marie Richmond</td>
<td>Emily Wilson</td>
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<tr>
<td>Bridget Graham</td>
<td>Rebecca Ross</td>
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**Inpatient Obstetrics Nurse Certification (IOBN)**

<table>
<thead>
<tr>
<th>Nancy Garlough</th>
<th>Mary Schubert</th>
<th>Rachel Weiss</th>
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<tbody>
<tr>
<td>Kristi Lewallen</td>
<td>Renee Sirois</td>
<td>Melinda Widdis</td>
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<tr>
<td>Dena Marrison</td>
<td>Colleen Vawter</td>
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**International Board Certified Lactation Consultant (IBCLC)**

<table>
<thead>
<tr>
<th>Alice Christensen</th>
<th>Vicki Emrich</th>
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<tr>
<td>Linda Fedewa</td>
<td>Patricia Greka</td>
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<tr>
<td>Tamra Hogan</td>
<td>Monica Rudy</td>
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<tr>
<td>Sheryl Galmish</td>
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**Low Risk Neonatal Nursing (LRN)**

<table>
<thead>
<tr>
<th>Kathy Bard</th>
<th>Donna Bosscher</th>
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<tbody>
<tr>
<td>Mary Kenny Cronin</td>
<td>Vicki Emrich</td>
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<tr>
<td>Sheryl Galmish</td>
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**Maternal Newborn Nursing (RNC-MNN)**

<table>
<thead>
<tr>
<th>Linda Fedewa</th>
<th>Susan Feikema</th>
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<tbody>
<tr>
<td>Donna Matlak</td>
<td>Michelle Niles</td>
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**Neonatal Intensive Care Nurse**

<table>
<thead>
<tr>
<th>Sheryl Galmish</th>
<th>Janet Grassmid</th>
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<tbody>
<tr>
<td></td>
<td>Nancy Oelerich</td>
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</table>

**Nursing Professional Development Certification (NPDC)**

<table>
<thead>
<tr>
<th>Theresa Heindlmeyer</th>
<th>Barb Kosiara</th>
<th></th>
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</table>
### Oncology Certified Nurse (OCN)
- Genevieve Barrett  
- Judith Carter  
- Jenny Garcia  
- Amy Garrison  
- Heidi Harkema  
- Amy Hill  
- Sherry Inman  
- Maureen Kaule  
- Gina Knapp  
- Barbara Lomasney  
- Elizabeth Lux  
- Charlene Mamis  
- Coralyn Martinez  
- Jamie Meyer  
- Rachel Overmyer  
- Markay Riippa  
- Christie Sal  
- Jan Sheafor  
- Carolyne Soita  
- Marilyn Thompson  
- Cheryl Valentine  
- Michelle Weller  
- Chris Werkema  
- Nancy Wiersma  
- Leslie Winkler

### Orthopedic Nursing Certification (ONC)
- Tami Burkhard  
- Deborah Fecteau  
- Laura Goodfellow  
- Teri Holwerda  
- Larinda Marker  
- Rebecca Parker  
- Gwenne Pressler

### Progressive Care Certified Nurse (PCCN)
- Taryn Byl  
- Stephanie Clapham  
- Steve Galli  
- Marcey Hurst  
- David Lee  
- Erin Pack  
- Carolyn Monyi  
- Patricia Sprick  
- Lisbeth Votruba  
- Vicki Welton  
- Kevin Williams

### Registered Nurse Certification (RNC)
- Kathleen Bard  
- Donna Bosscher  
- Vicki Emrich  
- Susan Feikema  
- Sheryl Galmish  
- Nancy Garlough  
- Janet Grassmid  
- Patricia Greka  
- Lynda Hoeksema  
- Tamra Hogan  
- Lynne Horodyski  
- Dorothy Hubbard  
- Mary Kenny-Cronin  
- Kris Krampe  
- Donna Matlak  
- Shannon Mengyan  
- Andrea Meredith  
- Nancy Oelerich  
- Julie Perski  
- Alicia Roelofs  
- Renee Sirois  
- Karen Sprite  
- Laurie Taylor  
- Colleen Vawter  
- Melinda Widdis  
- Cindy Wiering  
- Dawn Zuidegeest-Craft
Clinical Advancement System (CAS) Level V Nurses

Lorel Baatenburg, Endoscopy
Shannon Bernal, Emergency Department
Julie Bowden, East Beltline Urgent Care
Julie Fick, Hauenstein 2
Laura Goodfellow, 7 South
Sue Hillyer, Southwest Emergency Department
Tamra Hogan, Neonatal Intensive Care Unit
Kathy Johnson, Surgical Prep
Karen Kamphuis, Post Anesthesia Care Unit
Colleen Maine, Hauenstein 2
Jill McNamara, 8 North
Suzanne Miller, Hauenstein 2
Rose Rice, Hauenstein 3
Faith Rodenhouse, Hauenstein 2
Donna Silva, 3 Lacks
Patti Sprick, 8 Main
Kelly Theaker, Emergency Department
Sue Ann Unger, Emergency Department
Patti Yonkovit, Endoscopy

Clinical Advancement System (CAS) Level IV Nurses

Carol Adams, Hauenstein 2
Sandra Alcumbrack, 3 Lacks
Karen Apol, Southwest Emergency Department
Genevieve Barrett, 4 Lacks
Jill Besselsen, H2
Heather Bird, 3 Lacks
Rhonda Boersma, Hauenstein 3
Susan Burchardt, Psych Med Unit
Tami Burkhard, 7 South
Bethany Bushen, Southwest Emergency Department
Taryn Byl, 7 North
Blair Celano, Psych Med Unit
Hannah Charity, 9 North
Barbara Collins, Surgical Services
Jenny Crawford, Hauenstein 2

continued on next page
Clinical Advancement System (CAS) Level IV Nurses - Continued

Ashley DenHartigh, Inpatient Surgery  
Katie Diemer, 3 Lacks  
Carrie Dudley, Southwest Emergency Department  
Kari Feringa, Hauenstein 2  
Julie Guest, Emergency Department  
Tracy Harkema, Surgical Services  
Lin Harvard, Inpatient Surgery  
Julie Jackson, Post Anesthesia Care Unit  
Felicia Kas, Emergency Department  
Sandra Klein, Post Anesthesia Care Unit  
Jennifer Langholz, Emergency Department  
Jennifer LaVigne, 4 Lacks  
Linda Lawrence, Surgical Services  
Megan Lowell, 7 South  
Margaret McCormick, Endoscopy  
Kathryn McDonald, Epilepsy Monitoring Unit  
Chris McFarlin, Emergency Department  
Angela McJones, Outpatient Surgery  
Shannon Mengyan, 9 North  
Nicole Miller, Southwest Emergency Department  
Hannah Monsma, Emergency Department  
Michelle Mott, Post Anesthesia Care Unit  
Nancy Oelerich, Neonatal Intensive Care Unit  
Amanda Pifer, 8 North  
Brenda Rowell, Lacks Outpatient Surgery  
Christie Sal (Schutt), 4 Lacks  
Melissa Scholtens, Hauenstein 2  
Kelly Shomin, Southwest Emergency Department  
Cynthia Simons, Southwest Emergency Department  
Alyssa Smith, Emergency Department  
Jeana Smits, Hauenstein 2  
Anne Tang, Hauenstein 2  
Coralee VanDenBrink, Surgical Prep  
Ann Van Hofwegen, Surgical Services  
Kathy Verbrugge, Endoscopy  
Nicole Wagner (Miller), Southwest Emergency Department  
Vickie Welton, Hauenstein 2  
Emily Wilson, Endoscopy  
Jeana Wisinksyi, Hauenstein 2
DAISY is an acronym for Diseases Attacking the Immune System. This award was started by the family of J. Patrick Barnes, who died at age 33. The DAISY Foundation was designed by his family to say thank you to nurses for their compassionate care.

Sandy Alcumbrack, 3 Lacks
Rosemary Campbell, Surgical Prep
Colleen Chase, Hauenstein 2
Liz Collar, 7 North
Jayna DeLeeuw, Heartside Clinic
Dave Gaarde, Hauenstein 2
Steve Galli, Hauenstein 2
Allison Graves, 4 Lacks
Amy Guffey, Hauenstein 3
Marsha Haase, 7 North
Jennifer Hodges, Surgical Prep
Bethany Hughes, Neonatal Intensive Care Unit
Kristi Lobbes, Outpatient Surgery at Lacks
Stephanie McCallum, Hauenstein 2
Jill McNamara, 8 Main
Rachel Merryman, Psych Med Unit
Jackie Mucinski, Inpatient Surgery
Mary Ortiz, Radiation Oncology
Jeanne Pepper, Hauenstein 3
Anne Marie Pomeroy, Hauenstein 3
Linda Quintero, 9 North
Randy Reynolds, Hauenstein 3
Lynne Roberts-Jachim, Endoscopy
Kari Sayer, 4 Lacks
Jeana Smits, Hauenstein 2
Kelly Theaker, Emergency Department
Lynn Wolters, Advantage Health
Mary Wynbeek, 3 Lacks