The Albert E. Dyckes Health Care Worker of the Year Award is presented each year to one Ohio caregiver who personifies a leader, gives back to the community, reflects the mission and values of his or her organization and routinely goes beyond the call of duty.

**Award Winner**

**Dennis Hanlon, BSN, RN, Paramedic, EMSI**  
Shift Supervisor, Nursing Administration  
Mercy Health - Willard Hospital

*Dennis Hanlon is one of a kind, he serves his community effortlessly and with enthusiasm in any capacity. He is a mission-based humble servant at Mercy Health – Willard Hospital, a nationally registered paramedic for the Attica Venice Reed Fire District, diver for the Seneca County Water Rescue team, educator for future paramedics, husband, father and grandfather. As part of his mission, he worked with those in need in a third-world country to help those who are underserved. He has an approach to everything that shows a sense of calm and compassion and it serves him well. He identifies what is needed to be done in any capacity and we are fortunate to have such an educated and faithful member putting those he serves above self.*

**Finalists**

**Jessica Kinsey, MSW, LISW-S, C-SWHC**  
Director of Social Services & Integrated Care  
Cleveland Clinic Union Hospital

*Quite simply, Jessica Kinsey is driven every day to meet the needs of the patients at Cleveland Clinic Union Hospital – all of their needs. “No matter where our patients enter our system, they come to us many times with much more than just their symptoms,” said Kinsey. “It’s our collective job to listen and take the steps to not only make them better, but also to address and assist them with all of the issues that have led them to our door.” Since she began leading the hospital’s Social Services and Integrated Care functions several years ago, patient readmission rates have been dramatically reduced, the number of patients served increases annually and she organized a collaborative of agencies to work together to address community needs.*

**Diane Guttadore, RN, MHA, CNML**  
Administrative Director of Nursing, Emergency Room  
Sycamore Medical Center

*Dee Guttadore is known for the many strong qualities she has as a leader and a mentor. But one of her most redeeming traits is her ability to make everyone laugh. She uses that sense of humor to develop relationships with her direct reports and other staff in the organization, which can be a great relief in the midst of stress. Dee can be described as a “relationship person,” always building and nurturing her connections with co-workers to ensure everyone around her is challenged but feels supported. Dee is a great motivator, likely because she takes the time to know and value each of her employees’ unique abilities and talents—a trait that contributes to what makes her an excellent leader.*
Jennifer Brodsky, RN
Trauma Program Manager
West Chester Hospital

Jeni has worked tirelessly to create the state-of-the-art Level III Trauma Center at UC Health’s West Chester Hospital—the first to provide Butler County with this advanced, lifesaving care. As a Level III Trauma Program Manager, Jeni must be a jack-of-all-trades, she might be rounding on patients one day, and developing mass transfusion protocols on another. She does it all with a commitment to putting the patients and the program first, and to providing the community with the very best medical care. Jeni has also developed key community outreach initiatives such as partnering with fire/EMS and other local agencies on fall prevention and Stop the Bleed programs. “Jeni has worked tirelessly to build an excellent trauma program in her community. She is not only able but also willing to take on any task to make sure her community receives excellent trauma care,” said Shelley Gordon, RN, trauma center director at UC Medical Center.

Melissa Noble, AT, ATC
Senior Clinical Athletic Trainer, Sports Medicine
Wilson Health

Recognized throughout the community for her expertise and professionalism, it’s not uncommon to find Melissa attending doctor appointments with student-athletes and their families. A valued and trusted resource, Melissa was instrumental in developing an Emergency Action Plan for Jackson Center schools – covering multiple potential threats a school may encounter – not just for athletics. Melissa is responsible for continual education for the entire sports medicine staff ensuring Wilson Health meets the stringent guidelines required by the NATA Board of Certifications and the OTPTAT Board. Co-author of, Athletic Training Clinical Workbook: A Guide to the Competencies, Melissa’s work has become a staple in athletic training curriculum in universities across the country.

Nominees

Jennifer Adams, RT(R)
CT Technologist, Diagnostic Radiology
Adena Greenfield Medical Center

Jennifer is described by her peers as dependable, hard working, compassionate and an advocate for patients. She consistently demonstrates a selfless attitude and going above and beyond the call of duty. She volunteers her time and resources to help fellow caregivers during times of need. Serving as a resource and mentor to new employees, Jennifer is a great asset to the department and Adena Health System. Jennifer is very humble and doesn’t realize the positive impact that she makes every day.

Phyllis Rudokas, RN, OCN, CBSN, CTTS
Oncology Nurse Navigator
Atrium Medical Center

Our patients with cancer are fortunate to have Phyllis Rudokas as a trusted companion and advocate fighting alongside them. In her role as an oncology nurse navigator, Phyllis works to foster collaboration among all services that a patient with cancer might encounter. Her dedication, compassion, and knowledge have touched thousands in the community over the past 11 years. She truly sees each person’s unique needs and does all she can to ease their journey through diagnosis, treatment, and survivorship by breaking down barriers, making connections, or simply offering humor and a heartfelt hug. Her mission is to remove any obstacles a patient might face to preserve and enhance their hope for the future. She loves what she does, and her patients love her.

Andy Beltz, PT
Physical Therapist, Aultman Tusc Therapy Services
Aultman Hospital

For 20 years, Andy has personified Aultman’s vision, mission and values in his career as a physical therapist and in his passion for evidence-based practice. In addition to his ever-present clinical skill and compassion, his inquisitiveness and genuine desire to help others spur not only continuous improvement and innovation in his own practice but also that of his peers and students in the delivery of patient care. Andy’s positivity and determination inspire patients and health care workers of all disciplines within our health system to strive for excellence and continuous improvement.
Helen Burdine, RN, CRM  
Risk Management and Patient Relations Manager  
Avita Health System  

Helen Burdine has been an RN for over 43 years and part of Avita Health System for the past 25. She was originally hired as the Director of Social Services and through the years has worked her way into the role of Risk Management and Patient Relations Manager. Helen is a beacon of light in a position that can be cumbersome and often frustrating: trying to keep patients and families happy. Her comforting temperament, excellent listening abilities and honest approach is the reason her door is often revolving between patients, employees, and physicians looking for words of wisdom. She has earned the respect of her peers and has become a role model for all those working in healthcare or service related fields.

Lisa Wetherill  
Medical Staff Services Representative  
Blanchard Valley Hospital  

Lisa serves a key role in the credentialing of physicians to assure the highest quality of care for our patients while also facilitating their onboarding. In addition to regular tasks, she has entertained children during site visits and helped on moving day. At the same time, she also serves her community and family. Lisa and her husband still live where they grew up as active students and athletes and have continued this as parents. She maintains an exhaustive schedule of sports, booster activities, FFA, 4-H and more. Typically at her desk before dawn, she runs until late to get it all in. She serves with unwavering loyalty, integrity and joy. She delivers exceptional professional outcomes while developing strong and successful children. She exemplifies our Mission: Caring for a Lifetime!

Mary Kirsch, BSN, RN, CCRN-K, HACP  
Patient Safety Coordinator, Quality and Accreditation  
Cleveland Clinic Avon Hospital  

Mary Kirsch has advocated for quality and safe patient care throughout her 40-year nursing career and extends this passion to her fellow caregivers. Mary played a fundamental role in establishing Cleveland Clinic Avon Hospital. Her insight, commitment to high reliability and her charismatic approach served to inspire the 700+ hospital caregivers to adopt a culture of safety. Mary’s perpetual drive toward excellence resulted in only two minor deficiencies across 12 surveys and 40 licensure reviews. Leaders and caregivers continually seek Mary out for her guidance and expertise. She uses every interaction with caregivers as an educational opportunity. It is because of Mary’s personal ownership and devotion to safety that she leaves nothing unturned when working with caregivers to resolve safety concerns.

Robert Morrow  
Facilities Management Manager  
Cleveland Clinic Fairview Hospital  

Fairview Hospital's Facilities Department is more skilled and responsive since Bob Morrow's arrival. As a leader, he focuses on doing the right thing for patients and caregivers. He proactively identifies potentially unsafe situations and demonstrates ownership by evaluating and planning repairs to ensure safety and asset longevity. Bob engages his team and works collaboratively with other caregivers throughout the hospital. He effectively manages active and planned construction and infrastructure projects that require communication among multiple specialists and vendors. Bob routinely goes above and beyond the call of duty by responding to emergent events 24/7. He supports initiatives in Fairview's local community and where he resides. Bob's actions and accomplishments reflect the values of Fairview and the Cleveland Clinic and we are honored to nominate him for this Award.

Karen Sanchez, RN  
Nurse Program Coordinator III, Center for Joint Reconstruction  
Cleveland Clinic Lutheran Hospital  

Karen Sanchez is an exceptional nurse and extraordinary educator. Karen's mission is to provide the best and most current evidence-based information to total joint replacement and spine surgery patients to help maximize their outcome and minimize complications. She works tirelessly to present patients with factual pre-op classes and clear discharge classes. This consistency of message extends to demonstrating appropriate nursing care to staff, educating caregivers on best practices and encouraging consensus among the orthopedic surgeons to streamline their discharge instructions. This results in excellent patient outcomes and high patient satisfaction. Over a 20-year career here at Lutheran Hospital, Karen has touched the lives of thousands of patients and caregivers in a positive and supportive way. She makes a difference every day and we are grateful to have her here.
Donielle Finding, BSN, RN, MSN, MBA  
Assistant Nursing Director  
Cleveland Clinic Medina Hospital  

Within her role Donielle has direct oversight of the ICU as well as responsibility for the ED, Wound Care Nurse and the PRN/float pool staff. She has served in leadership roles at Medina Hospital for 6 years and has been a caregiver with Cleveland Clinic for 21 years. Donielle consistently demonstrates Cleveland Clinic’s mission and values through her relentless passion for improving quality for patients and the community. She is frequently found working amongst her caregivers and patients. She is highly respected by her teams, physicians, other leaders and colleagues. She has been described as humble, supportive, clinically expert and creative. No challenge is too big for her as she frequently volunteers to serve on project teams.

Yvonne Pardon  
Customer Service Associate, Emergency Department  
Diley Ridge Medical Center  

Yvonne demonstrates that caregiving comes in many different forms. In her role of Customer Service Associate, she is the first contact for patients as they enter our hospital. She has a smile on her face no matter what the day brings. Yvonne treats every person who walks through the door with respect, compassion and dedication to achieving an excellent patient experience. Yvonne serves as an advocate for those patient's in need and recognizes the individuality of those we serve. Her concern and empathy for patients led her to Chair the United Way campaign for the past 7 years, participate in food drives for the holidays and represent Diley Ridge as a member of the Pickerington Chamber of Commerce.

Patricia Roesch  
Medical Technologist II, Transfusion Medicine  
Fisher-Titus Medical Center  

Patricia Roesch has spent her 38-year tenure at Fisher-Titus Medical Center dedicated to providing the safest and highest quality of care to patients – even though the patients she serves never see her. As Section Leader/Medical Technologists II of Transfusion Medicine Services and Blood Bank at Fisher-Titus, Patricia performs her critical work in relative anonymity, inside the walls of the Laboratory. Using her experience and knowledge of all aspects of blood banking, Patty not only demonstrates a superior level of technical proficiency in her own work, she serves as an example to her co-workers about how every detail in their work is crucial to ensuring the safety of every person who receives blood products at Fisher-Titus.

Missy Staton, RN, MSN  
Director, Nursing Administration  
Fort Hamilton Hospital  

Missy has worked for Kettering Health Network for a little over three years, but she has been in the health care community for a long time. Her experience resulted in her identity as a well-cultivated leader in health care, striving to engage with those around her in a meaningful way. She’s worked hard for her reputation as an innovator in her field, and it shows. But what truly causes her to stand out is an innate part of the person she is—her passion for reaching beyond the walls of Fort Hamilton Hospital and serving the greater community. This, matched with the way she fervently cares for her co-workers, makes her an exceptional health care worker in her community.

Lisa Masonbrink, BAT  
Lead Phlebotomist, Laboratory Services  
Grand Lake Health System  

Forty years ago, Lisa began her employed career as a bottle washer in our Laboratory, and now has earned her current designation as Lead Phlebotomist. Her knowledge of our hospital and community, and her desire to truly exceed our customers’ expectations, is what makes her an outstanding employee and an asset to the organization. She brings a genuine, caring perspective that others learn from and value. Her positive attitude, ambition and strong work ethic is what sets her apart Lisa demonstrates a passion to be the best at what she does, and she has earned the admiration and respect of her colleagues and her customers.
Jeremy Meredith, BSN, RN  
Clinical Nurse Manager, Preble County Health Center Emergency Room  
Grandview Medical Center  
Jeremy Meredith is the face of daily operations at the Preble County Health Center, and the behind-the-scenes spearhead making sure everything is running smoothly and efficiently. Unlike many exemplary health care workers, Jeremy’s success is not the result of years of experience, but rather, the dedication he has to his calling. Coming from being a manager at General Motors to a nurse with Kettering Health Network, Jeremy’s background is unique, but he has continued to grow in his role as manager of clinical nursing and has proven himself a committed, involved, and strong leader.

Natalie Sherry, RN, MSN, CPAN, TCRN  
Trauma Program Manager  
Greene Memorial Hospital  
In her current role, Natalie Sherry is the trauma program manager and registrar for the Emergency Department at Greene Memorial Hospital, a level III trauma facility. Her peers consider her a “lifelong learner” as a result of the various degrees and certifications she has earned in nursing. Her dedication to education combined with her 27 years of experience in various areas of nursing are what make Natalie such an admired health care worker. She extends her passion for education and preparedness to the community around her, always stepping up to ensure everyone is prepared for any situation.

Pam Claycomb, RNFA, CNOR, CSPDT  
Registered Nurse First Assistant, Operating Room  
Highland District Hospital  
Pam leads by strong example and has set high standards for herself and her career. She has persevered through her own personal health crisis, always showing up with intense dedication to her patients and her employer. She always strives for self-improvement and has obtained multiple certifications in the area of PeriOperative Nursing. Pam is a team player and constantly seeks opportunities to improve the work environment for everyone. She always goes above and beyond that which is required of her in her daily duties. She is a wealth of knowledge and a great resource for other employees.

Fred Williams, ThB, MA, PhD  
Director, Chaplaincy Services  
Holzer Health System  
Most times when people think of health care the first thought might not logically lead one to a chaplain – but our chaplain, simply doesn’t compare. Dr. Williams has spent his entire professional life in the Christian ministry, first serving as an educational pastor at First Baptist Church and as the administrator of Ohio Valley Christian School for 28 years. He joined Holzer Health System in 2009 to continue his support of our community as Director of Chaplaincy Services for the Health System. Over the past decade, he has tirelessly served our patient base and our staff in crisis, celebration, and consternation. He is affectionately called “Pastor Fred”, by both his patients and staff. Anyone within the community that just needs a prayer may wander into our hospital, knock on Pastor Fred’s door and ask for inspiration of which he immediately embraces.

Addison Huizenga, BSN, RN  
Registered Nurse, Emergency Room  
Kettering  
Addison is a recent college graduate who has been an emergency RN for about a year. In that short amount of time, she has proven herself as a caring and competent nurse that her co-workers and patients adore. During her time in school, Addison traveled abroad, an experience that allowed her to gain invaluable insight and experience in relation to nursing and caring for a community. She now uses that knowledge to stand out as an achiever among her peers. Her countless achievements prior to graduating not only contributed to the decision to hire her, but also created trust in her ability, which has allowed her to take on more responsibility earlier in her career. Addison’s co-workers have said that she has really stepped out of her shell and stepped up to the challenge of her role with the network.
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<th>Name</th>
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<tr>
<td>Ann Guinsler, RN</td>
<td>Clinical Nurse Education Coordinator</td>
<td>Knox Community Hospital</td>
<td>Ann Guinsler is a leader in clinical education and community outreach for Knox Community Hospital. Ann implemented and coordinates the KCH Community Care Network, utilizing student Health Coaches from two local universities to assist patients in their homes with chronic medical issues or other risks and concerns. She also coordinates numerous public screenings, health fairs and community education initiatives throughout Knox County. Ann is also an integral member of several community-wide collaborations including the Knox Task Force for Older Adults, Get Healthy Knox County and the Knox County Local Food Council. Additionally, Ann is an active member of the Elks Lodge where she volunteers her time with Food For the Hungry among other charitable causes.</td>
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<td>Leslie Manzo, BSN, RN, MBA, CPHIMS</td>
<td>Vice President of Clinical Informatics and Project Manager</td>
<td>Beachwood Medical Center Lake Health</td>
<td>Leslie leads the linking of ongoing clinical and digital technology solutions to optimize the clinician/physician effort, workflow and evidence-based treatment, thus optimizing patient outcome. Currently, she is also project leader for Beachwood Medical Center, a new 24-bed hospital developed in partnership with Manna Isle Ohio and 20 independent physicians and set to open in spring 2019. Leslie’s clinical expertise, analytical prowess, team building and leadership have improved the system’s bottom line, produced a higher performing team, and were instrumental in joint partnerships, including the Lake Health/Cleveland Clinic heart surgery program. She respects physicians, supports clinicians and has a passion for program development and quality improvement to enhance patient outcomes.</td>
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<td>Mike Cochran</td>
<td>Supervisor, Environmental Services</td>
<td>Licking Memorial Hospital</td>
<td>Mike Cochran has been dedicated to serving Licking Memorial Health Systems for the past 12 years. As Supervisor in the Environmental Services Department, he manages first shift staff in his department, and is responsible for scheduling, handling paid-time-off requests and ensuring all work areas are covered on a daily basis, including staging for meetings and events within and outside of Licking Memorial Hospital. He also coordinates all shredding of confidential material within LMHS. His infectious personality, humor and good nature are inspiring. Mike continually endeavors to assist staff members with completing daily tasks. His coworkers share that it truly is a pleasure to work with him. His energy and work ethic are admirable and his genuine kindness has earned him the respect of his colleagues throughout LMHS.</td>
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<td>Christine Joseph, BSN, RN, MSN</td>
<td>Administrator on Site, Patient Access Center</td>
<td>Lima Memorial Health System</td>
<td>Throughout Lima Memorial Health System and our community, Christine (Chris) is well-known for her positive attitude and willingness to take on any task. Chris’ career with Lima Memorial began in May 1977 as a cardiac critical care nurse. Eleven years later, she transitioned to the Emergency Center. Her obvious leadership attributes began to emerge and in 1992, she became nursing supervisor and remained in this role until she accepted the Administrator on Site position in 2010. Very early on, Chris knew she wanted to play a part into shaping the careers of future nurses. It was during this time she pursued her master’s in nursing degree with a focus in education. Chris does not make a habit of just telling you something, she’ll teach you something.</td>
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<td>Anita Tiller, BA</td>
<td>ROI Specialist, Medical Records</td>
<td>Memorial Hospital</td>
<td>Anita Tiller’s humble attitude about her role as one of many who come together to serve the needs of patients is reminiscent of Aristotle’s belief that “The whole is greater than the sum of its parts.” Anita believes that the success of health care relies on team members of all levels – clinical and non-clinical, coming together to create a seamless continuum of care. In her professional role, Anita assists patients and their loved ones every day. In her life, Anita seeks to touch others in her own unique way with hopes of making the world a better place.</td>
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Vanessa Fitzpatrick, MSW  
Manager, Health Advocacy  
Mercy Health - Children's Hospital  

Vanessa is a shining example of what servant leadership is all about. She embodies the core values of Mercy and leads by example. She is clearly in her role to serve and advocate for those who are poor and underserved. She serves as a patient advocate for those served within the walls of Mercy, as well as a community advocate. Her focus has been on helping to identify and implement measures to reduce infant mortality and opioid use in child-bearing mothers. She serves on community boards and attends meetings at the local and state levels. She is also an educator at a university; teaching and mentoring future social workers. She is open-minded, non-judgmental and always willing to help others. As a leader she invests in her professional development and helps those she leads to strive for excellent outcomes.

Stephanie Damman, MLS, ASCP  
Lab Manager  
Mercy Health - Defiance Hospital  

Stephanie is a dedicated, compassionate individual, who we are honored to have as our Lab Manager. Stephanie doesn’t just speak about the values and mission of Mercy Health, but embraces these values and mission, and wears it like a warm coat. She believes whole heartedly in the Mercy Health spirit. She believes she can make a difference in the lives of her patients and coworkers. Stephanie often speaks about moving others to the behaviors that reflect the Mercy Health mission. That process becomes much easier when those behaviors aren’t just spoken of, but are demonstrated daily. Stephanie's moral compass is always pointing in the right direction. The spirit in which she carries herself throughout the day reflects the Mercy Health spirit.

Irvin DelValle, MSSA, LSW, CTTS  
Social Worker, Family Outreach Department  
Mercy Health - Lorain Hospital  

Irvin says he was inspired watching his Spanish speaking parents who moved from Puerto Rico to the United States to work in the railroad. He grew up seeing their sacrifices, which empowered him to be the voice for patients and community. The Mercy Health Lorain – Family Outreach Department is a fully grant funded program serving the needs of the poor and under-served in Lorain County. The program’s impact has a deeper impact because of our bilingual Social Worker, Irvin DelValle. Irvin has used his 13 years with the organization to live the mission and values in each interaction as he helps the community find housing; finalize citizenship; pay medical bills and accessing care and more for both Mercy Health and the greater community.

Kevin Griggs, BS, RRT  
Director, Respiratory Services  
Mercy Health - Springfield Regional Medical Center  

Kevin is a servant leader who, in addition to fulfilling his duties as director of respiratory services, volunteers his time wherever he is needed in the hospital and in the community. He gives of his time freely to help his colleagues grow and develop in their careers and also to help the poor and the under-served in the community.

Barbara Dianda-Martin, BSN, RN, MOL  
Vice President of Patient Care, Chief Nursing Officer  
Mercy Health - St. Anne Hospital  

Barb always operates under the principle that to provide care to another human being is a privilege and that everyone deserves compassion and the highest quality of care, regardless of their place in life. Throughout her lengthy career, Barb has cared for many patients and she believes that each has taught her how to be better at what she does. She described her time working with the Grey Nuns and Sisters of Mercy, who founded our healthcare system, as inspiring. The nuns taught her that the foundation you lay for yourself and others helps mold the relationships that you form.
Andrew Thompson, RN-BC
Charge Nurse, Behavioral Services
Mercy Health - St. Rita's Medical Center

Andy Thompson is one of a kind. He is a caring and dedicated member of the Mercy Health – St. Rita’s Medical Center team and is often referred to quite simply as an “awesome person.” To best summarize Andy, we have selected some of the words that his patients and colleagues have used to describe him. Words like “dependable, intuitive, educator, and knowledgeable.” He can equally be described as “compassionate, kind inclusive and helpful.” One team member shared that Andy always anticipates the needs of his patients and therefore excels at what he does. Another said this about Andy: “I have never seen a bad side come out of Andy.” Andy received his ANCC Certification for Mental Health nursing in March, 2015. He serves as a competency skills trainer for annual restraint check-offs. He’s also developed the Behavioral Services tool for yearly required behavioral health trainings.

Jennifer Hill, EMT-B
Unit Secretary, Emergency Care Center
Mercy Health - Tiffin Hospital

Jennifer Hill focuses on what is right for everyone — whether it be for a patient in the hospital or a member of our community. In fact, her community is so important to Jennifer that she has worked to ensure access to emergency services in Bloom/Scipio Joint Township and Critical Incident Stress Management availability for not only victims but for co-workers as well. Her belief in providing care for an individual’s mind, body and spirit drives Jennifer and being an advocate for those who cannot speak for themselves has led to her volunteering at the Sister's in Shelter, a human trafficking housing accommodation. Throughout all of her work and volunteerism in the community, Jennifer remains a critical member of the for Mercy Health – Tiffin Hospital team. The community and hospital are fortunate to have Jennifer watching over them.

Elaine Dyar, RDN, LD
Director of Dietary Services
Mercy Health - Urbana Hospital

Elaine’s 25 years of experience in health care illustrates her passion to serve others as a role model to many. She’s always willing to walk and work alongside her co-workers and uses her expertise to care for our patients and give back to the community in a meaningful way.

Gina Murray, RN, MSN, CNML
Director of Perioperative Services
Mercy Health - West Hospital

Gina steers the hospital's Heart Failure Task Force, which meets on a regular basis. She navigated the Task Force to help the hospital earn Joint Commission Advanced Certification in Heart Failure status in 2016 and recertification in 2018. She is relentless in pushing every last member of the Task Force committee to do their part in meeting the standards, improving on those standards and urging all members to bring new ideas to the table that will propel patient care forward.

Terry Stancin, PhD, ABPP
Director of Child and Adolescent Psychiatry and Psychology
MetroHealth Medical Center

When MetroHealth clinical psychologist and Director of Child and Adolescent Psychiatry and Psychology Terry Stancin sees her patients and their families for the first time, they are often at their most vulnerable – confused, frightened and in crisis. She welcomes them with the outstretched hands of kindness and empathy, and then guides them on a journey toward healing. She’s been delivering this special kind of compassionate care, often to Greater Cleveland’s most at-risk kids, for 33 years. At the same time, she knows she is just one provider, with finite capacity. So she works a parallel mission, reducing stigma and barriers to care while increasing programs, services and the pool of providers. She will not rest until every child has access to quality mental-health care.
Paige Hartley
Emergency Department Technician and Health Unit Coordinator
Miami Valley Hospital

Paige is selfless, thoughtful and humble. Her coworkers describe her as always thinking of the patient and wondering how she can help. Working in the Emergency Department can be very emotional as staff put all they have toward saving the lives of patients, many of whom are experiencing some of the worst times of their lives. Paige does an excellent job navigating these challenges while focusing on the patient. Her special ability to connect with patients has even led her to donate a kidney. While she made an extremely compassionate decision, Paige will tell you this decision was spiritual and a lesson in life. She hopes her story inspires others to help those around them and make a difference in the world.

Yvonne Rucker, APRN
Nurse Practitioner, Neuroscience Intensive Care Unit
Mount Carmel East

Yvonne consistently demonstrates what it means to be a nurse, through her everyday actions and interactions with her patients and her peers. She is the type of individual that any employer would be thrilled to have on their team. Yvonne has been with our organization for four years and has made a remarkable impact on her peers, all of our colleagues and the patients and families we serve. She not only goes above and beyond for the patients she serves at Mount Carmel, but also for our local community. Yvonne puts our patients and visitors at the center of everything she does.

Angeline Giffin, BSN, RN
Forensic Nurse
Mount Carmel St. Ann’s

It is impossible to imagine our forensics program without an integral piece of its backbone: Angeline Giffin. She provides well-executed and precise medical treatment, is a compassionate advocate for the underserved, a fearless gladiator seeking justice for the victim of crime all the while giving you the distinct feeling that she has known you personally for years. Her spirit elevates and she lives out what it is to be a true provider. Her comforting smile and reassurance are what you wish existed in the often overwhelming environment of the emergency department. Although people arrive shaken and seemingly broken, she does all that is in her power to guide you towards recovery – and this is what it means to be an exemplary forensic nurse.

Jill Wallace, RN
Project Clinical Liaison, Construction and Facility Planning
Mount Carmel West

It is a rare instance when an individual is presented with a career-changing opportunity. It is even rarer when that individual accepts the challenge and excels in the new role, tapping into untested skills and strengths and maximizing them. That is what happened when Jill Wallace took the position of Clinical Project Liaison for the new Mount Carmel Grove City Hospital. Under Jill’s leadership the hospital itself has taken beautiful shape. However, it is the people of Mount Carmel West and Grove City who have been most impacted by her rich clinical knowledge, her positive attitude, her willingness to accept constant change and her ability to navigate between the very different worlds of patient care and construction.

Kimberly Hehman, MS, RRT, RCP, CTTS
Director, Cancer and Pulmonary Services
OhioHealth Doctors Hospital

With a background as a respiratory therapist, Kimberly Hehman is especially suited to her current role as program manager of cancer services, which includes focusing on the reduction of cancer incidents as well as providing support services for patients with asthma, chronic bronchitis and chronic obstructive pulmonary disease. She also manages and leads free tobacco cessation classes. Kimberly works with Joseph Geskey, DO, Vice President of Medical Affairs at OhioHealth Doctors Hospital, on the Social Determinants of Health project, which seeks to establish patient screening for financial strain, food insecurity and transportation barriers that lead patients to higher utilization of hospital services. She has been instrumental in increasing education and screening rates to ultimately reduce the number of late-stage cancer diagnoses, and she works with respiratory therapists to help reduce COPD readmissions and improve care.
Kathy Francis, BSN, RN  
Staff Nurse, Surgical Services  
OhioHealth Dublin Methodist Hospital

Surgical patients at OhioHealth are outfitted with slip-resistant socks prior to their procedures. When it's time to leave the hospital, they can choose to take the socks home or leave them behind. The latter choice means they will end up in a landfill. About nine years ago, when Kathy Francis, staff nurse at OhioHealth, had surgery herself, she decided to find a home for the socks. Recognizing there could be a better use of socks, she now collects and launders all the unwanted socks before delivering them to a deacon at St. Joseph's Catholic Church in Plain City. The deacon takes the socks to homeless individuals and others in need via the Holy Family Soup Kitchen in Franklin. After nine years, about 13,000 pairs of socks have been donated to people in need. None of this would be possible if Kathy hadn't recognized the opportunity and followed through to make it happen.

Angela Harvey, BSN, RN  
Administrative Nurse Manager, Intensive Care Unit and Cardiac Imaging  
OhioHealth Grady Memorial Hospital

Angela Harvey's work at OhioHealth Grady Memorial stands out for two reasons. First, in her previous role as a clinical manager, she had to deal with some challenging staffing situations. She leaned into the conflict with the right intentions and remained focused on patient care. In the end, the team members are on board with the right people and with the right attitudes. "Angela changed the culture with a glass-half-full, forward thinking approach," said Rick Kelley, director of nursing. Second, Angela was promoted to administrative nurse manager of ICU and Cardiac Imaging. The latter unit now has consistent leadership with Angela who has been able to engage the team and turn things around.

Mark Huckaby, NRP, LP, Paramedic  
Senior Business Consultant and Operations Coordinator, EMS Operations  
OhioHealth Grant Medical Center

As EMS operations coordinator, Mark Huckaby works with EMS coordinators at OhioHealth and he coordinates the clinical and operational activities related to global EMS operations on behalf of OhioHealth. Additionally, Mark helps oversee the community paramedic program, a pilot initiative that uses community paramedicine to address the needs of certain patients. Essentially, EMS professionals visit high-risk individuals in their home to identify medical needs and connect the patients with the appropriate social services. Mark and others are trained to conduct in-home chronic health assessments in an effort to provide the right care while reducing hospital readmissions of chronically ill patients. Mark's commitment to the program and his ability to gain the trust of these patients has resulted in some heartwarming patient success stories.

Roseann Anderson, PSA/UC  
Patient Support Assistant, Surgical Services  
OhioHealth Grove City Methodist Hospital

As a patient support assistant for the surgical services team at OhioHealth Grove City Methodist Hospital, Roseann Anderson is constantly focused on helping others, from the nurses and staff to the patients. When she transferred to the new hospital in Grove City, she brought years of experience with key performance indicators, or KPI, a process that empowers front-line associates to be problem-solvers. She is using that experience to lead the team at Grove City, not just with the KPI process but also with sustainment plans for the retired metrics. Roseann's positive attitude and vibrant personality make her well suited to caring for patients. She also initiates and leads several efforts to give back to the local community.

David Narance, RN  
Staff Nurse, Operating Room  
OhioHealth Mansfield Hospital

In any operating room, minimizing the amount of time between patients is a measure of efficiency. At OhioHealth Mansfield Hospital, David Narance has played a critical role in helping to reduce the time between cases from 36 minutes to less than 18 minutes, a feat that was accomplished in about four months. He is also taking the lead on a metric to improve the quality of instruments. Not having the right instrument on hand can delay the surgery and create added costs. David is a very safety-conscious nurse who is often the first person to identify any potential issues. He takes the initiative to immediately solve problems whenever the need arises.
Alan Young  
Facilities Specialist III  
OhioHealth Marion General Hospital  

*Both on the clock or off, Alan will do whatever it takes to get the job done, and he knows how to motivate the other associates. On days when there aren’t many veteran employees working, he takes it upon himself to visit all the veteran patients – even on the most hectic days. This type of service leadership really makes a difference in the lives of the patients and staff. Still, Alan is the first person to admit that although he likes to step forward, it takes a team to get the job done. Alan is great at rallying that team.*

Deborah Warner, BSN, RN, MSN, WCC  
Clinical Nurse Informaticist, Nursing Administration  
OhioHealth O’Bleness Hospital  

*Deb Warner is a caregiver who truly reflects the values of OhioHealth. In her current position as a clinical nurse informaticist, she is helping to bridge the gap between the direct caregivers and the hospital's information system. This is no small task, considering that in early 2020, OhioHealth O’Bleness Hospital is scheduled to replace its current electronic medical records with CareConnect. In addition to these responsibilities, Deb also works as a home health nurse. This not only allows her to pursue her calling as a caregiver, but it provides an opportunity to give back to the community. She uses the money she earns as a home health nurse to buy food and other necessities for her patients.*

Alex Bear  
Patient Support Assistant, Surgical Trauma Intermediate Care Unit  
OhioHealth Riverside Methodist Hospital  

*Alex Bear graduated from college with plans to study physical therapy. After working as a patient support assistant at OhioHealth Riverside Methodist Hospital and learning about other fields of study, he has decided to switch gears and attend nursing school. Equipped with an outgoing personality and a sweet, approachable demeanor, Alex is a favorite of patients and co-workers alike. It is no surprise to the people who know him that he devotes a significant amount of his free time to making small, wooden flags that are distributed to the veterans in the at Riverside. Alex makes the flags with his own funding, and the flags are then gifted to the patients who have served our country.*

Valorie Toth, DNP, RN, NEA-BC  
Administrative Nurse Manager, Medical Surgical and Obstetrical Services  
OhioHealth Shelby Hospital  

*During her time at OhioHealth Shelby Hospital, Valorie Toth was particularly impactful in two areas. First, she led an initiative to decrease the number of patient falls on the inpatient unit. After examining the root cause of every fall that had occurred, several changes were implemented that increased the number of days without a patient fall. Valorie and a nurse's aide attended a national conference where they shared how they achieved this success. Second, Valorie extended her daily leadership rounding to every patient on the unit. She introduces herself, shares her business card, and asks patients to let her know if there they are satisfied with their care, or if anything needs attention. Many patients have shared positive stories about staff members, which Valorie then uses to recognize the team.*

Andrea Donahue, BSN, RN  
Director of Patient Care, Emergency Department and Central Transport  
ProMedica Flower Hospital, Toledo  

*Andrea Donahue exemplifies the mission, vision and values of ProMedica and demonstrates a genuine passion for nursing. She is genuine and selfless in her approach and prioritizes patients, employees and community needs in her daily life. In the rapid-changing environment of healthcare, Andrea strives for continual improvement and seeks innovative solutions to challenges. One of the frequently encountered challenges in the emergency department environment is the management of heroin overdose patients. Andrea’s development and approach to community education regarding the heroin epidemic is a great example of her innovative leadership and passion for making a meaningful difference in the community. She has touched numerous lives in her role as an emergency department registered nurse and leader as well as in her role as volunteer EMT.*
Alexandra Rojas, BSN, RN
Registered Nurse, Acute Care Unit
ProMedica Memorial Hospital

Alexandra is described by peers as always going above and beyond for her patients as well as other staff members. She supports the community by volunteering for events and serving on several boards including the Mental Health and Recovery Board and the Latino Behavioral Health Conference. She serves as a trainer and mentor to nursing students and new employees. Patients and families often mention her on satisfaction surveys and letters and thank her for great care. She is a leader, mentor, community supporter and a great example of what a caring nurse should be.

Amanda Wright, MT(ASCP)
Quality Management Specialist, Lab Administration
ProMedica Toledo Hospital

Beginning in her role as a phlebotomist, it was clear Amanda Wright was going to make a difference. She completed her Medical Laboratory Science degree and transitioned into a role as a Medical Laboratory Scientist. She expanded to working in transfusion service supporting ProMedica Toledo Hospital’s Level 1 trauma program and acute care needs. After transitioning into the Laboratory Quality Specialist role she continues to demonstrate her dedication to our organization and patients we serve; displaying each of the core values: compassion, innovation, teamwork and excellence in her work. During her years with ProMedica, her passion for process improvement is evident in the Kaizen events she leads, process maps and the policies she creates and maintains. Her efforts are also instrumental in maintaining laboratory accreditations.

Rachel Spitsnaugle, BS, CNMT(PET), ARRT(N)
Testing Center Supervisor, Radiology Administration
Soin Medical Center

Rachael Spitsnaugle, testing center supervisor at Soin Medical Center, was promoted to her position because of her “go-getter” approach, positive attitude and attention to detail. Rachael excels in her position because she takes initiative in creating and updating processes to help her department run more smoothly. Though implementing these processes quickly and efficiently, the quality of her work does not suffer as she uses data to back up her approach to ensure that acting on her innovative ideas is the best course of action for everyone in her department. Rachael cares deeply for her co-workers and often her focus is to improve their ability to complete their responsibilities effectively. She works to combat any issues that would prevent the department from working toward its initiatives.

Carol Hucul, RN
Registered Nurse, Oncology Clinic
Southview Medical Center

Carol’s manager describes her as the “go-to safe nurse,” as she can always count on Carol to effectively manage any situation, from handling an emergency to cheering a patient up on a bad day. Carol is unique in that when there are no patient emergencies, she always finds a way to have fun. Her patients consistently remark that they love when she is around to make them laugh. She is a dedicated nurse with a keen sense of what her patients and their families need. If only one word could be used to describe Carol, “self-less” would be the best fit. A constant giver, Carol offers gifts, financial resources, homemade goodies, and manual labor to not only her own family and co-workers but also her patients and their families.

Monica Atkinson, RN
Registered Nurse, 3 West
St. Luke’s Hospital

If Monica’s infectious smile doesn’t get your attention, then her passion for caring will. As a nurse at St. Luke’s Hospital, she leads by example. She uses her exuberant personality and heart-warming smile to create an uplifting and encouraging atmosphere that positively affects those around her. Through her own experience, she saw a process that required change and made it happen. Monica developed an outreach and education program for parents receiving the diagnosis that their child has down syndrome. Through Buddy Baskets, she hopes to avoid the overwhelming experience she and her husband had when their son, Ace, was born. As a mother and advocate for children with down syndrome, she diligently works to make a difference, providing education to parents, in schools and in communities.
Marc Schoen  
**Director of Diagnostic Imaging**  
The Bellevue Hospital

Marc has provided compassionate care to patients of The Bellevue Hospital for more than 28 years. In 1984, he was certified as a radiologic technologist and since then has continued to expand his skills. Now as director, he leads a 33-person team and is instrumental in bringing cutting-edge technology to our hospital. Marc is a respected leader who puts patients first and goes above and beyond the call of duty in his day-to-day interactions with others. Marc is always the first person to arrive to emergency codes and the last to leave. He also has given back to this community in various ways—most notably by serving as a coach in Catholic Youth Organization athletics for more than 25 years.

Justin Gamble, PharmD  
**Director, Pharmacy Services**  
The Christ Hospital Health Network

Justin is a true leader in the pharmacy department. Throughout his 24-year tenure at The Christ Hospital Health Network, he has been a wellspring of new ideas that have one goal: make the pharmacy experience the best one it can be for our patients. He has implemented new programs that bring medications to the bedside so patients don’t leave without their prescriptions in hand. This is crucial for those patients who may be bed-bound or don’t leave in the proximity of a pharmacy. He also spearheaded a new program to provide oral oncology medications to patients, cutting down the wait-time for prescriptions from more than two weeks to two days. He can be counted on for creative ideas to improve the patient experience.

Michael Dzigiel, PT  
**Physical Therapist- Clinical Specialist, Rehabilitation Services**  
University Hospitals Cleveland Medical Center

Mike has been an employee of UH CMC’s Department of Rehabilitation Services for 8 years. He has been an amazing catalyst for promoting a culture of mobility in our ICUs, helping to reduce length of stay and improve patient outcomes. He has demonstrated leadership and dedication beyond the call of duty, co-developing a critical care resource/training binder for the therapy staff, developing an ICU mentoring program/serving as a mentor and helping to create clinical competencies for the ICU therapists. He has provided countless hours of training for the therapy and nursing personnel at UHCMC and at other UH system entities and helped establish a system-wide special interest group for therapists interested in critical care rehabilitation.

Shari Lecky  
**Radiology Quality Coordinator**  
University of Cincinnati Medical Center

Shari demonstrates year after year that there is no limit to the improvements that can be made in patient safety and satisfaction. As quality coordinator for the University of Cincinnati Medical Center’s Radiology Department since 2015, her actions and words show that she considers her role a calling to serve patients, who are often anxious as they await answers that may have a tremendous impact on their lives. Her direct supervisor said she “sets the example” for her colleagues and that the radiology department and organization as a whole are better “for our patients and employees because Shari is on our team.”

Ivy Thoman, MS, APRN, CNS  
**Emergency Clinical Nurse Specialist**  
Upper Valley Medical Center

Ivy is a positive role model and an inspiring nurse in the emergency department. She is devoted to increasing patient safety and satisfaction while being a mentor to other nurses. She is highly skilled, compassionate, a sound critical thinker, and a collaborator who consistently displays the highest ethical standards. Among her duties are developing programs that improve patient outcomes or the patient experience, overseeing projects such as the clinical portion of our emergency department expansion/renovation, assisting staff with advanced assessment and clinical decision making and working with others in our health system to improve emergency department workflow.
Deborah Butler, OTR/L  
Director of Rehabilitation Services and Center for Child Development  
Wood County Hospital

Deborah has been a leader at Wood County Hospital since December 7, 1990. She single-handedly had the vision to create and expand the services offered to the community which currently impacts approximately 17 counties in Ohio and Michigan. Since 1990, Deborah has taken a small number of employees in Occupational Therapy to many dedicated professionals in Occupational Therapy, Physical Therapy, Speech Therapy, Sports Medicine Services, Child Development Services, Hand Therapy, Aquatic Rehab, Vestibular Rehab, Lymphedema Rehab, Pelvic Rehab, Ergonomic and Back programs for local employers and the Ready Program. These major services include both adult and pediatric patients. Deborah recognized a need and was motivated to expand access to the underserved and make a difference in the lives of patients and their families.