

Healthcare Hero

Summer 2009
Volume 1, Issue 2

Employee Recognition from Grateful Trinity Patients
A program of Trinity Health Foundation



Healthcare Hero

"In Their Own Words"

Healthcare Hero is an initiative of Trinity Health Foundation. This program has given very grateful Trinity patients the opportunity to recognize Trinity employees as their **Healthcare Heroes**.

Approximately one month after discharge, most Trinity patients receive a Healthcare Hero brochure from Trinity Health Foundation which provides a section to share words of gratitude to special employees by name.

On behalf of Trinity, the foundation thanks these patients for taking the time to write us. We also provide requested materials as well as updates on foundation initiatives which support direct patient care and community outreach through donor support.

We are pleased to provide you with these expressions of thanks on a quarterly basis.
Berlinda Tyler-Jamison,
President
Trinity Health Foundation



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Cancer Center

Dan Moore, RN Cancer Therapy

He is a super person. Together with Dr. Vigliotti, they are so caring, sweet and kind. Alberta, Rock Island, IL

Cardiac Care

Paula Hamerlinck-Bopes, RN Cath Lab W

She was so professional and caring. She went above and beyond by switching with another employee so she could be with me. With her there, I had no worries and it made my procedure a perfect Trinity experience. Mary Jo, Coal Valley, IL

Malinda Stivers, RN Cardiac Treatment TP

Malinda took care of me before my angiogram. She was very caring, professional and explained everything to me. Bernadette, Bettendorf, IA

Case Management

Brittney Belha, RN Case Management W

Brittney is an amazing social worker. I was admitted with a pulmonary embolism and was very scared. She told she personally experienced something similar.

There's nothing like talking to someone in the same situation. She was very polite and took the time to answer questions. Erin, Rock Island, IL

Malica Boyle, Financial Advocate

My hero, Malica, helped me to get financial help. She made me feel like I was a good person because it is hard to ask for help. I will never forget her. Carol, Rock Island, IL

Kerri Nykoluk, RN Case Management

Kerri knew how anxious I was about bills and money. She came all the way to rehab to talk with me. She set my mind at ease about insurance. You have no idea the stress she relived. Kerri is thoughtful, considerate and she truly cares. She made a big difference in my recovery. Finances, doctor appointments are often overwhelming when you don't feel well. She gave me a peaceful mind and I thank her. Muriel, Davenport, IA

Clinical Nursing

Melinda Allison, Clinical Nurse

She kept us well-informed on everything and answered all our concerns in such a way that we felt

confident that whatever was happening was the right thing. She treated me with respect and I felt she was genuinely concerned about my health. She showed my wife and family the same respect. We truly felt that she was very knowledgeable and competent. We consider it an honor to have had her as part of our medical experience. Larry, Dubuque, IA.

Mary Gloeckner, Clinical Nurse

Mary was very helpful after my colostomy answering questions and giving advice to myself and my wife. She seemed to really care about my well being. An excellent person! Roger, Milan, IL

Healthcare Hero



Clinics

Kay Holt, Medical Assistant TTP Family Practice Clinic

She is always so pleasant, helpful and efficient. I guess I've been in too often, as of late. Now, when I came in she says calls me by my first name! R. Le Claire, IA

Emergency Department

Karen Hutmacher, RN ED TP

Karen was the Triage Nurse at the Terrace Park Emergency Room who admitted my husband with unbearable chest pains. After the administration of a Nitro pill, the pain stopped. I can't even explain the feeling that I felt at that moment. I was glad the pain stopped, but devastated that it was most certainly a heart attack. Karen asked if I had some questions. The question that stands out most was "what is the best case scenario, based on this result, and what is the worst?" Her response was surprising and reassuring, "there is no worst". She explained that she did not know specifically how the cardiologist would respond, but oftentimes would perform an angiogram to detect a blockage. She also said that something as small as an infection could produce similar test results. I felt so much better to at least have an idea of what might have happened. This really gave us some hope. At about midnight we were making our way to ICU. Before we left, Nurse Karen asked if we would mind if she came up and checked on us the following day. After the procedure, Dr. Reddy explained that they did not find a blockage, instead an inflammation of the sack

surrounding the heart most likely caused by a virus. Minutes later we returned to the ICU room and in walks Karen. She gave me a big hug and simply said, "I heard, and I am so thankful, I thought about you all night." I can't tell you how much that meant to us. She may not have realized this, but not only was she my husband's caregiver, she was very much my support system. Her demeanor, knowledge, and willingness to fill us in every step of the way, the best she could, helped us through this otherwise traumatic event. She went above and beyond what any nurse has ever done for us, and we will never forget it. At that time I vowed that her competence and compassion would not go unnoticed.
J. and C. Colona, IL

Imaging

Julie Kauzlarich, Imaging Registration W

She always has a cheerful word while directing or walking me to where I need to go. She truly cares about everyone who walks by her desk. Her kindness and caring attitude just gives you a lift! Bonnie, Rock Island, IL

Fran Taylor, Imaging Tech, TP

She is a friendly and skillful technician, who always knows me when I come in. She also is reassuring and considerate of my wife. She always lifts my spirit with her positive outlook. R, Le Claire, IA



Intensive Care

Heather Carson, RN, ICU, TP

Heather reached out to help and give extra care to my husband. She came in on her day off to make sure he was comfortable. All through his ordeal in ICU, she treated us like we were family. She visited him when he was transferred to Pathway Hospice. She was an angel of mercy. Heather gave my husband a little longer to be with us. She treated him like he was her father. Catherine, Davenport, IA

Stephanie Doty, RN, ICU, TP

She was my night nurse and cared for me like I was the only patient in the hospital. Bernadette, Bettendorf, IA

Shari Langley, RN, SICU, W

She was so caring and always made sure I was comfortable and understood what was happening. She went above and beyond. Janet, Moline, IL

Astra Lorange and Heather Carson, RN, ICU, TP

Both of these nurses went out of their way to make sure I was comfortable, but at the same time took care of my medical needs. They kept my spirits up at a time when I could have died. Thanks for putting up with a cantankerous older patient! Ray, Muscatine, IA



Nate Mills, RN, MICU

Nate really took the time and effort to explain everything to us. Thank you so much for your kindness. Linda, Moline, IL

Nate took care of me twice and both times showed great caring and professionalism. My daughter and I both wish to say thanks. Betty, Moline, IL

Betsy Montgomery, RN, ICU

Betsy has excellent nursing skills and is truly a caring and gentle person. She went out of her way to help and be sure I was comfortable. Carol, Sarasota, FL

Maternity

Angela Anderson, Patient Care Tech

Angie (Big Mama) was by my side through my whole stay at BirthPlace. Bless her heart. Deanna, Rock Island, IL

Kelly Berry, RN and Diana Huntley, RN Labor and Delivery

Labor and delivery was not a happy place for me in 2008. Kelly and Diana were very friendly and very understood my emotional state. Their attention to me made one of the hardest days of my life a little more bearable. I can't thank them enough. M., Rock Island, IL

Karen Byers, RN & Stephanie Ratliff, RN BirthPlace TP

Karen and Stephanie made me feel so comfortable. They worked so hard to make me and my husband comfortable. They also made the effort to make a connection with me and my family so, by the end

of our stay, we became friends. We had the best of both worlds. We were in a hospital where the staff treated us like we were at a 5 star hotel with staff who were like close family. I would go through labor again just to have such a wonderful 3 days with them. Melissa, Princeton, IA

Rosalie Halverson, RN, BirthPlace TP

Not only did she do her job, I felt unconditional love, support and caring on a very real and human level. She made Mom, Dad and our new baby feel at ease and was a person we will always remember as part of our birthing experience and becoming new parents. What a blessing and joy she is. Jodi, Preston, IA

Sandra Hoogerwerf, RN, Mother Baby

Sandy was always willing to go the extra mile no matter how busy she was or how many patients she had during my three weeks of bed rest at BirthPlace. Sandy always brought sunshine into my room no matter the weather. I really felt like I could ask or tell Sandy anything about my concerns or feelings and she knew how to answer in an uplifting way. Sandy is very upbeat and spunky; she still brings a smile to my face when my new son and I go to visit. Rebecca, Colona, IL

Jinne Marshall, RN Labor and Delivery 7th

She anticipated my needs many times before I asked for anything. She was very professional, yet, very motherly when I needed it. She was supportive during my very lengthy labor and

even called the nurse who helped deliver my baby to check up on me since her shift ended before my baby was born. Christa, Erie, IL

Jennifer Martinez, RN and Becky Sneyd, RN Labor and Delivery 7th St

These two nurses made my experience so much better. Their attention to detail and their listening ears made all the difference in the world. Thank you for being the *better experience*. Cathy, Rock Island, IL

Janel Miner, RN, Labor and Delivery, 7th St.

Janel's attentiveness after my delivery was amazing! I truly believe that without her care, I would have had to undergo a D & C due to my excessive bleeding. Janel was kind, professional, and extremely caring. I guess I could have made it through without Janel, but the outcome would not have been so positive. Thank you so much, Janel, for your encouragement and strength during and after my delivery. Brooke, Coal Valley, IL



Healthcare Hero



1-563-335-0746

Lisa Matson, RN, Labor and Delivery 7th St

How lucky Trinity is to have such a kind, caring, outstanding professional in the hospital. My husband and I would just like Lisa to know how much we appreciated her care during the birth of our second daughter, Lily. Annmarie, Rock Island, IL

Amy Polowy, RN Labor and Delivery 7th St

She was with me when I gave birth to my daughter and while I had surgery a few short hours later. She stayed with me all night and was very nice to my husband and myself. She was funny and nice, yet very caring and nurturing. Pamela, Moline, IL

Becky Sneyd, RN, Mother Baby 7th St.

I had a very positive experience which helped me cope better with the stress of having premature twin babies. Becky was extremely friendly and helpful. I felt like I knew her for years. She took the extra time to make sure I was doing okay. Also, I felt the entire NICU staff was extremely reassuring and supportive—especially Margaret, Marilyn, and Rachel. Sara, Moline, IL

Teresa Tuckey, RN Mother-Baby 7th St

Teresa is an example of the text book version of a nurse—caring, compassionate, knowledgeable, and responsive with great listening skills. What a pleasant feeling to know these values still exist. Becky, Moline, IL

Med/Surg Terrace Park Susan Behrend, RN, Surgery TP

Susan just made me relax and feel lighthearted the way she joked around. I was scared facing 2 back operations. She is a wonderful person. She definitely knows how to do her job. I'll never forget her or any of the staff there. Thank you, Susan! You're a very special lady. John, Blue Grass, IA

Alyssa Bryant, Med Tech and Theresa Carr, RN, Surgery TP

I fell the 2nd day after my knee replacement and had to go back to surgery again. These two employees were wonderful to me—just outstanding!! They were always making sure I was comfortable and not in pain. The entire nursing, CNA, therapy, and housekeeping staffs were just great—so kind and considerate. Shirley, Rock Island, IL

Theresa Carr, RN, Surgery TP

She has a way of making you feel that you will be able to handle things at home and that each day will be better. She has a wonderful smile and personality. Barbara, Clinton, IA

Lisa Gentry, RN, Ambulatory Surgery TP

Lisa is always there with a ready smile and suggestions of how to make you feel more comfortable. She also eased my anticipation. John, Geneseo, IL



Crystal Hansen, RN, Med/Surgery TP

Crystal is friendly, compassionate and gives outstanding care. She made a horrible night bearable! Brian, East Moline, IL

Tina Hardin, RN, Med/Surgery TP

Tina was so comforting. She explained everything she was doing while she administered my units of blood throughout the night. I felt confident with her actions. My whole experience from the ER to admission and the next day's endoscopy was made pleasant. I never knew being hospitalized would be so enjoyable. Thank you. M. Colette, Moline, IL

Amy Jacks, RN, Med/Surgery TP

My husband was at Trinity Terrace Park with a severe case of septic blood disease (septicemia). Amy's expertise and the professional manner in which she treated my husband definitely contributed to the saving of his life. We will be forever grateful for all that was done at Trinity to allow him to now be in physical rehabilitation. He has a

future of life ahead of him. Amy is beautiful and has a caring heart of gold, a beautiful smile and eyes that sparkle. She is special. Nadine, Davenport, IA

Rhonda Taylor, RN, Med/Surgery TP

She was very friendly and did a very thorough assessment each evening as she came on duty. She made me feel quite special as I left after a week's stay when she said that she would miss me. Carol, Eldridge, IA

Non-Invasive Diagnostic Technology

Candice Collis, NIDT TP

I nominated her for her dedication to her work with Trinity and her kindness to patients. Betty, Coal Valley, IL

Nutrition Services

Debbie Mosenfelder, Dietician

Debbie was awesome about feeding me good food which made me feel so much better. Deanna, Rock Island, IL

Amanda Williams, Dietetic Asst

It was the day of an ice storm and the parking lot was getting very slippery as I tried to get out of my car. Amanda saw me and called to me to wait for her to help me. She came over and escorted me into the hospital. I thanked her that day, but I want someone at Trinity to know how wonderful she was and how grateful this patient is for employees who look out for others!! Patti, Moline, IL



PACU

Nancy Key-Dunn, RN, PACU, W

As an employee who deals with patients often in pain, I felt that Nancy gave me the best care and attention. "Caring" was what I will remember from this experience. Mary, Rock Island, IL

Parish Nursing

Mary Milas, Parish Nurse

She was so supportive and helped me follow up with doctor appointments. She stayed by my side in the loss of my brother and sister as well. Diane, Rock Island, IL

Recovery Care

Judy Frenell, RN, Recovery Care

It's nice to know you have this program to honor exemplary employees like Judy. Judy, St. Louis, MO

Corene Laurin, RN, Ambulatory Surg

She was very encouraging during the prep. She had a very upbeat attitude and personality. Barbara, Clinton, IA

Tandia Staver, RN, Recovery Care, 7th

Tandia was the night nurse my first night in recovery care. I was restless and in pain. She came in with a calm and kind voice and took care of me throughout the night. Each time I woke, she seemed to just be there to see how I was doing and check to see if I needed anything. Her voice was reassuring and made me calm. It was almost as if I had a personal angel looking in on me. She was certainly a hero to me. Sara, Moline, IL.

Robert Young Center

Austin Gross, RYC

Outreach

I would like to thank Austin for his time, patience and knowledge. He has greatly impacted my attitude and awareness of my problem. K., Moline, IL

Carla Mohr, RYC

She has helped me reach goals. When I really need to see her before my regular appointment, she calls me if she has a cancellation. Carla is very compassionate and caring. She knows when I am depressed and I don't know what I would do if I couldn't talk to her. She is my hero. E., Rock Island, IL

Stacy Roth, RN, RYC

Thank you for making sure I had my medicine when I was in pain and allowing me a full night's sleep without interruptions! Thanks for everything. J., Rock Island, IL



1-563-355-0746

Jason Ross, RYC IP

He always had a way of getting me involved in group therapy, even when I didn't have any interest in doing so. He made time to meet with my husband and myself together. Jason always had a way of cheering me up when I was down. D., East Moline, IL

Therapy**John Bielefeldt, Clinical Specialist OT**

He was very patient and helpful with my husband. Phyllis, Rock Island, IL

Gordon McLeland and Jason Stigen, Physical Therapy

After my knee replacement, they were both very positive with their "can do attitude and approach". Both continued to challenge me to help my recovery. I thank them everyday as I go about my own rehab. They gave me the template to follow and it works! L., Davenport, IA

Anthony Hillebrand and Ashlee Wennmacher, Physical Therapy

I appreciated all the care and therapy I received. Both were so nice and helpful. L. Aledo, IL

Ina Pearsall, Physical Therapy Assistant W

During my stay after complete knee replacement, when Ina walked into the room she showed professional courtesy and politeness. As my therapy began she explained what the goals were, and showed concern for my pain level and ability to take my first steps. Every effort on her part was done in a very professional

manner. Willie, Rock Island, IL

Ina Pearsall did her best with my therapy. I wish I would have stayed there for extended rehab. Betty, East Moline, IL

Mary Rupe, Physical Therapy

She made me feel at home and had a smile and a kind word for me everyday I was there. People like Mary are very important to your hospital. Darrell, East Moline, IL

Trinity Ambulance Service**Jason Lewis, EMT, Trinity Ambulance Service**

I just wanted to write to thank Jason and other EMT's who cared for me on July 3rd and 4th and to all the EMTs who are available to care for all of us at all times of the day. The duties you perform are a gift from God. You selflessly perform duties that most people could not or would not do. Thank you from the bottom of my heart. Christopher, Bettendorf, IA

Trinity West Patient Floors**Christena Hansen, RN, 4 North**

I received excellent care from everyone, but Chris had that extra special touch that certainly endeared her to this patient. J. Rock Island, IL

Marlo Hedden, RN, 4 North

She was our angel. She was with Dean when he died and he was at peace with her there. Donna, Milan, IL

Christine Kelley, RN, 4 South

A great nurse—I felt very confident that my mom had the best care on her shift. Sandy, Rock Island.

Judy Kiesow, RN, 4 South

On my worse days Judy could always say or do something to make me feel better. She is a one of a kind nurse! Frances, Silvis, IL

Joan Dempsey, RN, 5 South

Joan embodies the rare blend of professionalism and compassion. While caring for my 85-year old mother, she not only exhibited excellent nursing skills, but also took the time to sooth a frightened little old lady when the need arose. I shall never forget her gentle spirit and genuine kindness. Trinity is blessed to have Joan on its nursing staff! Ethel, Rock Island, IL



Healthcare
Hero

Linda Johnson, 5 South

In the absence of our minister, she gave the most inspiring prayer for me before entering surgery. During her breaks she came down to Intensive Care to check on me with the consent of the nurses. When I moved to 4th floor, she stopped in when she could. Robert, Orion, IL

Lora Loete, RN, 5 South

Lora's very gentle, caring presence made my stay in rehab tolerable. She was so kind and made me feel like a

family member. She went over and above with her explanations of my treatment. She never made me feel rushed even though she had other patients to care for. Her explanation of treatment options after discharge helped me to continue on a successful path to recovery. She truly is an inspiration and well placed in her profession. Rebecca, Moline, IL

Cynthia Bosold, Patient Ambassador Liaison

A big gold star goes to Cindy for her great personality and smile. She is always asking if you need anything, ice, water, etc. Not only was she kind to me, but I saw her with others. Dorothy, Rock Island, IL

Kim Chant, RN, 6 North

Her humor, excellent nursing skills and ability to put the family at peace meant a lot. I was able to leave the hospital without anxiety knowing that my husband was in good hands. Mike couldn't say enough about how great all of these hardworking nurses and patient care techs-Penny, Susan, Ashley, Carrie and Casey were to him. Thank you all. Mary Jo, Silvis, IL

Susan Hines, RN, Surg/Ortho 6 North

I felt that Susan was so efficient in her skills. She was compassionate and very thoughtful and did everything she could to make my stay a good experience.

Having total knee replacement is very difficult and she made me feel good about my journey. Carolyn, Moline, IL

Dorotha Parks, 6 North

Dorotha always looked at me while talking and always had a smile. Any request I had, she happily carried out. Even when I wasn't one of her patients, she popped her head in to say hello! Kimberly, Rock Island, IL

Debera Powell, RN, 6 North

She was a very good, caring, and compassionate nurse. She knows good nursing—her skills were excellent!! Jacqueline, Moline, IL

Lloyd Williams, RN, Kim Chant, RN, Ina Pearsall, PT Assistant 6 North

I was very impressed with the care and friendliness shown by these Trinity professionals following my knee replacement. I'm doing great thanks to your fine staff. Thom, Moline, IL

Amanda Dalaska, RN, Med/Surg 6 South

Amanda is an amazing nurse who worked 12+ hours the day I was admitted. She stayed late in order to give me my meds instead of me waiting for the next nurse on duty. She reassured me that my comfort was more important. She truly cared about "this patient's" well being. Kimberly, Moline, IL

Jamie Kresin, RN 6 South

She was eager to meet my every need and did so with a smile. When she was on duty she made me feel as if I was her only patient. She also had time for my family and answered all their questions and concerns. She is a true asset to your hospital. You can tell she is someone who loves her profession. She is a dedicated nurse.

Please recognize Jamie for her warm heart and caring hands. A. Milan, IL



Juanita Coronado, CNA, 7 North

She was a delight to be around-- happy, funny, inspiring, friendly and very helpful. Gale, Galva, IL

Theresa Maas, RN, 7 North

After my heart attack she spent an entire day working with me to get my blood pressure down. She was firm, kind, and compassionate and actually helped me to relax. She kept a constant care vigil with me--truly a dedicated nurse. I'll always remember her loving care. E., Moline, IL

Lisa Butler, Patient Care Tech 7 South

She demonstrated extreme patience, consistency, and kindness during my stay. Please tell her thank you and that she was my Hero. Vincent, Moline, IL



1-563-355-0746

Susan Clark, RN 7 South
Susy was a great nurse and so kind to patients. She showed extra concern about my husband's infection and helped him understand what was causing his confusion. Shirley, Coal Valley, IL

Deborah Wentz, RN 7 South
She was one of my many great care givers. Deb took time to talk and was so knowledgeable and personable. She really made a difference in my overall experience. Kelly, Moline, IL

Visiting Nurses and Homecare Association
Lisa Carroll, Lactation Consultant VNHA
Breastfeeding is hard! When my son was only five days old, I called Lisa for some advice. She made me feel like a million bucks once I was done talking with her! Not only did she hear everything I was saying, but explained why and how everything was occurring and what I needed to do about it. Lisa is extremely knowledgeable and so encouraging. I appreciate her so much. C., Coal Valley, IL

Julie Frutiger, RN, Certified Home Care VNHA
She was so helpful to me. She contacted doctors when I could not get through. She patiently advised me and taught me all I needed to know so I could be home. I would not have recovered as well without her. She made a difference for me. Lana, Milan, IL

Chad Tubbs, RN, Surgery West, and VNHA
Chad was in the OR with me keeping me at ease making the experience tolerable. Betty, East Moline, IL



For more information about the Health Care Hero program or to make additional nominations, please contact Trinity Health Foundation.

The mission of the Trinity Health Foundation is to promote the well-being of the Quad-City area by financially supporting health-related programs and services offered by Trinity Regional Health System and in the boarder community.



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