

GREAT Stories

Recognition EVENT

MARCH 8, 2013
WALL OF HONOR,
GUDELSKY ATRIUM
12:30 - 1:15 PM

Reception to immediately follow
BY INVITATION ONLY

Welcome
JEFFREY RIVEST
UMMC President and
Chief Executive Officer

The Great Stories Program
DIANA JOHNSON
UMMC Director, Department of
Rehabilitation Services and
C2X Employee Engagement Team Leader

Recognition

Closing Remarks
KERRY SOBOL
UMMC Director, Patient Experience and
Commitment to Excellence

GREAT SERVICE

Letter written by Chris Russell

PRESENTER

Todd Pratt, Human Resources Generalist

HONOREES

Dr. Rajender Gattu; Celeste Carter, RN;
Michelle Garwood, RN; Jodi Scott,
Pharmacy Technician; Sarah Watts, RN

★ **The Pediatric Emergency Department:**
Dr. Getachew Teshome; Mary Jo Simke, RN;
Mary Taylor, RN

GREAT COMPASSION

Letter written by Jennifer Ditch

PRESENTER

Katie Baick, Senior Physical Therapist

HONOREES

Rebecca Gilmore, RN; Daniel Goodman,
PCT; Harold Hardinger, RN; Mohammad
Khosousi, DDS Resident; John Vorrasi,
DMD Resident

★ **Shock Trauma Center Team B:**
Dr. Thomas Scalea; Dr. Jay Menaker

GREAT INSPIRATION

Letter written by Ensign Tyler Griffith

PRESENTER

Beth Sherfy, Quality Improvement
Coordinator

HONOREES

Dr. Hiroko Beck; Dr. Vincent See;
Dr. Stephen Shorofsky; Alicia Benson, RN;
Deborah Horsey, RN; Stefany Johns-
Walton, RN; Jonathan Klaus, RN

★ **Electrophysiology Laboratory:**
Deborah Nolan-Reilly, RN; Jody Zak, RN

GREAT MULTIDISCIPLINARY CARE

Letter written by Linda Tipton

PRESENTER

Cindy Rew, Nurse Manager

HONOREES

Dr. Daniel Gelb; Dr. Vadivelu Sivaraman;
Patricia Barnes, RN; Tameca Bell, PCT;
Michele Bennett, RN; Annamma Chacko, RN;
Marla Chiarelli, CRNA; Cheryl Durant, PT;
Shermin Leon-Gomez; Kathleen
Kwiatkowski, RN; Jean Ludwig, RN;
Noella Paul, RN; Randy Jose Poquiz, RN;
Purnell Robbins; Leah Rossmann, PharmD;
Liam St John, RN; Katrina Stransky, OT;
Katherine Trautz, OT; Tiandra Tuck, RN

★ **Plaza Garage & Valet: Earl Johnson**



Sponsored by the C2X Employee
Engagement Team

GREAT Stories

You Exceed, Exemplify and *Deserve Recognition.*

A Great Story has the power to inspire deeply, embrace and uplift, transform organizations, bridge gaps, and awaken our humanity (thegreatstory.org)

GREAT SERVICE

Excerpts from Chris Russell's Letter

My daughter Hailey and I flew out from Denver to attend the Ravens-Broncos game. The night before the game Hailey became very ill at the hotel [and] we transported her to your hospital.

I can't begin to describe the service, compassion, urgency and care she received. I might as well have been in a hospital where a family member was in charge. They treated me and Hailey as if we were part of their families. There was even extreme care when it came to your pharmacy! One woman ... went out of her way with a smile! Very rare nowadays.

Michelle Garwood [held] my daughter's hand and talked to her like her own mother would have done. Dr. Raj was phenomenal. Compassionate and funny, yet he gave me confidence.

We were blessed to have that group care for Hailey in a scary and difficult situation. Thank you.

GREAT COMPASSION

Excerpts from Jennifer Ditch's Letter

Please forward this to Harold, my nurse. He went above and beyond. He took excellent care of me when I was there for a head laceration. He eased my fear immensely. He is one of the best nurses I have ever encountered, and I am a nurse myself.

Daniel, also, who wheeled me down to the lobby, would not leave me, insisted on staying until he saw my mom, and made sure I had enough to drink while I waited. He was very kind and caring. The lady with the British accent took great care of me. She saw me crying, and came to my bed to comfort me, and helped me with what I needed. The doctor who sewed up my head did not even shave my head! I don't know how he did that — I have a lot of hair. Thanks to all.

THANK YOU FOR YOUR COMMITMENT TO EXCELLENCE!

Modifications were made to the original letters/e-mails only for formatting purposes. The original intent and spirit of the letters remains unchanged.

GREAT INSPIRATION

Excerpts from Ensign Tyler Griffith's Letter

Dear Dr. Shorofsky,

It has been a year since you did my cardiac ablation and I wanted to thank you and your staff. I don't know if you remember me, but I wanted to pursue a career in Naval Aviation as a pilot, but was diagnosed with WPW.

After two attempts at ablation, with the second being successful, I was able to get cleared by the Naval Flight Surgeons and received my commission as an Ensign in the U.S. Navy. I will start flight school in October and hope to have my "wings" within a few short years.

My parents and I are so grateful for everything. If it weren't for your excellent skills, perseverance and caring staff, I would not be this close to realizing my childhood dream ... to pursue a career as a pilot in Naval Aviation.

GREAT MULTIDISCIPLINARY CARE

Excerpts from Linda Tipton's E-mail

Dr. Gelb's expertise and forthright manner kept the scary idea of spinal fusion and decompression in perspective for my husband, Sean. I had expected the stereotypical urban teaching hospital. The UMMC staff surprised me at every turn, to the point that I wondered whether it was the hospital, or were people just nicer in Baltimore?

I was most impressed by your system of communication, [with hourly updates from the OR nurse through the] attendant in the waiting area. This should be the new standard in hospitals.

The man who escorted family members to the recovery room [reminded us to] "show [Sean] the love." As a psychologist, I was amazed at the power of those words. Are you all paying close attention to the psychological aspects of healing on purpose?

The recovery room nurses were attentive and serious about pain management. His anesthesiologist told me how well the surgery went. On the ortho floor, his nurses' ... years of experience [were] obvious. The physical and occupational therapist were top-notch [as was the pharmacist]. And the valet parker who was directing traffic helped Sean into the car, and gave him tips on staying comfortable on the drive home. From the surgeon to the valet parker, we felt in the best possible hands.