Welcome to the Crouse Choice Awards

Featuring “STAR AWARDS”

Honoring “Simply the Best” Performance Excellence by Crouse Employees, Physicians, Volunteers and Departments

Monday Evening ★ April 11, 2016
SYRACUSE STAGE
6 – 7 p.m.
Gateway to the Stars Reception
*Hors d’oeuvres and Cash Bar*

7 – 9 p.m.
Crouse Choice Awards Show
*Honoring “Simply the Best”*

**Emcees**
Dennis Brown, MD
Mickey Lebowitz, MD

**ENTERTAINMENT**
ESF Ecotones Acapella Group
Directed by Ashley Daniul

Baldwinsville School Drumline

Carrie Berse
*Simply the Best*

Peter Sinatra & Rev. Katherine Day
*Today*

Shelyta Davis and Con’Taisha Pringle
*Rise Up* by Andra Day

Ensemble
*We Are Crouse Family*
The Crouse Choice Awards recognize service excellence and commitment to Crouse Hospital’s mission, vision and values. Those recognized have gone above and beyond in service to our patients, family members, physicians, co-workers or other members of the healthcare team.

**CUSTOMER SERVICE — CLINICAL**
Emergency Department ★ Cardiac/Telemetry ★ Patient Transport ★ Cardiac Cath Lab ★ Cardiologists Jeffrey Ascenzo, MD, and Anil George, MD

A patient recalled experiencing the signs of a heart attack while driving to work one morning. After being treated at a local hospital, he repeated the jingle, “Take me to Crouse,” and described his seamless transfer to our facility. The team leader greeted him by name upon his arrival and the patient described every interaction thereafter as uplifting and caring. “From the moment I entered and was greeted at your doors to the last when a kind person wheeled me to the door, I felt like a human not just a customer.”

**Philip Favreau, Employee Pharmacy**
Phil Favreau always gives his undivided attention to employees and spends as much time as needed to help colleagues with questions about prescriptions. He carries out the Crouse mission, vision, and values every day in his discreet and thorough approach to care. He also has a great sense of humor.

Emergency Department ★ David Mason, MD — Emergency Department ★ Eric Deshaies, MD — Crouse Neuroscience Institute ★ Cindy Alguire — Emergency Department

A patient experiencing stroke symptoms was transported by ambulance to Crouse. One of our employees is a close friend of the patient and followed the ambulance to the ED to be with the patient. The ED team was so friendly and warm that they were able to keep this usually shy patient calm and laughing. Dr. Mason, who was just passing by that evening, stopped in to check on the patient and ensure everything was going smoothly. This shy patient, in a state of uncertainty, could only continue to comment how “everyone was so happy and easy to talk to.” Our employee left the evening proud to work at Crouse, and the patient continues to reference that night with fondness rather than fear.

**QUALITY AWARD — INTERNAL CUSTOMER SATISFACTION**
4 North
Admitting
Nurse Practitioners
CUSTOMER SERVICE — NON CLINICAL
Brenda Monserrate — Clarus
Being out of linens when a unit is filled with patients creates an extremely challenging situation. Brenda, who works for Clarus, came in late on a Sunday night to bring linens that would help get staff through the evening. She even had to bring her son with her as she made certain we had what was needed. She was extremely pleasant and helpful. Although not a Crouse employee, Brenda’s superior customer service and outstanding work ethic needs to be recognized.

Robin Hallinan — Patient Transport
Robin is the Supervisor of Patient Transport, and is being recognized for her exceptional service beyond the assignments in her job description. She trains and familiarizes volunteers in the use and operation of our patient flow tools. Her attentiveness, system knowledge, interpersonal skills, management skills and patience are highly noteworthy. She is a valuable employee and worthy of recognition within the Crouse Community.

Purchasing Department Team
The members of the Purchasing Department work together as a well-oiled team and often their accomplishments are not visible to the rest of the hospital. This year, the team worked seamlessly on the Neurosciences project, completing a conversion plan from one distributor to another to procure thousands of products; facilitated an IV supplier conversion; and received the GHX Award as the Best Small-to-Medium Size Provider in the country (award is shared with IT, Pharmacy, Materials Management and AP). Along with our VAT teams, the Purchasing team has helped Crouse save an average of $2.4 million dollars annually for the past 13 years with cost saving strategies.

CROUSE DIVERSITY AND CULTURE AWARD
CROUSE DIVERSITY COMMITTEE
Walter Eiland               Desiree Odom               Jerome Walker
Veronica Clanton           Yaschia Kinsey              Laurie Leonard
Janelle Harris             Gemma Lawrence-Atkins

BEST SERVICE TO A CROUSE TEAM MEMBER
Rachel Carey and Lynette Johnson — Quality Improvement Analysts
Rachel Carey is noted consistently by her peers and colleagues as extraordinarily talented and a pure joy to work with. She is motivated, analytical, organized and ambitious, while bringing the highest level of care and standards to her work. Her nominator described Rachel as “the highest quality person, doing the highest quality work for our quality division.”
Lynette Johnson is always smiling during any task and never refuses to pitch in when asked for help. She is the “go-to” team member and mentor, helping others seeking advice and data validation. Her nominator and team members describe her as “our truth serum” as she keeps data risk adjusted, meaningful and honest.

**Judy Farrelly and Mac Cowling — Media Services**

Judy is the brains behind the scenes when creating presentations for other Crouse employees. She is considered her nominator’s personal hero, and is supportive, creative, funny, smart and patient beyond belief.

Mac Cowling is a talented member of our team who produces high quality work. He is asked to be involved in many areas and projects, and is consistently a pleasure to work with and joy to be around. His nominator makes particular note of his emotional intelligence, demonstrating thoughtful and grounded qualities.

**PATIENT EXPERIENCE / SATISFACTION**

**INPATIENT**

NICU

4 South

ICU

**OUTPATIENT**

Chemical Dependency Treatment Services — Outpatient

Cardiac Catheterization Lab

Interventional Radiology

**COMMUNITY SERVICE**

Thomas Green, MD and Stephen Montgomery, MD — Radiology

These two physicians are leaders in the community as they deliver premier breast health services and educational opportunities. Dr. Montgomery’s passion and persistence has helped establish a world-class Breast Imaging Program at Crouse, even in the face of obstacles related to reimbursement. Dr. Green has done an incredible job of organizing an annual lecture that “elevates the knowledge base for imaging in our community in a way that has not happened before.” Well done!

Imam Hassan Yamini — Spiritual Care

Imam talked with patients at Commonwealth Place about people who have made a positive decision to separate from a negative or abusive partner or spouse, recognizing the struggle this must be for a patient. With such ease, he was able to help the patients feel supported and spoke with such empathy around “leaving one’s heart behind” with their abuser. It was such a relevant topic for the patients and many were truly able to benefit from this time spent with Imam.
Chrissy Giaprakis — Wellness & Population Health
Since May 2015, when Chrissy Giaprakis was hired, the wellness initiatives have taken off at Crouse. The Corporate Challenge had more than 125 participants and hundreds of employees enjoyed free YMCA memberships over the summer. Many employees and family members have stayed on as YMCA members due to the cost reduction secured through the Simply Well program.

MOST COMPASSIONATE
Cardiac/Telemetry ★ Christy Sargent — Cardiac/Telemetry
A patient’s family had to say their goodbyes after she was placed on palliative care. The entire nursing staff attended to the patient’s needs, as well as those of her family. Christy was mentioned by name for treating the patient like her own mother. As the patient lost the ability to communicate due to the medications, Christy continued to speak to her and read her body language to make her as comfortable as possible.

A family member recalls her experience when her mother was at Crouse for two weeks and placed on palliative care. During this very emotional time, the entire nursing staff attended to not only the patient’s needs, but the needs of the family as well. The family member notes that Christy “treated my mother as she would her own….always speaking to both mom and the family members with heartfelt concern.” Christy ultimately had to rely on the patient’s body language to communicate with her and did everything she could to keep her comfortable.

Tina Magargal — Surgical Services
Tina goes above and beyond expectations when transporting patients. In a particular instance, she was kind, caring and expressed empathy toward a combative patient and his family. She provided extra emotional support and helped to calm the patient down when he got excited. She offered to be with him while he was waking up in recovery and she hugged the patient’s mother who was in tears. Tina is a very caring individual and we are proud that she’s a member of the OR staff.

OB Services ★ Janet Press — OB Services
A mother experiencing a great loss was shown immense support, kindness and respect from the nursing staff. The patient was provided with a keepsake box, items to dress her baby, hand/foot prints and a lock of hair. The staff carefully balanced giving the mother space, while making sure she was okay. In the face of tragedy, this mother still describes her experience at Crouse with her baby as “amazing” and knows that Crouse will be the “go to” place for her next experience.
INNOVATION & CREATIVITY
Security Guards Gerard Manganiello and Zachary Loveless ★
Emergency Department
In an effort to improve the overall safety of the ED, a visitation policy was implemented requiring visitors to check in with the charge nurse. Security quickly identified that using traditional methods of communication would hinder the team’s ability to be successful, so they developed a physical rounding system to effectively enforce this policy. The charge nurses noted appreciation for this creative solution, commenting that it not only makes people feel safe, but also builds rapport among team members.

Pat Moses — Emergency Department
Pat has been instrumental in overseeing the orientation process of new hires in the ED. She completed an overhaul of the process and has taken ownership of the oversight of our entire service line orientation process. Her nominator describes Pat as a “stickler for doing the right thing and someone who follows through on all aspects” involved in the orientation process. Her hard work has resulted in a low turnover rate and has improved entry level success in the department. Pat has great passion for helping staff become prepared and to develop a love for our area of expertise.

Recovery Care Center ★ Pediatric Recovery Care Center ★
Crouse Testing Center
RCC, Peds RCC and the CTC tackled daily projection and analyses to make sure patients arrive on time to the Surgical Suite (even with 10-16 beds out of commission). Knowing the great urgency and timing of surgical populations, these teams worked together to successfully handle patient transitions. The success of this project involved staff in all shifts in RCC and Peds RCC who jumped in to help with overflow and staffing backup, and CTC directing and redirecting patients daily as to where their admission would occur, based on surgical volume and overnight stays.

IN MEMORIAM
Betty O’Connor, BSN

LASTING IMPRESSIONS
Linda Churchill — 4 South
A patient who had been in the hospital for quite a while said she wanted to experience the snow and cold. Linda went outside and filled a basin with snow and the patient made a snowman. Linda’s action is a great example of going above and beyond for our patients.

Baker Regional Neonatal Intensive Care Unit
A 20-year-old student at Christopher Newport University credits the Baker Regional NICU team for teaching her about the importance of overcoming adversity. It was once thought this preemie would never
be able to breathe or walk on her own. For the past three years she has been a part of the CNU Storm Dance Team and has become a runner, completing four-mile jogs every morning before classes begin. She cites the Crouse NICU as her inspiration to be a fighter; from staff there, she learned determination, courage and compassion. This NICU “graduate” joined our Junior Volunteer Program and described the opportunity as “the most rewarding experience of my entire life.”

David Padalino, MD — Neurosurgeon
A patient requiring neurosurgery may experience many challenges — physically and emotionally. In this instance, a young female patient with long hair needed to have half her head shaved. With what was left on the other side, Dr. Padalino braided her hair and the patient’s family noted that this “small act of kindness was actually a very big deal to us...it showed you have compassion and care towards an unknown person.”

QUALITY AWARD — HIGHEST EMPLOYEE ENGAGEMENT

SMALL DEPARTMENT
Human Resources Department — John Bergemann
Finance Department — Kevin Randall
HelpPeople — Andy Ohstrom

LARGE DEPARTMENT
4 North Telemetry — Diana Dixie
ICU — Kris Brown
Health Information Management — Kelley Clifford

QUALITY AWARD — MOST IMPROVED EMPLOYEE ENGAGEMENT

SMALL DEPARTMENT
Inpatient Patient Access — Dennis Sanabria
Opioid Treatment — Mark Raymond
Hospitalists — Cristina Topor, MD
Patient Transport — Robin Hallinan

LARGE DEPARTMENT
Security and Parking — Joe Dufford
Cardiac Cath Lab — Megan McCabe
7 Irving — Shannon Bouchard

GOOD CATCH
Brenna Campbell — Cardiac/Telemetry
While tending to a patient, Brenna noticed that one of the patient’s family members was exhibiting stroke symptoms at the patient’s bedside. Brenna did a great assessment that resulted in the family member receiving appropriate attention. She was thorough and calm throughout the entire process, which helped the other family members remain calm.
Sharon Corcoran and Scott Treatman, DO — Employee Health
A Crouse employee came into work on a Monday, motivated for the week to begin. She started to experience odd, but seemingly minor occurrences — numbness in her hand and difficulty concentrating. As these symptoms persisted and progressed, she decided to visit the Employee Health Office. Sharon conducted an assessment and kindly reassured the employee, who felt as though she was overreacting, that it is better to be safe than sorry. The assessment was normal, but Dr. Treatman felt that the presenting symptoms warranted further testing. After some convincing, the employee proceeded with this advice. Ultimately, a large brain mass was discovered and quickly attended to. Looking back on the experience, the employee states that “if it was not for Sharon and Dr. Treatman, I am not sure where I would be today.”

BEST EXAMPLE LIVING THE CROUSE MISSION, VISION AND VALUES
Nutritional Services ★ Environmental Services ★ Valet
The employees in these areas were recognized by a family member as people who “touched our lives in a lasting fashion.” Examples of how they carried out the Crouse mission, vision and values occurred when Environmental Services staff asked if emptying collected garbage would be disruptive; when Valet staff advised them to stay in a safe protective environment while their car was returned and cleared of snow; and Nutritional Services employees asking if any containers could be opened. In the front line of duty, these staff members positively represented Crouse in a crucial way. The particular family member who submitted the compliment credits Crouse with “creating a work environment that allows people to take the time to be human.”

Beth Wells and Janine Jennings — Emergency Services ★ Security Guards Jon Wake and Jason Pease ★ Security Department ★ Cardiac/Telemetry
A patient was confined to the hospital over the Thanksgiving holiday. Rather than spending the holiday away from one another, the patient’s family came to Crouse to share a special night together. These Crouse team members helped coordinate a memorable evening for the patient and his family by creating a Thanksgiving celebration in the small dining room.

Human Resources Recruiters
Beginning in late 2014 through May 2015, Crouse expanded and increased the number of RN positions. Klarissa Wake, Francine Wojcik, Stacy Varre and Julie Middlemiss brought the open RN positions from 120 down to 50 in less than six months. More than 180 nurses and 600
new employees in other positions were hired and brought through new employee orientation in 2015. Their nominator cites their dedication to do their work as “truly amazing.”

LITTLE THINGS MAKE A BIG DIFFERENCE

Elizabeth Donai-Smith — Phlebotomy
Liz works with chemotherapy patients to teach them how to tie head scarves to provide them with alternative options after they lose their hair. Liz has a kind and giving gentleness with the patients, who are appreciative and feel stylish with the accessories that are funded through a private donor.

Andrea Meade — Environmental Services
A patient who was spending the day feeling very overwhelmed and emotional recalled Andrea coming in her room to check the trash. When Andrea saw that the patient was crying and upset, she asked very quietly and sweetly if she was alright. Although the patient said she was fine, Andrea came back to check on her and also reported to the nurse so the team could continue to support the patient. The patient wrote in to say that she would “never forget her thoughtfulness.”

Devon Bailey — Environmental Services
The Emergency Department has been said to be the cleanest when Devon Bailey is on duty. She comes right away whenever she is called for something needed and always has a smile on her face. If she sees a patient cold or looking upset, she goes above and beyond to try to help the patient. Her nominator states all of the staff appreciate her and that “everyone she helps is touched by her compassion.”

Joseph Micheletti — Cardiac Cath Lab
Joe has received numerous STB compliments for his work, patience and consistent kindness shown to patients and family members. In individual STB recognitions, he has been noted as a patient advocate, treating others with respect and dignity and a “true asset to the Crouse organization.” When STB’s recognize a group of staff, he is often called out with a “special thanks to Joe,” and one patient cited that the “nurses were the best, especially Joe.” Great job!
CROUSE HERO
Chemical Dependency Treatment Services, including Jonathon Blum, Patricia Mitchell, Anne Naples, Laurie Leonard, Sandra Rivers and Mandy Kirsch ★ Security Guard Pawel Szwej

This team is commended for their rapid and professional response to a patient presenting an unresponsive infant to Jonathon Blum in Chemical Dependency Treatment Services. Jonathon enlisted the assistance of Anne Naples and Patty Mitchell to start performing infant CPR while he called 911. The paramedics were responsive, and when they left the building, the infant was breathing normally.

Annie Agrasto — Medical Affairs
Jennifer Watkins’ son, Matthew, has always taken great interest in the postal service. Many days, he would visit the post office after dinner to count the trucks and make sure everyone arrived back safely from their daily route. In May 2015, Matthew was diagnosed with leukemia and spent eight difficult months in the hospital. Jennifer remembers the quiet and unwavering support that Annie offered during this extended time. With prayers and words of encouragement, Jennifer describes Annie as “just there.” At some point, Annie learned of Matthew’s passion for the postal service and coordinated a remarkable event. Just after his discharge, the postmaster general, head of PR, union president and a local news crew knocked on Matthew’s door presenting him with a sash that named him “Matthew the Mailman.” With his new gifts of postal shirts, patches and hats, Matthew watched a parade of 25 mail trucks, three fire trucks and three police vehicles drive by in his honor, all waving in support. Jennifer reflects on Annie’s act as one of genuine compassion, which is the core of our Crouse values.

Laurie Leonard — Chemical Dependency
Through a simple and empathic observation, Laurie identified a basic need in the patients of Crouse Chemical Dependency Treatment Services. She had noticed that many patients, some who walk long distances to receive treatment, arrive without a warm winter coat, gloves, hats or even warm socks. Laurie created the Helping Hands program and champions donations from staff for these much-needed items. This program has served the basic needs of these patients and has also united staff around this cause. Many patients expressed their gratitude for having their needs met while coming to treatment. Her nominator cites that “she made each person feel valued and important, not ‘less than’ because they were in need.”

DR. PAUL KRONENBERG SPECIAL AWARDS
A Special Thank You

to
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