

STAFF STORIES OF THE QUARTER

2nd Quarter 2018



Patient-Centered



Collaboration



Integrity



Transparency



Stewardship



Polly Fullom and Aileen Owens - Clinical Education

The Institute of Medicine challenged our nation with recommendations for improving healthcare through the profession of nursing. One recommendation was the opportunity for every newly graduated nurse to have a formal nurse residency program to transition their first year from the student role to the practicing clinical nurse role. Polly Fullom and Aileen Owens were asked to take this challenge on for our organization and they did that with passion, knowledge, flexibility and a true commitment to the success of our new nurse associates. These two dedicated educators have devoted countless hours to the success of this program and the success of the participants.



Dr. Randy Stevens - Center for Occupational Health

Dr. Stevens has been doing amazing things in our Occupational Health department. He has been mentoring Rachel Henry, PA to add another location at UHC for Occupational Health. He has helped with Telehealth support for Occupational Health. Dr. Stevens sees patients 24/7 365 days a year. He always makes himself available, even for challenging issues.



Ariane Detamore - Public Relations

Ariane has served as a liaison with the March of Dimes since joining Union Health in 2015. This year she coordinated with Maternity Services, PR/Marketing and the Indianapolis representative to plan the CEO/Leadership Kickoff. Ariane also collaborated with Maternity Services to support a well-attended Community Baby Shower. She designed the March for Babies t-shirt. This year's internal March for Babies team surpassed 300 Union Health team members (over twice last year's team size).



Lori Moon - Corporate Compliance & Risk Management

When our community lost THPD Officer Pitts a few months ago, Lori immediately jumped into action. She offered condolences to the Law Enforcement Officers who serve our health system. She coordinated food and a team to personally deliver it to Hulman Center the day of the visitation, which ended up feeding hundreds of Law Enforcement Officers that came to pay their respects and honor the fallen officer. Lori represented Union Health System to our community with genuine sympathy and professionalism.



Jenny Maxwell - Nutrition Services

A patient had been in the hospital for a few days and informed staff that he was homeless and did not have a place to go at discharge. Several staff members worked to find housing for this patient. In conversation with the patient, Jenny provided contact information for Aim for Christ Ministry. This patient called the agency and was able to secure a bed and have a safe place to stay at discharge, all thanks to Jenny.



Lauren Plascak - UMG AR-Insurance

Lauren was sitting outside at lunch when she noticed a car stopped on the road with an older man and woman. The man went into cardiac arrest. Lauren noticed that there was an issue and went over to offer help. The man was lying on the ground as the woman called 911. Lauren grabbed a pillow out of her car for his head. The woman was worried about what she was going to do with her car since she was going with her husband. Lauren offered to move it for her to the clinic's parking lot and gave the keys to the police officer, so he could take them back to the couple at the hospital.



Shari Hawkins - Human Resources

Shari had witnessed a head on collision one morning when going out to check her mail before leaving for work. She instantly called 911 and ran over to help. There were two small children in one vehicle, one being a baby that was bleeding very bad. She found a towel in the car and put pressure on the wound. Other people arrived to help, and she took charge and instructed them on what to do to help until the ambulances could arrive. Shari responded very quickly and confidently.



Dustin Striegel - Valet Parking

Dustin has become very familiar with our regular patients through his daily or weekly interactions with them parking their cars. Dustin befriends these patients and through their time spent together has learned when their last treatments will be (IV Therapy, Wound Center, etc.) He has been purchasing guardian angel pins from the gift shop and giving them to the patients to help celebrate their final visit to the hospital. Dustin has touched many lives so far in his time here and has made their visits to Union a little more enjoyable.

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