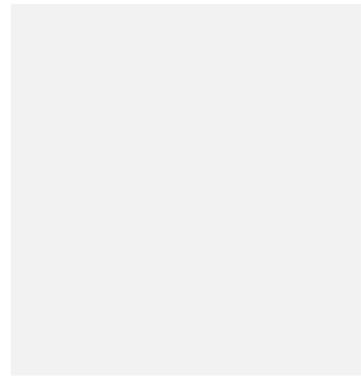


## Quinn M. CHENG

Chief Nurse, 45, aware of breach;  
Checks emails 3 times/day from phone.



***“We need everyone to get this training  
if we want to keep getting donations!”***

Who is it?	45 years old. Completed 4-Year Nursing Degree followed with Graduate degree. Hired 3 years ago.
Goals	Being a positive influence in a family's life, being there for both patients and staff.
Challenges	Management doesn't understand what it's like in the clinic. We don't have all the supplies we need, and we are missing personnel for peak activity and emergencies.
Values	Sees great value in small things.
Attitude toward Training	Important to keep the trust of donors. More people should understand that.