

# 2012 Service Awards

Sept. 19

Donna Hyland remarks

**FINAL/APPROVED**



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*Linda to introduce Donna*

Thank you, Linda.

And thank you all for joining us this evening. It's such a special night, and I'm honored to be here with so many dedicated employees and your guests.

We're here to celebrate your years of service and your incredible commitment to Children's. You are all here, because you have given so much of your passion and your time to Children's. On behalf of all of our leaders, I want you to know how deeply we appreciate your loyalty and your support of our patients, families and each other. You all give Children's such a strong foundation to work from—you're who we count on to help this organization grow and succeed.

I'm so thrilled we can come together tonight—away from our computers and out of the clinical setting—to dress up a little bit, relax and celebrate you and your hard work over the years.

We're honoring seven special women tonight—five of them are celebrating their 35 year anniversaries and two of them 40 years—and I can't wait to share their stories with you.

They are sitting right here (gesture to the tables) with their special guests and hopefully feeling pretty fantastic after the day they had. They spent hours being pampered and fussed over at the spa. I know you all had a wonderful, relaxing time and you all look fabulous.

*(A few photos from the spa sendoff will project; no images from inside the spa)*

This year, we're doing something a little different to celebrate our 35- and 40-year honorees. We wanted to give everyone here a chance to get to know these supremely loyal and dedicated employees better...so we put them on camera. And we asked them to tell us about

their years with our organization and what it's meant to them. I think you'll find it both interesting and inspiring to hear from each of them tonight.

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| 35-Year Employees |
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Our first 35-year honoree is **Susie Williams**. She's a PICU nurse at Scottish Rite and works on the vascular access team at both campuses. Let's hear from Susie...(roll tape)

VIDEO ENDS WITH SLIDE THAT SAYS "THANK YOU, SUSIE" (videos run approximately 90 seconds)

Now, let's meet her! Susie, will you please join me up here? (Lead applause)

Susie, let me read what one co-worker says about you. "She has a wonderful personality that pulls patients, families and staff toward her. She always puts forth her greatest effort in everything she does on a daily basis. Susie is one of a kind and we're lucky to have her here at Children's!"

That statement really sums up Susie and her impact as a nurse, but I just have to share with all of you this incredible, inspiring story from a few years back. Back in the 1980s, you cared for a young boy who, sadly, didn't survive his medical problems. But his parents were profoundly touched by your clinical expertise, your gentle touch and your care for them as a whole family. His mother was particularly inspired by seeing the difference that a strong bedside nurse could make on a patient—in fact, she was so inspired that after her son passed, she actually went back to school, become a pediatric nurse and who now works with you. She has you to thank for a rewarding career that allows her to help kids, just like you helped her son in his time of need.

And she's not alone in her admiration for you. Other co-workers describe you with words like "brilliant," "compassionate," "dedicated," "independent thinker," "advocate"...all the traits an outstanding nurse should have.

When you first started with us at Egleston, the ICU had just eight beds...for all types of patients. And the technology you had back then certainly seems antiquated by today's standards. Since that time, you've worked at both campuses, been a tireless force for the

Fragile Kids Foundation, helped shape the skills of many a nurse...and, of course, improved the quality of life for countless children and their families.

The other great thing you regularly bring to Children's is...your food and your love of get togethers. Speaking of get togethers, I know that for your recent big birthday, about 60 of your closest friends helped you take over a hotel in Florida to help you celebrate. Now, I know it's not easy—in fact, it's usually downright impossible—to assemble that many busy women for a weekend getaway, so it really speaks to just how well loved you are.

Susie, thank you for all that you are...and all that you bring to Children's. Congratulations on 35 outstanding years with us!

Next, we'll hear from another 35-year-honoree, **Janet McMaster**, who is the Assistant Manager of Day Surgery at Scottish Rite. (roll tape)

VIDEO ENDS WITH SLIDE THAT SAYS "THANK YOU, JANET"

Janet, will you please join me? (lead applause)

Janet, you've worked in a number of places across our System. I'm told you started at Egleston because you were drawn to the complexity of the patients there. For a number of years, you worked with transplant patients, which certainly sharpened your clinical expertise. Then, when Egleston needed someone to open and manage the Kennestone Immediate Care Center, you were there. And then you made the move to the Town Center to oversee that Immediate Care setting.

Five years ago, you made the difficult decision to pursue a new direction within Children's, applying for the position in Day Surgery, where several of your Immediate Care co-workers had moved. During the hiring process, these former co-workers became a group of self-appointed, Janet McMaster cheerleaders...I understand they lobbied hard for you to get the position.

And when you started working there, your supervisor immediately knew why. Here's what she says about you: "Janet has a quiet calm about her that stays calm even during a storm. She leads by example in the truest fashion. Janet's talents are not only clinical. She's been instrumental in designing a Lean process in the Pre-Anesthesia clinic to help reduce surgery cancellations, and to ensure that even our sickest patients are properly cleared for surgery upon arrival. She's also spent many hours working to improve and streamline our OR scheduling process. Janet has the energy of a new grad and the good heart of a child. She is also so skilled and wise."

Janet, we're so grateful for your combination of youthful energy and mature wisdom and expertise. It means the world to us AND our patients. Congratulations on your service anniversary!

Now, we'll visit with 35-year honoree **Fran Solomon**, a medical social worker at the Chamblee Primary Care Center. (roll tape)

VIDEO ENDS WITH SLIDE THAT SAYS "THANK YOU, FRAN"

Fran, it's your turn in the spotlight! (lead applause)

Fran, we hear that one of the things that makes you so great is that you're the ultimate problem solver. "Medical Social Worker" isn't just your title; it's who you ARE.

If a patient needs medical care, you ensure they get it. If they need more information related to their care, you educate them. If they're struggling to comply with doctor's orders, you find the barriers and help knock them down. If a family needs outside resources, you know where to find them and you help to connect them.

I suspect that much of your effectiveness comes from the time and energy you put into assessing each patient's situation. You figure out what's at the heart of their needs, which is how you're able to really help them.

And, as Fran told us, she finds her role satisfying on so many levels. She says there's never been a time when she hasn't wanted to go to work. Your enthusiasm is contagious. And at Children's, we—along with the patients and families you work with—are lucky to have you.

Your dedication, calm demeanor, and professional expertise certainly haven't gone unnoticed by those who work with you. One co-worker clearly remembers a time, years ago, when he first had to deal with the death of a child. Naturally, it was upsetting, but you were there to empathize, reassure and help him handle those difficult emotions, so he could go on to support others.

Another co-worker says she comes to tears when she thinks about your contributions throughout the years—from the early days at Egleston, when you were one of just three social workers and the hospital had only 52 beds...to your work in the ICU...the ED...neurology...with the Spina Bifida and Brain Tumor foundations...to your role at Chamblee today.

Add to that the fact that you've been a life-long and avid runner—and you still log about 30 miles of walking each week—plus, you spend time with your grown children and grandchildren. Fran, I have to wonder when you find time to sleep!

Well, whatever your secret is for staying so productive, we're grateful to have you with us. On behalf of all of those you care for and who care for you, thank you for your 35 years at Children's. Congratulations!

**Maribeth Simmons** is next. She's also been with Children's for 35 years and is now a staff nurse in the pre- and post-op areas in the cath lab at Egleston. Let's hear from her now. (roll tape)

VIDEO ENDS WITH SLIDE THAT SAYS "THANK YOU, MARIBETH"

Now, let's meet Maribeth in person. (lead applause)

Maribeth, two years ago, you made a big decision. After many years working in the CICU at Egleston, where you AND the unit had really grown up together, you decided to work with patients in the cath lab. I know it was hard for you to leave the unit. After 30-some years of such intense nursing work, you could have taken an easier road. But you chose a new challenge instead. It's no surprise that you've brought your special brand of caring, knowledge and passion for cardiology with you.

Here are just a few of the things your co-workers—past and present—had to say about you. “Maribeth is sharing, giving and so supportive of new staff. She makes you feel comfortable and welcome. And, most important, she has helped hundreds and hundreds and HUNDREDS of children!”

“Maribeth has a wonderfully dry sense of humor that helps keep the atmosphere light.”

“Maribeth has a motherly, loving way about her...it's something you can't describe, but you can watch it help heal her patients and their families.”

“Maribeth knows her stuff. She's calm—even when the walls are caving in!”

That's quite a review. You see, for Maribeth, nursing is something of a spiritual calling. And she heard that calling at the tender age of four, when she had her tonsils out and learned what a nurse was. At school, teachers often pushed her in different career directions, but Maribeth wouldn't be swayed—and thank goodness for that!

When she's not at work, Maribeth enjoys time with her husband, two kids and three grandchildren. She likes to garden and volunteer at church...she absolutely LOVES water aerobics...is a rabid Georgia Tech fan...and would like to think she's a scrapbooker, except that she's admittedly about 30-years behind.

Maribeth, you've been plenty busy during those years, and we plan to keep you that way for many more. So the scrapbooks will just have to wait! Thank you for the indelible mark you've made on Children's. We're truly honored by your 35 years of service. Congratulations!

This brings us to the last of our 35-year honorees, **Jeanette Hogan**. Jeanette is an outpatient Radiology Services scheduler for both Egleston and Scottish Rite. (roll tape)

VIDEO ENDS WITH SLIDE THAT SAYS “THANK YOU, JEANETTE”

Everyone, please help me welcome Jeanette Hogan! (lead applause)

Jeanette, after 35 years you really are the QUEEN of radiology scheduling. And it's not just any scheduling you handle—it's nuclear medicine. And that means juggling countless details for each and every patient. There's special timing involved for various tests...different protocols for different ages...multiple requirements for injections and sedation. And then there are the stressed out parents...it's enough to make anyone's head spin. But you take it all in stride. You're always sweet natured, efficient and focused on customer service.

If we were to listen in on one of your calls with a parent, we'd hear you going the extra mile, making sure they know the exact location of the test, telling them what to expect, how the procedure works, even emailing them test preparation instructions.

As many of you know, we've moved some of our radiology schedulers to work at home, where Jeanette has also proven to be a top performer. And every month, she comes in to the office to show the ropes to the newcomers, which is so important to the success of her department.

Jeanette, even though you and your co-workers don't see each other as much as you used to, they say you still take the time to check in with them and treat them like family.

When you take a well-deserved break from work, we might find you on a Disney Cruise or visiting your favorite spots in Mississippi...or just hanging out with that huge family of yours.

But no matter where you are, you're always learning and always loving. Jeanette, that's exactly what we appreciate about you. Thank you for the daily doses of sunshine you've been sharing with Children's for 35 years, and congratulations on this milestone!

## 40-Year Employees

Now, it's my honor to introduce our final two honorees tonight. Each has been with Children's for *40 years*. Can you believe it? Tonight is our night to thank them and to celebrate their accomplishment. I'm pretty sure neither of them is old enough to have been here for 40 years, so we might have to check their IDs when they come up here!

We honored them at this event 5 years ago, and I'm thrilled they are joining me on stage tonight for some more well-deserved recognition.

The first 40-year honoree we'll hear from is **Frankie King**, who is the Manager of Physician Peer Review. Here's what Frankie had to say about her 40-years with Children's. (roll tape)

VIDEO ENDS WITH SLIDE THAT SAYS "THANK YOU, FRANKIE"

Frankie, will you please join me? (lead applause)

First of all, you ARE too young for this award, but we're going to give it you anyway. For those of you who don't know Frankie, which probably isn't many of you, her work has included time at the bedside...in the Quality department...and in Case Management. Then, rather than rest on her accomplishments, she went on to help build and lead one of the most highly respected physician peer review organizations in the country. As one physician put it, "Frankie is a nurse's nurse *and* a doctor's nurse." That's some very high praise!

Her job is certainly not an easy one, but everyone agrees that she does it in a way that accounts for every angle—combining clinical and legal knowledge, a strong sense of ethics, and a warm and compassionate personality. In short, Frankie is always working to do what's best for Children's, our physicians and, ultimately, our patients.

Because they respect her so highly, physicians seek her opinion and value her direction. And leaders from hospitals around the country visit Children's to learn how they can emulate our physician review model.

Under Frankie's guidance, our review program has evolved from the old school, punitive approach toward a progressive model based on education, improvement and prevention. This approach supports physicians who are fully engaged and active in the process of keeping our patients safe. And by working closely with Patient Safety, Frankie has cemented strong working relationships and driven quality-focused action plans.

Frankie is similarly devoted to her family...and her church...and...UGA...and Disney World! She's also one to spend time catching up with friends, just enjoying a casual lunch or chitchat.

Frankie, for 40 years, you've quietly, calmly and expertly helped guide the preeminent healthcare system Children's has become. And even if you did start here when you were 12, we're awfully grateful for it! Thank you for these 40 years with us and congratulations on making each and every one so meaningful.

So here we are with our final honoree. Like Frankie, she is someone that most of you probably know...and definitely love. She's the Director of Patient Care Services at Hughes Spalding. Now, let's hear from **Charlene Roberts**. (roll tape)

VIDEO ENDS WITH SLIDE THAT SAYS "THANK YOU, CHARLENE"

Charlene, it's a pleasure and an honor to introduce you this evening. Please come up here and take the spotlight.

Charlene, where HAVEN'T you worked and what haven't you done at Children's? You've gone from the bedside to System Accreditation and now, in many ways, back to the front line again. You've told us that working at Hughes Spalding has been like coming home for you...and it's clear that you're truly thriving in this role, just like you have in every other.

Let me embarrass you with some high praise from your co-workers, starting with a physician. "Charlene is a highly respected clinician and administrator. She has always been a nurse first, followed by the many other things she does. There are many physicians at Children's that would credit Charlene as having helped 'raise' them through their careers. Her devotion to Children's—and to children—is unmatched."

Another colleague says Charlene is the reason she accepted her high level position at Children's. She said, "Within the first five minutes of our interview, I knew I HAD to work here...it felt like divine intervention had occurred. Charlene has been an incredible force in my life."

So what is it about Charlene that inspires such admiration and loyalty? Charlene, here's what your co-workers told us:

- You have a unique perspective—you've seen the inner workings of all three hospitals that are now united as one of the largest pediatric healthcare delivery systems in the country.
- You're a smart, caring and trustworthy leader. People look to you as their advisor and their confidant.
- You're what one person calls a "barrier buster." You always find a way to go through, around or over a problem.
- You're just easy to be with...you instantly make people feel comfortable.
- You're fun! People like being around you because you keep it light.
- And you're an amazing decorator. Any place you decorate just feels like home.

Charlene, thank goodness for Children's that you've made US your home. You've given so much of yourself and tonight we're here to give you our deep and heartfelt appreciation. Congratulations on your 40-year anniversary!

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That concludes our individual recognitions. On behalf of our patients, their families, your colleagues, our physicians, staff and the Executive Leadership Team, I'd like to extend our deepest appreciation to you all.

I can't say it enough: Thank you. Thank you for being such an incredible part of our past, present and future. Your passion for our mission is inspiring and you live our values each day. I'm so proud to work alongside you to make Children's and our communities even stronger.

And, to our guests, thank you for helping us celebrate tonight. Good night!