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Careforce Connection

Your Link to Children's Healthcare of Atlanta

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Congrats to Our Hope and Will Award Winners of the Year

Children's celebrates employees who exemplify our Values with Hope and Will Awards. Formally recognized by their peers, award nominees demonstrate outstanding customer service, exemplary attitude and spirit, exceptional skills and a strong commitment to Children's. They brighten their coworkers' days; routinely go the extra mile; and generally make Children's a better place.

Last week, we honored our **2011 Hope and Will Award winners** with a special luncheon. They embody Children's Values and are huge part of why Children's is such a special place to work and to receive care. The 14 winners were recognized for a variety of reasons, but they all possess a passion for their work that shines through in everything they do. They all have such a strong commitment to Children's and to helping us deliver the best care to the patients and families we serve.



During the celebratory luncheon, we announced the annual Hope and Will Awards winners. These two individuals stood out as the best of the best. They care about the people they work with, and they are committed to not only doing their job to the best of their ability but also to helping their co-workers do the same.

Join us in congratulating **Victor Gerhardstein** and **Desha Thomas**, our 2011 Hope and Will Award Winners of the Year.



Victor Gerhardstein, Social Worker, PICU, Children's at Egleston

Victor has quite a few fans in the PICU at Egleston. In their nominations, his co-workers raved about his dependability, his supportive and nurturing nature, and his commitment. And there were even a few compliments on his baking skills. Victor does it all and it's clear his colleagues appreciate him. They also shared what an incredible resource he is for our patients and their families. Several mentioned that he's the ideal social worker.

Working with families facing incredible stress on a daily basis takes a special person. Victor's steady, calm demeanor puts families at ease in tense situations and his commitment to excellence ensures that they are getting the best possible service. He's committed to finding a better way. He consistently does whatever it takes to address the special needs of the children and families that we serve.

Victor's dedication certainly doesn't stop with patients and families—his commitment to the PICU staff and his own Social Work department is well-known. He's assumed the role of Epic Super User Champion for his department, which is no easy task and certainly an added responsibility on top of all those other responsibilities he's juggling. His team is thankful for his work on the Epic project and say that it's a reflection of how much he truly cares about his patients—making sure policies are followed accurately.

Victor's proved time and again to be an incredible resource for the department. He even attended an Epic training refresher voluntarily to make sure he could help his co-workers document accurately.

One teammate commented that he "continues to be our saving grace when it comes to navigating issues, problem solving, and exploring new ideas. He has been our rock."

Theodosia Thomas, Operations Coordinator, Medical Records, Children's at Hughes Spalding

Desha has one of the biggest and brightest smiles. It's no surprise that her co-workers call her, "Smiley," their "Shining Star" and a "Bright Light." Positive energy just seems to radiate from her. It's not only her smile and warm personality that gets attention. As operations coordinator for medical records at Hughes Spalding, Desha interacts with nearly all departments and everyone commends her on her attention to detail and professionalism.

Known as the glue that holds the medical records department together, she has a check and balance system to ensure that providers are charting consistently and in a timely manner. She approaches everything from a team perspective and promotes an attitude of working together in order to provide excellent care.

As one of her co-workers explained, Desha's value can't be accurately measured, but it is highly revered. In her leadership role, she keeps the needs of her team at the forefront. Her director complimented Desha's dedication to her role, to her team and to helping others recognize how their performance directly relates to how Children's operates as a System.

There are countless examples of when Desha has stepped in to help others during busy times; provided guidance and direction to new staff; or simply stopped to make a co-worker feel better on a rough day.

She is a source of strength to others. She is an example of dynamic leadership. And she is incredibly deserving of an Annual Hope and Will award. She brings tremendous value to Children's, and her team considers themselves privileged to work alongside her.



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