



2011 Hope and Will Award Winners Eligible for Year-End Nomination

Read the write-ups celebrating each nominee on pages 2—5.

Children's at Egleston

- Amanda Nelson, Paramedic, Emergency Department
- Victor Gerhardstein, Social Worker, PICU
- Tiffany Walters, Customer Relations Assistant, MRI

Children's at Hughes Spalding

- Theodosia Thomas, Operations Coordinator, Medical Records

Children's at Scottish Rite

- Jessica Hinkle, Physical Therapist 2, Rehab, Medical Office Building
- Joseph “Sam” Hungerbuhler, Respiratory Therapist, PICU
- Terri L’Hoste, Access Supervisor, Neuropsychology
- Ashley Watson, Insurance Verifier, Patient Access, Rehab MOB

Marcus Autism Center

- Jim Coyle, Business Operations Coordinator, Severe Behavior
- Dot Ranew, Behavioral Clinical Specialist
- Susan Shepard, Manager Business Operations, Patient Care Center

Neighborhood locations

- Shawntel Joseph, RN-Colleague, Mt. Zion Immediate Care Center

The Park

- Peter Bond, Corporate Accountant, Finance
- Beth White, Manager Purchasing, Logistics and Inventory Management-Supply Chain

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

The PICU staff describes Victor as a “quiet humble hero.” He is dedicated, dependable and the consummate team player. His co-workers value his professionalism and quiet grace when working with families in delicate situations. “In a unit where drama can overwhelm the strongest at heart, Victor quietly intervenes and brings a sense of steadiness to the scene,” a nurse shared. Victor’s dedication does not stop at caring for the patients and families—his commitment to the PICU staff is evident and appreciated. He brings scones and baked goodies to the night and weekend staff. He takes part in the unit’s infamous “roast of the fellows.” The staff know that Victor cares about them and consider him an essential part of their team. In fact, according to them, life in the PICU would not be the same without him.

Amanda Nelson, Paramedic, Emergency Department, Children's at Egleston

As a paramedic in the Emergency Department, Amanda knows the importance of supporting her teammates, especially in a time of need. When she found out that one of her colleagues had breast cancer again, she jumped into action to help. Because of the radiation treatments, Amanda’s co-worker wasn't sure she could work full time. However, Amanda started discussing covering some of her Sunday night shifts with the nursing staff. Amanda called it "Project Pink" and began lining up nurses to take the shifts. She convinced several nurses to help their teammate in her time of need, and also made sure that the changes were approved by a manager. Amanda’s colleagues in the Emergency Department know that she didn’t have to go out of her way to lend a hand, but she did because she cared. The smile on the face of her appreciative coworker was enough in return for the caring and compassionate Amanda.

Tiffany Walters, Customer Relations Assistant, MRI, Children's at Egleston

The MRI team at Children’s at Egleston highly values Tiffany Walters and the vital contributions she makes to their department. She has taken on many roles outside of her routine responsibilities and excels at being a team player. Wherever she sees a need, Tiffany makes a point of proactively pursuing the solution. One co-worker said, “She pays such close attention to the work of the department that she identifies our needs and fills them, often before we even realize it.” Tiffany does whatever she can do to help make the department run more smoothly, which helps ensure a very efficient and pleasant experience for patients and their families. She’s a great asset to Children's.

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

Theodosia brings both positivity and a strong work ethic to Children’s at Hughes Spalding. Colleagues say she is a bright light and always helps her team whenever called upon. Her enthusiasm and positive attitude has a great effect on everyone who meets her, and her hardworking spirit benefits patients and staff alike. In one instance, no one could seem to find a chart for a patient who had arrived for an appointment. Theodosia looked on the first floor in primary care clinic, second floor specialty care clinic and she even went to various offices to check to see if someone had it stored in their office. After hours of searching for the patient's chart, she finally found it. By not giving up until she retrieved the chart, Theodosia proved her willingness to go above and beyond to provide excellent care. She often completes tasks that are not part of her everyday duties, but she always does so with a friendly attitude. One of her co-workers said proudly, “She displays excellence in all that she does and is one of the strong leaders of Children’s at Hughes Spalding.”

Jessica Hinkle, Physical Therapist 2, Rehab, Medical Office Building

Working with teens with acquired brain injuries isn't an easy task, but Jessica is always up for a challenge. According to her colleagues, she personifies excellence by offering outstanding evidenced-based care and developing exercise routines for patients with all levels of physical ability. She often brings new ideas to the table, offering innovative suggestions for improvement of processes. On top of her professional work, Jessica is nurturing to staff and patients alike, spending extra time to make sure she listens to their needs. At the two-week BRAIN program, a colleague spotted Jessica's care in action: "She respected participants, student staff and program coordinators by learning more about their individual aspirations and goals." Jessica is an exemplary team player, always willing to work with others, devise solutions for group issues, join new initiatives and support her teammates.

Joseph "Sam" Hungerbuhler, Respiratory Therapist, PICU, Children's at Scottish Rite

To say the least, Sam Hungerbuhler is always willing to lend a hand to anyone needing one. However, he more often goes above and beyond to help the nursing staff care for patients. Sam dedicates himself to making sure that each patient receives the best total care. One co-worker remembers when she accompanied him to take an intubated patient out to enjoy the sunshine. The co-worker said, "The look on her face and the smile for being in the warm sunshine was something I will never forget." This example shows just one instance of Sam's trademark kindness. His expressions of care help make difficult situations a little better for our patients and families.

Terri L'Hoste, Access Supervisor, Neuropsychology, Children's at Scottish Rite

Terri goes above and beyond to make sure Neuropsychology provides the absolute best service to patients and their families. Her positive attitude and amazing work ethic is unmatched. Time and time again she demonstrates that she not only loves her job, she loves the people she works with—and the feeling is reciprocal. "I cannot say enough about Terri. She is the glue that holds our department together," said a co-worker. "I don't know where we would be without her. She makes coming to work each day a complete joy." In addition to keeping the department organized and contributing to its pursuit of clinical excellence, Terri takes care of the small things. She sends cards to staff relatives that are sick, brings in homemade beeswax chapstick for everyone and greets new hires in the parking garage to walk them into Children's on their first day. She's an excellent problem solver and true team player. Staff credit Terri with transforming their department for the better through both her professional and personal contributions.

Ashley Watson, Insurance Verifier, Patient Access, Rehab MOB, Children's at Scottish Rite

Ashley Watson does it all and manages to make it look easy. Her colleagues enjoy both her positive attitude and willingness to help others with difficult insurance situations. One co-worker said, "Ashley thinks outside the box and always looks for a win-win solution to situations that arise." Ashley is also approachable and professional in dealing with both internal and external customers. She provides accurate information and completes tasks in a timely manner. Ashley is an integral part of making sure her department thrives.

Jim Coyle, Business Operations Coordinator, Severe Behavior, Marcus Autism Center

Jim makes sure that he has a strong personal discipline not just for his own benefit, but to make sure he is an effective part of his team. Colleagues say that Jim has always been 100% professional and efficient. He demands excellence from himself so that he can perform his job better and facilitate good employee relationships. "We all enjoy our contact with Jim, and he works so hard to keep us on task and happy," said one co-worker. Not only does he build strong relationships within his own team, he works well with all departments, often working to bring several departments closer together. He is an excellent team player and an integral part of the Marcus Autism Center.

Dot Ranew, Behavioral Clinical Specialist, Marcus Autism Center

Dot comes to work each day with an upbeat and cheerful attitude. According to her colleagues at Marcus Autism Center, her positivity makes a difficult workday much easier. She's also incredibly caring toward staff and her patients—whether it's greeting them with a warm smile, taking time to listen to questions or concerns or just lending a helping hand. Dot's compassion for others is apparent within minutes of meeting her. Even when dealing with more difficult patients, she remains calm and cool, which is exactly what they need. "Dot is a wonderful asset to the team," one of her peers shared. "Just her presence makes everyone feel better. She is the bright spot in so many of our days. We are extremely grateful to have Dot as part of our family at Marcus."

Susan Shepard, Manager Business Operations, Patient Care Center, Marcus Autism Center

According to one co-worker, Susan Shepard exemplifies what Children's aspires for all its employees to be each day. She has an awe-inspiring ability to see the big picture of how her job affects individual children and families. Susan helps alleviate the burdens of our patients and families at the Marcus Autism Center by empathizing with them and helping them get what they need. She also makes an effort to meet new families when they come into the building for the first time. "It would be easy for Susan to simply be a voice on the other end of the phone, but she doesn't take that path," said one of her colleagues. "She makes time to introduce herself and make the families feel more at ease, in addition to demonstrating a commanding mastery of the other details of her job."

Shawntel Joseph, RN-Colleague, Mt. Zion Immediate Care Center

Shawntel is an outstanding nurse, providing excellent care to all of her patients, but she is also a true friend. One colleague who is studying to be an RN counts Shawntel as one of her key motivators. Shawntel also went back to school to become an RN, and just completed her BSN degree, so she often shares tips with her colleague. She has always makes herself available to her co-worker as a mentor, looking up programs and classes. She even let her fellow nurse borrow her textbooks to save her the cost of expensive books. Shawntel always asks how her co-workers are doing, and is always there to give advice and pep talks when needed. "I thank her and the help she has provided to me for getting me to this point. She is a great friend and nurse," said the grateful colleague.

Peter Bond, Corporate Accountant, Finance, The Park

Pete Bond exemplifies all of the Children's values, but it's his "I'm here to help" attitude that makes him an invaluable team player. The most recent example of his willingness to help others was during the Epic revenue cycle go-live at Marcus Autism Center and Emory-Children's Center. Pete sat down with a colleague who was having problems navigating the new system tools. They set up a game plan to address the issue, and after several attempts they resolved it, together. "Pete stayed late and worked diligently with me to resolve the issue," the coworker said. "He could have simply left me alone and told me to just look it over and soon I'd get it, but he didn't. He worked at the problem as if it was his own." To this coworker and many others, Pete is the go-to person when they feel lost or uncertain of how to approach a task. He is always willing to help and goes the extra step to ensure that they feel comfortable with the process. His exemplary attitude, spirit and strong commitment to Children's are commendable.

Beth White, Manager Purchasing, Logistics and Inventory Management-Supply Chain, The Park

During the three years in her role as the Manager of Purchasing, Beth has demonstrated an incredible passion for customer service and extremely thorough, precise work. She has shown a strong desire to learn new skills and has lifted her team to new heights along the way. Colleagues say that she is thoughtful, respectful and incredibly productive at the same time. She always exceeds the expectations of her customers, and thinks from a System perspective to involve the right people and solve complex problems. Beth epitomizes the Children's spirit, and all who have the opportunity to work with her recognizes this.