

# STAFF STORIES OF THE QUARTER

## 3rd Quarter 2020



Patient-Centered



Collaboration



Integrity



Transparency



Stewardship

### LEADERS OF THE QUARTER



#### **Megan Collins - Nutrition**

Megan took the initiative to partner with the USDA and Prairie Farms to establish a program that supported hundreds of our Union Health employees this past summer. Through this collaborative effort, approximately 2,000 dairy care packages were distributed to our teammates in the months of June and July. Prior to the summer, Megan and her team had several transitions within the department that resulted in several delays for patients receiving their meals in a timely manner. Megan, with her team, improved the tray delivery times from approximately 65% of all trays being delivered within 45 minutes, to over 90% of all meal trays routinely being delivered within the same timeframe. Megan gives all accolades to her team for this tremendous success, and we appreciate her leadership.



#### **Tammie Brown - Finance**

Tammie Brown is being recognized as the Leader of the Quarter for years of dedication leading the finance team. Most recently she led the process of the 2021 fiscal budget. This year's process was much more streamlined lifting work from the clinical shoulders of leaders. Finance continues to produce under Tammie's leadership having another successful audit, a successful DSH campaign and completion of corporate tax returns. In addition, Tammie remains active in her community assisting with youth softball and the Aerroettes dance team. Tammie recently celebrated 30-years of dedication to Union Health.

### STORIES OF THE QUARTER



#### **Amber Mershon - Case Management**

Amber had a personal goal of creating a team building project for the Case Management team. It was decided to shower the Mother Baby unit with gifts to give to new moms after delivery. Amber headed this effort and the department was able to provide 30 bags of goodies to the Mother Baby unit at a surprise baby shower where they provided lunch and cupcakes.



#### **Krista Hayes and Courtney Withers - Population Health**

Krista had been working with a dementia patient for some time, working mainly with the husband and doing education about the care of the patient. Krista received notification that the patient was no longer eating, so she made a home visit to assess the condition of the patient. Krista, along with Courtney, a social worker, and a hospice rep, discovered the patient was actively dying in the home. The 3 ladies asked the husband to sit down with them in the kitchen and they spent a great deal of time explaining to the husband what was going on with his wife. They explained hospice services to him and how they would be there with him to help him through this process. They spent a great deal of time with this husband and listened to his stories of his life with her as they had been married for 50+ years. This patient passed away peacefully the very next afternoon, in her home with her husband at her side under the care of hospice.

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