

# STAFF STORIES OF THE QUARTER

## 4th Quarter 2020



Patient-Centered



Collaboration



Integrity



Transparency



Stewardship

### STORIES OF THE QUARTER



**Kim Trierweiler - Pre Services**



**John Royer - Finance**

A friend who had just been diagnosed with breast cancer called me, explaining that Dr. Tisinai was not in her insurance network when all her other Union providers were. This did not make sense to me, so I reached out to Kim and John. They took many phone calls with the patient and I and provided documentation all the way up to the week prior to the appointment. The day of the appointment, it was learned that Dr. Tisinai was the trauma surgeon who attempted to save her son's life 13 years ago. This was an unexplainable moment for not only my friend, but I assume Dr. Tisinai as well. My friend never saw or spoke to the surgeon that horrible night, and her son was Dr. Tisinai's last trauma patient. This patient saw this situation as God's way of putting angels in her life to get her to Dr. Tisinai after 13 years. It provided answered prayers and closure.



**Chelsea Kizer - Palliative Care**

Chelsea was visiting a patient that she sees as a part of the palliative care team. She recently asked him during their last visit if she could help with anything else. He replied, "could you look at my phone?" She did and asked if she could take it to get it looked at. She took the phone to Best Buy and whatever was wrong with the phone could not be fixed. She bought him a track phone and put minutes on the phone for him so he could text and talk to his family and friends during this difficult time. She did this out of her own money and what a kind gesture it was. The patient and family were extremely grateful.



**Lisa Kaufman, Cardiology**

Lisa monitors an extra feature offered on the online Lifestart Network to make sure her patients get the best possible outcome. She also leads the entire nation in what best practice looks like when it comes to the network by consistently monitoring for arrhythmias, patient wear times, activity, etc. to provide the utmost medical therapy during their time of cardiac recovery. A patient who was recently discharged from the hospital after having a heart attack and new diagnosis of heart failure was sent home with a device that requires a follow up in office visit. This patient was worried to make the visit due to Covid-19. Lisa heard his concerns and got creative. She packed up her equipment needed for the device check and after working late one evening, drove all the way to their house in rural Cory, IN to assure that everything was functioning okay and his wound was healing appropriately. Device checks were remote after that and he received letters from the clinic from Lisa that were personalized to him and made him feel like he wasn't just another number or a patient being seen at a clinic.



**Dr. Pine-Mattas - Cork Medical Center**

A patient who was 7 months pregnant called to be seen by her OB physician, but there were no openings that day or the next. She then called her primary care physician at Cork Medical Center; however, she was out for the day. Dr. Pine-Mattas immediately told the patient to come in. She did a thorough exam and recognized the need for her to go to the OB ED due to a severe urinary tract infection and dehydration. This is a perfect example of how Dr. Pine-Mattas and Cork Medical Center truly takes care of their patients and the Marshall community.

UNION  
HEALTH