

# STAFF STORIES OF THE QUARTER

## 1st Quarter 2020



Patient-Centered



Collaboration



Integrity



Transparency



Stewardship

### LEADERS OF THE QUARTER



#### **Leah Salvador and Carmelita Spivey — Orthopedic Service Line**

Leah and Carmelita, along with Dr. Fern as Medical Director, have led multiple advancements in the delivery of orthopedic care. Some of their accomplishments include consistent discharge instructions and follow up plans for all orthopedic providers, implementing the orthopedic walk in clinic, growth of outreach partnership with Sullivan County Community Hospital and St. Vincent Clay in Brazil as well as growing access for the patients we service in Clinton. In the first year of this service line, Bone & Joint had 6000 more patient encounters than the prior year and their patient experience has improved to the top 25% when compared nationally.



### STORIES OF THE QUARTER



#### **Amber Fennell — Nursing Care Manager**

In the early days of this Covid-19 pandemic, Amber had a patient whose son had passed from Covid-19 while she was hospitalized herself. This patient was not stable enough for discharge and was unable to attend the funeral. Amber came in on her day off to sit with the patient during the live stream of her son's service. When asked, Amber said, "I didn't want her to be alone." What an angel Amber is.



#### **Courtney Chastain — ICU**

While out shopping, Courtney noticed a lady in the checkout line who needed medical assistance. The woman became weak on the right side of her body and was unable to speak. Courtney didn't look away and wait for someone else to help; she stepped up. She performed a NIHSS, called 911 and arranged for the fire department to transport the patient to Union Hospital. The patient was treated with TPA and further imaging revealed the patient was positive for Stroke. During a stroke, 1.9 million neurons die every minute and Courtney's quick actions helped to lessen the residual deficits for this patient. Courtney is a true Hero for helping this 50-year-old stroke victim seek immediate medical attention so that she can return to a normal life.



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