



## 2022 Nursing Awards

**Jessica Hogue, MSN, RN – L&D**

***Nursing Excellence***

It is a pleasure to nominate Jessi Hogue, nurse manager of LDR & OBED, for consideration of the outstanding nursing excellence recognition. Jessi joined Grandview in January 2021. Since that time, she has left no stone unturned as she continues to lead our team in Labor & Delivery with passion, dedication, servant hood, and excellence.

Jessi holds a master's degree in nursing, as well as an advanced practice certificate as a CRNP. Her education and experience in women's health and obstetrics is shown in her clinical skills. Jessi is an engaged leader, as evidenced by her tenacity to improve the patient experience throughout our service-line.

Jessi has been instrumental in assisting with achieving process improvement goals including providing care for our increasing mother-baby volume, on-boarding the needed staff to meet the needs of our patients, providing insight for the expansion of our newly added 3<sup>rd</sup> floor real estate, updating our documentation system, securing needed supplies and equipment due to recent demands, and her to ability to demonstrate evidence-based, best practice when she is assisting mothers at the bedside. She works closely with all interdisciplinary departments, physicians, and providers to maintain an open dialogue of communication to ensure our processes are of the highest quality.

From members of her staff - Jessi listens and understands and works to find a solution for the issues, she always shows concern for patient, family and staff. She looks ahead for the benefit of the unit, department and staff.

From Dr. Lester -

Jessi has gone above and beyond her job description to elevate L&D to a safe and enjoyable place to work. She has overseen the growth of the department with hiring, leading a major technology update, and making systems safer for patients. L&D has been transformed under her leadership and I'm looking forward to seeing what she accomplishes in the coming years.

From - Dr. Heaton

Jessi goes above and beyond what is asked. She is highly motivated without needing micromanaging. She has kept the department moving smoothly despite the significant increase in growth and deliveries while staying in tune with the needs of the staff, all with a smile on her face!!

Jessi and her husband Michael have 2 adorable sons, Tripp and Noah. She enjoys celebrating family, fitness, cooking, and crafts. Congratulations Jessi – Nursing Excellence award winner for 2022!

**Jordan Stover, RN – CICU**  
***Outstanding Nurse Director***

Jordan is always the one to promote growth and education among her staff. She is willing to step in and teach each staff member on her unit as well as other units and floors. She gives each member of the CICU family an opportunity to grow in their career and teach our new family members. Jordan makes sure to place each new orientee with someone who their personality will match. She leads by example and has “raised” the CICU team to be mentors to each other and new members of the team. This clearly evident by the strong retention she has on CICU and the multiple Daisy award winners.

Jordan creates an environment in which her team feels comfortable to communicate with her, sharing their issues day to day. This allows for open and effective communication causing each team member to feel secure in their unit. Jordan encourages personal relationships between new and experienced nurses to then create an environment of safety. These relationships create an open environment that is built on trust from this mentorship.

We know we can always go to Jordan with any concern or question. Her phone is always on and she encourages us to call her anytime. If she is unable to assist she will direct us to someone who can. She has created a culture of open communication between all her nurses.

**Connie Collins, EVS – 7 Cardiac**  
***Friend of Nursing***

Connie is the light! She takes so much pride in her work, but more importantly she takes pride in her interactions with patients. When a patient is scared, sad or overwhelmed, she slows down and listens to them. She has taken the “no pass zone” very seriously and will go to a patient’s room when a call light is going off to see what they need. If it is something she can provide she gets it for them without hesitation. She greets every patient with a smile

introduces herself and comforts them. She holds conversation with patients while she works. Frequently, patients tell us how kind and compassionate she is.

Anytime Connie is here we can tell the difference, she is such a pleasure. She goes above and beyond to pull dirty meal trays from the patient rooms. She puts forth a lot of effort to ensure that her areas are well cleaned, in detail. If she ever sees something that wasn't done correctly, she fixes it.

We are so thankful she is part of the 7 cardiac team she is truly a friend to nursing and makes our floor run smooth with her kindness and laughter. All the 7<sup>th</sup> floor staff love Connie and we are disappointed on the days she is not here!!

### **Michelle Driskell – 6<sup>th</sup> Floor** ***Outstanding Clerical Support***

Michelle is incredibly dedicated to ensuring all secretary duties get done appropriately. She consistently calls all physician consults and never leaves tasks for others. She goes above and beyond to make sure family members that come to the desk are cared for and has a wonderful demeanor when speaking to staff and family on the phone.

Michelle always advocates for our floor and the patients in every situation that arises. If any machine, printer, computer, phone is broken she never fails to get it fixed in a timely manner she ensures maintenance requests are completed faithfully.

Michelle is always here on time with everything ready to go for staff members. Phones set up, hospitalist list printed, surgery list printed. She is an advocate for everyone – she is quick to tell someone when they have done a good job and if she knows a staff member is swamped and will delegate out the things that need to be done.

You can tell Michelle takes pride in her work by the quality of the works she does – the unit just doesn't function the same without her!! She goes above and beyond to assist the staff, families and patients with whatever they need. Makes things run very smoothly and efficiently.

Michelle's has an ever present smile, she is always helping others, calls case management with patient needs to advocate for them –she wants the best for our patients. She gives her personal best, is kind to everyone, takes pride in her job and supports the hospital mission. Michelle is known as the "go to" person on 6<sup>th</sup> floor, she helps the nurses and techs make sure the floor has what they need and always knows who to call or how to help in an emergency. Please congratulate Michelle Driskell – Outstanding Clerical Support award recipient for 2022!

## **Richard Diego – OR**

### ***Outstanding PCA/PCE/Tech Dayshift***

Richard started with Grandview OR in April, 2020 as a PCA. He was a standout from the beginning with his willingness to always go above and beyond. With Richards' can-do attitude he was promoted to anesthesia tech. Richard lost his house to a fire in February of 2021 and did not miss a single day of work. In the midst of losing everything he has ever owned, he came to work, provided exceptional care, and had a positive attitude. He always has a smile on his face and is happy to help even when it's not his job. You will frequently see Richard dashing by in a blur, literally running from task to task. If you're ever in a code situation in the operating room, Richard is one of the first people that will be there to help. In addition to his daily tasks, he also orders and stocks all anesthesia supplies. Every morning, Richard can be found on the back hallway of the 4th floor, unpacking floor to ceiling boxes of supplies. He shows pride in his working, is always smiling, he goes above and beyond to help, has an amazing attitude and is such a joy to work with he is a positive light in the OR - Richard could not be more deserving of this award!

## **Denise Bell Float Pool**

### ***Outstanding PCA/PCE/Tech Nightshift***

Denise Bell is a rock star PCA in the float pool. Her humble attitude and servant's heart make her a blessing to her patients and coworkers. As a float pool employee, she is asked to be a great deal more flexible than even our regular PCA's are expected to be. She rolls with these punches gracefully. She never lets it appear difficult, personal or excessive. Even though sometimes our expectations are extremely difficult and excessive!

In the float pool she is also asked to work more independently with less supervision. She can always be counted on to get the job done and do it with a smile. From one of our House Supervisors, "The difference her attitude makes for me, each and every night, can never be expressed in mere words. However, her attitude and support for our patients, coworkers, and organization speaks volumes about who she is and the gratitude she deserves."

From another House Supervisor – "I really don't have the words. If we had just a few more Denise's here I think it would make such a difference in our patient's lives. Denise has been nothing but a pleasure to work with since I started as House Supervisor. This past year has presented so many unique challenges in healthcare. Denise volunteered for the COVID floor throughout the pandemic. She also functioned as a supplement to our environmental services team many nights and her hard work continues to help so many patients and staff members.

Another wrote – “I hope Denise realizes how many people at Grandview appreciate her hard work and positive attitude. No matter Denise's assignment, her grace and flexibility shine through. Thank you Denise!”

**Allie Abney, BSN, RN – ED**  
***Outstanding RN Dayshift***

Allie is an all-around wonderful nurse and excellence relief charge nurse. She is so friendly, well respected, and an optimistic ER nurse. She shows so much compassion towards staff and patients, she tries to put herself in others situation and find a solution to his or her problem with such a caring attitude. She advocates for her patients making, making sure they receive the appropriate and safe care and hears the patients concerns.

It’s difficult to put into words because is always so helpful. She displays a constant willingness and high degree of patience when teaching others. She possesses a vast level of knowledge that greatly increase the quality of care provided by the ED because she’s so willing to spread it to others.

Allie is able to deal with quick critical thinking and able to deal with unexpected situations calmly. She always stays so calm in very stressful situations. Allie takes wonderful care of her patients and looks out for all staff.

Allie is the one people go to for help, she is great at communicating she is always positive and never complains. She acts as a relief charge nurse frequently and always leads her team with a positive attitude. She treats all team members with respect as well as the patients and family members of our patients. Allie is a great asset to our organization and to the ED!

**Gerlyn Dudley, BSN, RN – 8 West**  
***Outstanding RN Nightshift***

Not only is she the first one here during her shift, but she always stays until she feels like all of her tasks are done, and she is the last one to leave. She is always helpful to all of her co-workers and is very well organized. She is always polite to her patients. Gerlyn makes sure that her patients are well taken care of and always has a positive attitude towards staff and patients despite the stress of her work load. She is always in Grandview dress code and never deviates. She is always willing to help co-workers with task and patient care. She communicates patient’s needs to other staff, MD’s and Case Managers. She is very responsive to her patients’ needs and will provide whatever is needed for patients. She maintains patient privacy and dignity when providing care.

Gerlyn is aware of safety concerns and addresses them promptly. She goes above and beyond to ensure that patients' needs are met. She is always the first to arrive for her shift and the last to leave. She always ensures that her job is complete before she leaves! Please join me in congratulating Gerlyn Dudley, Outstanding RN nightshift 2022!

**Kim Rogers, RN, BSN – PACU**  
***Outstanding Charge Dayshift***

Kim is one of the hardest working people I know, I wonder at times where she gets the stamina to keep up. She works tirelessly 5 days a week or more when needed to make sure the needs of our patients and PACU staff are met. Kim has a passion for what she does.

Kim has been with the hospital for nearly 20 years, everyday Kim comes in with a smile and is ready to face whatever challenges come her way.

She is truly the reason that patients get from the OR to PACU to where they need to go so effectively. Always early, always stays late until her nurses are in a position that's manageable. She cares for our patients, she cares for their families and just as much she cares for all of us. She has so much knowledge and if she doesn't know the answer to your questions, she will always stop to help you figure it out. Kim is so selfless in so many ways. She keeps the morale up in the PACU when things get here and overwhelming.

She truly embodies charge nurse, she is willing to do anything. She is at times a nurse, transporter, lunch relief, coordinator, counselor, resource, board runner and even EVS if need be. Recently many weeks she works 7 days a week while we are short a weekend charge nurse. Still she never complains, just dedicated to our patients and our staff.

The staff rely on her for scheduling, she is fair in giving them what they want as she can. The staff are more engaged because of her level of engagement and her encouragement. She also keeps up with their education, competencies and certifications. She is the party planner and birthday coordinator for the staff. Our Charge Nurse Kim Rogers is the backbone of our PACU at Grandview. With her constant understanding compassion diligence and intelligence she is the ideal leader. Kim is the epitome of what it means to be a charge nurse and we are grateful to have her in PACU. She is a huge factor in why I love this job so much. PACU and the hospital wouldn't be the same without her!

**Kenady Browning, RN – NSICU**  
***Outstanding Charge Nurse Nightshift***

When I think about the characteristics that encompass the role of a charge nurse, this candidate not only meets but exceeds all expectations. She is the cornerstone of NSICU and an

excellence resource for the entire 5<sup>th</sup> floor. One will often find her holding her patient's hand while effortlessly educating them and their family on intricate disease processes and surgical cases. Not only does she serve as a fierce patient advocate at the bedside, she is also an advocate for her staff. Her main thread of advocacy lies in orienting new staff members. She often has her own group of precepting students as well as new hire orientees. Her talent for breaking down complex clinical skills and assessment into digestible pieces is a true gift. She has a true gift for orienting and educating.

She is extremely methodical in ensuring everyone she works with is both competent and confident to deliver care with kindness and clinical excellence. She has the highest of expectations for the care that is delivered throughout the unit and ensures that staff has a knowledgebase that goes beyond passing medications or titrating drips – they are caring for someone's grandparent, mom, dad, or sibling. Nursing is so much more than science, it is holistically caring for someone in a manner that makes them feel safe and seen.

John Maxwell says that “why you lead and the way you lead are important. They define YOU, your leadership, and ultimately your contribution.” Having the opportunity to bear witness to her contribution leaves me awestruck. I applaud her on her unwavering commitment to patient care and centralized leadership.

My one hope is that she will allow herself to take a moment and reflect of the overwhelming positive impact she has made in NSICU as well as Grandview Medical Center. This recognition and esteem is well deserved. Congratulations Kenady. Marley is going to be so proud of you!

## **Isabelle Castillo, RN – 12 West**

### ***Excellence in Mentoring and Education***

Isabel was nominated for the Excellence in Mentoring and Education award because she is nurturing, resourceful, always willing to help, and protective of her team. She is compassionate and has a great bedside manner. She shows much attention to detail, and is thorough in her patient care. She is a great critical thinker and always willing to help train new nurses. Most importantly, Isabelle leads by example by taking care to follow best practice so that her patients are cared for appropriately. She makes an effort to stay up to date on latest policies/procedures so that when she is educating and training new nurses, she shows them the best way to care for their patients. She treats her team with respect and makes sure that everyone else does too. Her peers say she is friendly and willing to help, and she helps out before she is even asked. She is constantly checking on the other nurses and PCAs even when she is busy herself. She is a thoughtful leader and a great teammate. Isabel is a great asset to Grandview, and we love having her as a big part of the 12th floor team! We love Izzy!

Jordan is always kind, approachable, and inspiring mentor. She leads by example. She is willing to show any skill and patiently guide new nurses on the unit. There is nothing too small or big for her to handle or teach and she does it with a great attitude every time. She is approachable, open and honest.

Jordan is a strong leader, juggling a large critical care ICU, fulltime Mom, and wife and over 75 employees that look up to her on a daily basis without fail, demonstrates amazing organization. She had created strong leaders to carry on in her absence handling all situations with her same integrity.

Jordan plans and coordinates education on a regular basis. She has create an environment where learning is encouraged, valued and rewarded. She has fostered this in several of the RN's on CICU who assist in providing education to others and investing their personal time to help improve the outcomes of the patients.

Jordan has cultivated an environment and culture that allows us as nurses to be the best we can be, to enjoy our job, to learn and grow as nurses. She is quick to jump in to the bedside and help any nurse on the unit. She is always staying late as a resource. We know we can count on Jordan to be there for us when there is a need.

“I could not ask for a better Director, she is the main reason I fell in love with this unit and wanted to work here. I wouldn't want to work for anyone else!”