

MAKERS

FEBRUARY, 2020

ZACH AYALA, TRANSPORTER, TRANSPORTATION

Sometimes we all need reminding as we get wrapped up in our work; we deal with difficult patients, family members/visitors and even fellow coworkers - it can be a challenge to always be positive, engaged and proactive. We forget that some of our patients and visitors are experiencing their first visit inside our world – the hospital. And sometimes we need that little reminder, a nudge, to help us get back on track. Zach Ayala is that little reminder. He is the note to oneself that WE MAKE A DIFFERENCE in the lives of our patients and visitors every day. It's the little things: a smile, a hello, Welcome to Cape Regional, that Zach says and does that makes him a Difference Maker. On a very busy day here at Cape Regional, Zach was the only transporter. He performed each and every task wearing a smile. Many team members recognized this and appreciated his positive attitude. However, this is the attitude Zach wears every day. Being positive, engaged and proactive is the norm for Zach. When you need a little reminder or some encouragement, remember ZACH AYALA!

MELITA DUDA, PATIENT CARE COORDINATOR, CRPA ADMIN

Melita has been an integral part of the Patient Care Coordinator team since 2016. She constantly exhibits a positive, engaged and proactive attitude to all of her many work functions. Her kindness and calming tone with patients, families and staff members really creates the feeling that she cares deeply about every aspect of your wellbeing. She has a following of patients and families, who know that at any time Melita is there to assist them. She fights for her patients and families to have the best care possible. She is persistent in her fight for her patients, even contacting the vice president of Logisticare when she was having ongoing transportation issues for a patient. There is nothing Melita would not do to help someone. In addition, Melita is always willing to jump in and lend a hand. Just recently when our cardiology office was short staffed, she freely accepted redeployment to their office, truly foreign ground to her. She stepped in and completed the tasks handed to her efficiently and expertly. During the same time she assisted in training a new LPN for the cardiology office. Not an easy task to do but she did it with PEP! For this and many other wonderful instances, we truly believe Melita is a Difference Maker for Cape Regional Health System.

DANIEL GRAY, DPT, PHYSICAL THERAPIST, REHAB MEDICINE

Having a questioning attitude and going to the next level when something doesn't sound right are key components to a High Reliability Organization. These components, when utilized correctly, can make a difference in the lives of our patients, and shows our engagement and proactive stance reinforcing Cape Regional's commitment to provide quality care and service to our community. Daniel Gray makes a difference every day by always living our service standards; however, on one particular day his difference maker skills really shined. He knew the patient he was treating was struggling with a defective walker. After multiple calls to the provider and getting nowhere with a replacement, he called the manufacturer who ultimately accepted the return and sent a new walker to the patient. Daniel took the extra steps to assist the patient making Cape Regional shine. It also showed his commitment to our service standards and our journey of a High Reliability organization.

CATHY WOLFE, RN LEARNING SPECIALIST, LEARNING & DEVELOPMENT

Cathy Wolfe, RN, Learning Specialist demonstrates the practice of our service standards at Cape Regional Health System on a daily basis. We are especially proud of and impressed with her dedication, passion and commitment to our Cooper Intensivist Program in ICU. Cathy has remained positive and enthusiastic while creating excellent learning opportunities. The level of collaboration between Cathy as a Learning Specialist, Susan Simoncini as ICU Manager, Respiratory Therapy Department, Cooper Intensivists, Pharmacy and Nursing has been admirable and a perfect example of what multidisciplinary collaboration is meant to be. Cathy's commitment, passion and hard work in developing learning opportunities based on needs' assessments, shows her level of engagement to CRHS, as well as her dedication to our patients. Cathy has been proactive in addressing educational needs, responded to those needs by doing necessary research on best evidence-based practices, developed education and provided multiple opportunities that allowed maximum benefit to our team members and ultimately our patients.

Positive. Engaged. Proactive.