

The Gram

Employee Recognition Issue

At Mary Greeley, our vision is to be the best. We believe that every patient deserves our very best. And so does every employee.

What we are currently navigating in healthcare is unprecedented in modern history. It has taken its toll on many of us – both at work and beyond.

Nobody knows when things will get back to something that looks and feels like normal. In the meantime, Mary Greeley employees have remained focused on providing great care, and supporting one another. An all-hands-on-deck mentality has spanned ALL departments, clinical and non-clinical. Our employees have been a beacon of light for each other and for our patients.

While all of our employees deserve recognition, there are some who hit milestones this year and, because of the pandemic, have not yet been properly recognized. Our Innovation & Excellence Award winners have also been named and deserve to be celebrated. On the following pages we recognize all of these employees.

In the best of times and in the most challenging, Mary Greeley employees consistently strive to put the patient at the center of all that we do, and for that we thank each and every one of you.

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Leadership

Les White • Home Health Services

“

Les is one of the real heroes in this pandemic. Public Health nurses were actually the front lines in the pandemic. If you look back, or ask Les, it was those nurses across the country that were doing home visits to early suspected Coronavirus patients. Across the country they were some of the first infected, while trying to help patients and teach them about this new unknown virus. Les helped lead her team in taking care of our entire county.

Nominated by Cory Geffre, Dee Drummer & Katlyn Crouch



Nursing Practice

Sarah Buckels • Human Resources

“

Sarah serves with her heart and always puts others above her own needs. She is dedicated to her work and is incredibly innovative in her ideas. Our COVID vaccination clinics are a great example of her efforts. She helped coordinate these clinics, helped design the space and took lead in the clinics to ensure they operated smoothly. Sarah is absolutely incredible. I have never met anyone more dedicated to the practice of nursing.

Nominated by Amber Deardorff, Scott Cue, Christy Krause, Amanda Engnell, Heather Mueggenberg, Laura Mathern, Carrie Adams, Chris Mayfield, John Meyer, Desiree Darland, Jane Jackson, Emily Law, Jo-el Sprecher, Lori VanderWerff, Steve Pietsch, Lucinda Hollingshead, Rachel Jones & Rhonda Carney



Service Delivery

Sherri Olson • Laboratory

“

COVID testing fell on the shoulders of Sherri's department over the last year. She has juggled eight different COVID tests and helped determine what would provide the best care for the most patients. Sherri made sure laboratory staff knew what was happening and changing each day. Under Sherri's leadership, the department has made it through this incredibly tough time without compromising the quality of care.

Nominated by Sarah Bower, Melanie Vorsten & Gina Baker



About the Innovation & Excellence Awards

Implemented in 2004, the Innovation & Excellence Awards recognize employees in the areas of leadership, nursing practice and service delivery who have made significant contributions to the patient and visitor experience.

Nominated by colleagues and selected by past winners, the Innovation & Excellence Awards are the pinnacle of employee recognition.

Celebrating Five Years

ACCORDING TO THE BUREAU OF LABOR STATISTICS (BLS), MOST EMPLOYEES SWITCH JOBS AROUND THE FOUR YEAR MARK. THAT MAKES IT EVEN MORE IMPRESSIVE THAT THE EMPLOYEES LISTED BELOW ARE CELEBRATING FIVE YEARS AT MARY GREELEY.

CHOOSING TO STAY SOMEWHERE THAT LONG SAYS A LOT ABOUT AN ORGANIZATION AND SHOWS THAT EMPLOYEES ARE COMMITTED TO WHAT WE'RE TRYING TO ACHIEVE. FOR THAT, WE ARE THANKFUL AND WOULD LIKE TO EXTEND OUR CONGRATULATIONS TO THE FOLLOWING EMPLOYEES ON ACHIEVING THEIR FIVE YEAR MILESTONE.

Sarah Baker, MEDICAL TELEMETRY UNIT
Meredith Baldrige, ONCOLOGY UNIT
Jackie Becker O'Leary, PAIN CLINIC
Bridget Bishop, OPERATING ROOM
Alaina Bohnert, EMERGENCY DEPARTMENT
Michael Bonifacio, INFORMATION SYSTEMS
Whitney Bricker, REHAB & WELLNESS
Cassie Bunning, SURGICAL UNIT
Christina Burns, PHARMACY
James Carlson, ENVIRONMENTAL SERVICES
Jessica Carter, COMMUNITY RELATIONS
Kathy Cartwright, GI SERVICES
Whitney Clausen, CARDIOPULMONARY SERVICES
Rachel Claussen, LACTATION SERVICES
Robin Cobb, BEHAVIORAL HEALTH UNIT
Amy Dagestad, MATERNAL & CHILD SERVICES
Heather Dalton, FIRST NURSE
Hannah Eichenberger, GI SERVICES
Jolene Erickson, AMBULATORY CARE SERVICES
Bianca Fuentes-Cortez, ACUTE REHAB
Jeffrey Garretto, EMERGENCY DEPARTMENT
Jessica Geneser, SURGICAL UNIT
Micci Gillespie, ADMINISTRATION
Kimberly Griffin, OPERATING ROOM
Jamie Haaland, HUMAN RESOURCES
Margaret Hansen, ONCOLOGY UNIT
Karam Haroun, STERILE PROCESSING DEPARTMENT
Jacqueline Hartnett, BEHAVIORAL HEALTH UNIT
Michelle Helton, BUSINESS OFFICE
Elizabeth Hendrian, REHAB & WELLNESS
Lindsay Jacobs, NEONATAL INTENSIVE CARE UNIT
Douglas Johnson, TRANSPORTER SERVICES
Joy Johnson, DIETARY
Coleen Johnson, REHAB & WELLNESS
Katherine Morrison, REHAB & WELLNESS
Victoria Johnston, MEDICAL TELEMETRY UNIT
Ashley Jones, EMERGENCY DEPARTMENT
Sarah Jones, ONCOLOGY UNIT
Kara Kasischke, HOME HEALTH SERVICES

Matthew Lettow, MOBILE INTENSIVE CARE SERVICES
Tom Lunaburg, ONCOLOGY UNIT
Mark Madsen, PEDIATRICS
Chris Mayfield, BEHAVIORAL HEALTH UNIT
Kelly McClain, FIRST NURSE
Jessica McDaniel, CLINICAL APPLICATION SYSTEMS
Susan Moore, BEHAVIORAL HEALTH UNIT
Randy Mortvedt, PHARMACY
Darla Newsam, OPERATING ROOM
Gina Olinger, PATIENT ACCESS SERVICES
Michelle Olson, ENVIRONMENTAL SERVICES
Amy Patterson, BIRTHWAYS
Sean Perkovich, VALET SERVICES
Zack Perrin, ACUTE REHAB
Anne Pestotnik, MEDICAL TELEMETRY UNIT
Audra Piittmann, SURGICAL UNIT
Jason Ramirez, OPERATING ROOM
Todd Randall, FACILITIES MANAGEMENT
Jessica Rasmussen, REHAB & WELLNESS
Katrina Remes, RADIOLOGY
Mike Ripp, FACILITIES MANAGEMENT
Jody Robinson, BEHAVIORAL HEALTH UNIT
Maria Robinson, INTENSIVE CARE & CORONARY UNIT
Caitlin Schmitt, EMERGENCY DEPARTMENT
Jake Schumacher, EMERGENCY DEPARTMENT
Elizabeth Sents, AMBULATORY CARE SERVICES
Shakir Spells, MEDICAL TELEMETRY UNIT
Helen Starbuck, AMBULATORY CARE SERVICES*
Audrey Steenhoek, DIETARY
Randi Stephens, CARDIAC CATH LAB
Kasey Strosahl, BEHAVIORAL HEALTH UNIT
Julie Tarbill, BEHAVIORAL HEALTH UNIT
Kimberly Taylor, ONCOLOGY UNIT
Courtney Titman, NEONATAL INTENSIVE CARE UNIT
Natasha Urbiztondo Soto, REHAB & WELLNESS
Sue Walsh, ENVIRONMENTAL SERVICES
Michael Wilson, TRANSPORTER SERVICES
Wendy Ziebol, HOME HEALTH SERVICES



On the following pages, you will find the employees who reached an anniversary milestone of 10 years or more this past fiscal year. These 85 employees have over 1,700 years of experience between them!

Mary Greeley has created a culture that people want to be a part of, and that shows in the longevity of the careers our employees have. We are incredibly thankful for those employees who choose year after year to stay at Mary Greeley. Congratulations to all of you!

Congratulate your fellow employees listed on the following pages by clicking on their name!

40 Years

Joann Conrad, GI Services

Roxanne Redling, Ambulatory Care Services

35 Years

Tamara Campbell, Health Information Management

Treasa Ferrari, Home Health Services

Beth Frandsen, Mobile Intensive Care Services

Deb Swanson, Home Health Services

**denotes retiree*

Because of their years of service and the loyalty and dedication they have shown to Mary Greeley, the employees listed above received handwritten letters from their director/manager. You can read these letters on the next few pages.

Dear JoAnn,

Congratulations on your 40 years here at Mary Greeley Medical Center, that is a great accomplishment. You have seen many changes over the years, from staff to processes to renovations - and your stories are endless. The staff love to hear you share what it used to be like or the things you saw when you first started working in the GI department. They appreciate all your knowledge when it comes to the scopes and sharing your experiences. You are greatly appreciated by so many, and we celebrate you and your 40 years.

***Sincerely,
Amy Bell
GI Nurse Manager***



Dear Roxanne,

Congratulations on 40 years with Mary Greeley Medical Center! 40 years is an unbelievable achievement that deserves to be celebrated as most will never even come close. Continuing to serve our patients and community for 40 years takes an incredible amount of dedication, loyalty, and commitment, which only proves how much you love what you do and how outstanding you are at doing it.

You started your 40 year nursing journey at MGMC in 1980. Though your time with MGMC has been marked by different viral outbreaks throughout the years, you started your career dealing with the uncertainty and fear of the AIDS crisis – at its height from the 1980s through the 1990s – and now 40 years later are continuing to thrive during the COVID-19 pandemic. You started as an RN on 2 East and 4 South until you transferred to 2 South five years later in 1985. From there, you transferred to ICCU in 1986 and then onto the OR and Recovery room in 1989, where you stayed for 10 years prior to your transfer to PACU in 1999. Five years later in 2004, you transferred to ACS and the pre-admitting role where you've excelled ever since. In 2008, you earned your BSN, only further proving your dedication and skill as an RN.

I had the pleasure of meeting you about six years ago when I came to work in ACS. I immediately noticed your engaging smile, your impeccable attention to detail, and your caring and compassionate demeanor that resonates well on the phone and in person with whomever you meet. Caring and compassion are hallmarks of the nursing profession, but the required skill set for nurses has dramatically expanded in the last 40 years, of which you've continually mastered all. You've always stood out as a leader, a go-to for your peers, and "impeccably dressed", and your reputation is well known within our community. As I began to get to know you more, I learned of your deep love for your family and coworkers. You always have wonderful pictures or a quick nursing "funny" to share. You are always taking care of everyone else, and always have a gift, card or kind words for your coworkers, whether it's dog bones for a new puppy or luggage to share for a child. Even during the last year, when you've dealt with major life changes, you've never stopped taking care of everyone else.

During your 40 years with MGMC you have cared for thousands upon thousands of patients. And, though your actions prove you prefer to give than receive, I hope you take a moment to pause and receive the gift of reflecting on the last 40 years knowing you've made a difference in the lives of countless patients, coworkers, and friends. You are deeply appreciated for all you have done and continue to do and I count myself privileged to know you!

Sincerely,
Bonnie Castro, RN, BSN, NE-BC
ACS Nurse Manager



Dear Beth,

Congratulations on celebrating 35 years of service at Mary Greeley Medical Center!

This 35-year anniversary is a special occasion for you. It is also a special occasion for our organization since it is a testimony to your loyalty to Mary Greeley Medical Center.

You started in 1985 as a secretary at the Story City Hospital, became a paramedic with the Mobile Intensive Care Service and eventually the Department Director. In 2018 you moved into your current position as our Operations Coordinator.

Back in late 2017 we joined forces to rekindle the “Greeley Gods” times. Our vision was to be the trailblazer, innovator, and leader in the EMS industry. We achieved it by being named the 2019 EMS service of the year. You are the security expert and know like no other the peculiarities of this organization. I am grateful that you took me under your wing when I first started at Mary Greeley Medical Center. Thank you for your guidance and useful advice. I am grateful to have you on my team and I am proud to be working with you.

35 years as an EMS professional - I cannot believe how fast time flies. For those not in the field, it's easy to forget about the role of EMS in our lives. It is a job that works behind the scenes until we are needed. Thank you for your dedication. Thank you for your caring, your compassion, and your devotion to patient care. Thank you for working long shifts and for holding over to cover late calls. Thank you for taking time away from your family to keep our trucks on the streets for our communities 24/7. Thank you for thinking on your feet to solve new problems for our patients. Thank you for comforting families. Thank you for risking your safety.

Loyal and dedicated employees like you are the foundation to any successful organization. We cannot express our gratitude to you enough for your many years of service at Mary Greeley Medical Center.

Sincerely,

Dieter Friton

Director of Emergency & Mobile Intensive Care Services



Dear Tami,

Thank you for your 35 years of service here at Mary Greeley Medical Center!!

You started working in the Health Information Department (back when it was called the Medical Record Department) on January 22, 1985 a short three and a half decades ago. You have achieved many things during that time, both in your work at the facility and in your personal life.

When you started working at MGMC, I imagine you were a bright eyed, inquisitive individual excited about the opportunities this new job might provide. Now so many years later, while our eyes might not be quite so bright, you remain the same inquisitive individual-anxious to learn new tasks using cool new tools that were not invented when you began this journey.

I have always appreciated your input as we began using technology in place of manual processes. You were ready to lead the way towards the new paper-less record department (well, maybe someday paper-less). With all of your knowledge, I have depended on you to train new staff on all things HIM and you never let me down. You have the admirable qualities of a teacher, when you calmly and clearly walk others through the steps to complete various tasks, truly wanting your co-workers to succeed.

Tami, you have an awesome work ethic while being a kind and sensitive individual who cares for others. Thank you for being a big part of the HIM family both historically and currently. I look forward to working with you for years to come!

*Sincerely,
Vicki Dunn
Director of Health Information Management*



Dear Treasa,

Congratulations on your 35 years of service at Mary Greeley Medical Center! Reaching this milestone is a very special achievement for you and the organization. Your loyalty to Mary Greeley Medical Center over the years is a testimony of your professional dedication. I am sure when you started in June 1985 in the Laboratory and then transferred to ICCU, you never thought 35 years later you would be working in Public Health - let alone helping manage a COVID-19 pandemic and completing your BSN all in the same year! What an accomplishment!

Your positive attitude and calming approach make you a pleasure to work with. I especially saw these traits come through this past year with the changing environment that a pandemic creates. You are always willing to step up and help without hesitation. I was very lucky to have you assist the community in working through those constant changes and challenges.

Sherry Zook stated "I cannot say enough good things about Treasa. She has been wonderful to work with. I could not think of anyone better to work with during a pandemic. She is motivated, responsible, and very committed 'to doing the right thing.' She always does more than her share of work and never hesitates in taking on additional responsibilities. Treasa also never complains and is always positive. She has been a great asset to Mary Greeley. We are very fortunate to have had her for 35 years."

Your career here has been a journey and taken you to different departments within Mary Greeley Medical Center. It is these experiences and dedication that have made you the nurse you are today. Thank you for being a valuable member of our Public Health team! Congratulations on your 35 years of service!

*Sincerely,
Les White*

Director of Home Health, Hospice & Story County Public Health



Dear Deb,

Congratulations on 35 years of service with Mary Greeley Medical Center, your loyalty with the organization is a testimony to your dedication. Your career journey started in May of 1985 on 3 South as a surgical nurse and in time you found your way to Home Health, a department that would not be the same without you.

I remember going with you to observe a start of care visit when I first started and while we sat at the kitchen table reviewing medications, I was in awe of your ability to connect with the client and pick up on things that were meaningful to her even though she did not say them out loud. You did all of this while still remembering to do all the things you needed to for that visit! Lori remembers back when her boys were younger, she was scheduled to work and did not have a babysitter, you volunteered to watch her kids, on your day off so she would not miss work! These are just some of the many stories shared by the team that speaks to your commitment and friendship.

I could not write this letter and not mention purple, there was not a single person on our team who did not connect purple back to you. When researching purple, I learned that if it is your favorite color, it can mean that you are sensitive, compassionate, understanding, and supportive, you often think of others before yourself, and you are the person others will come to for help. All these qualities I can attribute back to you Deb. Purple is the most powerful visible wavelength out of all the colors in the rainbow and the symbolism of a rainbow intuitively tells us to hold onto hope. Regardless of if you are at work, or when out being active in the community you help those around you to do just that.

Congratulations again Deb, you continue to be a valuable member of our team and we appreciate you and the work that you do.

*Sincerely,
Les White
Director of Home Health, Hospice & Story County Public Health*

*Ashley Witte
Home Health*



30 Years

Karen Bacon, Patient Access Services
Linda Elbert, Purchasing
Candis Gardner, Home Health Services
Listi Hadaway, Cardiology
Denise Henderson, Cardiology
Michelle Hofbauer, Operating Room
Ruth House, Post Anesthesia Care Unit
Sharilyn Kadolph, Cardiopulmonary Services
Sue Ludemann, Nursing Support Team

Mindi Myers, Cardiology
Hiram Philo, Cardiac Cath Lab
Cheryl Pietz, Cardiac Cath Lab
Jill Powers, Ambulatory Care Services
Becky Voas, Clinical Application Systems
Teresa Webb, Home Medical Equipment
Teresa Wike, Lab
Jolene Wolf, Diabetes & Nutrition Education

25 Years

Pat Chanhty, Dietary
Samantha Gray, Radiation Oncology
Cindy Jacobson, Patient Access Services
Gene Lilla, Home Medical Equipment
Diane Prindle, Pediatrics

Nicole Randall, Cardiopulmonary Services
Denise Reischauer, Home Health Services
Wanda Ross, Intensive & Coronary Care Unit
Susan Sherman, Ambulatory Care Services
Melissa Zimmerman, Dietary

20 Years

Hadi Al-Hassan, Behavioral Health Unit
Susan Anderson, Oncology Unit
Sheila Bright, Israel Family Hospice House
Julia Darnell, Clinical Application Systems
Elisa Dix, Dietary
Lisa Dodds, Ambulatory Care Services

Anne Hilleman, Rehab & Wellness
Ron Smith, Quality Management
Kathryn Tarbill, Medical Telemetry Unit
Tamela Toth, Operating Room
Karen Welk, Rehab & Wellness
Joni Williams, Palliative Care

*denotes retiree



15 Years

Sherry Abbott, Pharmacy

Judy Allen, Dietary

Tim Davis, Cardiac Cath Lab

Brian Deal, Environmental Services

Justin Johnson, Emergency Department

Jill Leininger, Transporter Services

Julia Lytle, Neonatal Intensive Care Unit

Kathy Ness, Rehab & Wellness

Mary Peters, Medical Telemetry Unit

Christina Schreier, Medical Telemetry Unit

Audra Thede, Birthways

Gabe Valtierra, EEG Sleep Lab

Lori Vanderwerff, Accounting

Anna Walker, Diabetes & Nutrition Education

Char Winters, Facilities Management

Sherry Zook, Home Health Services

10 Years

Fransisca Alimoeddin, Surgical Unit

Callie Ayers, Case Management

Jennifer Bahlmann Ballantine, External Relations

Andrea Beving, House Manager

Jaime Bunker, Neonatal Intensive Care Unit

Tanner Clemens, Supply Chain

Mary Danielson, Operating Room

Jeanne Hollingshead, GI Services

Debbie Johnson, Cardiac Cath Lab

Carol Kruger, Operating Room

Meagan Luing, Pharmacy

Natalie Lynch, Case Management

Lisa Montandon-Jimenez, Operating Room

Simone Peterson, Lactation Services

Dianne Rodillo, First Nurse

Angela Ryan, Home Health Services

Amy Schweers, Acute Rehab

Megan Sorensen, Operating Room

Jo-el Sprecher, Nursing Administration

*Cecilia Stumpf, Purchasing**

Tammi Tolzmann, Home Health Services

Trisha Vande Lune, Emergency Department

Nicholas Williams, Mobile Intensive Care Services

*denotes retiree



Below, employees who have reached their 10 and 15 year milestones, share what their first day was like, their favorite Mary Greeley memories and what has kept them here.

What was your first day like working at Mary Greeley?

"I remember staff being friendly and helpful. 'There is no such thing as a silly question' was a common response when I would hesitate to ask a question. I could immediately tell there were great personalities within the department that would make the work environment uplifted and pleasant."

-Char Winters, Facilities

"It was a combination of excitement, being nervous and slightly overwhelmed after 20 years at my previous organization. Now 10 years is behind me and has gone by in a flash!"

-Jennifer Bahlmann-Ballantine, Gift Shop

What is your most memorable moment from working at Mary Greeley thus far?

"In 2018, I won the Innovation and Excellence in Nursing Practice award. It was a huge surprise and a moment I will never forget."

-Amy Schweers, Acute Rehab

"There have been many memorable moments for different reasons. Neal Loes kissing a pig was a very unique one. There was a snowstorm where I couldn't make it home and stayed with a friend. I got to wear the same clothes the next day - after that I did a little more planning with an extra bag in the winter."

-Lori Vanderwerff, Accounting

"I have lots of memorable moments, but I think every day is memorable working in the Story City office. We have the best patients here and they make us smile every day."

-Kathy Ness, Story City Physical Therapy

"My most memorable moment working here at MGMC have to be some of the experiences I've had with patients in the ED. You never know what you're gonna get."

-Gabe Valtierra, EEG Sleep Lab

What is it about Mary Greeley that has kept you around?

"I have so many that it's hard for one to stick out. A lot of my memories revolve around the fantastic people I have worked with. Those that I've had had positive or uplifting experiences with or who have shown empathy on the tough days."

-Justin Johnson, ED

"Mary Greeley is a wonderful place to work. I previously worked in big city hospitals/healthcare systems in Phoenix. I love Mary Greeley has a small town feel and provides excellent care and keeps up with advancements in healthcare."

-Sherry Zook, Public Health

Pride Award Winners

Amanda Baetsle, Surgical Unit
Colleen Baggs, Palliative Care
Aaron Boor, Mobile Intensive Care Services
Jena Bunt, Nuclear Medicine
James Carlson, Environmental Services
Regina Evans, Pain Clinic
Julie Ganoë, Medical Telemetry Unit
Janelle Matter, Cardiac Rehab
Casey McClain, Transitional Living Center
Tony Mitchell, Environmental Services

Lucas Lott Mussman, Transporter Services
Linda Peterson, Radiation Oncology
Wendy Rindels, Ambulatory Care Services
Marissa Segovia, Lab
Patty Shaw, Cardiopulmonary Services
Cherish Shuka, Birthways
Garrett Skalnik, Transporter Services
Charlie Strom, Facilities Management
Sara Udelhoven, Case Management
Katherine White, Radiation Oncology

One word can have incredible significance, even to an organization as large and complex as Mary Greeley Medical Center. Case in point, the word we use to describe our values: **PRIDE**.

It is a simple term that describes how we feel about the quality of care we provide to our patients, visitors and families. Consider the word closely, though, and you soon realize its power. It has layers of meaning that provide a strong, lasting foundation for everything we do at Mary Greeley.

Awarded monthly, the **PRIDE** Award is given to employees who have gone above and beyond their normal job duties to help someone. Whether it be a co-worker, patient or visitor, they have made a difference and we should all take note.

Want to nominate someone? Click [here](#).

Grateful Patient Honorees

Jill Bartlett, Birthways
Jody Calvert, Quality Management
Thyra Cox, Diabetes & Nutrition Education
Jolene Ingersoll, Home Health Services
Angela Long, Cancer Resource Center
Tara Stone, Birthways

The Grateful Patient & Family Program at Mary Greeley allows a patient or their family to say thank you for the exceptional care they received by making a donation. The employees on the left were recognized in FY20. Click [here](#) for more info.

