

# 2006 Service Award Recipients

## 5 years

Gale Anderson  
Rachel Arens  
Lynette Barg  
Deborah Beaudette  
Rachel Behmer  
LeAnne Brodersen  
Vicki Brown  
Tim Brunswick  
Michelle Carstens  
Kay Carstens  
Kimberly Caskey  
Denise Cunningham  
Holly Cunningham  
Linda Dietz  
Michelle Dudley  
Bari Feller  
Corey Frederick  
Jayne Funk  
Almeda Garcia  
Diane Gilbertson  
Kathy Godel  
Jamie Goepfert  
Dawn Greve  
Joan Hansen  
Kathy Hansen  
Cori Hansen  
Laurie Henn  
Lori Henseler  
Amy Hoferer  
Sheryl Hoff  
Beverley Holan  
Peggy Hunke  
Ronald Kerr  
Dr. Kulsoom Khan  
Jami Koenig  
Amy Koeppe  
Joan Korth  
Mysti Kucera  
Nancy Kudera

Janis Kurtz  
Kimberly Long  
Heidi Luebbe  
Kerry Luebe  
Philip Martin  
Barb Maxey  
Valerie McKibbon  
Brenda Meyer  
Lisa Mlnarik  
Leslie Mohlke  
Julie Norris  
Wendy Peck  
Corliss Pena  
Angela Reeves  
Mindy Roenfeldt  
Mike Rood  
Carol Schaffer  
Allison Schwartz  
Kristina Shoop  
Roger Showalter  
Naomi Smith  
Daina Smith  
Joseph Smith  
Jamie Stuckwisch  
Mecheyl Sudbeck  
Jean Suehl  
Doreen Tannehill  
Anita Vacha  
Diana Windeshausen  
Carla Woeppel  
Britt Wrick

## 10 years

Dan Bell  
Bobbie Sue Bell  
Brian Blecher  
Sarah Boelter  
Kay Brungardt  
Krista Choat  
Carol Curran  
Cindy Decker

Robert Driewer  
Melissa Fisher  
Nancy Foster  
Stacey Kalvelage  
Diane Kudera  
Deborah Kuhn  
Dr. Joe Metcalf  
Julie Mueller  
Traci Puls  
Patrick Roche  
Michelle Schmidt  
Lisa Walters

## 15 years

Tina Brush  
Amy Casey  
Joan Davis  
Tami Dozler  
Dwight Engle  
Lori Gilson  
Shannon Huntley  
Kristen Hupp  
Sharon Kesting  
Lisa Kralicek  
Barb Leuschen  
Nikki Neilsen  
Linn Schommer  
Joette Schwank  
Valorie Slizoski  
Ann Sothan  
Barbara Spiering  
Maryanne Thomsen  
Bonnie Walker  
Judy Woehler

## 20 years

Gwen Allemann  
Mary Fox  
Janie Geary

Mardelle Koepke  
Becky Lauck  
Phyllis Lurz  
Maria O'Hare  
Jolene Schapmann  
Joyce Warneke

## 25 years

Mary Alt  
Kita Andersen  
Patti Bretschneider  
Renae Claus  
Debra Coolidge  
Joann Ewald  
Brenda Hokamp  
Bobbie Kai  
Mary Korth  
Rhonda Peters  
Donette Prokopec  
Richard Rokusek  
Barb Schaefer  
Lonnie Svitak

## 30 years

Arlene Blain  
Sandra Christiansen  
Vickey Jacobsen  
Karen Johnson  
Joanne Klentz  
Carol Lyon  
Linda Miller  
Jean Nelson  
Melanie Vonderohe

## 40 years

Trudy Boeshart

# Campus Connection



## Winners of the 2006 Laura Gross Award for Service Excellence

Following are excerpts taken from the winners nomination forms.

**Shannon Filsinger**  
**Med/Surg II**



A nurse who has all of the qualities and characteristics that someone would want in a caregiver...a smile on her face each day and a warm caring attitude. She carries out our healing mission with each person she touches... whether it is teaching a patient about their disease process, answering the phone, helping a coworker, or making sure the family of a terminally ill patient has something to eat so they don't have to leave the bedside. She has an unusual level of excellence when it comes to caring for others and has one of the most compassionate hearts we have ever witnessed.

all up to higher standards of care and giving to our patients and each other. You could not ask for someone who is more honest, trustworthy, respected and committed in our FRHS community.

**Kimberli Hanson**  
**Med/Surg II**



Kind, caring, loving, empathetic and loyal are all adjectives that can be used to describe this dedicated nurse. God led her to be a nurse at Faith Regional. Her presence at work invites her coworkers to care for their patients to their fullest potential. She has a unique way of showing compassion and a special way of caring for her patients. She is a wonderful patient advocate and brings exceptional care to Faith Regional, her coworkers and her patients.

empathetic. Her presence at work is warm and inviting and she makes it her objective to make everyone feel welcome. God calls each one of us to serve people by creating us with unique characteristics that only one person can gift to others. I believe that she chose to be a nurse so that she could use her abilities for the benefit of her patients and coworkers.

**Reyne Viergutz**  
**FRPS Anesthesia Services**



She gives tirelessly of herself, whether on or off the clock. She partners with others and is a master at explaining the value of change when it is the right thing to do for patients. She always keeps patient first in her vision as she provides care and participates in team activities. She is a leader in a team meeting and is willing to share findings with her colleagues in a way that helps them understand the value of using new information to provide better care for patients at Faith Regional.

**Julie Freese**  
**Cardiopulmonary Services**



She is the first to hold a hand, give a hug, or ask 'How is it going?' She goes out of her way to make sure everyone around her is taken care of. She is definitely a leader in our organization because of her values and what she expects all of us to promote at Faith. As our department Mom she holds us

**Sandie Uecker**  
**Med/Surg II Case Management**



She excels in every aspect of nursing and shows a true concern for all of her patients. She makes the day brighter for everyone she meets because she is guided by her faith. She is loving, caring and

# Other Laura Gross Nominees

A total of 63 Faith Regional employees were nominated by their peers for the 2006 Laura Gross Award for Service Excellence.

## JoAnn Bichlmeier Environmental Services

She consistently goes above and beyond in her daily role of cleaning by taking the extra time to not disturb patients. She always checks with nursing staff if she has questions or concerns. Her manner of cleaning is supportive of the healing environment we strive to create and she displays a great deal of respect for patients and the healthcare team.



## Fr. Jerry Coneally Spiritual Care

He reaches out to relieve the emotional, physical and spiritual pain that patients and families experience at times of crises. He is willing to spend whatever time is necessary in prayer, works of consolation and hope, or simply in waiting with a patient or family in need. As a member of our staff, he is truly a respected worker always willing to help others.



## Debra Coolidge Faith Regional Surgery Center

She goes above and beyond in extra assignments besides patient care in keeping everything clean and organized. She can see the details other people miss and quietly fills in the gaps to perfection. She is very patient with people and acknowledges all people and their beliefs.



## Nancy Coover Health Information

She is a dedicated coworker who always gives 100% or more. She is efficient and always willing to help others. She takes time to listen to our customers questions and finds the answers. She goes beyond her job description to find assistance for patients.



## Cali Correa Peds/Adult Surgical Unit

She supports our commitment to provide the best possible care for our patients. She



addresses issues and concerns in an honest and open fashion. She is respectful of all her patients and their families as well as the entire healthcare team. When faced with a dilemma she always acts on the patient's behalf to their benefit.

## Amanda Denker Behavioral Health

She treats each patient like they are family. She doesn't lie to them with false hope and she makes sure they understand their choices. She is the first one to volunteer to come to work. She wants to do her best for the TEAM. She never complains and is always upbeat and eager to do her work.



## Bill Disch Saint Joseph's Rehabilitation and Care

Everyday he makes rounds at the facility with residents and staff to address needs and concerns they may have – physical, spiritual and psychological. If he is unable to resolve the issue he will contact appropriate person. He warmly welcomes new residents and their family members to our family. He is always willing to assist even if it means carrying in the luggage or furniture to help make their stay comfortable.



## Theresa Divis Acute Rehabilitation

She embodies the word compassion. She praises every person that she encounters and allows each person to express their fears and concerns. She puts Christ at the forefront of all cares. She frequently can be heard to say things like, "I care and God cares too."



## Tami Dozler Medical and Surgical

She is always willing to go above and beyond with her patients and coworkers. She is very willing to come in extra or pick up extra shifts to lend a helping hand. She is always there for you when there is a crisis or when you just need an extra set of hands.



## Christina Elsberry Women and Children's

She always comes to work with a positive attitude and is always found asking others "What can I do to help?" She supports nursing by meeting nurses' needs before they ask her and she does the same for our patients and families. She goes above and beyond to meet and exceed customer's expectations on a daily basis - from getting dad candy bars or taking the time to ask each patient, "What can I do to help make your stay better?"



## Diane Evans Home Health / Hospice

She goes beyond the scope of her nursing duties. She is always friendly and caring to her patients, no matter how difficult the situation might be. She shows concern for her coworkers and is willing to listen and help. She works well with people in their homes and never makes them feel rushed.



## Crystal Feilmeier Saint Joseph's Rehabilitation and Care

She comes in with a smile and helps everyone with that same attitude. She treats coworkers, visitors and patients with respect. She goes above and beyond everyday she is here. She is the first to help out anywhere she is needed.



## Donna Friesen Peds / Adult Surgical

She has the greatest integrity of anyone I've met. She does what she says, always. And she is dependable and trustworthy. Donna, is always respectful, courteous, and professional even in times of conflict, she stays the course. She has strong spiritual ties, which are demonstrated daily in how she cares for others.



## Jodi Goodwater Peds / Adult Surgical

She loves coming to work and will openly tell you that. She works extra, trades shifts and stays late. She never complains about requests and never says no to anyone. She keeps busy all shift and



**Brenda Schroeder**  
**Saint Joseph's**  
**Rehabilitation and Care**

Residents and family members can always count on her to listen. She is very knowledgeable and if she doesn't have the answer she will search until she does. She puts residents first so they always get quality care.



**Courtney Schumacher**  
**Saint Joseph's**  
**Rehabilitation and Care**

No matter how long and time consuming an event is, she will continue with it to ensure the best care for the patient. She has the respect from coworkers, patients and family members as she is so kind and compassionate. She conducts herself in a Christian way.



**Allison Schwartz**  
**Nutrition Services**

She is the one we can count on to pitch in and do whatever it takes to get the job done. She is easy going and makes everyone feel welcomed and comfortable. When working with patients she is caring and compassionate. She will make sure the patient gets what they need to feel better.



**Glenda Sonnenfelt**  
**Laboratory Services**

She is always cheerful, and gives reassurance and encouragement. No matter how busy she is, she will take time to explain procedures or offer encouragement.



**Steve Sovereign**  
**Occupational Medicine**

He always looks to the positive part of a situation and follows through with good thoughts. He shares his great sense of humor with others to make them feel good. He has compassion for everyone regardless who you may be.



**Bonnie Starkey**  
**Environmental Services**

She is a real joy to work with. She consistently displays a loving, caring attitude for everyone at FRHS. She is very dependable and hard working. She always shows her team spirit and always shows cooperation with any assignment given to her.



**Peggy Venteicher**  
**Medical/Surgical**

She has deep compassion to be the best person she can be and do the best job possible. She has the desire to constantly be learning from all that is around her. She is so observant and has a remarkable talent when it comes to sensing people's reactions and feelings. She is able to take what she sees and learns and use it for the benefit of the patient.



**Mary Pat Weber**  
**Acute Rehabilitation Unit**

She always goes the "extra" mile to take time with patient and families. No matter how busy she is at work, she always excels and takes time to ensure all the patient's needs are met. Her dedication to nursing is very apparent. She loves her work and is continuing her education to become an RN.



**Lori Whalen**  
**Saint Joseph's**  
**Rehabilitation and Care**

She strives to meet all requests and plays an important part in the admission process. She takes a great burden off of the nurses by putting orders into our computer system and also assists in emergency situations by printing physicians orders to send with our residents. We are so grateful for everything she does.



**Anne Wilber**  
**Women and Children's**  
**Services**

She daily goes above and beyond in her work striving to motivate the entire department in delivering exceptional care. She cares so much for everyone. She insists on honesty and displays the highest quality of professional ethics.



**Rhonda Wright**  
**Cardiopulmonary**  
**Services**

She does everything wholeheartedly. Nothing is outside of her job description. She is always the first to offer help when scheduling is tight or if a coworker needs help adjusting the call schedule. She never stops learning new things to advance the patient's care at FRHS.



**Michelle Zimmerer**  
**Environmental Services**

She is a wonderfully caring person who sets a shining example of dedication and commitment to quality. She helps breakdown departmental barriers by being cooperative and respectful to all staff members. She recognizes how important each person is to our department and encourages team morale by supporting one another's ideas, needs and efforts.



Congratulations  
to all of the  
2006 winners  
and nominees.  
Through your  
example, you  
have set the bar  
high for personal  
achievement for  
all Faith Regional  
employees to  
attain!

**Mary Ann Lechtenberg  
Home Health and  
Hospice**

She comes in the morning with a smile and a good attitude. It seems as if she has the same smile and attitude at the end of the day as well no matter how hectic the day has been. She does countless extra duties for our department willingly and without complaint.



**Donna Mausbach  
Emergency Services**

She demonstrates compassion with all patients, regardless of race, diagnosis or economic status. She strives for excellence consistently by providing the best care possible each time she comes to work. She is always striving to attain new knowledge and shares that knowledge coworkers.



**Barb Maxey  
Home Health and  
Hospice**

There are times she is expected to do many things at once. She always seems to get them all done and not get upset with the number of tasks. She is community minded and explains the various services so the public can be well informed about what the hospital has to offer.



**Lindsay McHugh  
Dialysis**

She is very compassionate. Always striving for excellence in the care she gives her patients and families! When she is in the charge nurse role she takes on leadership and delegation effectively and efficiently.



**Robin Merchant  
Women and Children's  
Services**

She is very professional and always acts in the patient's best interest. She is always considerate and supportive of others, remaining non-judgmental. She will do anything to meet our customer's needs and she does this every day through hard work, care, concern, quality, and a positive attitude.



**Mary Meyer  
Organizational  
Improvement**

She is willing to serve on various committees and form new ones to look



into new issues as they arise. She has demonstrated incredible skill in her ability to juggle so many roles at once. She has an open attitude for change and is willing to hear new ideas and is respectful of other viewpoints.

**Brandee Moeller  
Organizational  
Improvement**

She has a well-grounded set of values that leads her to doing the right thing every day. She is very respectful of those she works with and honors the patients with her work ethic. She puts the patients and others before herself as Christ has asked each of us to do. She is energetic in her approach to working for the patients and our organization with working largely "behind the scenes."



**Leslie Mohlke  
Saint Joseph's  
Rehabilitation and Care**

She shows compassion to everyone around her. She takes the time to listen and talk to people in a very kind and caring way. She treats all the patients with respect and has a strong rapport with staff and patients.



**Brenda Mosel  
Organizational  
Improvement**

She acts as a servant to others, is very caring and is always ready to help someone else out no matter what she is working on. She has a great sense of humor and a cheerfulness that puts others at ease.



**Joan Mozer  
Women and Children's  
Services**

She goes to extreme lengths to meet all patients needs. She works very hard to educate our staff but also the physicians in helping teach patients about breastfeeding. Her kindness and empathy exceeds the patients needs.



**Amy Nicolas  
Peds/Adult Surgical**

She only accepts excellence from nursing staff and meets with them to guide them to doing better or to learn if needed. She has worked so hard to exceed physician expectations as well as providing the best care possible to our patients. Faith Regional delivers a higher level of care because of her.



**Edie Noffke  
Acute Rehabilitation Unit**

She does whatever it takes to achieve the goals of her patients. She is very good at what she does. She strives very hard to do everything the very best way she can. She goes above and beyond what is expected of her everyday. She acts that way because of who she is and the set of values she holds for herself.



**Cheryl O'Gorman  
Human Resources**

She does a fantastic job of managing her responsibilities as well as finding time to help others with things when needed. She is a great team player and is always willing to help with anything she can. She is always there to lend a helping hand and you can always count on her quality of work as well as her assistance.



**Rhonda Peters  
Faith Regional Surgery  
Center**

She provides care and concern for the patient's their families and the physicians. She is respected by everyone she works with throughout the center. She shares her humor which makes the day nicer for everyone.



**Barbara Saults  
Saint Joseph's  
Rehabilitation and Care**

She is very instrumental on getting new people acquainted with our routine and facility. She helps people have a sense of acceptance. Her very personable demeanor and smile welcomes anyone and lets them know how much she cares. She has a strong Christian background and embodies the value of "Love thy neighbor as thyself."



**Michelle Schmidt  
Saint Joseph's  
Rehabilitation and Care**

She is very knowledgeable and is willing to show others and teach others the correct way to care for the residents. She expects the best care and teamwork from CNAs, LPNs and other RNs and gives praise when it is earned. She stays informed of new skills and nursing ideas.



sits only when she eats or takes a break. She is so enthusiastic you just wonder where she gets it all.



**Tammy Grosserode**  
**Saint Joseph's**  
**Rehabilitation and Care**

She is a reliable and trusted employee of Faith Regional. She is a CNA and proud of her job. She is a person who consistently is reliable and trust worthy. When the work load is heavy she works well with others to divide the work needed to be done. Her gentle kindness and gentle ways about her make her a pleasure to work with.



**Noni Gubbels**  
**Environmental Services**

She has a natural quality to do and see the best in everything. She expects nothing but the best from herself and her coworkers. She works hard to encourage others to see how important their role is in taking care of our customers. She is a team player who is dedicated to her work. Her dedication is second to none.



**Jane Hagelstein**  
**Sterile Processing**

She is energetic about each day and always has a positive attitude about her work. She supports her fellow employees in daily duties and offers a lending hand when others need her. Her fellow workers enjoy working with her because of her friendliness and smile. She is always efficient in performing her duties.



**Laurie Henn**  
**Intensive Care Unit**

She always cheerfully goes above and beyond the call to ensure that patients, families, coworkers, and physicians have what they need when they need it. She is always willing to help out in a positive way.



**Sheryl Hoff**  
**Transitional Care Unit**

She shows compassion by going out of her way to make sure the patient is comfortable. She always shows a good attitude toward her patients and coworkers. She is a good steward at FRHS.

**Joe Horstman**  
**Cardiopulmonary**

He helps his patients feel comfortable and to forget their problems for a little while. He is respectful of other employees and respected as a sonographer and manager. He is always quick to smile and takes time to listen.



**Peggy Hunke**  
**Spiritual Care**

She truly "suffers with" the patients whom she ministers to. Time has no value, only the needs of the patient. She excels in contacting other pastors to let them know a particular patient of their parish would appreciate a visit. She does not give up on a particular task until it is adequately completed.



**Vickey Jacobsen**  
**Business Office**

Her compassion toward patients shows. She takes the additional steps to make them happy. She has a lot of spirit. If a patient is lost she goes out of her way to make sure they are at the right place.



**Kristy Jahnke**  
**Child Advocacy Center / ER**

She fosters respect through her mentoring of staff by helping each of us maintain a department with high standards of care. She speaks to victims of abuse with compassion and sees each person as God sees them. She has gone to in-services out of state to be current in practices. And challenges each of us to strive for excellence in serving each of our clients.



**Angie Kaschke**  
**Behavioral Health Unit**

She is always positive and always on the go. Her energized personality brings the best out of each patient. She is always doing what is best for the patients, coworkers and her department.



**Janette Kaup**  
**Environmental Services**

She does all the little things that make our lives and our jobs a lot easier. When she is working you don't have to ask for anything, it's already done. She always has a smile on her face, with nursing, visitors, other staff



and patients. When she has a day off we realize all she does for us. We never hear her complain about anything and she is so caring with our patients.

**Tami Kester**  
**Clinical Decision Unit**

She comes in early almost every day to get things set up and ready for the day so we are prepared. When the rest of the staff gets here, everything runs smoothly. She reacts quickly to everything, especially when a patient isn't doing well. She always knows exactly what to do.



**Mark Klaffer**  
**Respiratory Services**

He is willing to help coworkers with their workload. He is quick to step in and help team members from other departments. He continually shares his knowledge of therapies and disease processes with patients and families. He is diligent when instructing patients regarding proper therapy delivery technique to assure the effectiveness of their results.



**Amy Koepp**  
**Acute Rehabilitation Unit**

She shows compassion to all her patients and her coworkers by always taking time to listen to them and offer comfort. And she finds ways to ease the work load of her coworkers by finding more efficient ways.



**Doris Larson**  
**Environmental Services**

She is a shining example of an individual who truly has a passion for the work that she does. Her commitment to her job is fueled by her drive for service excellence. She makes no compromises and expects nothing in return. Her heart is larger than life. She is truly a model of service excellence and an inspiration to all around her.



**Sandra LaVey**  
**Saint Joseph's**  
**Rehabilitation and Care**

Sandra always puts the needs and concerns of the residents first. The resident's welfare is her priority. From basic living needs to increasing their strength to be able to return home, she is really good with challenging and heavy care residents. She has great empathy for them and they trust her. She takes her job serious and goes the extra mile.

