

2008 Service Award Recipients

5 years

Julie Ahlgren
Alicia Anderson
Cynthia Arens
Maria Arreguin
Jennifer Aschoff
Leigh Bach
Shelly Batt
Tricia Benda
Dr. Jeff Burwell
Justina Butts
Hillary Carson
Gayla Cook
Jarod Cruise
Robert Dieter
Theresa Divis
Tonie Duncan
Rebecca Eckhardt
Autumn Ferguson
Arlene Fischer
Alycia Gardiner
Kip Grubaugh
Winona Gubbels
Jennifer Hamilton
Patrick Hammond
Etta Hansen
Jan Harrison
Jody Herley
Mark Hoffart
Jaime Hughes
Jeanette Hughes
Gwendolyn Jorgensen
Duane Kester
Michelle Kuehner
Matthew Licking
Devon Maly
Alicia Mavis
Susan Miles
Bobbie Jo Miller
Emily Miller
Diane Mouchka
Rebecca Neuhalfen
Amanda Obermeyer
Amanda Olson
Kayle Passyka
Richard Pehrson II
Jodi Phillips

Tamara Potthast
Rev. Dale Pracht
Marie Spader
Carrie Speidel
Linda Tuttle
Wendi Valverde
Jeanie Weiland
Mark Zimmerer

10 years

Patricia Behrens
Laree Belt
Janice Brom
Regina Busboom
Fr. Jerry Connealy
Beverly Dahlquist
Wallace Deets
William Disch
Rita Doht
Monica Emory
Alisha Fisher
Mary Gibbs
Michelle Hanson
Lynne Heithoff
Dorrine Hekrdle
Loretta Hockemeier
Joseph Horstman
Linda Janovec
Elsie Jones
Angela Kaschke
Tamera Kester
Mark Klaffer
Rachel Knapp
Julie Kristensen
Curtis Lancaster
Mary Leeson
Dale Lemm
Bette Lingenfelter
Neisha Lutt
Michael McGinty
Michael Munson
Debra Murren
Delores Nelson
Heather Oltmanns
Linda Ramold
Kimberly Rusk
Brenda Schmitz

Wayne Sievers
Lynette Sullivan
Tonya Voecks
Brandi Waterman
Dana Watts
Mary Weber
Jill Weinberger
Donna Westerhaus
Vickie Wietfeld
Sharon Wolff

15 years

Marcy Brown
Lisa Cornelio
Susan Creekmore
Carol Eucker
Sandra Foster
Jacque Genovese
Dennis Gothier
Rebecca Grutell
Kevin Hahne
Michael Havranek
Danelle Jaeke
Heidi Johnson
Celeste Kaufman
Debi Meyer
Heidi Meyer
Susann Muehlmeier
DeAnn Nelson
Meledene Nelson
Lisa Parks
Deanna Tiedtke

20 years

Cheryl Ankeney
Tamara Anson
Mary Ardery
Karla Beller
Raelynn Bygland
Susan Cohee
Linda Douglas
Sharalyn Fowler
Rogene Hoff
Lynette Holan
Barbara Hrabanek
Elaine Johnson

Larry Keller
Angela Lapour
Linda Mock
Kathleen Pagels
Ann Preister
Lynnette Schellpeper
Holly Stoltenberg
Mary Vollbrecht

25 years

Cindy Bleich
Judith Cubbison
Roberta Groninger
Julie Holmberg
Lisa Hurtley
Joyce Leinenweaver
Becky McCarthy
Robyne Miller
Teresa Sudbeck
Kathy Sullivan
Carol Thelen

30 years

Ardith Borgelt
Beverly Buss
Pamela Chamberlin
Danille Freudenburg
Betty Froehlich
Michael Hammond
Ellen Mead
Jan Ohlrich
Suzan Podliska
Michael Vollbrecht
Darla Wright

40 years

Verletta Olson
Sharon Thorin

Winners of the 2008 Laura Gross Award for Service Excellence

Following are excerpts taken from the winners' nomination forms.

**Betty Froehlich
Case
Management**



When I was a new graduate nurse, one evening shift I was caring for a dying patient. She was struggling and her death was difficult. I called the nursing supervisor because I wasn't sure what else I could do to help my patient. A few moments later, Betty came and took my patient's hand and told her that she was going to say the Lord's Prayer for her. As she prayed in a strong, calm voice, I could see (through my tears) our patient's breathing relax. Not long after that my patient passed away but as I stood there witnessing this, I knew this was the kind of nurse I wanted to be. What a blessing that she still works at Faith Regional Health Services!

**Conne Jensen
Medical/
Surgical 2**



She approaches and cares for each patient as an individual and cares for them as if they were family. I believe she was led by faith to be a CNA at Faith Regional. Above all, she is a caring and compassionate person . . . the patients know that they can trust her and that all of their needs will be met. Although a CNA's job can be thankless and looked down upon, Conne's perception of her job is solely dedicated to her patients . . . she treats each one of her patients as if they were Christ, himself.

when she shows up for work. She believes that a "higher power" loves us all and cares for us. She never loses sight of the "person" inside each patient and gives them all of her time and attention to address their emotional and spiritual needs. DeAnna is one of the reasons I want to keep coming to work . . . I want to keep working with her!

**Mark Zimmerer
Northeast
Nebraska Child
Advocacy
Center**



He is a constant source of support in difficult times. He truly cares about each person that enters his department. When working with two very strong components – a medical team and law enforcement – things are not always as they seem and outcomes are not always as expected. Mark shows tireless effort in pursuit of health and justice for all of the children who enter his service.

**DeAnna
Martensen
Transitional
Care Unit**



Her attitude is always "we can work this out." She makes a positive difference every day

Other Laura Gross Nominees

A total of 77 Faith Regional employees were nominated by their peers for the 2008 Laura Gross Award for Service Excellence. Following are excerpts from nomination forms.

Excerpt taken from Rev. Dale Pracht's prayer at the awards ceremony.

Nominations for the Laura Gross Award include statements of what sets the nominees apart. Our recognition of years of service highlights the reaching of significant milestones at FRHS in the careers of honorees. We are gathered here to celebrate not the average and ordinary nor the everyday and common place, but the exceptional, the special and the extraordinary. So it is fitting that we invite the One who is most definitely above the ordinary to attend our celebration.

Lord, . . . add your divine whisper of 'well done.' At the same time awaken in us a humble recognition that none of our success has been by our efforts alone. May the example and legacy of Laura Gross be honored in our awards. May diligence and faithfulness be lifted up in our service awards.

Renew our appreciation for coworkers as we celebrate and rejoice with those who rejoice. And make us even more alert to the sadness and needs of those You place in our care. Send us from this time of congratulations back to our place of service, committed anew to serve You by caring for others. Amen.

Chanda Anderson Peds/Med Surg 2 South

She makes patients feel like they are the only one that matters. She shows up with a smile, is a leader and is willing to help out others having a bad day.



Tad Anderson Cardiopulmonary Services

He has a great compassion for patients and coworkers. His quick smile warms your heart. He is a great coach for new employees or travelers, passing on his knowledge so we all provide the greatest care.



Rosa Arreguin Environmental Services

She is kind and considerate of patients and visitors, always wearing a smile. She is eager to help with translation or anywhere needed.



JoAnn Berg Emergency Department

She embodies all of the FRHS values in her nursing care. She respects all patients and provides compassion and empathy. She is a strong leader in the emergency department and in her community.



Shelley Braun Intensive Care Unit

She works closely with patients and is attuned to their disease, critical needs, vulnerability and foreign environment. She brings care and hope, joy and energy, and humor and relief to those that she serves and to coworkers.



Kim Caskey Cardiopulmonary Services

She loves to SERVE others, and is always there to lend an ear, give a hug or hold a hand. Her smile and glow give everyone she comes in contact a warm-fuzzy feeling. She treats her patients as if they were her own family. She is one of the WOW's in our department.



Connie Cautrell Women and Children's Services

She has a real compassion for each mom and baby.



She maintains a high level of professional ethics and integrity, treating each individual with respect.

Fr. Jerry Connealy Spiritual Care

He can be described as a deep well of compassion. He consistently responds to our requests to give the sacrament to our patients without hesitation. He has an incredible listening ear and heart and is always ready to take any request to his private prayer time. He has been an irreplaceable asset to our department.



Cali Correa Peds/Med Surg 2 South

She is the kind of employee we love to have teach as she sets the standard high for coworkers. She willingly shares her knowledge. Her patients get excellent care.



Susan Creekmore Surgery

Her dedication is remarkable. She keeps her cool while giving her patients excellent care. She has trained many others to work along side her. Her smile is always present.



Chrissy Elsberry Women and Children's Services

Her upbeat approach and sense of humor makes very difficult work more enjoyable. She is known to her coworkers as a person who will continue to work with a situation until it is resolved. She does not shy away from difficult situations and is known as a vital part of the care team.



Tonya Voecks
Behavioral Health

She is gentle and caring with her patients. She uses her humor to make them feel more at ease, laying the foundation for trust. She respects patients of all different cultures. She is an excellent nurse and a great teacher! She encourages her staff to do better, learn more.



Nicole Wiese
Behavioral Health

She truly cares about the patients and what they go through. She is always letting the staff know that she is there for them and is there to support them. Her caring commitment and her true love for others is something that we should all practice in our daily routine.



Terry Woockman
Cardiopulmonary Services

He is a very kind-hearted, caring individual who has a wonderful gift for humor. He shows his compassion daily by helping his patients through their crisis. He takes a personal interest in the success of FRHS. He is a wonderful teacher, has a fun loving personality and is a supportive member of our RT team.



Linda Vogel
Communications

A former coworker had serious health issues last summer. She would go to the coworker's home and care for her, feed her cats and help around the house. For several months, she continued to give smiles of hope and encouragement, caring for the pets and seeing her needs. Her selfless acts of kindness offered the former coworker companionship and made it clear that she was not alone.



Diana Windeshausen
Pharmacy

She has improved relationships between departments with her easy smile, light-hearted kidding and excellent customer service. She excels at problem solving. There are so many times when she suggests a way to do something and the process works much better. Her efforts have made an impact on the organization.



Rod Zoubek
Plant Services

He is a tireless teacher, learner and colleague who is always willing to help. His knowledge of electronics has contributed greatly to the overall development of the department and Faith Regional. He was instrumental in the rekeying of West Campus, making sure that all employees were able to easily switch to the new lock and key system without any interruptions.



Gretchen Wacker
Women and Children's Services

She expresses her genuine care with each patient. Her enthusiasm and passion for her work is truly contagious and makes her a real pleasure to have on our team. She embodies the reason most of us became nurses.



Amy Winkelbauer
Women and Children's Services

As a leader in our department, she is always dedicated to do what it takes to keep Faith Regional the top facility it is. She reaches out for extra assignments while continuing to take care of her responsibilities. She is always willing and happy to help others.



LaVonne Wattier
Women and Children's Services

She ensures that every detail is correct to benefit the patient. No matter what she is asked to do, she does it diligently and happily, many times going beyond her responsibilities. She treats each person with kindness and respect.



Jim Wonnacott
Spiritual Care

He holds those he encounters with deep concern and respect. Most of his patients are in the critical care unit and he has a special ability to journey with the families as he helps them stay connected to loved ones. He is able to interpret the family's dynamics and shares that knowledge with his coworkers.



Congratulations to all of the 2008 winners and nominees. Through your example, you have set the bar high for all Faith Regional employees!

**Laurie Roberts
Nursing Supervisor**

She is dedicated to serving patients and their families. She readily helps other departments if it is needed. She is able to multitask while maintaining attention to the details.



an adoption process. She really shines showing care and concern for each one in these situations.

**Sandy Sorrick
St. Joseph's
Rehabilitation and
Care Center**

She goes out of her way to strive for excellence in the work place. As a nursing role model in many eyes, she commits herself and does her best for each resident. She helps others when in need and is responsible and caring for everyone. She is my inspiration for becoming a nurse.



**Karen Thomas
Nutrition Services**

She takes great care in what the patient wants and needs in preparing the food and with its presentation. She shares her high principles on how food should look and taste with coworkers. She is always cheerful and willing to help those in need.



**Elaine Scherer
Laboratory Services**

She has always shown compassion in doing what is best for our patients. I never see her sit still as she is always looking to help out wherever she is needed. Some patients will ask for her when they come for their blood draw because they love to visit with her. We appreciate the beautiful theme trees she decorates in the outpatient draw center.



**Tracy Stoural
Rehabilitation
Services**

She loves caring for others. As our "host" in our clinic area, she greets every patient and asks how they feel, if they are in pain, if there's anything she can get for them, etc. Her compassion for her job has been recognized by her peers. She was the first to receive the Employee of the Quarter recognition. She contributes to an environment of hope and healing.



**Deanna Tiedtke
Emergency
Department**

She consistently shows compassion to patients and visitors. Her positive attitude spreads to others. She has a servant's heart and makes a difference in our department.



**Roxanne Schmit
Environmental
Services**

She strives to do all she can for the benefit of others. She does this out of the goodness of her heart. She excels in team spirit and sets a wonderful example for others in our department.



**Margaret Svitak
Peds/Med/Surg 2
South**

She comes to work ready to work and doesn't leave things for the next person. She is positive and a strong leader. She shares her knowledge by teaching several classes, setting a wonderful example of what a mentor/teacher should be like.



**Steven Tobar
Peds/Med/Surg 2
South**

He treats everyone with the utmost respect and kindness. He will volunteer to help whenever he can. He takes the initiative to help people out if help is needed. He will be there with a smile. He will work with every kind of patient and make them feel like they are the only one in the hospital.



**Allison Schwartz
Nutrition Services**

She doesn't take shortcuts and goes the extra mile for her patients to make sure they receive their meals just as they want them. Everything she does is done properly and to the best of her ability. Her sense of humor puts everyone at ease.



**Linda Tuttle
Medical/Surgical 2**

She is compassionate toward everyone she meets at work and in her daily life. She is caring and has a huge heart. She will sit and listen to her patients to completely understand them to take care of the whole person, not just their physical needs. As a PBDS coach, she strives to help the new nurses be independent thinkers, knowledgeable nurses and effective problem solvers.



**Valorie Slizoski
Social Work**

She truly reflects the FRHS mission and vision to each person, especially in her work dealing with young, single and addicted moms, and families dealing with the loss of a newborn or during



**Joan Thies
House Supervisor**

She has dedicated her life to helping others. Her approach and the care she provides comes natural. Being an RN has fulfilled her dreams to help others. She provides the



Kim Espinoza
Behavioral Health

She does not grumble or complain or pre-judge; she treats everybody with dignity, respect and kindness. She is very willing to help others and she always makes every day a better day. She communicates in a non-judgmental way with all staff and patients and motivates others to do well.



Crystal Feilmeier
Saint Joseph's Rehabilitation and Care Center

She treats our residents and coworkers with compassion, showing genuine care and concern for everyone. She works to educate new staff to help them reach their full potential. She has a great attitude which is contagious to others.



Nikki Fischer
Rehabilitation Services

In every interaction with staff, patients and families, she maintains respect and compassion for everyone. She has so much respect for her job, this hospital and our mission. Being in contact with her elevates my expectations of myself. She is a calming presence in the department. I love working here in large part due to her enthusiasm, assistance and joy.



Mary Fox
Intensive Care Unit

She provides extraordinary care to the patients that she serves. She has a very resilient, caring spirit that is quite often needed by patients subjected to a number of tests and procedures. Her high regard for the human welfare of patients' psychological, social and spiritual needs is exceptional.



April Frevert
Central Scheduling

She communicates in a calm manner and isn't afraid to ask questions when needed. She faces conflict every day but always has a pleasant attitude. She is a great frontline person for FRHS.



Donna Friesen
Case Management

There is no limit to her desire to give of her time. If a patient needs something at the end of her shift, the clock has no relevance. If she thinks the patient's safety requires one more minute of her time, she is there for them. Her passion is to do the best for the patient. I would love to have her looking out for me if I were sick.



Diana Gaspers
Spiritual Care

She is the best! She should get this award on a daily basis. I feel lucky to work with her. She is a definitive role model for compassion. Even though she listens quietly, you feel she has heard you. She uses her time wisely, guided by God.



Mary Gibbs
Saint Joseph's Rehabilitation and Care Center

She puts her heart and soul into each job she does. Her compassion for each individual, resident, coworker, family member or visitor is one of a leader. Her work ethic is one that portrays professionalism. She always ensures the residents receive exceptional care.



Diane Gilbertson
Saint Joseph's Rehabilitation and Care Center

She is caring and thoughtful toward both staff and residents. Having



fought the battle of illness herself, she is devoted to providing hope and understanding for those who struggle. She is a very generous person, going to Goodwill, department stores and thrift stores solely for the purpose of purchasing garments for individual residents. She will go out of her way to make sure family requests regarding their loved one are fulfilled.

Annie Goetsch
Environmental Services

She is kind hearted and gentle, especially so when working around patients and staff. Her positive attitude and friendly smile make her a joy to work with.



Sharon Grunke
Women and Children's Services

She truly touches each life with kindness. She cares deeply about each individual. She's willing to tackle challenges and her years of experience and expertise benefit all our staff and patients. She is a true nurse at heart.



Kari Hamer
Pharmacy

She is an ambassador for our department. She organizes her tasks well and keeps everyone moving through the day. She adjusts to the workload with style . . . no matter how crazy it may get! Self-motivation, organization and a positive attitude combine to make an excellent employee.



Lori Hansen
Behavioral Health

She never judges anyone and always treats the patient as if they were part of her family. She is always looking out for her coworkers and patients' safety. The patient always come first and is treated with dignity and respect. She is in her job of calling.



**Cheryl Heimann
Social Work**

She is a very caring person to patients and families struggling to cope with illness or end of life issues. She has been an enthusiastic team player since the beginning of the "concept" of palliative care. She has been an integral part of the success of the program.



**Marsha Henn
Women and
Children's Services**

She is the most cheerful and gracious caregiver in our department. She is always compassionate regardless of incident, individual or circumstance. She treats all coworkers the same, regardless of the position. No one incident does her justice. Her very consistency is what makes us sometimes overlook her.



**Donna Hilkemann
Nutrition Services**

She is positive and energetic, like a ray of sunshine in the cafeteria. She is friendly and compassionate to everyone she meets, treating everyone like family. She is a joy to be around.



**Laura Hoogestraat
Medical Staff
Services & Quality**

She comes to work with a smile on her face and ready to take on whatever challenges she has facing her that day. She strives for excellence by being diligent in accessing new products/practices and by being an excellent resource person for nurses and physicians. She always gives 100% in every aspect of her job, inspiring others to do the same.



**Janet Hrouda
Home Health and
Hospice**

She is very compassionate toward those less fortunate and expresses concern for those who have difficulty. She has a great level of respect for others.



**Brynn Hughes
Surgery**

She keeps a positive attitude and always has a smile for everyone. She is uplifting to fellow employees. Her smile is a light in many peoples' days.



**Kelly Kelley
Rehabilitation
Services**

She can usually be found in a patient's room or getting something for a patient. She once sat with an elderly patient who was very agitated and combative. She never lost her patience and continued to try to sooth her with a calm tone of voice and by using her name. She is an example to me; she is inspiring to work with!



**Dr. Sussy King
Emergency
Department**

She is a tremendous colleague and shows genuine care for patients and coworkers in many thoughtful ways. She is a wonderful listener, especially for coworkers, finding ways to encourage them. FRHS is a better place with her here.



**Rachel Knapp
Medical Staff
Services & Quality**

She is a devoted patient advocate and will do her best to ensure that hospital staff has the information and tools at hand to provide superior quality service



in a safe and patient-focused environment. Working with her is a truly positive experience as she motivates us to stretch a little farther to reach the goals we aspire to attain.

**Amy Koeppe
Acute Rehabilitation
Services**

She is well-respected by her peers, the doctors and the patients. She has been mentioned in numerous patient satisfaction surveys for her excellent care. She is kind, sensitive to patients' disabilities and can incorporate a great sense of humor at appropriate times. She volunteers for numerous projects to continually improve her unit and does this by getting buy-in from her coworkers.



**Betty Krueger
Nutrition Services**

She is very precise in getting patients the right diets so they can get well faster, often taking time to do research and talking to nursing. She is very compassionate with families, sometimes going back to their rooms several times a day to get menus late in the day.



**Heidi Luebbe
Social Work**

She believes in the importance of goals and has been open to the team player concept to promote quality care. She is quick to support others with positive comments. She shows compassion and empathy toward the patients suffering from cancer and honors patient and family wishes during their care.



**Nina Martin
Peds/Med/Surg 2
South**

She always comes in with a smile and is a breath of fresh air to



her patients. She is seen as a leader on the unit, looking for ways to improve patient care. She is a strong team player with a great attitude.

**Belinda Martinez
Surgery**

She starts each day with a smile and a hello to all she meets. She puts patients at ease before their surgery. She cheerfully takes on extra work.



**Barb Maxey
Home Health and
Hospice**

She shares empathy with coworkers, families and those she speaks to by phone. She's the mother hen of our department, keeping everything running smoothly.



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

She is the picture of the professional nurse and conducts herself with the highest level of respect and integrity. She works to ensure that all our families have the information they need to have a safe, healthy and happy time with their newborn.



**Dr. Joe Metcalf
Hospitalist**

I have personally witnessed his caring conversations with families/patients regarding goals of care. He is extremely knowledgeable in many areas of medicine. He is a great team player, always respectful and requests input from other disciplines to improve the patient's care. One must look to him for the rapid success of the hospitalist program.



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

She shows true concern for the well-being of each mom and baby. As lactation consultant she has raised the standard of care among the staff, keeping them updated on current findings in evidence-based practice. She helps promote our value of being a family-friendly work environment. We are grateful for her wisdom and compassion.



**Ellen Nealeigh
Human Resources**

She lives each day with great love for people. She has a beautiful smile and is full of kindness, whether it's when reaching out to anyone in need or in the tone of her voice when dealing with employees.



**Rachel Nelson
Case Management**

She is committed to excellence. She was instrumental in getting the Preadmission Testing Class started for the orthopedic patients. She exemplifies compassion when interacting with patients and their families. She is one of the first people to make sure spiritual care has been notified if the need arises, healing body, mind and spirit.



**Shane O'Brien
Cardiac and
Pulmonary
Rehabilitation**

He takes the time to listen to patients, families and staff regarding medical and personal issues. He supports the patients with their new outlook on life and challenges them throughout their program. He is appreciated for his honesty and has the ability to lighten the mood of many a patient and coworker with a smile, joke, or kind word. He is a joy to work with.



**Maria O'Hare
Cardiopulmonary
Services**

She cares for the well-being of the patients she serves and their families, attending to their physical, spiritual and emotional needs. She has deep respect for the human condition. She is gifted in bringing out the best in others and is a joy to work with.



**Sandy Passyka
Peds/Med/Surg 2
South**

She treats people with respect and compassion. She gives gentle encouragement to patients during their recovery. She is a great teacher and is a strong patient advocate.



**Wendy Peck
Renal Dialysis**

She shows compassion to her patients every day, always has an ear for listening and a warm smile to set them at ease. She tackles new projects with excitement and enthusiasm that is so refreshing and catching. Her coworkers and patients all know they can count on her.



**Janet Pfeifer
Medical Staff &
Quality**

She gives 110% of herself, whether on or off the clock. If she doesn't know the answer she will research until she does. She is very good at explaining the value of change when it benefits the patient.



**Rev. Dale Pracht
Spiritual Care**

He is an idea guy and can look at the big picture for system growth. He is honest and confidential. He is spiritual and respectful in any form. He is always looking for ways to improve service.

