

2020 - 2021



North Texas

COVID-19 HEROES

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Jennifer Miff

President, DFWHC Foundation
Senior Vice President, DFWHC

It's been a difficult year, especially for the numerous and incredibly brave hospital employees of North Texas. Our healthcare heroes have worked tirelessly since early 2020 to help the victims of the COVID-19 pandemic. In addition, they have had to face their own considerable challenges at home protecting their family and loved ones.

For over 25 years, the Dallas-Fort Worth Hospital Council (DFWHC) Foundation has had the privilege to recognize our outstanding hospital employees – those who make a difference each and every day for the safety of our patients across North Texas.

Never has this been more evident than during the pandemic. Here at the DFWHC Foundation, we asked the hospitals of North Texas to identify those employees who have made the biggest difference during this unprecedented time – our North Texas COVID-19 Heroes. Our hospitals have highlighted more than 350 extraordinary employees for their efforts during one of the most terrifying healthcare events of our lifetime.

The COVID-19 pandemic has taken its toll in so many ways – on human life, our health and our family. I have a new level of pride for our North Texas hospital employees – even beyond what we've recognized the past 25 years. You have saved our community. All of our hospital employees are COVID-19 Heroes – every single one of the hundreds of thousands of hospital workers across North Texas.

On behalf of the DFWHC Foundation, let me say how grateful we are to be part of this industry. We continue to be humbled by your work.

And now, I am proud to introduce these North Texas COVID-19 Heroes. Thank you for your service!



www.dfwhcfoundation.org

Foundation Mission

Inspire continuous improvement in community health and healthcare delivery through collaboration, coordination, education, research and communication.

Foundation Vision

As the trusted "go to" resource, inspire collective improvement of health and healthcare outcomes.

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UT Southwestern

William P. Clements Jr.
University Hospital

On the front lines.

**UT Southwestern Medical Center salutes the recipients of this year's
Dallas-Fort Worth Hospital Council Awards.**

Serving the health needs of our community is a privilege and a sacred responsibility. We thank and honor all those whose dedication and commitment to good health enhance the vitality of North Texas.

We are proud to serve with you.

UT Southwestern
Medical Center



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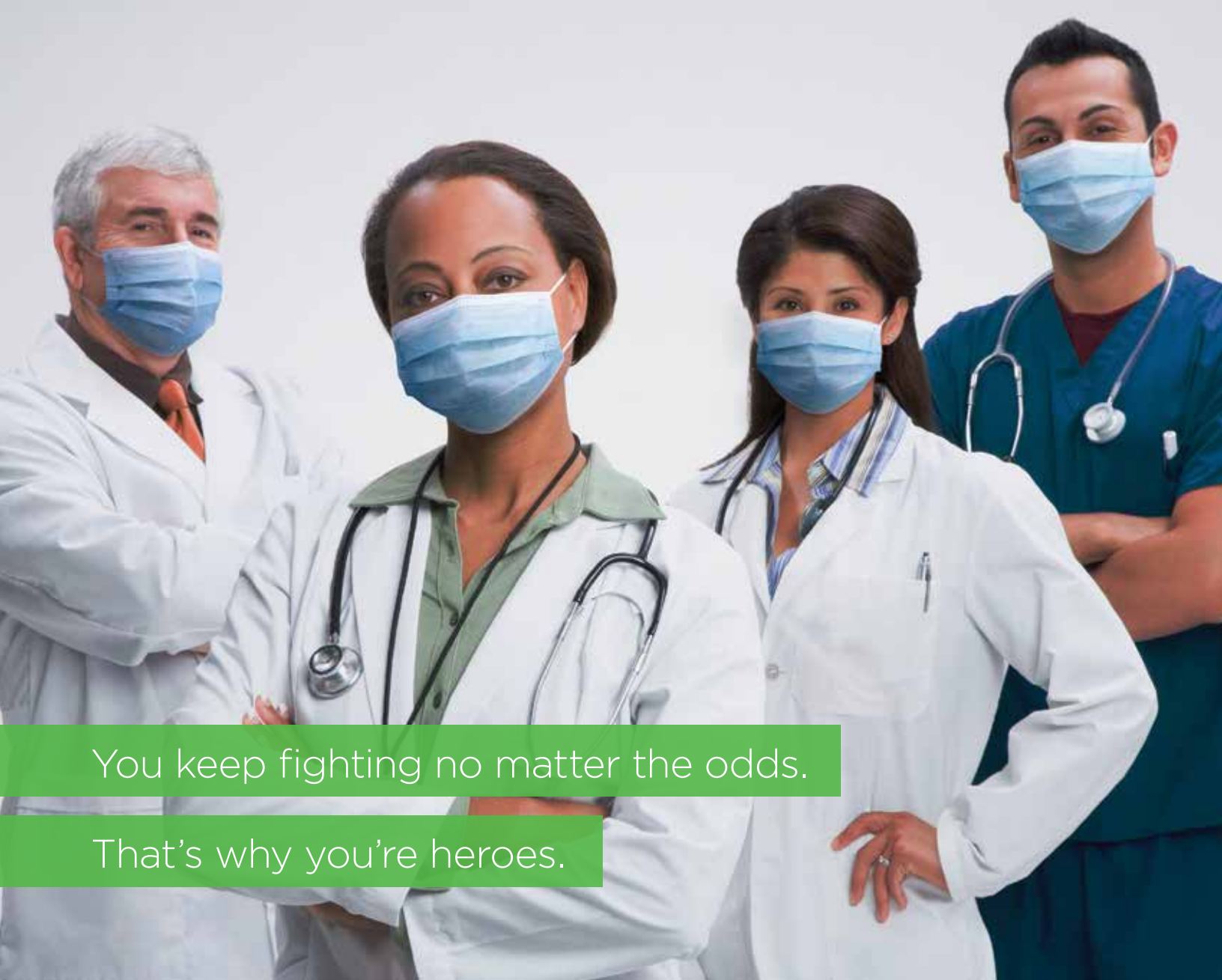
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You keep fighting no matter the odds.

That's why you're heroes.

For the past 18 months, you have given your all to fight against COVID-19. And you still fight even today, because that is what heroes do. Congratulations again on this recognition for your monumental efforts. We truly could not make it through this time without you.

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Methodist COVID-19 Vaccine Clinic

Candace Adams, Jon Albrecht,
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Duyen Taylor Nguyen
Julie Norris
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Teresa Ortiz
Patricia Retzer
Shantala Samart, MD
Jody Tolar
Cheryl Wherry
Brooks Williams

Methodist Richardson Medical Center

Anthony Boyer, MD
Danielle Cooper
Michael Foster, MD
Katherine Hartdegen
Shannon Jackson
Luke McKittrick
Todd Steele
Linda Turner
Jacklyn Yeap



Our heroes are team players.

They depend on each other. They have each other's backs. And they work in unison to save lives. We congratulate our Dallas-Fort Worth Hospital Council Foundation's Employee of the Year nominees. Together, they've brought out the best in us.

Be one of us.



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**THERE'S A HERO
BEHIND THE MASK.**

We honor our healthcare heroes
who continue to make a
difference in our community.



Parkland

Care. Compassion. Community.

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HERE'S TO THOSE WHO NEVER SETTLE

To those we see, from the registration desk to the emergency room. To those we don't, from the research lab to the overnight cleaning crew. You signed up for the good, the bad, the triumphant. And you go all in to bring your best to all of us, no matter what. To the Frontline, we can't thank you enough for always being there—today, tomorrow, always.



THANK YOU, HEALTH CARE WORKERS.



Visit [childrens.com](https://www.childrens.com) to learn more.

Children's Health™ would like to congratulate all the Dallas-Fort Worth Hospital Council Foundation nominees for North Texas COVID-19 Heroes. We are grateful for you and our more than 7,000 team members.

There are countless stories of the heroic ways our team members have cared for patients and one another during these unprecedented times. **Thank you for your enthusiasm, passion and dedication to making life better for children.**

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Stronger together

It's no surprise that you have continually stepped up when it matters most.

To our front line heroes who don't back down in the face of a crisis, to those working at home to provide support and keep our facilities running, thank you.



Baylor Scott & White Health



Lucy Young, Transportation Manager
Baylor Scott & White Health

Lucy went above and beyond to ensure ventilators at the Logistics Distribution Center were quickly dispatched to the requesting hospitals in the Baylor Scott & White Health System. On several occasions, she returned to work after hours, on the weekends and even the Thanksgiving holiday. During these visits, she would pull and prep ventilators for shipment. She puts patient care first and is truly a healthcare hero.

Baylor Scott & White All Saints – Fort Worth



Dr. Jamil Abbasi, Medical Director
Baylor Scott & White All Saints – Fort Worth

Dr. Abbasi has worked with every COVID-19 patient in the ICU unit. For over a year, he never took a break and was available around the clock. He responded to every pandemic event while in the hospital. He worked different shifts as needed without complaint. Dr. Abbasi participated in multiple “Town Hall” meetings every week to keep lines of communication open. His top priority during the pandemic has been to keep employees and patients safe.

Baylor Scott & White All Saints – Fort Worth



Michelle Ahmann, Registered Nurse

Baylor Scott & White All Saints – Fort Worth

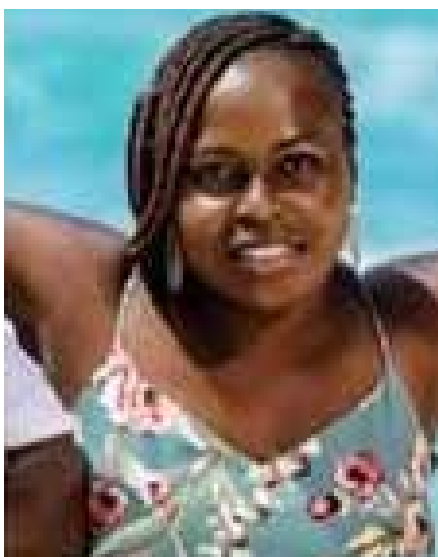
Michelle was one of the main nurses during the beginning of the COVID-19 pandemic with numerous difficult assignments. When hospital patients began to struggle with the virus, she would personally stay by their bedside and communicate with family members. Michelle's constant dedication was an inspiration to the entire staff, her exhaustion so apparent, her mask was actually causing abrasions on her nose. Still, she refused to take a break.



Linda Backham, Respiratory Therapist

Baylor Scott & White All Saints – Fort Worth

During the COVID-19 pandemic, Linda has tirelessly worked long hours, agreeing to extra shifts whenever needed. She has provided selfless dedication when caring for patients. With courage and dedication, she would hold the iPad devices for patients so they could say their final goodbyes to families. Linda's positive attitude inspired her coworkers, working through mental and physical exhaustion. She has been an amazing member of the team.



Savannah Baysah, Respiratory Therapist

Baylor Scott & White All Saints – Fort Worth

Savannah worked in the COVID-19 critical care unit for the majority of her shifts. She has maintained a positive attitude throughout the pandemic, always lending a helping hand to all team members. She has especially taken the time to provide comfort and care to patients and their families. Savannah is known for her smile, starting the day with energy and dedication. She has also devoted her time to assisting staff members with proper procedures and processes.

Baylor Scott & White All Saints – Fort Worth



Zach Caldwell, Registered Nurse

Baylor Scott & White All Saints – Fort Worth

Zach was one of the main employees at his hospital to lead the nurses through the ongoing COVID-19 pandemic. He worked almost every shift in the unit, rarely asking for breaks. He assisted with constant changes to safety protocols, helping nurses with the new implementations. He also made sure his coworkers were taking much-needed breaks. Zach insisted on staying at the bedside of fatal patients so they would not pass away by themselves.



Megan DeVore, Registered Nurse

Baylor Scott & White All Saints – Fort Worth

Megan has been a valuable member of her hospital's COVID-19 team. She communicated manual proning practices to her staff, providing immediate oxygenation benefits to the patients. Her efforts dramatically improved patient outcomes. She assisted in the training of staff members and organized valuable PPE supplies. Megan also became a primary extracorporeal membrane oxygenation (ECMO) specialist during the pandemic.



Carl Dismukes, Patient Care Technician

Baylor Scott & White All Saints – Fort Worth

Carl has been a dependable force during the COVID-19 pandemic. His positive attitude has inspired his team, working daily without complaint. His tireless work has been noted in the ICU units, a consistent presence during difficult circumstances. Carl works with his staff, making sure they take much-needed breaks. He was also a great advocate for his hospital's "mask conservation plan," working with staff to make sure supplies were available.

Baylor Scott & White All Saints – Fort Worth



Jessica Duval, Registered Nurse

Baylor Scott & White All Saints – Fort Worth

Jessica's uncommon dedication during the COVID-19 pandemic has been impressive. With great passion, she assisted staff members with donning and doffing their protective equipment. She also provided great education about safety measures during the start of the pandemic. She became a primary extracorporeal membrane oxygenation (ECMO) specialist, working with cases in the COVID-19 unit, eventually bonding with long-term patients.



Teresa Elliott, Respiratory Therapist

Baylor Scott & White All Saints – Fort Worth

Teresa volunteered to take the very first COVID-19 patient at her hospital without knowing the full procedures. She has bravely worked every shift and maintained a positive attitude. For the majority of the pandemic, she has worked the critical care units, offering dedicated support to patients, families and co-workers. Teresa is known for her tireless energy, working with prone patients during transport so they can continue to breathe easily.



Cassidie Hamilton, Nursing Supervisor

Baylor Scott & White All Saints – Fort Worth

Cassidie's motto has been to say "Yes" when asked to work with COVID-19 patients. As supervisor of her hospital's critical care unit, she was always dependable, constantly working extra shifts to cover the oftentimes depleted staff. She always ensured her team had the available supplies and resources to be able to provide the proper care. Her leadership as the COVID-19 cases began to climb was immeasurable, providing education, inspiration and organization.

Baylor Scott & White All Saints – Fort Worth



Caitlin Johnson, Registered Nurse

Baylor Scott & White All Saints – Fort Worth

Caitlin served as one of the main extracorporeal membrane oxygenation (ECMO) specialists during the COVID-19 pandemic, working in the critical care unit with some of the weakest patients. Her admirable dedication was crucial, sometimes working multiple shifts a week to assist her team. Caitlin's work improved patient outcomes and reduced mortality rates. Her compassion and dedication has been exceptional.



Samantha Lored, Registered Nurse

Baylor Scott & White All Saints – Fort Worth

Samantha has been a strong leader in her hospital's COVID-19 unit. An amazing team player, she provided guidance to her co-workers throughout the pandemic. Oftentimes, she refused to leave the COVID-19 unit until her work was done. She was acutely aware as to the importance of her service as a specialty nurse. Samantha was an unwavering presence, never complaining and providing innovative ideas to make the unit function safely and efficiently.



Megan Massingill, Patient Care Technician

Baylor Scott & White All Saints – Fort Worth

Megan has served as her hospital's only COVID-19 ICU nightshift patient care technician. Throughout the pandemic, she worked continuously in her unit, sometimes multiple days in a row until the patient numbers subsided. She was an inspiration to her coworkers, helping to transform the role of the patient care technician and providing confidence to the nurses she worked with. She has been a true leader for her hospital during the most trying times.

Baylor Scott & White All Saints – Fort Worth



Stephanie McDonald, Registered Nurse
Baylor Scott & White All Saints – Fort Worth

Stephanie has been responsible for caring for the most critical COVID-19 patients during the pandemic. She communicated extensively with families to ensure they were aware of their loved one's condition. Stephanie even coordinated a birthday celebration for one of her patients when no visitors were allowed. She has trained numerous critical care nurses during the pandemic, a dependable and compassionate presence in her hospital.



Trenton Mobley, Registered Nurse
Baylor Scott & White All Saints – Fort Worth

Trenton served as the lead extracorporeal membrane oxygenation (ECMO) specialist in his hospital's COVID-19 unit. He works bedside with the weakest of patients to provide dedicated safety and care. He is also responsible for scheduling and communication efforts for the hospital's nightshift COVID-19 unit. Since the pandemic began, Trenton has evolved into a dependable mentor of new staff members and knowledgeable resource for his team.



Darcy Molloy, Registered Nurse
Baylor Scott & White All Saints – Fort Worth

Darcy is noted for creating her hospital's "Dying with Dignity" project. The program was so inspirational, it has been adopted by the other ICUs within the hospital and system. She also developed the "Pamper Team" project, providing positive support for patients suffering from loneliness and depression due to long stays at the hospital. Darcy is an innovative employee, displaying uncommon compassion for her patients throughout the COVID-19 pandemic.

Baylor Scott & White All Saints – Fort Worth



Amanda Shirin Rezai, Respiratory Therapist
Baylor Scott & White All Saints – Fort Worth

Amanda has been a tireless worker throughout the COVID-19 pandemic. Her dedication was highlighted by her calm demeanor during numerous high-stress situations at the beginning of the pandemic. She worked the bedside of the weakest patients, ensuring they received compassionate care. Amanda bravely continued working even during her pregnancy, working her shifts and caring for critically-ill COVID-19 patients.



Teresa Richardson, Respiratory Therapist
Baylor Scott & White All Saints – Fort Worth

Teresa has been a dedicated worker during the COVID-19 pandemic, working almost entirely with critical patients. She is a leader by example, providing inspiration and oftentimes a shoulder to lean on. She has also been the lead expert on the dangers of hospital-acquired pressure injuries (HAPIs). Teresa works almost daily to provide education to both nurses and therapists alike on HAPIs in an attempt to improve patient outcomes.



Molly Smith, Respiratory Therapist
Baylor Scott & White All Saints – Fort Worth

Molly's expertise has been utilized in all of her hospital's COVID-19 units. She provides selfless service to patients through patience and compassion. Molly has continuously instructed team members about ventilation standards and the proper proning of patients. She has also assisted patients with using an iPad so their family members can properly understand their loved one's condition. Her sacrifices throughout the pandemic have been an inspiration to her team.

Baylor Scott & White All Saints – Fort Worth



Isabelle Sturm, Registered Nurse

Baylor Scott & White All Saints – Fort Worth

Isabelle began her career as a graduate nurse at almost the very moment the COVID-19 pandemic began. She worked during the long and frightening days without a single complaint. She had never before worked with a RotoProne, a bed designed to assist patients suffering from respiratory failure. She learned on the fly and displayed impressive abilities under stressful conditions. She is dependable, resourceful and always does what is best for the patient.



Walter "Justin" Swinhoe, Nursing Supervisor

Baylor Scott & White All Saints – Fort Worth

"Justin" has been resilient and incessantly positive throughout the COVID-19 pandemic. He has never complained and has displayed a talent for always finding the right solutions for an oftentimes overburdened staff. He created an innovative educational tool to include a video detailing the proper protocol for prone positioning. As he likes to say, "We're all in this together," and he would prove his point by volunteering for numerous tasks in the COVID-19 unit.

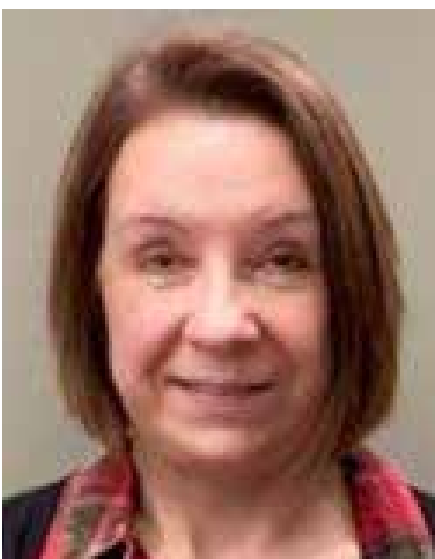
Baylor Scott & White – Irving



Amy Thomas, Pharmacist Clinical Coordinator
Baylor Scott & White – Irving

Amy's positive impact at her hospital cannot be overstated. She worked with infectious diseases consultants and coordinated with critical care providers during the COVID-19 response so everyone was on the same page. She collaborated with research providers to enroll patients in trials at her hospital. Amy was able to synthesize complex information into bite-sized chunks, ensuring the success of her hospital's COVID-19 pharmaceutical response.

Baylor Scott & White – Lake Pointe



Susan Woodward, Nurse Manager
Baylor Scott & White – Lake Pointe

As manager of the COVID-19 unit, Susan prepared the staff and unit to receive area patients. This required a significant amount of planning and management for rooms and equipment. Susan consistently motivated her staff to increase resilience and avoid burnout and fatigue. She also stepped in to work nights, weekends and holidays while consistently managing the overall unit. Susan has truly displayed uncommon heroism and dedication.

Baylor Scott & White – Lake Pointe



Baylor Scott & White – Lake Pointe Respiratory Therapy Department

Belaynesh Beliso, Christine Blalack, Daniel Cherpuram, Kari Clasen, Steve Creal, Jay Eleazar, Suma George, Vinoi George, Matt Gonzales, Nicole Holly, Meagan Holmes, Ken Howerton, Melvin Kuruvilla, Dedra Langston, Ivan Lara, Heather Lazek, Sandra Moore, Bibin Philipose, Juan Recio, Thomson Thomas, Debbie Whitworth

The respiratory therapy team at Baylor Scott & White Medical Center – Lake Pointe rose to the occasion during the COVID-19 pandemic. A dedicated crew, they provided crucial treatments, education and care. The team always checked on each other and worked tirelessly during difficult conditions. They were always willing to pick up extra shifts, displayed a positive attitude and raised the spirits of staff members around them. The team has made their hospital proud.

Baylor Scott & White – Plano



Hugo Carillo, Supervisor, Sterile Processing Department
Baylor Scott & White – Plano

Hugo has truly been a leader during the COVID 19 pandemic. While the SPD team normally is “behind the scenes,” Hugo and his team took a very active role in the hospital. Learning how to clean masks using a new technology, Hugo was able to preserve PPE equipment and keep the frontlines safe. Meanwhile, he worked to update himself on new CDC guidelines as well as FDA standards. He was gracious with his knowledge and would regularly update staff.



Kahalani Cruz-Luna, Regional Director Access Services
Baylor Scott & White – Plano

Kahalani was an instrumental member of her hospital’s team, responsible for opening COVID-19 vaccination sites. She did not hesitate to take on the task and quickly organized her team to maintain hospital operations while opening two vaccine sites. Kahalani tirelessly worked 14-hour days, seven days per week during the early months of the pandemic. When the task was completed, more than 3,500 vaccinations were being administered per week.



Brandi Daughtry, Nursing Supervisor
Baylor Scott & White – Plano

Brandi worked tirelessly on nights to allow leaders to rest and know the hospital was in good care. She is an evening supervisor and works with everyone. She has worked 24/7 to ensure that our teams feel safe and have the much needed PPE equipment. She translates crucial policy to staff members and is always with a friendly with advice. Our nursing supervisors are true heroes and work with so many to support our patients day and night!

Baylor Scott & White – Plano



Toni Jo Hayward, Registered Nurse
Baylor Scott & White – Plano

Toni Jo is a perioperative RN who always looks for opportunities to assist whether an ambassador for patient experience or just wayfinding assistance for a lost visitor. During the early days of the COVID-19 pandemic she would ask, “How can I help?” She was quickly called upon to set up screening at the front door and ensure patient safety. During this difficult year, Toni Jo has used her clinical knowledge to answer questions and provide support.



Mindy Henry, ICU Supervisor
Baylor Scott & White – Plano

Mindy is a night supervisor on the COVID-19 ICU containment unit. She has worked to ensure the safety of her team and that proper guidelines are followed with PPE equipment safety and technique. Many times, Mindy was called to aid her team when utilizing new technology. She constantly provided much-needed emotional support to both staff and patients. She has been an inspiration everyone in the hospital throughout the pandemic.



Mario Jones, Director, Supply Chain Operations
Baylor Scott & White – Plano

During the COVID-19 pandemic, Mario handled all of the supply and PPE equipment needs for the hospital. He kept up with system supplies and made sure there was never a shortage. He was proactive and always seemed to have a solution for numerous surprise problems. He was calm and steady, and sometimes even funny. A great communicator with the nursing staff, he quickly created solutions that were incorporated into the hospitals’ daily plans.

Baylor Scott & White – Plano



Alice Kern-Kirby, Director of Nursing
Baylor Scott & White – Plano

Alice worked to motivate her teams daily to care for critically ill patients. In the beginning, she worked many days around the clock to ensure patients received care and the staff was safe. She ensured mask fittings for staff, wayfinding, the cleaning of elevators, set-up screenings, drive-through swabs, education, the establishment of ER tents, and so much more. She was tireless in her efforts to ensure staff safety by walking with them through every process.



Karen Talcott, Nursing Supervisor
Baylor Scott & White – Plano

Karen and the entire nursing supervisor team work to keep us safe 24/7. Karen's presence at night ensures that we keep our teams safe and leadership informed. Karen also works to help families of patients understand their loved ones disease and how to communicate with them. She has helped many families dealing with the stress of COVID-19 and the loneliness of isolation. She is caring and firm, using excellent clinical knowledge to help us stay informed.

Baylor University Medical Center – Dallas



Baylor University Medical Center ECMO Specialist Team

Courtney Ray (l to r), Mario Padilla, Kaitlin Skelly, Katy Lingle, Carolyn Soza, Lauren Plucinski, Jill Boren, Lauren Clark, Tony Espinoza

Transporting critically ill COVID-19 patients has been a challenge throughout the pandemic. Transporting patients on extracorporeal membrane oxygenation (ECMO) has been even more difficult. It has literally been a team effort to save the lives of so many Texas residents. It's tough, it's demanding and it's necessary. The Baylor University Medical Center ECMO Specialist Team has continued to safely transport the most critical patients across the state of Texas during the pandemic, and they will continue to do so. The excellence displayed during their tireless efforts cannot be overstated. Thank you team!

Baylor University Medical Center – Dallas



Lisa Florida, Director Nursing Acute Care Services
Baylor University Medical Center – Dallas

During the COVID-19 pandemic, Lisa supported the clinical nurse managers for three COVID-19 containment units. From the moment the pandemic began, she had her “boots on the ground” and was present for every meeting to discuss new challenges. She comforted team members, answered questions and served as a dedicated advocate for staff safety. She was crucial in facilitating collaboration between numerous hospital departments.



Kaitlyn Lingle, ECMO Program Manager
Baylor University Medical Center – Dallas

Kaitlyn led the specialized nursing team at Baylor University Medical Center when the COVID-19 pandemic began. She was responsible for taking care of the sickest patients, including those requiring crucial ECMO support. To date, Kaitlyn has contributed to saving more than 50 patients that would have otherwise perished. Her dedication, energy and teamwork have been remarkable during these difficult times.



Jonathan Morgan, Nurse Manager
Baylor University Medical Center – Dallas

Jonathan Morgan serves as the manager of a 40-bed Medical ICU at Baylor University Medical Center. He was the leader of the first COVID-19 containment unit at the hospital. Jonathan facilitated a multi-disciplinary effort to plan and execute new processes in staffing, equipment and patient care. His innovations throughout the pandemic have led to zero occurrences of infection among his nursing teams.

Baylor University Medical Center – Dallas



Dr. Catherine Raver, Medical Director
Baylor University Medical Center – Dallas

Dr. Raver is the medical director of the hospitalist group at Baylor University Medical Center, with more than 100 providers under her leadership. She leads the efforts of direct care for COVID-19 patients at her hospital. Along with her team, Dr. Raver was on the frontlines of the pandemic forming protocols and management plans for the entire hospital system. She leads by example with equal parts grace and inspiring empathy.

The Heart Hospital – Baylor Plano



Melody Ellis, Charge Nurse
The Heart Hospital – Baylor Plano

Melody has been a dependable force while working in her hospital's main COVID-19 unit. Over the past year, she has oftentimes worked 60 hours per week so her staff could keep up with the case load. Known for her infectious smile, she has been an invaluable team member during the pandemic. Her leadership has inspired staff members, possessing a confident attitude that they can accomplish anything, no matter the stressful conditions.

The Heart Hospital – Baylor Plano



April Harris, Nurse Manager
The Heart Hospital – Baylor Plano

April manages the COVID-19 unit at her hospital. She has inspired her team to persevere, a trait that has come to define the unit. During the long pandemic, she has served as the unofficial cheerleader, encouraging team members. Her positive attitude can be defined by her physical activity, oftentimes dancing to raise the staff's spirits after a difficult shift. April has also provided homemade lunches for her staff to create camaraderie and unity.



Dr. Samir Shahani, Medical Director
The Heart Hospital – Baylor Plano

Dr. Shahani provided guidance on COVID-19 at the very beginning of the pandemic. During the planning, he assisted in coordinating the emergency room for treatment of COVID-19 patients. He was essential in eliminating erroneous information that caused anxiety and confusion. He also participated in two “fireside” chats to discuss prevention and vaccination. His efforts allowed his coworkers to stay safe while caring for the many patients.



Ashley Templeman, Nursing Supervisor
The Heart Hospital – Baylor Plano

Ashley was instrumental preparing her unit for the COVID-19 surges over the past year. She created safety protocol routines, with her team utilizing a step-by-step process for donning and doffing personal protective equipment (PPE). She is also an extracorporeal membrane oxygenation (ECMO) specialist, working an additional day each week. Ashley ensured her staff had frequent breaks, oftentimes bringing food to the hospital for those working long hours.

The Heart Hospital – Baylor Plano



Tanyapuk Williams, Respiratory Therapist
The Heart Hospital – Baylor Plano

Tanya is a Registered Respiratory Therapist at her hospital. She is a tireless worker who continuously upholds every standard of what a hospital employee should be during a time of crisis. She takes excellent care of her family and this pours over into the care of her patients in the COVID-19 Unit. She is appreciated by all staff members at her hospital for her dedication and dependability. She has been a great therapist throughout the pandemic.

Children’s Health



Lariba Abu, Respiratory Therapist
Children’s Health

With the unique staffing challenges COVID-19 presented, Lariba stepped in to fill every gap. She became Charge Respiratory Therapist and patient teacher, and she floated between the outpatient clinic and hospital. Lariba is known for her compassion and can always be counted on during difficult times. COVID-19 hasn’t changed the way Lariba works with her team members, but it has highlighted what a big difference she makes to her patients and her team.

Children's Health



Kristy Carlton, Director Telemedicine Clinical Outreach Children's Health

Kristy led the implementation of 79 telehealth carts for use in patient isolation rooms. These carts enabled more than 4,000 patient encounters, reduced foot traffic and decreased PPE usage. Thanks to her work, 973 nurses and 544 providers have been trained to facilitate virtual patient consults. Now, providers and nurses can conduct virtual patient consults. Kristy has spent countless hours educating, coaching and supporting the use of telemedicine.



Thresa Cox, Food Services Manager Children's Health

Accommodating the needs of patients in the specialty feeding programs at Our Children's House is Thresa's forte. When the pandemic began, she made sure the facility's kitchen pivoted quickly to enable team members to buy fresh produce on-site and flex food options. During this time, Thresa also authored two articles speaking on COVID-related food issues: "Cost Savings and Implications: Food Waste and Sustainability" and "Food, as Experience."



Tanya Detherage, Director Clinical Informatics Operations Children's Health

As recommendations for COVID-19 care evolved, Tanya played a pivotal role in the design of Epic electronic health record functionality. She led information services and informatics teams to produce workflows to enable clinicians to do the right thing at the right time. Her teams developed a "decision tree" for COVID-19 testing that was critical to the successful clinical management of patients and the preservation of scarce testing supply inventory.

Children's Health



Shelly Dijkman, Director Supply Chain Operations Children's Health

As healthcare systems struggled to acquire sufficient PPE, Shelly played a critical role in minimizing disruptions to the supply chain. Shelly represented supply chain for her hospital's incident command center and coordinated the evolving needs to protect staff and patients. She excels in emergency management and has stayed in step with the organization throughout the pandemic. Shelly has risen to each challenge.



Tra'Vonnia Edwards, Director Performance Improvement Children's Health

From the early days of COVID-19, Tra'Vonnia played a pivotal role in supporting the Chief of Operations for the incident command center. Her contributions were instrumental in implementing new processes that were crucial to ensuring the safety of patients, families and staff. This included implementing a process for safely reusing N95 masks, developing a database to optimize staff deployment and installing physical barriers in the emergency departments.



Aysim Foreman, Director Integrated Absence Management Children's Health

When the pandemic struck, Children's Health called on Aysim to manage some of the most challenging aspects of protecting its employees. She created a pandemic pay practices that were consistent with organizational values. She also collaborated with HR to develop support mechanisms for expectant mothers on staff. Aysim significantly enhanced her hospital's ability to respond to staff absences resulting from COVID-19-related issues.

Children's Health



Holly Hassmann, VP External Relations for CMC Foundation Children's Health

Holly has been an unsung hero for her tireless behind-the-scenes work in response to COVID-19. She helped hospital volunteers establish a safe, sustainable process for managing donations of food and other items. She also worked with donors to source the items needed by staff. With her skilled management, Holly expertly managed the deluge of donations from community members that could have overwhelmed an already taxed staff.



Virginia Hock, Manager Media Relations Children's Health

Virginia has been on call every night and weekend since the pandemic began. She has been an indispensable communications advisor to senior leaders across the organization as they navigate the complexities of public outreach. Virginia has managed her hospital's daily employee email, providing timely information and critical updates. She also developed an informative social media voice for her hospital during the pandemic.



Patricia Jackson, Senior Director Infection Prevention Children's Health

Patricia has provided infectious disease expertise and leadership, helping her hospital understand COVID-19 and how to protect staff and patients. She has shared her expertise with the incident command center. As her hospital planned for vaccine administration, she helped determine the priorities and plans for the staff. Patricia was readily accessible at all times, quick to respond and provided guidance based on facts and science.

Children's Health



Dawn Kahle, VP of Communications
Children's Health

Dawn served as an integral member of her hospital's incident command center, skillfully navigating a crisis that required urgent and reassuring communications. She oversaw the development of a virtual Town Hall hosted by executive leaders that has proved incredibly popular among team members. These live meetings have informed team members, boosted confidence and trust, and provided opportunities of support.



Jennifer Malena Krnavek, Director Strategic Sourcing
Children's Health

As health care systems across the U.S. struggled to acquire sufficient PPE and other critical supplies, Jennifer played a critical role in minimizing disruptions to her hospital's supply chain. She has been responsible for sourcing scarce PPE over the past year. She has worked tirelessly to find alternatives to standard PPE that would meet the organization's needs. Because of Jennifer's efforts, her hospital has maintained an uninterrupted level of critical supplies.



Dr. Tyler Krohn, VP Northern Market Operations
Children's Health

Early in the COVID-19 pandemic, Dr. Krohn was charged with ensuring Children's Health maintained an adequate supply of N95 masks. He quickly formed the PPE Governance Committee. Under his leadership, the committee established usage guidelines and implemented a process for sterilizing used masks for reuse. His team reduced the use of new N95 masks by 90% and increased the supply on hand throughout the pandemic.

Children's Health



Dr. Vineeta Mittal, Division Chief Pediatric Hospital Medicine Children's Health

Thanks to Dr. Mittal's work, providers and staff at Children's Health have had clear guidance on COVID-19 patient care. She developed guidelines in collaboration with nursing and physician colleagues. Her efforts included recommendations for safety, telehealth usage and managing visitors. Dr. Mittal led her team to create and oversee patients in the SIU – recognizing the challenge but approaching it with actions based on science.



Dr. Michael Sebert, Medical Director Infection Prevention Children's Health

Dr. Sebert has provided infectious disease expertise and leadership allowing his hospital's employees to understand COVID-19 and properly care for patients. He shared his expertise with the hospital's incident command center. Dr. Sebert also helped determine the priorities and plans for vaccine administration. He was a valuable resource when working with physicians, readily accessible, quick to respond and always keeping the safety of patients and staff paramount.



Emily Strittmatter, Director Occupational Health & Wellness Children's Health

Under Emily's leadership, her hospital's Occupational Health Department quickly pivoted from overseeing day-to-day employee issues to keeping staff safe while deploying vaccines. She also monitored COVID-19 developments and CDC recommendations. Emily played a central part in organizing vaccine administration for thousands of employees and their family members. She was also readily available to respond to hundreds of employee questions.

Children's Health



Kale Troutman, Senior Marketing Specialist
Children's Health

Kale has been front and center in executing his hospital's employee appreciation efforts. He oversaw the distribution of thousands of employee meals donated by the community. He also played a key role in the "Smile Button" campaign, which let patients and families see their faces behind the masks. Kale has been tireless in his work on employee appreciation, sponsoring such events as virtual concerts for employees and their families.



Jefferson Tweed, Director Data Science
Children's Health

Both descriptive and predictive analytics have been essential for clinical operations and supply chain management throughout the pandemic. Jefferson developed a rapid turnaround strategy that facilitated the ability to publish dashboards that enabled his hospital's incident command center to monitor the characteristics of COVID-19 in the community. His work has also monitored inventories of testing supplies, protective equipment and vaccines.



Lori Vinson, Sr. Director Emergency Services, Injury Prevention
Children's Health

Lori serves as her hospital's main conduit to state health services, the regional trauma service area and Dallas County. She had a prominent role in the execution of employee screening, testing centers and vaccine center development. Lori helped to create her hospital's labor pool, which redeployed team members who were unable to perform their regular duties. She was also responsible for signage, protective screens and badge stickers.

Children's Health



Dr. Vincent Wang, Chief of Pediatric Emergency Medicine Children's Health

Dr. Wang is a hero for his work on early COVID-19 patient care protocols. Thanks to his work, providers and staff at Children's Health had clear guidance on patient care. He created emergency department patient management protocols, determining which patients to test, when to test and which test to use. In addition, his work provided guidance on how to safely care for patients in the emergency department, from triage through admission and discharge.

Cook Children's



Brian Bergeron, Director Environmental Services Cook Children's

One of the largest concerns during the pandemic has been cleaning. Brian used his knowledge gained from a career in EVS to help Cook Children's prepare for COVID-19. His approach has allowed for cleaning and coverage of all areas, ensuring a safe environment. High-traffic areas were cleaned more often to protect patients and employees. He also used his professional connections to make sure the hospital was always stocked with required items.

Cook Children's



Cook Children's Communications Team

Laura Van Hoosier (l to r), Justice Harkless, Jeff Calaway, Abigail Hoover, Winifred "Wini" King, Daron Aldridge, Kim Brown

The lines of internal and external communications have blurred since the arrival of COVID-19. This small team bonded and came together to be there for the employees of Cook Children's. The communications team played a pivotal role within the command center. They were the critical resource in communicating information and decisions to the hospital's staff in a timely manner. To date, the communications team has produced more than 35 videos and written more than 200 COVID-19 update emails. The team has created more than 50 educational flyers and answered more than 4,000 staff emails. In addition, they've managed two COVID-19 resource pages, made daily updates to the intranet scroll. This team has also hosted virtual Town Hall broadcasts, system leadership meetings and nursing forums.

Cook Children's



Natalie Carpenter, Nursing Director Emergency Services Cook Children's

Many COVID-19 journeys for Cook Children's patients began in the emergency room. Natalie and her team have been on the front lines of the response for patients needing immediate care since the beginning of the pandemic. Natalie has worked with her teams through training, increased workflows and new protocols. Her leadership has allowed her hospital to successfully serve its emergency patients, in addition to keeping her staff safe and well.



Melodie Davis, Nursing Director Cook Children's

From the beginning of the COVID-19 pandemic, Melodie has been a key piece in getting her hospital's ICU prepared to safely treat and care for patients. One of Melodie's many responsibilities includes the nursing leadership of Cook Children's Pediatric ICU. With her dedicated leadership, a productive and efficient unit was created, staffed and trained. Throughout the pandemic, her team has cared for the sick and sometimes medically complex young patients.



Brady Gendke, VP/COO Cook Children's Home Health Cook Children's

Throughout the pandemic, Brady has thought "outside the box" when acquiring person protective equipment (PPE). Brady and his team repurposed available equipment resulting in the production of thousands of cloth masks and face shields. Because of his team's quick response, every employee was provided a mask upon the entering the hospital. Brady is applauded for maintaining the high standard of care and service required for Cook Children's young patients.

Cook Children's



Gina Hernandez, Director Inpatient Nursing Cook Children's

Since day one of the COVID-19 pandemic, Gina has been an integral part of her hospital's incident command team. As an Inpatient Nursing Director, she has created workflows, policies and procedures to best assist in navigating patient care throughout her hospital's response. Gina has been a valuable asset during these long months, and she continues to offer guidance and oversight to her nursing teams.



Sharon Holmes, Director Infection Prevention/Control Cook Children's

Sharon has worked tirelessly on guiding her hospital during the pandemic. She tracks all positive tests and reports on tracing activities. She brought all of her knowledge to the incident command center and helped Cook Children's make thoughtful decisions when providing a safe environment for both patients and staff. Sharon's infection control team has been available around-the-clock so her hospital's staff has the knowledge and resources they need at all times.



Amanda Martin, Laboratory Director Cook Children's

Amanda maintains the daily operations of her hospital's laboratory department. When the pandemic arrived, she developed and operated her hospital's COVID-19 drive-thru testing. Amanda also established testing sites at multiple locations across the region. She planned the logistics as well as coordinated the interface between the lab, registration and primary care offices. Amanda has since expanded this operation to multiple satellite locations.

Cook Children's



Dr. Marc Mazade, Medical Director Infection Control Cook Children's

Throughout the pandemic, Dr. Mazade has been an invaluable resource to his hospital. He assisted in leading the COVID-19 response from an identification perspective for not only Cook Children's, but the community. Dr. Mazade created guidelines for the safe return to school for children in local school districts. His work has led to numerous in-house safety decisions where no transmission of the COVID-19 virus to healthcare workers has occurred.



Shakyryn Napier, Director Inpatient Nursing Cook Children's

Under Shakyryn's direction, Cook Children's was able to produce a dedicated inpatient space for COVID-19-positive patients. Through her dedication and knowledge, she was able to quickly redirect and train staff. Shakyryn's determination created a safe environment for patients and families during extremely trying circumstances. Her leadership has been invaluable throughout the pandemic.



Bridget Page, Director Occupational Health Cook Children's

Bridget and her team were tasked with making sure all front-line staff were properly fit with masks. This was a difficult job as the normal supply of masks was significantly disrupted at the beginning of COVID-19 pandemic. Bridget and her team were able to create a process for mass-fit testing to meet the hospital's needs. Bridget also implemented her hospital's COVID-19 phone bank to field questions from concerned staff members.

Cook Children's



Morgan Pence, PhD, Clinical Microbiologist
Cook Children's

As her hospital's clinical microbiologist, Dr. Pence has been integral in the response to the COVID-19 pandemic. Since the beginning of the response, she helped navigate the testing perspective. In addition, she assisted the hospital in the selection and management of the many tests that existed. Her knowledge and expertise assisted her hospital for the best response to positive patients. Her expertise has been indispensable throughout the past year.



Dr. Alice Phillips, Vice Chair, Physician Network
Cook Children's

Dr. Phillips rallied the physicians of Cook Children's to meet the challenge of the COVID-19 pandemic through her weekly "Virtual Coffees." The presentations boosted morale and confidence, not to mention knowledge. She was instrumental in communication with physicians throughout the hospital, and inspired the development of policy documents, testing strategies and treatment decisions.



Kaysey Pollan, Director Safety and Emergency Management
Cook Children's

Long before anyone had heard of COVID-19, Kaysey was preparing her hospital for an event such as a global pandemic. She has been involved in Cook Children's response since day one. Her emergency management skills have helped align her hospital with significant outside support. She has also handled local, state and national reporting requirements. While others may have been overwhelmed by the pandemic, Kaysey was uniquely prepared the challenges.



Dr. Kara Starnes, Medical Director Urgent Care Centers Cook Children's

Dr. Starnes was responsible for establishing COVID-19 testing sites at Cook Children's Prosper Surgery Center, Alliance Specialty Care Center and the Hurst Surgery Center. She and her team provided logistical support for these operations to provide safe testing for patients and families. In the face of workforce shortages due to COVID-19 exposure, Dr. Starnes skillfully maintained an experienced staff at all of her hospital's urgent care centers.



Dr. Suzanne Whitworth, Medical Director Infectious Diseases Cook Children's

Throughout the COVID-19 pandemic, Dr. Whitworth has served as her hospital's subject matter expert. She guided the hospital through critical decisions regarding PPE requirements. She was a speaker during Cook Children's "Ground Rounds" to discuss the pandemic, with more than 600 attendees viewing the presentation. Dr. Whitworth is also called upon by local news agencies to provide her expertise and knowledge regarding the COVID-19 response.

JPS Health Network



Devon Armstrong, Director Outpatient Care Management JPS Health Network

Facing a shortage of hospital beds and resources in the early days of COVID-19, Devon helped to organize an effort to provide patients the care they needed at home. She helped to organize a system in which people with less severe cases would be monitored from home while being checked by nurses and social workers throughout the day. The result is that hospital beds could be kept available for patients with more severe cases.



Mariah Arrighetti, Registered Nurse JPS Health Network

Mariah is an energetic, intelligent, go-getter. When the uncertainty of COVID-19 hit, many nurses were genuinely afraid. Mariah volunteered and worked throughout the hospital in place of other nurses. She continues to provide care for COVID-19 patients with a full heart and excellent skills. She is a hero because she doesn't run from the danger, she runs toward it carefully and skillfully when people are in need.



Brandi Bosley, Director Nursing Support Services JPS Health Network

During the opening of her hospital's COVID-19 unit, Brandi was instrumental in getting the resources needed to take care of the patients. She would come in early and stay late to make sure her team had their needs met. Brandi provided opportunities for the team to express their concerns and gave them time for much-needed rest during the day by providing regular breaks. Her communication skills were crucial for both hospital staff and patients alike.

JPS Health Network



Nancy Burger, Registered Nurse
JPS Health Network

Nancy had recently retired and was a part of her hospital's volunteer team. When she heard that the COVID-19 numbers were dramatically increasing and JPS Health Network was in need of staff, she officially reentered the workforce to assist with the staff and patients. She worked wherever staff was needed in the hospital and floated to any unit in need of assistance. She is truly a dedicated COVID-19 hero.



Jeremy Byrd, IT Applications
JPS Health Network

Jeremy was a part of the departments of information technology, electronic medical record applications and data analytics at JPS Health Network. He was a true collaborative partner in reporting of COVID-19 vaccinations. The reporting ensured inventory was accounted for and the hospital remained eligible for allocations. This IT team provided the Steering Committee with information so efforts could be distributed in an equitable and convenient manner.



Dr. Steven Davis, Senior Physician Executive
JPS Health Network

Dr. Davis has played a major role in JPS Health Network's response to COVID-19. While his work includes donning PPE for 12-hour shifts in the COVID Intensive Care Unit, he is also leading the creation of at-home programs designed to support those with manageable cases of the virus, keeping inpatient beds open for those in need. He also created a Post-COVID Recovery Clinic for people suffering with long-term symptoms of the disease.

JPS Health Network



JPS Health Network Spiritual Care Team

The JPS Health Network Spiritual Care is at the forefront of patient medical decision making, spearheading efforts to connect COVID-19 patients and their clinicians to family members at home to better facilitate their care. During the pandemic when visitors had to be limited or turned away, the chaplains' bedside connection program went hospital-wide providing emotional support to patients who found themselves sick and alone while in isolation. Creating these paths of communication through technology kept all involved in the daily pandemic battle – patients, clinicians and families – on a path of hope and healing. Their work to bring spiritual healing and wellness to everyone at the hospital has been a source of comfort and strength. From their “Tree of Hope,” where team members tied on wishes, to “Love Bombs” wheeled into units sharing treats, JPS Health Network chaplains have lifted the hearts of both staff and patients.

JPS Health Network



Jennifer Drinkwater, Nursing Team Lead
JPS Health Network

During the pandemic when visitors were not allowed at the hospital, Jennifer went out of her way to stay after her shift in order to spend time with patients. She organized “FaceTime” with family members and patients so they could see their loved ones. Even if the patients could not speak, Jennifer made sure to sit with them. Jennifer would also call chaplains to visit with patients when she was unable to. She has eased the anxieties of so many during the pandemic.



Edwin Esparza, IT Applications
JPS Health Network

Edwin was a part of the departments of information technology, electronic medical record applications and data analytics at JPS Health Network. He was a true collaborative partner in reporting of COVID-19 vaccinations. The reporting ensured inventory was accounted for and the hospital remained eligible for allocations. This IT team provided the Steering Committee with information so efforts could be distributed in an equitable and convenient manner.



Monica Flores, IT Applications
JPS Health Network

Monica was a part of her hospital’s departments of information technology, electronic medical record applications and data analytics. She was a true collaborative partner to her team when reporting of COVID-19 vaccinations. Her state registry reporting ensured inventory was accounted for and her hospital would remain eligible for allocations. Her team also provided the steering committee with information on her hospital’s distribution efforts.

JPS Health Network



JPS Health Network Community Health Team

At the beginning of the COVID-19 pandemic, the JPS Health Network Community Health Team quickly responded by setting up drive-through testing locations for patients and employees. Additionally, these team members provided on-site testing to the employees of other facilities who were also at high-risk. A “Care Line” was created to support employees with COVID-related questions. Many team members volunteered to have additional training so they could go into the hospital and assist inpatient colleagues in providing care to COVID-19 patients. They served as screeners and medication runners for the pharmacy. They also managed rooms with personal protective equipment (PPE). The Community Health Team has administered more than 100,000 COVID-19 vaccines to the citizens of Tarrant County.

JPS Health Network



Jeff Frank, IT Applications
JPS Health Network

Jeff was a part of his hospital's departments of information technology, electronic medical record applications and data analytics. He was a true collaborative partner to his team when reporting of COVID-19 vaccinations. His state registry reporting ensured inventory was accounted for and his hospital would remain eligible for allocations. His team also provided the steering committee with information on his hospital's distribution efforts.



Krystle Gandhi, Assistant Chief Nursing Officer
JPS Health Network

Krystle played a vital role in making as many beds as possible available to serve COVID-19 patients during the pandemic. With more than 200 patients at JPS Health Network during the peak of the crisis, she and her team of house supervisors made sure space was available and that caregivers had the proper equipment in place to do their jobs. She was a dependable leader and always had a positive attitude.



Jim Graves, Executive Director Respiratory Care
JPS Health Network

Facing a shortage of appropriate space at the beginning of the COVID-19 crisis, Jim came up with an amazingly innovative idea for his hospital. It was going to be difficult in the new COVID-19 unit to make changes to ventilator settings or monitor patients. He called the ventilator supplier and proposed to connect an iPad to the ventilator by using Bluetooth. The supplier loved the idea, and it was now easier for both Jim's team and nurses alike to monitor patients.



Lucy Jimenez, House Supervisor
JPS Health Network

As a compassionate caregiver, Lucy impacted the care of a young patient suffering from suicidal thoughts. This occurred at the beginning of the COVID-19 pandemic when visitation was halted to prevent the spread of infection. The patient could not visit her mother and she stopped taking her medication. Lucy worked tirelessly to ensure the mother could visit the hospital to comfort her daughter. The patient was later discharged in good health.



Louis Mattingly, Director of Construction
JPS Health Network

As the director of construction, Louis and his team rapidly converted immediate spaces needed to care for a growing number of COVID-19 patients. A new intensive care unit was created early during the pandemic to allow 30 infected patients to be cared for in one convenient place. As the COVID-19 numbers grew, Louis and his team stood ready to create additional spaces, making sure the hospital was always prepared for patients in need.



Dr. Janet Miles, Medical Director Department of Pathology
JPS Health Network

As medical director and chair of the department of pathology, Dr. Miles played a crucial role early during the COVID-19 pandemic. As her team intensely worked to acquire the resources needed to care for the growing list of patients, Dr. Miles worked to establish testing protocols. She also quickly developed external contacts to obtain much-needed personal protective equipment (PPE) and additional supplies for the COVID-19 testing needed for the community.

JPS Health Network



Christi Nguyen, Executive Director
JPS Health Network

During the COVID-19 pandemic, Christi and her family worked after hours to create more than 1,200 masks for her hospital, in addition for local Fort Worth nursing facilities, physician's offices and the Boys & Girls Club. At her hospital, she worked with her nursing team to ensure they were properly trained and the COVID-19 units were ready for patients. Her dedicated leadership throughout the pandemic provided crucial support and communication.



Edeline Ong, Registered Nurse
JPS Health Network

Edeline is noted for her extraordinary passion, spending many hours with infected COVID-19 patients. One such patient kept leaving her isolated room, but Edeline patiently worked with her to help her understand the situation. She would personally work with family members so they could communicate with their infected loved ones through FaceTime. Edeline is a sensitive and dedicated leader who has inspired her team throughout the pandemic.



Eric Sapat, Registered Nurse
JPS Health Network

When the COVID-19 pandemic began, Eric served as the Team Lead and assisted nurses working with patients. He was extremely proactive throughout the learning process and played an integral part in facilitating communication between patients and family. Eric was always generous with his time, providing communication through an iPad or interpreters to help alleviate a family's fears and concerns. He has been a dedicated leader throughout the pandemic.

JPS Health Network



Charley Seaman, IT Applications
JPS Health Network

Charley was a part of his hospital's departments of information technology, electronic medical record applications and data analytics. He was a true collaborative partner to his team when reporting of COVID-19 vaccinations. His state registry reporting ensured inventory was accounted for and his hospital would remain eligible for allocations. His team also provided the steering committee with information on his hospital's distribution efforts.



Sajid Shaikh, IT Applications
JPS Health Network

Sajid was a part of his hospital's departments of information technology, electronic medical record applications and data analytics. He was a true collaborative partner to his team when reporting of COVID-19 vaccinations. His state registry reporting ensured inventory was accounted for and his hospital would remain eligible for allocations. His team also provided the steering committee with information on his hospital's distribution efforts.



Camille Sharratt, IT Applications
JPS Health Network

Camille was a part of her hospital's departments of information technology, electronic medical record applications and data analytics. She was a true collaborative partner to her team when reporting of COVID-19 vaccinations. Her state registry reporting ensured inventory was accounted for and her hospital would remain eligible for allocations. Her team also provided the steering committee with information on her hospital's distribution efforts.

JPS Health Network



Nicole Shoquist, Director Pharmacy Administration JPS Health Network

Nicole was charged with the management and transfer of vaccines at her hospital. She worked tirelessly to ensure all vaccines were accounted for and her hospital was able to meet the necessary requirements. Nicole also partnered with outside agencies to secure important supplies of vaccines so as many Fort Worth residents as possible could have access. Her dedication and initiative allowed for numerous vaccination hubs to open in the community.



Diane St. Pierre, Traume Services Nurse Practitioner JPS Health Network

Diane's extraordinary flexibility served as a great benefit to her hospital. She originally started in the surgical optimization unit. When the COVID-19 pandemic began, she immediately pivoted to take charge of COVID-19 testing for surgical patients. As the need for nurses in other departments grew, she began working in the emergency department. Her positive attitude and ability to work in multiple areas was an inspiration to team members.



Sharon Stewart, IT Applications JPS Health Network

Sharon was a part of her hospital's departments of information technology, electronic medical record applications and data analytics. She was a true collaborative partner to her team when reporting of COVID-19 vaccinations. Her state registry reporting ensured inventory was accounted for and her hospital would remain eligible for allocations. Her team also provided the steering committee with information on her hospital's distribution efforts.

JPS Health Network



Eric Tisdale, Director Pharmacy Services
JPS Health Network

Eric has been instrumental in distributing COVID-19 vaccines to outlying clinics in the community. His dedicated work has ensured his hospital will provide vaccines to residents who cannot travel far from home. By removing the barrier of extended transportation, Eric increased vaccination numbers in Tarrant County. His coordination and organizational skills have been valuable to his hospital throughout the pandemic.



Jessica Tran, Nursing Team Lead
JPS Health Network

Jessica's dedication towards helping patients communicate with their loved ones was a valuable asset to her hospital. She would assist patients in downloading applications so they could FaceTime with their family. Elderly patients who oftentimes had difficulty with electronic devices, were especially grateful for her efforts. Her tireless work in helping allowed for great relief from the stress of the COVID-19 pandemic.



Amanda Watkins, Clinical Nurse Specialist
JPS Health Network

Amanda's uncommon passion has allowed her to work through many difficult times during the COVID-19 pandemic. When patients have passed away, she calls family members, arranges visits from Pastoral Services and makes sure all post-mortem procedures are in place. She has noted it can oftentimes be difficult, sometimes bonding with patients after a few hours. She is dedicated to her patients and facilitates communication with their families.

JPS Health Network



Betsy Wilson, Perioperative Registered Nurse
JPS Health Network

Betsy is an operating room nurse who was displaced during the COVID-19 pandemic due to ambulatory surgery center closures. She viewed the pandemic as an opportunity to expand her nursing skills and has become a valuable leader to her hospital. She has boosted the moral of team members in the COVID-19 unit. Betsy also implemented a project to have snacks and drinks readily available to exhausted team members working with pandemic patients.



Srinivasa Yarlagadda, IT Applications
JPS Health Network

Srinivasa was a part of his hospital's departments of information technology, electronic medical record applications and data analytics. He was a true collaborative partner to his team when reporting of COVID-19 vaccinations. His state registry reporting ensured inventory was accounted for and his hospital would remain eligible for allocations. His team also provided the steering committee with information on his hospital's distribution efforts.



Dr. Jocelyn Zee, Intensivist
JPS Health Network

Dr. Zee has been on the front lines of the COVID-19 pandemic since the very beginning, working long and dedicated hours in the ICU over the past year. In an attempt to decrease the ongoing stress, she began doodling on her personal protective equipment (PPE). The unique effort has created a fun connection with her colleagues. In a world where people's faces are hidden by masks and shields, such artistic endeavors have brightened the day of many patients.



JPS Health Network Volunteer Services Team

The JPS Health Network Volunteer Services team kept their hospital's employees nourished in body and soul throughout the COVID-19 pandemic. They managed and distributed huge amounts of food and snacks delivered through generous donations to the hospital. Their work ensured hard-working staff members felt appreciated and cared for. Due to the pandemic, JPS Health Network was forced to put a hold on its large in-person volunteer operations for safety reasons. Thanks to the positive work of the three-person Volunteer Services team, they provided crucial moral support with virtual comfort dog visits, surprise goodie bags for the hospital's busy units and patient celebrations during the holidays.

Kindred Hospital Tarrant County - Arlington



Rob Richard, Chief Compliance Officer
Kindred Hospital Tarrant County - Arlington

Throughout the COVID-19 pandemic, Rob has led a team of 168 hospital personnel. With his stellar ability as a leader, he has provided a safe environment for both patients and staff alike. When the pandemic began, Rob's hospital was JPS Health Network's preferred surge facility. He worked tirelessly to get the facility up and running in only a matter of days. Rob has been an inspiration to his entire team throughout the difficult year.

Medical City Alliance



Charles Smith, Administrative Director Facilities Manager
Medical City Alliance

Charlie is highly regarded as someone with deep experience when it comes to keeping a facility open. His problem solving was put to the test during the simultaneous issues of the COVID-19 pandemic and the historic winter storm on February 15. Alarms at his hospital signaled a boiler failure. Charlie developed a creative solution to increase the pressure, despite the frozen water mains on the city-side, and heat was restored. He is a hero to the entire staff.

Medical City Dallas



Craig Brein, Manager Emergency Preparedness Medical City Dallas

Throughout the COVID-19 pandemic, Craig has consistently supported the staff of multiple facilities in the Medical City system. He works with physicians to ensure they have what they need to continue crucial patient care. Craig's uncommon dedication extends beyond the hospital as well, as he volunteers for the Texas State Guard as a Second Lieutenant in the Texas Emergency Operations Center to help coordinate statewide response to the crisis.



Dawn Normoyle, Clinical Resource Director Medical City Dallas

Dawn was intuitive from the very beginning of the COVID-19 pandemic. She focused on ways to adapt and make patient care easier for both doctors and nurses. She came up with multiple creative ideas for staff and patient safety including the placement of hand sanitizer on IV poles and plastic drapes as barriers for anesthesia. Her diligent work behind the scenes has boosted the morale of her hospital's staff throughout the difficult year.



Lori Stevens, Microbiology Lab Supervisor Medical City Dallas

During the beginning of the COVID-19 pandemic, Lori was instrumental in searching for the supplies needed for testing. She created reports to communicate what was needed and worked with her leaders to be the first lab in her hospital's system to provide tests. Lori was also instrumental in creating a report that provided employee testing results. She has been proactive throughout the year and an inspiration to her coworkers.

Medical City Denton



Roxanne Addison, Respiratory Therapist
Medical City Denton

Roxanne removed a ventilator tube from a terminal COVID-19 patient. Quietly, she leaned over and read a prayer in the patient's ear from a small book she carried in her back pocket. She then held the patient's hand. When asked if she was praying for the patient, she said she was and that it saddened her to see patients pass away alone. Roxanne's small gesture demonstrated her empathy and respect for patients who are unable to be surrounded by their family.

Medical City Frisco



Gary Busby, Director Emergency Services
Medical City Frisco

During the COVID-19 pandemic, Gary displayed great energy and motivation by building an onsite clinic by converting physicians' offices into a complete emergency room. Within this clinic, pandemic patients were safely screened and monitored. During staffing shortages, Gary has worked multiple shifts, day or night, to ensure the emergency room could support incoming patients. Gary is recognized by his hospital as a humble and dedicated leader.

Medical City Frisco



Lisa Caylor, Registered Nurse
Medical City Frisco

When the COVID-19 pandemic began, Lisa was always the first to volunteer to work in the critical unit. Through the years, she has always believed she had a calling to support and provide care to patients and their families. Lisa has tirelessly worked throughout the pandemic, even working an additional job at a neighboring hospital to serve COVID-19 patients. She has done so much to put patients and family at ease. Lisa is fearless and inspirational.

Medical City Las Colinas



Nneka Emeharole, Director Infection Prevention
Medical City Las Colinas

During the COVID-19 pandemic, Nneka worked tirelessly to keep her hospital's patients and staff safe by ensuring appropriate protective measures were in place. She acted as the facility "PPE czar," and was the liaison between her hospital and the Dallas County Health and Human Services to report cases. In addition, Nneka played a key role in a national study to determine if plasma from recovered COVID-19 patients could benefit hospitalized patients.

Medical City McKinney



Sydney Maxwell, Progressive Care Unit Nurse
Medical City McKinney

Only six months out of nursing school when the COVID-19 pandemic hit, Sydney was one of the first team members to volunteer to care for the patients. At the height of the pandemic, she went shopping for clothing and food for patients to get them through a two-week quarantine after leaving the hospital. She assembled special “COVID-19 Supply Kits” to help staff working the next shift. Sydney also created a pandemic education binder to assist new nurses.

Medical City North Hills



Karen Anile, Charge Nurse
Medical City North Hills

Karen works in her hospital’s COVID-19 unit. She is passionate about her work and cares for every patient. She has a fearless reputation, bravely working with COVID-19 patients no matter the emergency. She works well with team members and has been noted for her kindness to patients and their families. Dependable and always available no matter the shift, Karen’s efforts over the past year have been nothing short of heroic.

Medical City North Hills



Stephen Belcher, Manager Plant Operations
Medical City North Hills

The call came to Medical City North Hills that the hospital would be receiving the COVID-19 vaccine to give to frontline workers. Stephen demonstrated his strong leadership skills and snapped into action within an hour of the call. He quickly rallied his team to gather equipment and clear a space to host the vaccine clinic. His work supported the initiative to vaccinate as many hospital employees as possible. The vaccine clinic opened within 24 hours.



Randy Benton, Facilities Mechanic
Medical City North Hills

Randy can always be found with a smile and kind word. He is a committed team member at his hospital. Preparing for the arrival of the COVID-19 pandemic, his work behind the scenes was essential. Randy worked quickly to assist in preparing the vaccine clinic at his hospital, having it up and running within 24 hours. His positive spirit and attitude were major factors when preparing for the pandemic and allowing frontline workers to achieve vaccines.



Joseph Brown, Director of Supplies
Medical City North Hills

When you reach for an item while caring for a patient, you take it for granted it will be there. Thanks to the excellent leadership of Joseph, his team acquired all of the necessary supplies and personal protective equipment (PPE) to care for COVID-19 patients. He is well known for his positive attitude and dedication, working long hours throughout the pandemic. Joseph has truly been a “behind the scenes” hero.

Medical City North Hills



Diana Elzind, PhD, Pharmacy Director
Medical City North Hills

Diana was instrumental in obtaining the COVID-19 vaccine for her hospital. She spent long hours communicating with the state to ensure the vaccine was delivered and available to frontline workers. She also worked long hours throughout the pandemic to make sure each team member worked within a safe environment. A truly dedicated employee, Diana's knowledge and communication skills have been a crucial during the pandemic crisis.



Priscilla Garcia, Director Health Information Management
Medical City North Hills

With her role in Health Information Management, Priscilla is no stranger to making sure medical records are accurate and complete. Displaying great dedication, she immediately volunteered to work with staff members and community partners to assist them with obtaining their COVID-19 vaccines. She oftentimes worked late shifts, always displaying a positive attitude. She played a crucial role in making sure vaccines were administered efficiently.



Mandy Gaston, Orthopedic Service Line Coordinator
Medical City North Hills

Mandy's dedication was key to the success of her hospital's COVID-19 vaccine clinic. She worked well with local volunteers while providing dependable leadership. She always arrived early to ensure vaccines were drawn up and prepared for the first arrivals in the morning. Mandy was available at all times to assist her hospital, displaying a positive attitude and boosting the moral of team members.

Medical City North Hills



Melanie Leonard, Registered Nurse
Medical City North Hills

Melanie worked endless hours while leading her hospital's vaccine clinic. Her organizational skills were impressive, setting up the vaccine clinic on 24-hour notice. Displaying great dedication, her team vaccinated all hospital staff in addition to area paramedics, firefighters and police officers. Under her guidance, the vaccine clinic ran smoothly and efficiently. Melanie's drive and determination have been an inspiration to her coworkers.



Leslie Lowery, Director Clinical Informatics
Medical City North Hills

Leslie did not hesitate to volunteer to work on the team responsible for vaccinating her hospital's staff and first responders. She displayed a great attitude, often working the late shifts. She patiently worked with colleagues and community partners who needed a more flexible vaccination schedule. Leslie's calm nature and sweet spirit provided a stable environment during an otherwise stressful and uncertain time.



Jennifer Meyer, Therapy Services Manager
Medical City North Hills

Jennifer dedicated numerous volunteer hours to make sure her hospital's COVID-19 vaccine clinics ran successfully. She had an innovative approach, being one of the first to look for opportunities to sign up attendees for both their first and second vaccines. She often worked the difficult-to-fill early morning shifts. A true professional with more than 20 years at her hospital, Jennifer provided a calming presence during an otherwise stressful time.

Medical City North Hills



Nora Molinar, Executive Secretary Facilities
Medical City North Hills

Nora is a great example of the saying, “Behind every great team, there is a great support person.” She worked tirelessly to make sure her plant operations team knew their duties and what equipment was needed to make the hospital safe for all pandemic patients. Her critical thinking and quick actions helped to secure a safe environment for an effective COVID-19 vaccine clinic. A dedicated leader who has been a crucial part of her hospital’s team over the past year.



Andrea Morian, Director Rehabilitation Services
Medical City North Hills

Andrea is noted in her hospital for being unmatched in her ability to advocate for safety. During the COVID-19 pandemic, she has been instrumental in leading the implementation of pandemic screeners. She has been a vocal and welcome champion of vaccines being made available to as many people as possible. She has boosted the morale of staff members and has provided a compassionate ear to hospital employees suffering from stress and burnout.



Huyen Nguyen, Director Food and Nutrition Services
Medical City North Hills

Huyen has been an amazing presence during the COVID-19 pandemic. She formed an employee engagement committee to maintain morale. She made sure the cafeteria was an inviting space even with the ongoing pandemic restrictions. In addition to passing out treats to staff members, she also made sure the COVID-19 vaccine clinic was supplied with fun snacks that were available to those waiting the required 15 minutes after vaccination.

Medical City North Hills



Ryan Palmer, Senior Tech Analyst
Medical City North Hills

Ryan has always been a dependable employee when supporting his hospital's frontline workers. He responded immediately to set up a COVID-19 vaccine clinic within a daunting 24-hour deadline. Ryan not only made it possible for the vaccine team to have the IT equipment needed, but also to support them during the opening hours. Due to his efforts, the vaccine clinic ran smoothly and successfully.



Alshawn Perry, Director IT Services
Medical City North Hills

Alshawn was instrumental in making the COVID-19 vaccine clinic fully functional and ready to go live. He skillfully identified key IT equipment needs. He supervised his tech team while they installed the needed programs. Alshawn's dedicated work allowed the clinic to open on time within a tight deadline. He was also regularly on-site to ensure there were no technical issues and vaccinations were being properly documented.



Krystal Shaffer, Registered Nurse Manager
Medical City North Hills

Krystal stepped up during the COVID-19 pandemic, working long hours to make sure all was functioning smoothly. As the nursing leader of her hospital's COVID-19 unit, she provided education to staff members and took time every day to visit with patients. She was a dependable leader and always had a positive attitude. She intensely worked to make sure her staff had the proper equipment and resources needed to care of a growing list of patients.

Medical City North Hills



Gene Smith, IT Analyst
Medical City North Hills

Gene provides valuable support to his hospital's frontline COVID-19 staff. His efforts made it possible for his hospital to quickly mobilize to set up an important COVID-19 vaccine clinic. He displayed great dedication by working long hours and staying with the clinic for the entire first week of its operation. He was a true collaborative partner to the vaccine team as they documented COVID-19 vaccinations.



Justin Tomlin, Director of Operations
Medical City North Hills

Justin was just one of many dedicated team members whose efforts allowed his hospital to open a COVID-19 vaccine clinic within 24 hours. He provided motivation and expertise to his team throughout the process. He helped develop the "greeter screening station," in addition to the functionality of the vaccine clinic itself. Justin and his team provided surveillance and problem-solving actions during the clinic's opening. His contributions were invaluable.



Kenny Truong, Facilities Supervisor
Medical City North Hills

With less than 24 hours' notice to set up a COVID-19 vaccine clinic, Kenny immediately began making plans and inspiring his team. His work ensured the clinic functioned properly. He was also detail-oriented, making sure the clinic operated safely for both staff members and visitors. Kenny is known for his dependable work behind the scenes, jumping into action when the job calls for it. Without his assistance, the clinic could not have opened on time.

Medical City North Hills



Casey Wood, Manager Therapy Services Medical City North Hills

Casey is known as the “early bird” at her hospital. So, it was a seamless transition for her to show up every morning at her hospital’s COVID-19 vaccine clinic before the doors opened. Staff members noticed her commitment to encouraging coworkers and residents alike to obtain their vaccines. Her positive attitude raised the spirits of those around her. She was a welcoming presence for community partners as they arrived at the clinic.

Medical City Plano



Charity Ballman, Nurse Manager COVID Unit Medical City Plano

Charity is known for her positive attitude while taking care of her hospital’s COVID-19 patients. She raises the spirits of her coworkers during the most stressful times. During one especially difficult week, she surprised her team when she donned a unicorn costume at work. The creative act brought a smile to the faces of both employees and patients alike. Charity toured other areas of the hospital in her costume, boosting the morale of many employees.

Medical City Plano



Jolanta Baranowski, Physical Therapist
Medical City Plano

Jolanta is an experienced physical therapist who specializes in treating and evaluating patients with neurological dysfunction. This has allowed her to be uniquely qualified for helping care for patients diagnosed with COVID-19, as many of them also have neurological deficits as well. She frequently volunteers to evaluate and treat these patients and always has a willing attitude. Her enthusiasm and desire to put her patients first always comes out in her work.



Travis Barbosa, ER RN, Relief Charge Nurse
Medical City Plano

Travis displayed extraordinary dedication during the COVID-19 pandemic, picking up an additional 35 shifts on top of his full-time commitment in the emergency room. He is known for working without complaint, an especially difficult task during the long days of the past year. His positive attitude inspires his team. Travis' willingness to help cover shifts in the emergency room when staff members are exhausted and tired has been truly appreciated.



Larry Bezdek, Registered Nurse
Medical City Plano

Larry's positive energy has made him a popular coworker at his hospital. He is a tireless worker and will assist all employees no matter the situation. He shows great compassion to patients when working his hospital's COVID-19 unit. Such compassion inspires everyone around him. Outside of work, he volunteers for the "Meals on Wheels" program on a weekly basis and has continued to do so during the pandemic.

Medical City Plano



Kristi Carlisle, Physical Therapist
Medical City Plano

Kristi is a skilled physical therapist who helps care for patients diagnosed with COVID-19. She has been a dedicated worker throughout the pandemic, volunteering regularly to evaluate and treat patients. She has worked the frontline since the beginning, a tireless employee who maintains a positive attitude under difficult circumstances. She tries to inspire her coworkers and, in many ways, leads by example. A valuable employee throughout the crisis.



Cynthia Cooke, Physical Therapist
Medical City Plano

Cynthia is an experienced physical therapist who has often helped care for patients diagnosed with COVID-19. During the pandemic, she has frequently volunteered to evaluate and treat the patients in her hospital. She is noted for her great attitude and dedication. She truly wants what is best for her patients and provides compassionate and empathetic care. She has served as an inspiration to both coworkers and patients alike.



Kaitlyn Elwood, Physical Therapist
Medical City Plano

Kaitlyn is a talented physical therapist who specializes in evaluating and treating patients with orthopedic injuries. She has been a valuable employee at her hospital as she frequently volunteers to assist in the care of COVID-19 patients. She is a great team member with a positive attitude during the most difficult situations. When her hospital has staffing shortages, she happily steps up to assist. Her enthusiasm and desire has made her a popular team member.

Medical City Plano



Jody Ferdinand, Labor and Delivery Assistant Nurse Manager Medical City Plano

Throughout the COVID-19 pandemic, Jody has overseen the care of all deliveries, especially the care of her hospital's COVID-19 patients giving birth. Known for her dedicated volunteer work, she also participates in COVID-19 testing at a neighboring urgent care center. Highly respected by her team, Jody is energetic, positive and dedicated. Her enthusiasm and desire to put her patients first always comes out in her work.



Theresa Gardner, Occupational Therapy Supervisor Medical City Plano

Theresa has displayed incredible dedication during the COVID-19 pandemic. She has provided quality occupational therapy services to her hospital's COVID-19 unit. She displays great compassion when working with these patients, diligently working towards their rehabilitation and getting them back home to their families. A tireless employee, she is always available for coworkers and has been an inspiration during the pandemic.



Annette Garza, Physical Therapist Medical City Plano

Annette is an experienced physical therapist who specializes in treating patients with cardiopulmonary dysfunction. She has been able to use her considerable skills to evaluate and treat patients throughout the COVID-19 pandemic. A dependable employee of her hospital, she is noted by team members for her positive attitude and bravery over the past year. She is dedicated to providing what is best for her patients no matter the circumstances.

Medical City Plano



Jasmine Green, Physical Therapist
Medical City Plano

Jasmine is a dedicated physical therapist who specializes in evaluating and treating patients with burn and trauma diagnoses. Over the past year, she has regularly worked with COVID-19 patients and frequently volunteers to assist in her hospital's critical care unit. Dedicated and dependable, Jasmine has tirelessly worked to treat the pandemic patients. She never complains and maintains an impressive positive attitude no matter the situation.



Jennifer Hancock, ICU Respiratory Therapy Supervisor
Medical City Plano

Jennifer obtained a dependable reserve of respiratory therapy supplies in preparation for the expected COVID-19 pandemic surge. She investigated products to validate their effectiveness to ensure the safety of patients and staff. She worked closely with physicians and prepared an instructional video for her staff. Her department never suffered a shortage of supplies and Jennifer was soon asked by other hospitals within the system for advice and assistance.



Carrie Beth Henson, Occupational Therapist
Medical City Plano

Carrie Beth is one of the more flexible employees at her hospital, with an ability to work any floor and provide excellent care. At the beginning of the COVID-19 pandemic when her hospital began receiving patients, she immediately volunteered to assist them. Her uncommon bravery inspired her coworkers and she continued to lead by example throughout the difficult year. Knowledgeable and cheerful, Carrie Beth is an extraordinary team member.

Medical City Plano



Ciny Jose, Physical Therapist
Medical City Plano

Ciny is an experienced physical therapist who specialized in evaluating and treating patients with cardiopulmonary dysfunction. She has utilized her experience to help care for patients throughout the COVID-19 pandemic. A dependable presence, she frequently volunteers to evaluate and treat pandemic patients at her hospital. Energetic and professional, she has been a valuable team member throughout a difficult year.



Kashif Khan, Occupational Therapist
Medical City Plano

Kashif is a dependable team member of his hospital. He is always available to treat COVID-19 patients and is always willing to assist teams on other floors. He has been noted by team members for his great work ethic and serves as an inspiration to so many. He shows great compassion towards his patients and has been a calming influence to many coworkers during the past stressful year. He has been a great employee to be counted on in difficult times.



Mackenzie Lunn, Registered Nurse
Medical City Plano

A COVID-19 patient was impressed by Mackenzie's work. She stated, "Mackenzie provided me reassurance with her words – reassurance that the doctors couldn't give me. She understood what I was trying to say." Mackenzie has been a compassionate nurse throughout the pandemic. "They are scared," she said. "They feel guilt because they may have passed it on to their family. I'm happy I can care for them and, hopefully, relieve some anxiety."

Medical City Plano



Jay Marble, Physical Therapy Supervisor
Medical City Plano

Hospital employees had genuine concerns at the beginning of the COVID-19 pandemic. Jay may have been concerned, but he did not show it. He immediately volunteered to care for the patients and his coworkers followed. A supervisor of his department, in many ways he has led by example. A well-liked employee by both patients and coworkers, Jay's work over the past year has been an inspiration. He is a leader who does not mind working the frontline.



Roel Mediana, Occupational Therapist
Medical City Plano

Roel was one of the first team members from the Occupational Therapy Department to step forward and treat his hospital's COVID-19 pandemic patients. Capable, competent and inspiring, his manner has comforted patients throughout the busy year. Roel is a great employee who exemplifies the values of his profession, putting his patients first and understanding that oftentimes, they are going through heartbreaking and traumatic events in their life.



Janki Mehta, Physical Therapist
Medical City Plano

Janki is an experienced physical therapist who has often helped care for patients diagnosed with COVID-19. Like others in her department, she frequently volunteers to evaluate and treat the patients. She is a flexible and dedicated employee with the ability to work more than one floor in her hospital. Janki has had a great attitude throughout the busy year and has been an inspiration to her team.

Medical City Plano



Medical City Plano's Infection Disease Response Unit (IDRU)

Kim Adams, Ken Carpenter, Krisalyn Kuklock, Emily Saucedo, Mike Thornton

The Infection Disease Response Unit (IDRU) were the first nurses deployed from the emergency room at their hospital. They traveled with a team to San Antonio to care for the initial COVID-19 patients that arrived at Lackland Air Force Base in February 2020. The team spent two weeks taking care of patients who were positive for COVID-19 as the world was just beginning to learn of its consequences. One month later, the same team was deployed as the state's first "RN Strike Team" to Nacogdoches to assist a facility during their pandemic. They worked at that location for two weeks training local staff members on the proper use of personal protective equipment (PPE) and how to care for COVID-19 patients.

Medical City Plano



Puloma Mehta, Physical Therapist
Medical City Plano

Puloma is an experienced physical therapist who volunteered to help care for patients diagnosed with COVID-19 at her hospital. She frequently volunteers to work with these patients and has been a regular team member in the critical care unit. She always has a positive attitude and has displayed great compassion for her patients over the past year. She serves as a great example to her coworkers and is a dependable presence at her hospital.



April Power, Occupational Therapist Supervisor
Medical City Plano

April serves as an Occupational Therapist Supervisor at her hospital. She is a regular volunteer to evaluate and treat COVID-19 patients. She is a popular leader in her department who has displayed a wonderful upbeat attitude throughout the pandemic. She is known for delivering compassionate care to her patients and her dependable work ethic has inspired her coworkers. A great leader and team member who rose to the occasion during the pandemic.



Mary "MK" Roberts, Physical Therapist
Medical City Plano

Mary is an experienced physical therapist who specializes in patients who have had burns or other traumatic orthopedic injuries. Her dedicated knowledge allows has been noted by her staff at her hospital. She regularly cares for patients diagnosed with COVID-19 and frequently volunteers to evaluate and treat these patients in her hospital's critical care unit. She always has a positive attitude and wants what is best for her pandemic patients.

Medical City Plano



Jennifer Ruestmann, Infection Prevention Specialist Medical City Plano

Jennifer has been a tremendous asset during the COVID-19 pandemic. She jumped in without hesitation to support her hospital's staff, providing information on personal protective equipment (PPE) and daily reporting of infected patients. She was instrumental in assisting her hospital with de-escalation of COVID-19 patients deemed negative according to CDC guidance. She was crucial in minimizing fears about protocols and testing.



Suk-Ran Seo, Physical Therapist Medical City Plano

Suk-Ran is a physical therapist at her hospital who has significant experience with almost every type of patient. A truly dedicated employee, she can be seen on just about every floor of the hospital going about her business. She had no hesitation in assisting COVID-19 patients and has been a constant throughout the busy year. Her enthusiasm and desire have inspired her coworkers, and she continues to be a valuable employee throughout the ongoing crisis.



Olga Shvarts, Critical Care Pharmacist Medical City Plano

Olga is on the frontlines of her hospital's COVID-19 treatment, oftentimes dealing with the most serious patients. She assists physicians, nurses and respiratory therapists. She also manages medication therapy during emergency responses. In addition, Olga led the development of her hospital's COVID-19 treatment guidelines, updating her recommendations as new data emerges. Her leadership throughout the pandemic have been invaluable.

Medical City Plano



Angela Sibille, ECMO Specialist
Medical City Plano

Angela is a compassionate nurse who transitioned from part-time to full-time just to be part of the extracorporeal membrane oxygenation (ECMO) program to care for COVID-19 patients. During her ECMO training, she also took on the role of assistant nurse manager of her hospital's critical care unit during the day shift. Throughout the pandemic, Angela has excelled in multiple roles, oftentimes reduced to tears when working with patients. A true hero.



Amanda Smith, RN, ECMO Specialist, ECMO Primer
Medical City Plano

During the COVID-19 pandemic, Amanda has been a dependable leader of her hospital's extracorporeal membrane oxygenation (ECMO) program. With a shortage of workforce on the night shift, she picked up extra shifts for more than two months to make sure her hospital had the necessary staff. Amanda also took on the responsibility of organizing and stocking ECMO carts, displaying uncommon initiative. A true leader and dedicated employee.



Jackie Strug, Occupational Therapist
Medical City Plano

Jackie is an occupational therapist who volunteered at the start of the COVID-19 pandemic to evaluate and treat her hospital's patients. She has a great attitude and is willing and able to work all COVID-19 floors at her hospital. She provides compassionate care and is appreciated by her patients. Jackie's dependable work throughout the difficult year has been acknowledged by her coworkers.

Medical City Plano



Samsook Theisen, Assistant Nurse Manager, ECMO Specialist Medical City Plano

Samsook is a great leader in her hospital's COVID-19 Critical Care Unit on the night shift. She also serves as an extracorporeal membrane oxygenation (ECMO) specialist and primer. Throughout the pandemic, Samsook has regularly picked up extra shifts to cover all staffing shortages. Samsook has communicated well with her team during the past year, making sure every nurse understands safety protocols and the patients' needs.



Cassie Valera, Registered Nurse, Emergency Room Medical City Plano

Cassie has been a dedicated nurse in her hospital's emergency room, picking up an additional 35 shifts since the COVID-19 pandemic began. She is committed to her patients, working long hours throughout the pandemic. She has been noted by her coworkers for her positive attitude, boosting the morale of everyone around her. A truly dedicated employee, Cassie's willingness to help the emergency room staff has been crucial during a difficult year.



Stacy Winchester, Director of Quality Medical City Plano

Stacy has been a tremendous asset to her hospital's COVID-19 patients. She implemented safety protocols posted by the Centers for Disease Control and Prevention (CDC) early during the pandemic. She supported all departments by answering questions related to personal protective equipment (PPE) and was successful in minimizing fears about "reuse protocols." Her dedicated work under pressure has been noted by her coworkers and hospital's leaders.

Methodist Health System



Methodist Health System's COVID-19 Vaccine Clinic

Candace Adams (l to r), John Vo, Katrina Nesbitt, Lee Ohlson, Kelly Wauters, Carly Pryor, Ro Calderon, Donna Gutierrez, Lorri Roquemore, James Gillis, Jon Albrecht, Kirk Bradford, Nancy Wingler, Robbie Duran, Valerie Hayes, Jeff Hulstein

The Methodist Health System COVID-19 vaccine clinic was the first hospital in North Texas to receive vaccines back when they became available in December 2020. Since then, this dedicated team has worked countless hours to administer more than 50,000 vaccines to Methodist employees, patients and members of the community. This team even stepped up to help the City of Dallas vaccinate its residents. Dallas Mayor Eric Johnson visited the Methodist vaccine clinic and said it was, "Comfortable, friendly and efficient."

Methodist Charlton Medical Center



Jennifer Allen, Nurse Manager ICU
Methodist Charlton Medical Center

While managing a 44-bed unit at her hospital filled with suffering COVID-19 patients, Jennifer took a proactive approach towards improving care. She visited another COVID-19 critical care unit with victims in less dire conditions. Displaying strong leadership, she showed nurses how to care for patients so they could keep breathing on their own without the need for ventilation. Jennifer has been proactive and innovative during a difficult year.



Amanda Binnix, Director of Quality
Methodist Charlton Medical Center

Before residents even realized the danger of COVID-19, Amanda was already looking for ways to combat it. As a trained nurse with a background working in emergency rooms, she has demonstrated strong crisis management skills while ensuring her staff had the adequate supplies and equipment. She was also instrumental in streamlining her hospital's processes. Because of Amanda's forward thinking efforts, her hospital had a plan in place when the crisis hit.



Mark Gemina, Nurse Leader
Methodist Charlton Medical Center

Throughout the COVID-19 pandemic, Mark has fearlessly led a team of nurses and patient care technicians to treat a 30-bed unit of critical patients. Recognizing that being quarantined away from their families took a toll on his patients, he helped obtain tablets so they could chat online with their loved ones. Mark has worked 16-hour days to support his staff and his empathic leadership style has boosted the unit's morale. He is an exceptional leader.

Methodist Charlton Medical Center



Tina McNabb, Administrative Director Laboratory Services Methodist Charlton Medical Center

Tina and her team run an average of 100 tests a day for COVID-19 patients, in addition to thousands of other tests in her hospital. Her department is the only one within her hospital's system equipped to test for COVID-19, cutting the wait time from days at outside labs to four hours or less. Without Tina and her team, doctors would not have the proper guidance to determine treatments and nurses would not know which safety precautions were necessary.



Senait Woldai, Manager Infection Prevention and Control Methodist Charlton Medical Center

Senait's contributions are hard to overstate. She fields staff questions 24/7, updates administrators on new data and guidelines, and helps contact-trace employees for possible viral exposures. She also helped to create algorithms that are used for interrupting COVID-19 test results, guiding treatment and deciding which precautions are necessary based on testing and symptoms. The success of these initiatives is a testament to her expertise and resolve.

Methodist Dallas Medical Center



Dr. Leslie Cler, Chief Medical Officer
Methodist Dallas Medical Center

Throughout the COVID-19 pandemic, Dr. Cler has been the link to all members of the medical staff. He ensures communication. During shift changes, he leads short educational sessions on the proper use of personal protective equipment (PPE). He answers staff questions and takes the time to check on patients. Dr. Cler also established plans for iPad devices to be used to connect families and patients. He has been the glue holding the system together.



Debra Derda, Director Operating Room
Methodist Dallas Medical Center

As decisions to reduce elective surgeries at the start of the COVID-19 pandemic were made, Debbie re-assigned her staff to begin performing extra cleaning duties throughout the hospital. She also began coordinating employee, physician and visitor screening stations. Debbie's staff also sewed cloth masks for use in the hospital. Debbie has been innovative and proactive throughout the ongoing pandemic.



Pam Gessling, Nursing Director
Methodist Dallas Medical Center

During the first week of the COVID-19 pandemic, Pam took over her hospital's ICU while Amy Mabry, also a nursing director, was out for surgery. She covered staffing and initiated screenings at the Emergency and the Labor and Delivery departments. Perhaps most importantly, Pam educated nurses on N95 mask training and also organized distribution to regulate and preserve crucial personal protective equipment (PPE).

Methodist Dallas Medical Center



Amy Mabry, Nursing Director
Methodist Dallas Medical Center

Early during the COVID-19 pandemic, Amy worked with multiple departments to get clinical care units up and running. She worked to identify rooms to be designated as COVID-19 beds and implemented the work areas. She developed educational materials and classes for her nursing staff. She put up white boards to record the status of COVID-19 patients. Amy also rounded up volunteers and put together care packages with snacks for all nursing staff.



Dr. Shibu Thomas, Critical Care Physician
Methodist Dallas Medical Center

As the COVID-19 pandemic began, Drs. Thomas worked on the frontlines to care for patients. He also created treatment plans and best practices for multiple hospitals in the Methodist system. His research on the ever-changing COVID-19 dynamic allowed his hospital to stay in front of the challenges as they developed. His steadfast commitment to patients, physicians and the South Dallas community has been noted and will never be forgotten.



Jennifer Tillery, Director Volunteer Services
Methodist Dallas Medical Center

Weeks before the COVID-19 pandemic, Jenny had the foresight to begin collecting homemade cloth masks. Thanks to her work with local volunteer groups, her hospital had a stable supply of personal protective equipment (PPE). Putting her management skills to use, Jenny also developed screeners for each entrance of her hospital. While senior volunteers must stay home during the pandemic, Jenny continues to regularly check on their well-being.

Methodist Dallas Medical Center



Dr. Tung Tran, Critical Care Physician
Methodist Dallas Medical Center

As the COVID-19 pandemic began, Dr. Tran bravely worked on the frontlines to care for patients. Working with his team, he created treatment plans and best practices for multiple hospitals in the Methodist system. His research on the ever-changing COVID-19 dynamic allowed hospitals to stay in front of the challenges as they developed. His steadfast commitment to patients, physicians and the South Dallas community has been noted and will never be forgotten.



Ashley White, ED Nurse, EMS Coordinator
Methodist Dallas Medical Center

Ashley makes hundreds of calls a month following up with patients who visit the emergency room. After the COVID-19 pandemic hit, Ashley's caseload more than tripled. Despite the increased difficulty, Ashley took the work in stride. She had the experience and caring heart of a nurse to make those calls and connect with patients. Despite the stress level, Ashley stays calm and empathetic, taking the time to listen to her patients' questions and provide answers.

Methodist Mansfield Medical Center



Chanse Boehringer, Charge Nurse
Methodist Mansfield Medical Center

Chanse volunteered to head the COVID-19 unit at his hospital. He has shown no fear concerning his health or risk and has been extremely innovative in treatment. He has allowed patients the use of an iPad for facetime visits with family. Chanse promotes cluster of care in the COVID-19 unit to reduce the nurses' exposure and has moved IV pumps outside the doors using extension tubing to reduce the need of nurses to frequently enter patient rooms.



Michael Busch, ICU Nurse
Methodist Mansfield Medical Center

Michael has an uncommon ability to communicate with patients. Patients listen to him and are so impressed with his care that he receives dozens of accolades on a daily basis. He is also compassionate. When a police sergeant came into his unit with COVID-19 and began to decline, He called the hospital police to salute him outside his room. Michael also called his fellow officers who came and held up signs of encouragement, giving the patient hope to keep fighting.



Dr. Jennifer Coffman, Emergency Department Director
Methodist Mansfield Medical Center

Dr. Coffman was instrumental in creating a COVID-19 treatment area in her hospital. She authored clinical guidelines to treat patients and serves on the COVID-19 task force. She was also a champion for appropriate personal protective equipment (PPE) for the staff and was instrumental in obtaining donations for the hospital to ensure ample supplies of masks. Additionally, Dr. Coffman created a new COVID-19 response plan that increased patient flow.

Methodist Mansfield Medical Center



Julian Escamilla, Supply Chain Manager
Methodist Mansfield Medical Center

During the COVID-19 pandemic, Julian has protected the hospital's staff by managing personal protective equipment (PPE). He actively solicited N95 masks from local companies such as cement plants and nail salons. He also developed contingency options for critical supplies including eye protection, gowns, gloves, face masks and respirators. Obtaining donations from many different countries and in foreign languages was no struggle for this healthcare hero.



Nora Frasier, VP/Chief Nursing Officer
Methodist Mansfield Medical Center

Nora worked tirelessly during the COVID-19 pandemic. She has improved morale by posting "Heroes Work Here" signs and celebrating "Nurses Week." She participates in system-wide task forces and ensures collaboration with physicians regarding best practices. She has accommodated the influx of patients by implementing a flexible schedule that uses beds in other parts of the hospital to accommodate inpatients with cross-trained nurses.



Aleasha Johns, Clinical Manager
Methodist Mansfield Medical Center

Aleasha was instrumental in educating the staff at the beginning of the COVID-19 pandemic and developed a proning manual provided to nurses. She also created a checklist and YouTube video on how to properly use a powered air purifying respirator (PAPR). A tireless worker, she stepped in to work when patient capacity doubled. Aleasha also took time to speak with nurse residents on best practices when treating COVID-19 patients.

Methodist Mansfield Medical Center



Dr. Shelly Lenamond, Medical Director Hospitalist Team
Methodist Mansfield Medical Center

Dr. Lenamond leads the COVID-19 teams at her hospital and has developed unit protocols. She was very proactive in preparing the hospital for potential personal protective equipment (PPE) shortages. She had daily huddles with her staff that promoted a positive spin on treatment and educated them on new information concerning COVID-19. She began unit celebrations for patients showing signs of improvement to encourage patients and staff members.



Duyen Taylor Nguyen, Respiratory Therapist
Methodist Mansfield Medical Center

Taylor has worked tirelessly during the COVID-19 pandemic. She was the first staff member at her hospital to work seven days a week when the pandemic began. She set goals to prevent intubation by encouraging self-proning of patients to help them breathe. She has displayed a supportive attitude with patients boosting morale and spirits. She continues to work numerous weekends and night shifts when there is a sudden influx of patients.



Julie Norris, Nurse Manager
Methodist Mansfield Medical Center

Julie quickly converted her telemetry stroke unit to a COVID-19 center when the pandemic first began. She immediately took the lead in providing personal protective equipment (PPE) to her staff and implemented best practices. She was responsible for the idea of providing dedicated discharge callback nurses, which has been a crucial in community safety. Julie also designed staffing spreadsheets for the entire hospital to use throughout the pandemic.

Methodist Mansfield Medical Center



Dr. Chisom Nwachukwu, Associate Medical Director Methodist Mansfield Medical Center

Dr. Nwachukwu has been an associate medical director of the COVID-19 unit since the beginning of the pandemic. She ensures the team's needs are being met and is ready to give sympathy and compassion to her coworkers and patients. When the pandemic began, she meticulously strategized protocols, policies and patient care. She attended daily meetings with key leaders that were essential during her hospital's rapid start-up process.



Rosa Nyaoga, E & P Director Methodist Mansfield Medical Center

Rosa stepped up at the beginning of the COVID-19 pandemic to work alongside her staff to clean rooms and sanitize the hospital. She reassured her staff during the tense early days. She helped ensure the hallways, walls, elevators and doorknobs were sanitized. She worked multiple weekends and night shifts to accommodate the high influx of COVID-19 patients. A dedicated employee, Rosa inspired her coworkers with her positive attitude and work ethic.



Teresa Ortiz, Nurse Methodist Mansfield Medical Center

Teresa was the first nurse at our hospital to volunteer and step up to treat COVID-19 patients. She developed a six-minute walking test for patients that enables them to expand their lungs and recover faster than if idle. She was instrumental in initiating an intermediate COVID-19 care unit for serious patients. Teresa also developed a "workstation on wheels" that is lighter and safer for nurses to use at the patients' bedside.

Methodist Mansfield Medical Center



Patricia Retzer, Charge Nurse
Methodist Mansfield Medical Center

Patricia has displayed uncommon compassion throughout the COVID-19 pandemic. She encourages family members to visit their loved ones through the windows of the hospital and communicates with them daily to provide updates. To make the staff feel more “human” to the patients, Patricia made large pictures of staff members’ faces and put them on the patients’ “plan of care” boards. This way, patients would know the face behind the mask.



Dr. Shantala Samart, Infectious Disease Physician
Methodist Mansfield Medical Center

During the COVID-19 pandemic, Dr. Samart was instrumental in collecting plasma from recovered coronavirus patients to help hospitalized patients as part of an expanded access program. She was influential in creating a system to isolate COVID-19 patients in one area of the hospital and limiting staff exposure by promoting cluster care. She also managed the distribution of personal protective equipment (PPE) and communicated to staff about proper protocols.



Jody Tolar, Director of Volunteers
Methodist Mansfield Medical Center

Jody has been instrumental in setting up the COVID-19 screening stations at her hospital. She has also stayed in touch with her volunteers as they cannot be at the hospital during the pandemic. On the fly, she had to develop new visitation policies while hiring and training screeners. She jumped in to distribute personal protective equipment (PPE) to all departments and managed her hospital’s public and employee entrances.

Methodist Mansfield Medical Center



Cheryl Wherry, Infection Prevention Control Manager
Methodist Mansfield Medical Center

Cheryl has been instrumental in providing updates on the COVID-19 pandemic. She developed communications, guidelines on personal protective equipment (PPE), visitor policies, screenings and contingency plans. She was instrumental in training the staff on the proper protocols when wearing PPE. She also created a 24-hour telephone hot line and Internet link to handle all COVID-19 information and established a task force for emerging infectious diseases.



Brooks Williams, Director of Nursing
Methodist Mansfield Medical Center

Brook leads the critical and emergency care units at her hospital and was instrumental in developing the protocols for personal protective equipment (PPE). At the beginning of the COVID-19 pandemic, she streamlined processes in the emergency department to treat incoming patients. She also implemented a new 15-bed critical care unit. She has been an inspiration to her staff and has utilized data and knowledge to improve care for her hospital's patients.

Methodist Midlothian Medical Center



Kevin Berwise, Manager Environmental Services Methodist Midlothian Medical Center

Throughout the COVID-19 pandemic, Kevin has gone above and beyond his normal duties to make sure his hospital is well-equipped and sanitary for guests and staff. He has cleaned COVID-19 rooms, waxed floors and worked tirelessly to make sure his hospital is a safe haven for patients. A dedicated employee throughout the year, he has worked extra shifts multiple times to alleviate staffing shortages.



Heather Elliott, Pathology and Labs Coordinator Methodist Midlothian Medical Center

With her hospital opening less than a year before the COVID-19 pandemic, Heather was faced with the daunting task of quickly organizing a team while coordinating the availability of personal protective equipment (PPE). Through great difficulties and stress, she has managed to keep the lab running efficiently while dealing with the unexpected surge of COVID-19 patients. Heather has responded to every emergency with uncommon skill and dedication.



Renee Elue, ICU Charge Nurse Methodist Midlothian Medical Center

Throughout the past year during the COVID-19 pandemic, Renee has volunteered to take on extra shifts many times to alleviate a tired and depleted workforce. She is known throughout her hospital for delivering passionate care to COVID-19 patients, oftentimes while working the night shift. As a nurse preceptor in the ICU department, she has provided important mentoring and learning experiences for new nurses working during the pandemic.

Methodist Midlothian Medical Center



Kathleen Harris, Respiratory Coordinator
Methodist Midlothian Medical Center

Kathleen has consistently worked around-the-clock at her hospital during the COVID-19 pandemic. As a respiratory coordinator, she has assisted patients in recovery and treatment for serious pulmonary issues. She has regularly educated her team on proper safety protocol and has implemented numerous improvements when treating patients. A dedicated and dependable employee throughout the year.



Delfina McLemore-Rohde, Registered Nurse
Methodist Midlothian Medical Center

Delfina has been a dedicated leader at her hospital throughout the COVID-19 pandemic. Serving as a nurse in the emergency department, she regularly worked extra shifts to assist her staff during multiple surges. As new staff members were added to her hospital to deal with the influx of patients, she served as a mentor and leader. A veteran nurse at her hospital system for over 20 years, Delfina was calm and positive during the most stressful situations.

Methodist Richardson Medical Center



Dr. Anthony Boyer, Pulmonologist, Intensivist Methodist Richardson Medical Center

Dr. Boyer serves as a pulmonologist at his hospital and has been instrumental in the treatment of COVID-19 patients. He's displayed great dedication throughout the past year, rarely giving up on a patient. One specific patient spent six weeks on a ventilator and on dialysis after his kidneys failed. When the time came for the patient to go home, Dr. Boyer was present for the celebration, clapping with the rest of the staff as the surviving patient happily left with his family.



Danielle Cooper, Nurse Manager Methodist Richardson Medical Center

Danielle had just been promoted to nurse manager of a newly constructed intermediate care unit at her hospital before the outbreak of the COVID-19 pandemic. That unit soon became dedicated to treating the most seriously ill COVID-19 patients. She has been an inspirational leader throughout the past year, working extra hours to cover shifts, providing support and communicating safety protocols to her team.



Dr. Michael Foster, Pulmonologist, Intensivist Methodist Richardson Medical Center

Dr. Foster is a pulmonologist at his hospital. He specializes in critical care medicine, internal medicine, and pulmonology – the trifecta for caring for COVID-19 patients over the past year. He wrote the book on the pandemic for Methodist Health System, taking it upon himself to chronicle the latest research on testing and trends for the system-wide COVID-19 manual. A tireless worker, he did all this while caring daily for COVID-19 patients.

Methodist Richardson Medical Center



Katherine Hartdegen, Infection Prevention Control Manager Methodist Richardson Medical Center

After 15 years as a pediatric and ICU nurse, Katherine jumped at the opportunity to lead the Infection Prevention department at her hospital. Little did she know, five months later the COVID-19 pandemic would arrive in Texas. She never missed a beat, coordinating the hospital's infectious disease protocols and managing the use of personal protective equipment (PPE). She has been a dependable and dedicated leader throughout the past year.



Shannon Jackson, Nurse Manager Methodist Richardson Medical Center

Shannon had just taken on the role of nurse manager of a newly constructed unit at her hospital when the COVID-19 pandemic arrived in Texas. Her unit quickly became one of the main designated critical care units at the hospital. A dedicated leader, Shannon relied on her extensive training as a trauma nurse to help lead her new staff during the many unknowns of the early phases of the pandemic. A crucial employee who rose to the challenge over the past year.



Luke McKittrick, Supply Chain Director Methodist Richardson Medical Center

Equipping a hospital to face the COVID-19 pandemic is no easy task, but Luke worked tirelessly to ensure the hospital had the enough personal protective equipment (PPE). Dedicated and dependable, he made sure his hospital was never lacking in the numerous supplies needed to face the pandemic. In the early days of the crisis, he regularly worked seven days a week. An important team member who made sure colleagues had the tools they needed.

Methodist Richardson Medical Center



Todd Steele, Respiratory Therapist
Methodist Richardson Medical Center

Todd has been a true leader throughout the COVID-19 pandemic. He was among the first employees in his hospital to volunteer to treat patients in the COVID-19 unit. Flexible and innovative, he has adapted to every situation and is always available to assist staff members. He has been noted by his coworkers as a tireless worker with a great attitude, boosting the morale of both staff and patients alike.



Linda Turner, ICU Nurse Manager
Methodist Richardson Medical Center

Linda is a veteran ICU nurse manager who helped develop a nursing model to expand critical care capacity during the COVID-19 pandemic. She partnered her ICU staff with COVID-19 nurses to form mentoring teams that share patients during each shift. Her innovative leadership gave patients on ventilators the around-the-clock care they required. Her dedication and innovative ideas have been crucial to her hospital over the past year.



Jacklyn Yeap, Nurse Manager
Methodist Richardson Medical Center

Since joining the ICU team at her hospital, Jackie has embraced all roles. She has served as charge nurse, runner and primary nurse for COVID-19 patients. A tireless employee, her positive attitude and unwavering professionalism make her a role model and inspiration to her ICU team. She has been one of her hospital's most dependable employees over the past year serving COVID-19 patients in need.

Parkland Health & Hospital System



Jonathan Abalos, Nursing Operations Specialist
Parkland Health & Hospital System

At the beginning of the COVID-19 pandemic, Jonathan was tasked with creating a COVID-19 call center. He immediately sprang into action and put together a team of four nurses to assist with the task. From scratch, he created educational materials for patients, training materials for staff and workflow guidance. As patient volumes grew, he trained over 200 additional staff to assist with the crisis. A tireless and dependable employee throughout the past year.



Dr. Emily Adhikari, Medical Director Perinatal Diseases
Parkland Health & Hospital System

Dr. Adhikari serves as a maternal fetal physician specializing in infectious disease. She has been a valuable resource of information during the COVID-19 pandemic, coordinating the inpatient admissions for all pregnant women admitted with COVID-19. She is also collecting valuable data related to the effects of COVID-19 on the fetus and newborn, which has the potential to further benefit maternal and fetal health in her community.



Tyler Brookshire, Rapid Assessment Team Nurse II
Parkland Health & Hospital System

There are tireless workers and then there's Tyler. He worked 12-hour night shifts, five days a week, serving as the charge nurse in the COVID-19 unit for seven straight months. He was forced to stay in a hotel due to the long hours, separated from his wife and three children. Tyler was a key player throughout the pandemic, responding to his staff's needs, acting as an intermediary with other hospital departments, all of this while managing numerous admissions.

Parkland Health & Hospital System



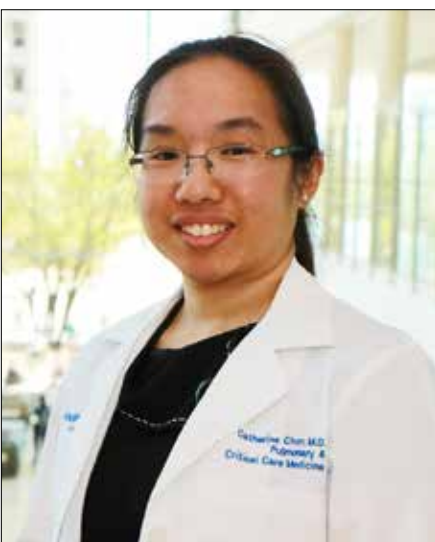
Teresa Carey, Respiratory Therapist
Parkland Health & Hospital System

Teresa has worked with COVID-19 patients since the beginning of the pandemic. She has shown consistent and tireless leadership to the entire respiratory therapy team. In addition to being an effective mentor, educator and patient advocate, Teresa has served as a consultant to providers and staff about respiratory practices. Throughout the past difficult year, her team has provided exceptional care to patients no matter the emergency.



Bianca Castillo, Registered Nurse
Parkland Health & Hospital System

Bianca has been an influential employee at her hospital during the COVID-19 pandemic. She has served in the Tactical Care Unit (TCU) and transitioned to the COVID-19 Intensive Care Unit. Bianca took on extra responsibilities throughout the pandemic and volunteered to charge when it was needed the most. She is a consistent source of knowledge for her coworkers, always willing to share her hard-earned experience and wisdom from working within the unit.



Dr. Catherine Chen, Critical Care Physician
Parkland Health & Hospital System

Dr. Chen has worked with critically ill COVID-19 patients since the beginning of the pandemic, initially as part of a small group of physicians who volunteered selflessly to provide care to the sickest patients. Throughout the past year, she has prioritized the care of these patients above all. She has accepted multiple challenges and shown leadership and collaboration with an exceptional team of nurses, CRNAs, respiratory therapists and trainees.

Parkland Health & Hospital System



Parkland Health & Hospital System's CRNA TCU Team

Parkland Health & Hospital System's Certified Registered Nurse Anesthetist (CRNA) Texas Christian University (TCU) Team has worked continuously throughout the COVID-19 pandemic. They have had multiple achievements assisting patients while witnessing enhanced care. They have been dedicated team members working with nursing staffs and physicians. Flexible, efficient and dedicated, their service has been a valuable component to their hospital's treatment of COVID-19 patients. During this difficult year, they have evolved and expanded their services, becoming a complex procedure team. Their growth and work have been commendable, their service extraordinary.

Parkland Health & Hospital System



Liyu Daniel, Registered Nurse II
Parkland Health & Hospital System

Liyu has been working in her hospital's COVID-19 ICU Unit since "Day One" of the pandemic. She worked countless hours to care for the numerous patients, oftentimes making sure they always had their prayer cloths on. She would set up Zoom calls for families and spend hours talking to them to answer any questions they had. Liyu volunteered to work both day and night shifts to make sure there was never a staff shortage.



Dolores Diaz, Medical Services Program Nurse Manager
Parkland Health & Hospital System

Throughout the long year, Dolores has led by example. She has worked in the COVID-19 trenches with her team, oftentimes for 12-hour shifts, five times a week. Her focus is to ensure her team has adequate support and supplies to treat the many pandemic patients. She is resilient and always portrays a positive attitude. Dolores has also been the leader of her hospital's COVID-19 drive-through testing site.



Kathy Doherty, Senior Director Nursing Surgical
Parkland Health & Hospital System

Kathy worked on the frontlines with the Tactical Care Unit during the COVID-19 pandemic. She was integral in the development of both the unit and the team. Working from the ground up, she organized supplies, workflows and processes. She displayed poise throughout the crisis, oftentimes dealing with unexpected surges of patients to multiple floors. Kathy was always available and served as a constant sounding board and logistical coordinator.

Parkland Health & Hospital System



Mazen El Sharif, Apheresis Specialist
Parkland Health & Hospital System

Mazen was the first nurse to volunteer to treat COVID-19 cases at his hospital. He has been a steady influence throughout the pandemic, leading his team to provide a critical service to patients. He volunteers to fill extra shifts and is oftentimes on-call 24 hours a day. A dedicated and tireless worker, Mazen has worked to accommodate the needs of his patients and has been a dependable presence over the past year.



Pam Farrington, Surgical ICU Unit Manager
Parkland Health & Hospital System

Pam has served as an inspirational leader of her hospital's COVID-19 ICU Unit. She always encouraged her coworkers, volunteering for numerous duties and extra shifts during the difficult year. Her constant displays of compassion and a willingness to show her coworkers her vulnerability strengthened the trust and cohesiveness of her unit. The bond she built with her team was noted as being influential towards providing exceptional treatment to patients.



Lola Fatoyinbo, Registered Nurse II
Parkland Health & Hospital System

Lola initially started as a progressive care unit (PCU) nurse and transitioned to her hospital's intensive care unit (ICU). The changes in responsibilities gave her a unique understanding of the COVID-19 pandemic. She saw first-hand how the disease progressed rapidly, as many of her patients would start out in the PCU with mild symptoms and later be intubated while in ICU. She utilized her experience when communicating with staff, patients and their families.

Parkland Health & Hospital System



Megan Henry, Senior Business Support Specialist
Parkland Health & Hospital System

When the COVID-19 pandemic began, Megan said to her coworkers, “These are our patients, and they need our help. This is what we are here to do.” She told her team she would provide the same level of service that she would for any other patient. Megan was fearless and never shied away from assisting COVID-19 patients. Her dedication has served as an inspiration to both her coworkers and patients alike.



Alejandra Hernandez, Medical Interpreter, Language Services
Parkland Health & Hospital System

Alejandra is one of the unsung heroes at her hospital during the COVID-19 pandemic. She made daily virtual rounds with doctors in the hospital’s critical care units to help interpret for patients and their families. She found it especially difficult to convey messages to family members when their loved ones were not doing well. Oftentimes, she would be asked to share past memories a patient had of their family members.



Elena Hidalgo, Guest Experience Specialist
Parkland Health & Hospital System

Elena has turned her hospital’s COVID-19 screening process at the front entrance into an artform. Her uplifting demeanor lightens a stressful process. She noticed visitors appeared thirsty when waiting outside the hospital since they were not allowed inside due to safety protocols. On her own, she would offer water to dehydrated visitors and brought a sense of community to a difficult situation. Elena’s dedicated work has truly made a difference.

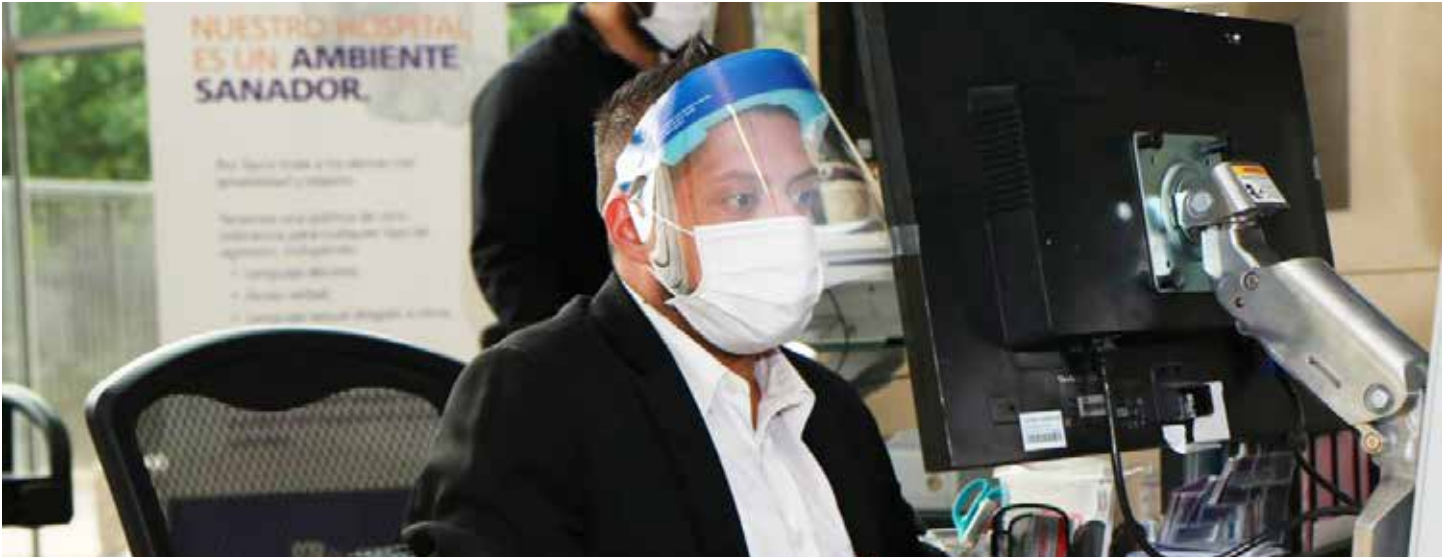
Parkland Health & Hospital System



Parkland Health & Hospital System's Guest and Volunteer Experience Team

At the start of the COVID-19 pandemic, representatives from the Guest Experience Team stepped out from behind information desks to serve their hospital's frontline. They served as the first point of entry for six different entrances. Equipped with masks, face shields and infection prevention protocols, this resilient crew worked tirelessly to verify visits, conduct COVID-19 screenings and enforce their hospital's visitation policies. They worked with more than 600,000 patients, visitors and employees. The Guest and Volunteer Experience department also accepted and delivered more than 15,000 meals to frontline employees during the pandemic, which had a tremendously positive impact on morale. The teams are a sense of pride for the hospital, as 100% of the members have continued working throughout the crisis.

Parkland Health & Hospital System



Parkland Health & Hospital System



Heng Koum, Environmental Services Manager
Parkland Health & Hospital System

Heng has used his gifted skill for building and planning throughout the COVID-19 pandemic. As hospitals have been slammed with supply chain challenges, Heng creates opportunities to sustain operations. Heng has personally constructed hand-sanitizer stations throughout the hospital. He's made countless trips across the county to deliver supplies to ambulatory sites. Heng understands his job impacts the safety of staff and patients.



Jared Lange, Business Sustainability Director
Parkland Health & Hospital System

Jared has been a leader at his hospital during the COVID-19 pandemic. He led the activation of one of the first drive-thru locations in the country. He helped construct a streamlined process for patients to call clinicians, order a COVID-19 test and schedule an appointment. Jared also led the activation of COVID-19 testing in nine off-site clinic locations with a daily capacity of 500-plus patients. He has inspired his coworkers and been a vital employee throughout the year.



Otto Madrigal, Unit Manager, Nursing Tactical Care Unit
Parkland Health & Hospital System

Otto worked in his hospital's COVID-19 ICU Unit from "Day One" of the pandemic. In the beginning, he served as a relief charge nurse and transitioned to a core charge nurse. He was very passionate about his care of COVID-19 patients. Throughout the pandemic, he displayed a great attitude and became one of the most dependable employees at his hospital. Due to his dedication, Otto went on to become a member of the COVID-19 Leadership Team.

Parkland Health & Hospital System



Parkland Health & Hospital System's Inpatient Pharmacy Team

In addition to their normal duties, the Inpatient Pharmacy Team managed the COVID-19 vaccines for their entire hospital. They created a process of receiving all vaccines from the wholesaler, bringing them to the pharmacy, breaking down the vaccines and managing returns of the boxes to the wholesaler. They coordinated the implementation of their hospital's on-campus vaccine clinics. They served as runners to obtain additional vaccines when needed. Each morning, they prepared coolers loaded with vaccines to be delivered to their hospital's busy drive-thru sites. They also worked weekends to assist with the drive-thru clinics. They were a dependable team during a difficult year.

Parkland Health & Hospital System



Stacey Merlin, SPARKS Program Manager
Parkland Health & Hospital System

When the COVID-19 pandemic began, Stacey provided support to her hospital through music. Adorned in her personal protective equipment (PPE), she would strum her guitar and raise the spirits of coworkers, patients and families alike. Known for her positive attitude, Stacey was a perfect fit for her hospital's SPARKS (Supporting Parkland Staff) team, coordinating initiatives to boost the morale of exhausted workers on the frontline.



Dr. Wilmer Moreno, Assistant Professor Obstetrics/Gynecology
Parkland Health & Hospital System

Throughout the COVID-19 pandemic, Dr. Moreno has provided direct inpatient care to pregnant women suffering from the virus. His tireless efforts have been focused on patient care coordination. He has worked to educate doctors and staff so they could assist with infected patients in the hospital. His energy is contagious, boosting the morale of everyone around him. Dr. Moreno's uncommon dedication has been noted by both patients and staff alike.



Shasha Niederhaus, Associate Unit Manager
Parkland Health & Hospital System

When COVID-19 patients started arriving at her hospital, Shasha was one of the first employees to volunteer to work with the patients. Her goal was to support the staff and decrease the anxiety of nurses assigned to work in the COVID-19 units. She would personally take nurses to the COVID-19 area and walk them through the process of donning personal protective equipment (PPE). She also provided guidance once the nurses were in the unit. A true leader.

Parkland Health & Hospital System



Mary Andereck



Laura Bates



Gaylen Evans



Kathi Hakes



Tiffany Haley



Stephanie Speights



Josh Snyder



Theresa Wilson

Parkland Health & Hospital System's Non-Clinical Labor Pool (NCLP) Team

As COVID-19 vaccines were being shipped to the hospital, the Non-Clinical Labor Pool (NCLP) Team was formed. Run by a handful of Human Resource leaders, the team coordinated vaccine registration and customer service. The vaccine sites operated seven days a week and as much as 16 hours per day. The NCLP Team trained, coordinated staff, solicited volunteers and organized workforce adjustments during harsh weather conditions. Still in place to this day, the NCLP Team has continually adapted to their hospital's vaccination strategy, implementing improvements and guiding the transition to a more permanent staffing model for the future.

Parkland Health & Hospital System



Parkland Health & Hospital System's Occupational Health Services Team

At the beginning of the COVID-19 pandemic, the Occupational Health Services Team immediately created a call center to answer questions and track employee exposures. In addition to supporting the hospital's COVID-19 efforts, the team worked countless hours to ensure the onboarding of hundreds of emergency staff members. At times, the team would receive less than a 24-hour notice to assist with onboarding 50-plus emergency employees. When the vaccine became available for frontline workers, the team volunteered to work extra shifts to assist in vaccinations. An amazing team dedicated to supporting their hospital's mission.

Parkland Health & Hospital System



Margaret Perez, Senior Business Support Specialist
Parkland Health & Hospital System

When the COVID-19 pandemic occurred, Margaret was like many – nervous, concerned and curious about the future. She has shown great compassion assisting mothers and their children being discharged. She has never shied away from working with staff and patients alike. A dedicated employee, she has carefully followed all hospital policies and procedures throughout the past year, especially when providing car-seat education to the public.



Dr. Donna Persaud, Medical Director Homeless Outreach
Parkland Health & Hospital System

Dr. Persaud coordinated the first day of her hospital's COVID-19 testing drive-thru sites. Throughout the pandemic, she has served on multiple committees to organize testing, access and vaccine effectiveness. Over the past year, she has evolved into her hospital's COVID-19 vaccine advisor, creating policies and procedures. She also worked with city and county officials to handle mobile COVID-19 testing in homeless shelters and poverty-stricken neighborhoods.



Kim Phan, Environmental Services Technician
Parkland Health & Hospital System

Kim's consistent presence in his hospital's main lobby has kept the busy area safe for both staff and patients alike. During the COVID-19 pandemic, he has displayed a willingness to assist staff members, no matter how difficult the request. He has been a dedicated employee throughout the crisis. Reliable and respected, Kim has been the epitome of a hard-working, committed employee at his hospital.

Parkland Health & Hospital System



Feodor Plair, Jr., Operations Manager, Environmental Services
Parkland Health & Hospital System

Throughout the COVID-19 pandemic, Feodor has been a strong leader, working well with his team and making sure all protocols have been followed. A tireless worker, he has ensured his hospital ran smoothly and all safety needs were immediately taken care of. He refuses to take credit, insisting, “All of the credit goes to me staff. When the pandemic began, we were prepared and ready to go.” A crucial employee during the past year.



Byanka Ponce, Registered Nurse
Parkland Health & Hospital System

Byanka sacrificed a great deal to be a part of her hospital’s Tactical Care Unit (TCU) Team. For the safety of her son, she minimized any risk of exposure to COVID-19 by having him stay with family relatives during the height of the pandemic. She was a valuable member of the team and has always been a dependable and tireless employee. Her dedication to patient care and safety has been commendable throughout a difficult year.



Hannah Ramsey, Registered Nurse
Parkland Health & Hospital System

Hannah stepped into the charge nurse role during one of her hospital’s peak periods during the COVID-19 pandemic. She proved to be a key component in keeping her extremely busy unit functioning smoothly. Her considerable experience in critical care, strong communication skills and leadership helped her staff during some of the most difficult times of the pandemic. She became a valuable resource to her hospital.

Parkland Health & Hospital System



Parkland Health & Hospital System's OR Pharmacy Technician Team

The OR Pharmacy Technician Team took on the challenge when it came to its hospital's medication delivery. To conserve personal protective equipment (PPE), this team could go inside the restricted COVID-19 area only once a day. They had to learn numerous responsibilities on the fly under stressful conditions, delivering patient-specific medications. They were also responsible for refilling medication stock and supplying crash carts. Their dedication allowed both patients and staff alike to have the crucial supplies needed for treatment.

Parkland Health & Hospital System



Jacquelyn Richmond, Sr. Environmental Services Technician
Parkland Health & Hospital System

Throughout the pandemic, Jacquelyn has walked the halls of her hospital's COVID-19 unit to make sure every room was clean and ready for use. She also cleans and disinfects rooms after COVID-19 patients are discharged. She is one of seven technicians who volunteered to continue to work in their designated area after it was converted into a COVID-19 unit. Before the pandemic, Jacquelyn happily conversed with patients. Today, she prays for them.



Samantha Rowley, Senior VP Nursing Surgical Services
Parkland Health & Hospital System

Samantha led the Tactical Care Unit (TCU) during the height of the COVID-19 pandemic. Throughout the pandemic, she represented her hospital multiple times on TV news programs and in articles in area newspapers. While leading her team throughout the year, she was also responsible for comforting and caring for the sickest and oftentimes most fatal patients. It was an everyday occurrence to see her supporting her team while working on the frontlines.



Delia Ruiz, EVS Manager
Parkland Health & Hospital System

Delia's team was responsible for cleaning and disinfecting her hospital's Tactical Care Unit (TCU) on a daily basis during the COVID-19 pandemic. This unit was dedicated to keeping critical areas clean so patients could be properly cared for. With potential exposure to the virus being at the forefront of her staff's minds, Delia provided moral support and leadership. She always led by example and became an inspiration to her coworkers.

Parkland Health & Hospital System



Parkland Health & Hospital System's Pastoral Care Team

The Pastoral Care Team worked tirelessly during the pandemic. They demonstrated tremendous flexibility as the hospital filled with COVID-19 patients. They did not hesitate to ensure the patients' families received spiritual support by phone and videoconferences when they were no longer able to visit their loved ones in person. As personal protective equipment (PPE) became available, the chaplains were the first in the area to provide in-person support to patients. Coworkers have been awestruck by the compassion the chaplains have displayed during a time of significant adversity.

Parkland Health & Hospital System



Perla Sanchez-Perez, Registered Nurse
Parkland Health & Hospital System

When the COVID-19 pandemic began, Perla made the difficult decision to remain a safe distance from her family during her time in the Tactical Care Unit (TCU). Her work and contribution to her team's success was palpable not only among the patients, but also with her coworkers. Perla never showed any hesitation in stepping up to the challenge of treating patients. She was one of her hospital's most dependable employees, following through on all tasks.



Tommy Scott, Environmental Services Technician Lead
Parkland Health & Hospital System

During the COVID-19 pandemic, Tommy instantly volunteered to assist. He put on personal protective equipment (PPE) and cleaned terminal rooms. He helped with pulling trash from all areas of the critical care unit. He would guide patients to their destination, and he disinfected all surfaces in the hospital. Tommy was a dependable employee throughout the past year, always available no matter the emergency. He became a source of inspiration to his coworkers.



Alissa Tran, Critical Care Clinical Pharmacist
Parkland Health & Hospital System

Alissa has cared for all of her hospital's critically ill COVID-19 patients since the pandemic began. She did this by remotely participating in clinical patient rounds oftentimes seven days per week. Alissa has reviewed the medication management for each COVID-19 patient and ensured they were receiving appropriate treatment. While caring for COVID-19 patients, Alissa also continued to serve as the critical care expert for her hospital's other patients.

Parkland Health & Hospital System



Parkland Health & Hospital System's Pharmacy IV Room Team

The Pharmacy IV Room Team experienced a huge surge in work volume during the COVID-19 pandemic. Team members were responsible for preparing medications for the COVID-19 patients flooding into the hospital. Oftentimes, medications ran short, stress levels increased, and it seemed impossible to meet the growing numbers of requests. Staff shortages were an issue throughout the difficult year. The Pharmacy IV Room Team refused to retreat, working extra shifts, day or night, to meet the needs of patient care.



Cory Kacir



Jojo Koshy



Purvi Parikh

Parkland Health & Hospital System's Pharmacy TCU Team

The Pharmacy Technical Care Unit (TCU) Team was the first group of their hospital's pharmacists to care for a dedicated COVID-19 unit. With the creation of an immediate intensive care unit ward within a week, this team had to scramble to keep up with the intense demand for medications and support. At the height of the pandemic, a single team member was responsible for more than 80 critically ill patients suffering from COVID-19. Their poise and dedication were an inspiration to coworkers.

Parkland Health & Hospital System



Parkland Health & Hospital System's Radiology Services Team

The Radiology Services Team provided exceptional care to their hospital's patients throughout the COVID-19 pandemic. They performed numerous exams related to COVID-19. From chest x-rays to complex vascular exams, the team was there to assist during a busy year. The team also provided numerous mobile screenings to provide mammography exams to residents in the community. The team was flexible and worked anywhere needed within the hospital. They conducted thousands of patient exams and worked with the COVID-19 Assessment Group to facilitate emergency exams. The team did an outstanding job maintaining a high level of service throughout the pandemic.

Parkland Health & Hospital System



Parkland Health & Hospital System's Supply Chain Team

The Supply Chain Team was tasked with acquiring personal protective equipment (PPE) for the facility from obscure sources to ensure clinicians and staff were protected. This was no easy task during the beginning of the COVID-19 pandemic. Their work entailed developing relationships with local manufacturers with the ability to pivot their businesses and meet the needs for PPE including masks, isolation gowns, face shields and hand sanitizer. Once a manufacturer was identified, the team ensured the quality of the product by obtaining samples for review and approval. The team also developed the production strategy for the items so the hospital could have a consistent inventory. This included being able to adjust daily to the needs for supplies while managing the inventory. This process was successful due to this team's commitment and organization throughout the year.

Parkland Health & Hospital System



Cynthia Watkins, Lead Homeless Outreach Medical Services Parkland Health & Hospital System

Cynthia has worked the frontlines from the beginning of the COVID-19 pandemic. Leading the Homeless Outreach Medical Services (HOMES), she opened the first COVID-19 testing center at her hospital. She assisted in the opening of a major COVID-19 testing site at the American Airlines Center. Her HOMES team also provided mobile testing at nursing homes in Dallas County. They also helped transition the testing sites into COVID-19 vaccine sites.



Lisa Wheeler, Licensed Vocational Nurse Parkland Health & Hospital System

Lisa stepped forward and volunteered to suit up and work her hospital's Ellis Davis Fieldhouse Mega testing site. She saw it as an opportunity to help her community and fight COVID-19. As she told her coworkers, "It's our duty as nurses to help." Her positive attitude improved nursing morale and inspired others to volunteer. She continued to work at the site throughout the year when it eventually transitioned to a vaccination hub.



Samuel White, Registered Nurse Parkland Health & Hospital System

Samuel worked the night shift at his hospital throughout the COVID-19 pandemic. His was dependable and impactful. When the days were sometimes overwhelming due to surges in patients, he was always available to his colleagues. Dedicated and tireless throughout the year, he responded to Rapid Assessment Team (RAT) calls in the COVID-19 units while working with the charge nurse. Samuel rose to the occasion when the pandemic hit.

Parkland Health & Hospital System



Michael Wood, VP Facilities Support Services
Parkland Health & Hospital System

Michael and his engineering team facilitated the reconstruction of his hospital's operating rooms to serve as the Tactical Care Unit (TCU) for COVID-19 patients. Working under a tight deadline and on nights and weekends, his team completed the job on time so his hospital could immediately serve pandemic patients. Michael was also a crucial player in establishing his hospital's drive-thru testing sites and vaccination sites, among the first in Dallas County.



Samia Zia, Director Strategy and Integration
Parkland Health & Hospital System

Throughout the COVID-19 pandemic, Samia has been a tireless employee. She sacrificed time with her family for over a year to assist in the creation of mass testing and vaccination sites. Her test site at the Ellis Davis Field House holds the record for the greatest number of COVID-19 tests provided in a single day. She also worked to transition multiple sites in Dallas to provide flu and COVID-19 vaccines. Samia's work has been nothing short of heroic.

Scottish Rite for Children



Stacie Bukowsky, Pharmacy Director
Scottish Rite for Children

When the COVID-19 pandemic began, Stacie organized the screening program for staff and visitors. This included securing personal protective equipment (PPE), designing signage for entrances and developing screening protocol. She was indispensable in her hospital's vaccination program, attending every clinic and preparing vaccinations for the staff. She also volunteered at community vaccination sites. Stacie has been a true asset to the hospital team.



Kyle Cavin, Assistant Administrator
Scottish Rite for Children

Kyle led the efforts to complete his hospital's COVID-19 vaccine application. He coordinated the certification of ultra-cold freezers in preparation for week one vaccine allocation. He researched countless questions related to vaccination eligibility and allocation schedules. He then coordinated efforts to vaccinate staff members as well as external healthcare providers and community members. Kyle's leadership was critical to his hospital's vaccination success.



Kristi Currier, Supply Chain Director
Scottish Rite for Children

Kristi managed the allocation of her hospital's personal protective equipment (PPE). Throughout the unprecedented challenges, she maintained the essential supplies and closely monitored the ever-changing availability to ensure PPE was always on hand. Kristi and her team were proactive in addressing the many challenges and demands surrounding PPE, and their hard work and dedication helped provide a safe place for patients, their families and staff.

Scottish Rite for Children



Scottish Rite for Children COVID-19 Response Team

Consisting of a group of nursing and other clinical leaders, Scottish Rite for Children's COVID-19 Response Team was instrumental in maintaining hospital safety and unwavering in their commitment. This team assisted hospital screeners every day with questions involving virus symptoms. They quickly responded to complex situations related to adult and sibling visitation and helped with mask-wear inquiries. The team handled each situation with grace, respect and understanding. They developed a weekly TEAMS meeting to discuss challenges and approaches and provided each other support in ever-changing situations.

Scottish Rite for Children



Scottish Rite for Children COVID-19 Testing Swabbers

Scottish Rite for Children's COVID-19 Testing Swabbers helped develop and maintain safety as the institution restarted urgent surgery cases. Four nurse externs served in this pre-surgical testing role five days a week. As these externs completed their nursing programs and prepared for graduation, this function transitioned to on-staff nursing and Occupational Health. This team continues to test five to seven days a week depending on caseload, collaborating accurately and efficiently.

Scottish Rite for Children



Kristin Haire, Occupational Health Manager
Scottish Rite for Children

Kristin, a registered nurse at her hospital, provided the highest levels of service to team members. She worked around the clock to help guide COVID-19 operations. Fielding questions day and night, she helped create protocols as well as rally help to perform testing and distribute vaccines to staff, volunteers and families. She has been a stable force during a very challenging time, and she has shown care and compassion to so many impacted by COVID-19.



Dr. Steve Richards, Chief Medical Officer
Scottish Rite for Children

Dr. Richards has played a crucial leadership role in his hospital's decision and communication efforts throughout the COVID-19 pandemic. He has participated in frequent calls with CMOs across the region to monitor trends, share best practices and develop response plans. Input from the community has been essential in shaping his strategies. Dr. Richards also reassured staff and explained various precautions in frequent communication videos.



Debbie Sayles, Vice President, Chief Nursing Officer
Scottish Rite for Children

Debbie has worked tirelessly to ensure the safety of patients and staff. She researched best practices and led the efforts to implement COVID-19 precautions. She set up a team of clinicians to serve as screeners, organized a team to refine testing practices, navigated staff through personal protective equipment (PPE) issues and participated in numerous calls to follow community trends. Debbie continues to work relentlessly to ensure patient and staff safety.

Scottish Rite for Children



Scottish Rite for Children COVID-19 Visitor and Staff Screeners

Friendly and committed to staff and patient safety at their hospital, a broad network of staff makes up the COVID-19 Visitor and Staff Screening Team to monitor for symptoms and exposures. As patient volumes have transitioned close to original levels, this team transitioned from nursing staff to non-clinical staff from every hospital department. Handling hundreds of interactions every day, they have been invaluable to the organization in allowing clinical staff to return to focusing on patient care. This team continues to cover the entrances and keep patient and visitor flow moving steadily.

Scottish Rite for Children



Dr. Dan Sucato, Orthopedics Chief of Staff
Scottish Rite for Children

Dr. Sucato has been integral to his hospital's COVID-19 efforts and strategies. Through diligent research, he remains the in-house expert for COVID-19 risks, personal protective equipment (PPE) decisions and testing strategies. He quickly assembled a governance group to balance essential surgical cases with the safety of the patients and staff. Dr. Sucato also championed the expansion of telemedicine allowing patients access to pediatric specialists.



Olivia Waidmann, Volunteer Services Coordinator
Scottish Rite for Children

Olivia helped coordinate the COVID-19 screening operations on her hospital's campus, working long hours to maintain safety for both patients and staff. In addition to her leadership role in volunteer services, Olivia's tasks during a difficult year were handled with composure and an unwavering positive attitude. Her strong commitment to her work and to her hospital's mission of providing the best care for patients in the safest environment is exemplary.



Shelia Whittenberg, Laboratory Director
Scottish Rite for Children

When the need for COVID-19 testing arose, Shelia did an amazing job finding multiple solutions that would meet her hospital's needs. She worked to secure testing supplies, maintain inventory and helped develop testing reports to support the Incident Command Center. She has been instrumental in coordinating testing from multiple campuses and ensuring results are verified. Shelia has gone above and beyond her duties during the pandemic.

Scottish Rite for Children



Scottish Rite for Children Environmental Services Staff

Scottish Rite for Children has a most dedicated and well-informed team of Environmental Services (EVS) staff meeting the infection prevention and overall cleanliness standards of the hospital every day. At the onset of the COVID-19 pandemic, this team went into overdrive and quickly began enhanced, detailed team-cleaning for patient care areas and implemented a thorough plan to continuously disinfect all high-touch areas throughout the entire campus. Scottish Rite for Children's EVS team came together and did an extraordinary job in maintaining the safest environment imaginable from an infection prevention standpoint. Any evidence of hospital-acquired transmission of the coronavirus was virtually non-existent, and their hospital is grateful for this team's level of engagement and accountability.

Scottish Rite for Children – Frisco



Patty Crabb, Director of Nurses
Scottish Rite for Children – Frisco

Managing the questions from her hospital's patients and families, Patty expertly handled communication during the COVID-19 pandemic. As many visitors were unaware of the hospital's safety guidelines, Patty managed an oftentimes difficult process. Her diligent work kept staff members safe and ensured the patients received the care they needed. Patty was also instrumental in setting up the COVID-19 vaccine infrastructure for staff members.



Lee Prater, Senior Director Clinical Operations
Scottish Rite for Children – Frisco

Managing the questions from her hospital's patients and their families, Lee expertly handled the oftentimes stressful interactions during the COVID-19 pandemic. During the early days of the pandemic, many visitors were unaware of safety protocol. Lee managed a difficult process with compassion and a positive attitude. Her work kept both patients and staff members safe. Lee was also instrumental in setting up the COVID-19 vaccines for staff members.

Scottish Rite for Children – Frisco



Scottish Rite for Children – Frisco’s COVID-19 Screening Team

Jon Heydrick (l to r), Maddie Leimbach, Christy Liles, Nerissa Escoto (not pictured) and Tabetha Rowe (not pictured).

As the requirement for entrance screening emerged during the COVID-19 pandemic, Scottish Rite for Children – Frisco found a dedicated team to help implement policies. The new procedures included new guest rules, use of personal protective equipment (PPE) and temperature requirements. Oftentimes, this group had to triage complex situations while maintaining a smile on their faces. All of these team members have other full-time jobs within the hospital but manage to put in a helping hand so staff, visitors and patients were in a safe environment.

Texas Health Arlington Memorial Hospital



Edward Flores, Director Environmental Services
Texas Health Arlington Memorial Hospital

Throughout the COVID-19 pandemic, Edward has offered solutions and utilized resources to improve safety. He supported the pilot process for reprocessing N-95 masks and provided oversight on how to use disinfection tools in the critical care unit. He personally worked with his staff to model best practices and provided support by working extra shifts. His attitude and willingness to collaborate has provided a leadership example for his entire hospital.

Texas Health Frisco



Jennifer Gilson, Charge Nurse
Texas Health Frisco

Throughout the COVID-19 pandemic, Jennifer has found ways to make sure patients were comfortable and taken care of. She has been a great steward of her hospital's supplies, oftentimes creating innovative ways to assist patients with filling their inhaler prescriptions before leaving the facility. In so many instances, she has gone out of her way to help patients in need. Jennifer's upbeat personality has boosted morale across the hospital.

Texas Health Frisco



Lacy James, Charge Nurse
Texas Health Frisco

Despite the many difficulties during the COVID-19 pandemic, Lacy has been tireless in her efforts. She is upbeat and positive, displaying great compassion. She has gone out of her way to make sure a married couple, both suffering from COVID-19, were able to speak with each other. She has made sure children can FaceTime with their parents. She understands this virus is not just physical, but mental as well. She is a hero to her patients.



Maryanne Zarac, Nursing Administrative Supervisor
Texas Health Frisco

When the COVID-19 pandemic began, Maryanne was instrumental in developing new protocol, floating to multiple areas of the hospital to assist staff members. She assisted patients with communicating with their loved ones when visitors were not allowed. When additional beds were needed during surges, she would be the first to volunteer to work the area. She has provided homemade food to tired staff members, her positive attitude inspiring all.

Texas Health Harris Methodist Alliance



Dr. Nikhil Bhayani, Physician Infectious Disease
Texas Health Harris Methodist Hospital Alliance

For over a year during the COVID-19 pandemic, Dr. Bhayani has been a calming influence for his hospital. He has answered every question from staff members, evolving into the “point person” for all concerns. Perhaps his greatest skill has been his ability to convey safety protocols in a manner everyone can understand. He has worked with the local community to provide COVID-19 information. Most importantly, he has shown compassion for his patients.



Dara Buntyn, Respiratory Therapist
Texas Health Harris Methodist Hospital Alliance

Dara has served as a trainer of respiratory therapy employees in her department. She has been a tireless employee, working extra shifts to help her team. She was one of the first team members to volunteer to care for her hospital’s COVID-19 patients. Dara has educated herself on treatment protocols and vaccines and has spread her knowledge among staff members throughout a difficult year. An inspiration to both patients and staff members alike.



Shamaya Nixon, Clinical Concierge Radiographer
Texas Health Harris Methodist Hospital Alliance

Shamaya is regularly involved with COVID-19 patients while working in the emergency department. She joined the Texas Health Breeze Urgent Care clinics in January, cheerfully working with any patient that came through the door. She also has taken the opportunity to volunteer several days a week to assist coworkers in COVID-19 vaccine clinics. A dedicated volunteer and employee, Shamaya enjoys serving her community.

Texas Health Harris Methodist Azle



Deidre Carter, Manager Radiology
Texas Health Harris Methodist Hospital Azle

During the initial COVID-19 pandemic surge, Deidre was on the frontlines performing exams, reassuring patients and keeping staff members calm. She was a true leader throughout the difficult year, donning personal protective equipment (PPE) with the rest of her team to treat patients when needed. She has volunteered to perform multiple duties and has frequently taken extra shifts to fill workforce gaps. An inspiration to her hospital coworkers.



Laura Forsythe, Registered Nurse
Texas Health Harris Methodist Hospital Azle

Laura's dedication throughout the COVID-19 pandemic inspired her nomination by her staff as an employee of the year. She has been noted for taking the time to listen to her patients. She has been especially dedicated to checking on all COVID-19 patients and their families to make sure they have all questions answered. Throughout the year, she has maintained a calm, positive attitude even during high-stress situations. She is admired and respected by her team.



Dr. Brianne Giliberto, Physician Emergency Medicine
Texas Health Harris Methodist Hospital Azle

During the COVID-19 pandemic, Dr. Giliberto has been a role model to her staff. She is constantly educating her team on safety protocol and holds them to a high standard of patient care. Even with the emergency room busy during a peak surge, she always takes the time to speak with patients. She has especially displayed compassionate care for her elderly patients suffering from the virus. Dr. Giliberto is a popular physician with both patients and staff alike.

Texas Health Harris Methodist Cleburne



Ronda Dillard, Program Manager Employee Health Texas Health Harris Methodist Hospital Cleburne

Ronda was noted for always being available to test employees for COVID-19, diligently following up to check on them and providing emotional support. She regularly worked on the frontline assisting patients, putting her needs aside to help those in need. Her positive attitude and support during stressful times inspired her hospital's employees. She always worked with smile and never complained. A true hero.

Texas Health Harris Methodist Fort Worth



Wesley Burnett, Care Transition Manager, Registered Nurse Texas Health Harris Methodist Hospital Fort Worth

Wesley's work throughout the COVID-19 pandemic has been inspired by uncommon compassion. He became aware of three patients who were family members but located in different critical care units. He coordinated for all three patients to be moved into the same unit. As the father was gravely ill, he wanted the family to be as close as possible. This greatly eased the pain of their unfortunate situation. Wesley's commitment to his patients has never wavered.

Texas Health Harris Methodist Fort Worth



Gladys Hernandez, Registered Nurse II
Texas Health Harris Methodist Hospital Fort Worth

During the COVID-19 pandemic, Gladys has been an inspiration. She has displayed incredible compassion for her patients. Oftentimes they were scared, isolated and spoke very little English. She spent an exceptional amount of time with these patients speaking to them in Spanish, translating their needs, building trust and putting them at ease. A dedicated and gifted employee, Gladys has boosted the morale of both patients and staff members.

Texas Health Harris Methodist HEB



Roy Johnston, Onboarding Navigator
Texas Health Harris Methodist Hospital HEB

At the peak of the COVID-19 surge, Roy onboarded more than 45 nurses and respiratory therapists who arrived to assist his over-crowded hospital. Roy was tireless throughout the process, working days, nights and weekends to meet these new recruits in order to validate credentials, coordinate schedules and ensure system access. He made sure they had what they needed, and the overflow patients at his hospital were immediately treated.

Texas Health Harris Methodist HEB



Dr. Priya Subramanian, Medical Director Infection Prevention Texas Health Harris Methodist Hospital HEB

Dr. Subramanian's positive attitude has inspired numerous coworkers at her hospital. Throughout the COVID-19 pandemic, she has been tireless in treating patients and communicating to staff. Her popularity and expertise were awarded by her hospital, the honor including a parking space near the facility. Rather than use the space, she has offered it to coworkers throughout the busy year who displayed excellence and dedication while working on the frontline.

Texas Health Harris Methodist SW Fort Worth



Hanah Schelde Gomez, Respiratory Therapist Texas Health Harris Methodist Hospital SW Fort Worth

Prior to the COVID-19 pandemic, Hanah transitioned from being a respiratory therapist to human resources, a career decision she had been working towards. Seven months into her new job, the pandemic began. Noting employees from her former department working tirelessly in personal protective equipment (PPE), she suddenly found it difficult to sit behind a desk. She immediately joined her old team, working the frontlines throughout the past year.

Texas Health Harris Methodist SW Fort Worth



Klava St. John, Registered Nurse

Texas Health Harris Methodist Hospital SW Fort Worth

Working in her hospital's COVID-19 unit, Klava noticed a patient who could only speak Russian. Nervous and confused, he stared into the faces of nurses adorned in masks. A Russian native, Klava spoke to him in his language and the elderly man was immediately relieved. She communicated to him his condition. It was his first time to ever be in a hospital. He would eventually pass away, but not before Klava communicated to his daughters how much he loved them.

Texas Health Harris Methodist Stephenville



Tammy Hudson, Lab Director

Texas Health Harris Methodist Hospital Stephenville

Tammy has led her hospital in COVID-19 specimen collection. Initially, all specimens had to be sent off-site for testing. Realizing change was needed to improve turnaround, she obtained approval for her lab to do "same-day" testing. She has been tireless in ensuring statistics and protocol were accurate, allowing her hospital to receive timely information to make patient care decisions. She has been a dedicated employee throughout the past busy year.

Texas Health Harris Methodist Stephenville



Sammy Moore, Pharmacy Director

Texas Health Harris Methodist Hospital Stephenville

Sammy was essential in making novel COVID-19 drug therapies happen at his hospital. He learned the clinical information quickly and provided education to fellow staff members and physicians. He was an integral part of his hospital creating an emergency outpatient clinic for local COVID-19 patients. Displaying great dedication, Sammy also led the employee vaccination drive, inspiring his coworkers and the community to get the shot.

Texas Health Presbyterian Allen



Carlos Ponce, Manager Cardiopulmonary

Texas Health Presbyterian Hospital Allen

Carlos has served as the manager of his hospital's respiratory therapy department throughout the COVID-19 pandemic. He worked to provide his staff personal protective equipment (PPE) and was a regular on the frontlines to ensure patients had ventilator coverage. A tireless worker, he worked night and double shifts to keep up with the pandemic surges. His critical thinking and proactive nature were crucial to his hospital's ability to treat patients.

Texas Health Presbyterian Dallas



Janet Howard, Director of Laboratory Services
Texas Health Presbyterian Hospital Dallas

Jan has been forward-thinking and action-oriented during the COVID-19 pandemic. Through her leadership, her hospital was able to dramatically improve testing, transitioning from sending samples to Dallas County to in-house, providing results within hours rather than days. She poured countless hours into these efforts, resulting in testing capacity that was one of the most accomplished in the U.S. Her efforts were invaluable over the past year.



Dr. Allison Liddell, Medical Director Infectious Disease
Texas Health Presbyterian Hospital Dallas

Dr. Liddell was an exemplary leader during the COVID-19 pandemic. She displayed extensive knowledge of safety protocol, guiding her staff through new practices and habits. She was tireless in her commitment to patients, oftentimes communication one-on-one at bedsides. She taught leaders, clinicians and even environmental services staff to reinforce patient and employee safety. She has led by example during a very stressful year.

Texas Health Presbyterian Denton



Lisa Benton, Palliative Care Coordinator
Texas Health Presbyterian Hospital Denton

Lisa has been instrumental in the support of patients, families and colleagues across the hospital who were faced with the painful outcomes of COVID-19. Her compassion for others is unlimited, oftentimes sitting with terminal patients as they said their last good-byes to loved ones on the phone. She spent countless hours with distressed colleagues who needed to share their burdens. Lisa has been a vigilant advocate for her patients and coworkers during the past year.



Courtney Gonzales, Food and Nutrition Services Buyer
Texas Health Presbyterian Hospital Denton

When the COVID-19 pandemic arrived, food shortages became a serious issue with vendors uncertain when the supplies would be replenished. Courtney proactively began working across her vendor network to see how she could mitigate the impact. She spent countless hours communicating with her vendors to piece together the food supplies needed. Innovative and effective, Courtney has been successful in keeping her hospital well-supplied at all times.



Salman Rahim, Clinical Pharmacy Specialist
Texas Health Presbyterian Hospital Denton

Salman was instrumental in ensuring all pharmacists and physicians stringently followed the ever-changing treatments of COVID-19. He worked with ICU staff to make sure patients were receiving the most effective treatment available. He worked tirelessly around-the-clock, often taking calls at home from physicians with questions. He constantly educated his hospital's staff about safety protocol as well as the changes to recommendations that frequently occurred.

Texas Health Presbyterian Kaufman



Anita Hurtado, Program Manager Infection Prevention Texas Health Presbyterian Hospital Kaufman

Anita rose to the occasion during the COVID-19 pandemic, operating as a dedicated team of one at her hospital. She worked tirelessly to make sure everyone was informed on the rapidly changing protocols. As more information became available, she immediately communicated to staff members. She has worked throughout the hospital, available at all hours to answer questions and provide guidance. Her work has been crucial during the past year.



Ursula Wilson, Registered Nurse III Texas Health Presbyterian Hospital Kaufman

As her hospital began to reopen outpatient surgeries after the COVID-19 surge, a process was needed to test patients for the virus prior to surgery. Ursula immediately took charge of the project, developing a refined process for the testing that saved her hospital time and money. She then implemented the test and trained coworkers how to properly utilize it. Her dedication and critical thinking have served her coworkers well throughout the pandemic.

Texas Health Presbyterian Plano



Maribel Acosta-Garcia, Charge Nurse
Texas Health Presbyterian Hospital Plano

Maribel has worked on the frontlines of her hospital's COVID-19 unit almost continuously since the pandemic began. She worked with patients at a time when proper safety protocols were not yet determined. She has weathered multiple surges and continues to display a positive attitude. She is an inspiration to her coworkers, overcoming mental and physical stress throughout a difficult year. She is a hero to both patients and staff members alike.



May Cortes, Charge Nurse
Texas Health Presbyterian Hospital Plano

May was one of the true COVID-19 heroes at her hospital. As a member of the frontline staff, she took care of patients throughout the stressful year. She immediately volunteered to face the challenges at a time when no one was sure of the exact safety protocols. She assisted her team with personal protective equipment (PPE), worked extra shifts when there were potential staffing shortages and always conveyed a positive attitude to her patients.



Scott Flockhart, ED Nurse Manager
Texas Health Presbyterian Hospital Plano

Under Scott's leadership, his hospital's emergency department has successfully handled numerous surges of COVID-19 patients. He coordinated the expansion of the emergency room to deal with the overflow of patients. He equipped an additional area to see patients who were not suffering from the virus. He has led by example, working the frontlines almost continuously. Scott's tireless efforts has served to inspire his team throughout the year.

Texas Health Presbyterian Plano



Josh Floren, President

Texas Health Presbyterian Hospital Plano

Josh moved quickly to pull his leadership team together and plan for the arrival of the COVID-19 pandemic. He also coordinated with the neighboring Texas Health Center for Diagnostics & Surgery to provide care for non-COVID-19 patients. He made sure his employees were cross-trained to serve multiple positions. Josh's strategic planning and organizational skills were decisive, helping to lead his hospital and community through the healthcare crisis.



Dianne Fontaine-Carter, Clinical Nurse

Texas Health Presbyterian Hospital Plano

Dianne was a true COVID-19 hero at her hospital. As a member of the frontline staff, she took care of patients throughout the year. She immediately volunteered to face the challenges at a time when exact safety protocols had not yet been determined. She assisted her team with personal protective equipment (PPE), worked extra shifts when there were potential staffing shortages and always conveyed a positive attitude to her patients.



Retty George, Charge Nurse

Texas Health Presbyterian Hospital Plano

Retty was one of the true COVID-19 nursing heroes at her hospital. A dedicated member of the frontline staff, she took care of patients throughout the long year. She immediately volunteered to treat COVID-19 patients at a time when no one was sure of the exact safety protocols. She assisted her team with personal protective equipment (PPE), worked extra shifts and always conveyed a positive attitude to her patients and team.

Texas Health Presbyterian Plano



Dr. Steve Hadzima, Chief Medical Officer
Texas Health Presbyterian Hospital Plano

Dr. Hadzima's dynamic leadership inspired his staff when the COVID-19 pandemic arrived in Texas. His savvy experience kicked in as he managed an interprofessional team to meet the needs of an overflow of patients in the critical care unit. His calm demeanor inspired his staff during a stressful year. He juggled multiple duties, was always available for advice and utilized expert administrative capabilities to ensure his hospital handled multiple surges.



Alicia Hubbard, Director Acute Care Services
Texas Health Presbyterian Hospital Plano

Alicia displayed tremendous leadership skills throughout the COVID-19 pandemic. She worked tirelessly, opening multiple COVID-19 units at her hospital to meet the surges. She also served as a link between executive leaders and the frontline staff during the crisis, providing accurate communications so decisions could be made on a daily basis. Alicia was an inspiration to her staff throughout the year.



Abdul Kamara, Patient Care Technician
Texas Health Presbyterian Hospital Plano

Abdul was one of the true COVID-19 heroes at his hospital. As a member of the frontline staff, he took care of patients throughout the stressful year. He was a member of the team that immediately volunteered to face the challenges at a time when no one was sure of the safety protocols. He assisted his team with personal protective equipment (PPE) and worked extra shifts when there were potential staffing shortages.

Texas Health Presbyterian Plano



Wubit Lemma, Charge Nurse

Texas Health Presbyterian Hospital Plano

Wubit was a true COVID-19 hero at her hospital. She worked as a member of the frontline staff, taking care of patients throughout the year. She immediately volunteered to assist with patients when safety protocols were not yet completely known. She assisted her team with personal protective equipment (PPE), worked extra shifts when there were staffing shortages and always conveyed a positive attitude to her patients and coworkers.



Laura Massey, Chief Nursing Officer

Texas Health Presbyterian Hospital Plano

Laura spearheaded her hospital's COVID-19 surge and management team while working with executive leaders. A dynamic leader, she assisted in multiple roles on the frontlines. She regularly collaborated with her staff so patients could be properly cared for. She maintained a positive attitude throughout the crisis, boosting the morale of the staff. Under her able leadership, her nursing survived multiple surges during a tough year.



Susan Mathews, Charge Nurse

Texas Health Presbyterian Hospital Plano

Susan was a COVID-19 hero at her hospital, working as a member of the frontline staff. She took care of patients in the critical care unit throughout the year. She immediately volunteered to assist with patients when safety protocols were not yet completely known. She assisted her team with personal protective equipment (PPE), worked extra shifts when there were potential staffing shortages and always conveyed a positive attitude to her patients.

Texas Health Presbyterian Plano



Deanna Motakef, Nurse Supervisor, Charge Nurse
Texas Health Presbyterian Hospital Plano

Throughout the COVID-19 pandemic, Deanna has been working the frontlines at her hospital. This nurse supervisor's work has been outstanding, coordinating with her team through multiple surges. She immediately volunteered to assist with patients when safety protocols were not yet known. She assisted her team with personal protective equipment (PPE), worked extra shifts and always conveyed a positive attitude to her patients and coworkers.



Sifa Mulosia, Charge Nurse
Texas Health Presbyterian Hospital Plano

Throughout the COVID-19 pandemic, Siva has bravely worked the frontlines at his hospital. This nurse's work has been exceptional, tirelessly supporting his team through multiple surges. He immediately volunteered to assist when patients first arrived. He assisted his team with personal protective equipment (PPE), worked extra shifts and always conveyed a positive attitude to his patients and coworkers.



Caroline Mwangi, Charge Nurse
Texas Health Presbyterian Hospital Plano

During the COVID-19 pandemic, Caroline has worked the frontlines at her hospital. Her work has been excellent, coordinating with her team to provide the best patient care under stressful conditions. She immediately volunteered to assist with patients before safety protocols were known. She assisted her team with personal protective equipment (PPE), worked extra shifts and always conveyed a positive attitude to her patients.

Texas Health Presbyterian Plano



Sharon Nelms, Charge Nurse
Texas Health Presbyterian Hospital Plano

Sharon was a true COVID-19 hero at her hospital. She bravely worked as a member of the frontline staff, taking care of patients throughout the year. She immediately volunteered to assist with patients when safety protocols were not yet known. She assisted her team with personal protective equipment (PPE), worked extra shifts when there were staffing shortages and always conveyed a positive attitude to her patients and coworkers.



Anthony Okeke, Charge Nurse
Texas Health Presbyterian Hospital Plano

Anthony was a COVID-19 hero at his hospital, working as a member of the frontline staff. He took care of patients in the critical care unit throughout the year. He immediately volunteered to assist with patients when safety protocols were not yet completely known. He assisted his team with personal protective equipment (PPE), worked extra shifts when there were potential staffing shortages and always conveyed a positive attitude to his patients.



Percy Paclibar, Nurse Manager
Texas Health Presbyterian Hospital Plano

Percy is a true servant leader who managed numerous surges during the COVID-19 pandemic. He was a stellar leader who worked tirelessly throughout the year. He was crucial in preparing the nurses and communicating safety protocols. He also served as a link between executive leaders and the frontline staff to ensure the COVID-19 units were running smoothly. Percy inspired his team and maintained calm during the most stressful situations.

Texas Health Presbyterian Plano



Rob Palmer, Emergency Department Manager
Texas Health Presbyterian Hospital Plano

Rob has been a fearless leader for his hospital during the COVID-19 pandemic. As the highest-ranking nurse leader, he took it upon himself to continually communicate with all departments to ensure everyone had the most up-to-date information. He made himself available to patients and family members to discuss visitor policies and concerns. Rob also served as a sympathetic ear to many staff members throughout a busy year.



Irda Pardue, Charge Nurse
Texas Health Presbyterian Hospital Plano

Irda was a COVID-19 hero at her hospital, working as a member of the frontline staff. She took care of patients in the critical care unit throughout the year. She immediately volunteered to assist with patients when safety protocols were not yet completely known. She assisted her team with personal protective equipment (PPE), worked extra shifts when there were potential staffing shortages and always conveyed a positive attitude to her patients.



Pammela Placzek, Charge Nurse
Texas Health Presbyterian Hospital Plano

During the COVID-19 pandemic, Pammela has worked the frontlines at her hospital. Her work has been inspirational, coordinating with her team to provide the best patient care under difficult conditions. She immediately volunteered to assist with patients before safety protocols were known. She assisted her team with personal protective equipment (PPE), worked extra shifts and always conveyed a positive attitude to her patients and coworkers.

Texas Health Presbyterian Plano



Mary Grace Salva, Nurse Supervisor, Charge Nurse
Texas Health Presbyterian Hospital Plano

Mary Grace was a true COVID-19 hero at her hospital. She worked as a member of the frontline staff, taking care of patients throughout the year. She volunteered to assist with patients when safety protocols were not yet known. She assisted her team with personal protective equipment (PPE), worked extra shifts when there were staffing shortages and always conveyed a positive attitude to her patients and coworkers.



Courtney Sanders, Registered Nurse
Texas Health Presbyterian Hospital Plano

Courtney's compassion serves her well as a neonatal nurse at her hospital. This past year has been stressful for new parents due to numerous COVID-19 restrictions. Oftentimes, a sick or premature baby can stay in the NICU for weeks and even months. Courtney took the time to crochet small costumes and hats for the infant patients. Her gifts of time and love have brought much-needed support to NICU families over the past year.



Alice Sebastian, Charge Nurse
Texas Health Presbyterian Hospital Plano

Alice was a COVID-19 hero at her hospital, one of the members of the brave frontline staff. She took care of patients in the critical care unit throughout the year. She immediately volunteered to assist with patients when safety protocols were not yet completely known. She assisted her team with personal protective equipment (PPE), worked extra shifts when there were potential staffing shortages and always conveyed a positive attitude to her patients.

Texas Health Presbyterian Plano



Daniel Soberano, Patient Care Technician
Texas Health Presbyterian Hospital Plano

Throughout the COVID-19 pandemic, Daniel has served as a patient care technician at his hospital. He has provided continuous support for his team in the COVID-19 unit. A tireless and dependable worker, he has worked extra shifts, day or night, to make sure there are no shortages in his hospital's workforce. He has displayed a positive attitude during many stressful months and is well-liked by both coworkers and patients alike.



LeKita Williams, PAS Admitting Specialist
Texas Health Presbyterian Hospital Plano

Throughout the COVID-19 pandemic, LeKita has been a positive and inspiring presence. She made it a point to regularly check on staff members and provide much-needed emotional support. Her upbeat attitude has raised the spirits of her coworkers. She has been called "the sunshine the emergency department needs." Tireless, dependable and an always welcome employee, LeKita has been an important asset to her hospital over the past year.



Jose Zamora, Manager I Nursing
Texas Health Presbyterian Hospital Plano

Throughout the COVID-19 pandemic, Jose has continued to remain positive, personally visiting staff and patients to ensure everyone is well informed. He has worked with patients to make sure they can communicate with their loved ones. For one specific patient being discharged to a rehabilitation facility, Jose made sure his family could see him for the first time in weeks from afar, even coordinating a small going-away parade for him.

Texas Health Presbyterian Plano



Mina Zamora, Nurse Supervisor, Charge Nurse Texas Health Presbyterian Hospital Plano

Mina was a true COVID-19 hero at her hospital, one of the members of the brave frontline staff. She took care of patients in the critical care unit throughout the year. She immediately volunteered to assist with patients when safety protocols were not yet known. She assisted her team with personal protective equipment (PPE), worked extra shifts when there were potential staffing shortages and always conveyed a positive attitude to her patients.

UT Southwestern Medical Center



Charina Bautista, Registered Nurse UT Southwestern Medical Center

Throughout the COVID-19 pandemic, Charina has made her hospital proud. Tireless and dedicated, she has inspired her coworkers while caring for patients. She has shown compassion and kindness and maintained a positive attitude during multiple surges at her hospital. She has set an example for her team and has worked on the frontlines without a fear. She has been a true hero to her patients, their families and her staff.

UT Southwestern Medical Center



Darby Oney, Radiologic Technologist
UT Southwestern Medical Center

Darby was an imaging technologist and new to her hospital a month before the COVID-19 pandemic began. Without hesitation, she immediately volunteered to perform chest X-rays on COVID-19 patients. Her willingness to volunteer for this work helped her hospital in providing a team that was well versed with donning and doffing personal protective equipment (PPE). She was a great leader, training her staff on safety protocol and imaging studies.



Kim Pong, Ultrasound Team Lead
UT Southwestern Medical Center

Kim's leadership during the COVID-19 pandemic has been noted as extraordinary by her staff. When her team members were forced to quarantine due to unexpected COVID-19 exposure, she was able to supplement continued assistance to the hospital. She also used the opportunity to educate her team about appropriate safety protocols. In addition, Kim was a leader, putting on a brave face while keeping her coworkers calm.



Cara Slaybaugh, Radiologic Technologist
UT Southwestern Medical Center

Cara has been on the frontlines in the fight against the COVID-19. Throughout the pandemic, she has volunteered to do X-rays on COVID-19 patients in the emergency room and ICU. She is a tireless employee, oftentimes working 10-hour shifts and on the weekend. An expert in safety protocol, she has trained her team on the proper way to wear personal protective equipment (PPE). She has been a reliable "warrior" helping both patients and staff alike.

UT Southwestern Medical Center

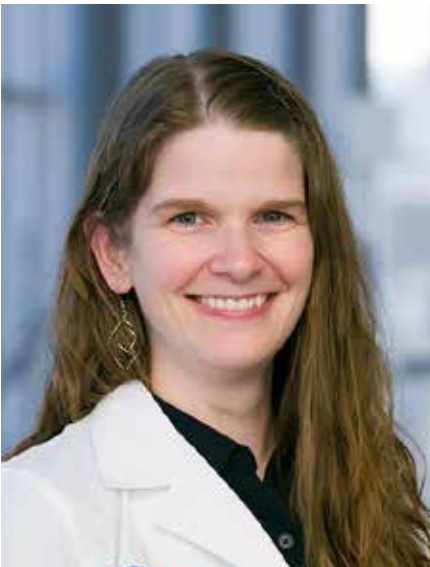


Jessica Yi, Registered Nurse

UT Southwestern Medical Center

Jessica has been an outstanding nurse throughout the COVID-19 pandemic. She has been an excellent communicator, expressing patient needs with the nursing staff and doctors. Calm under pressure, she has handled multiple emergency situations with grace. A true leader, she always makes those around her feel welcome by routinely checking on the staff, regardless of what unit they come from. She has maintained a positive outlook and has inspired her coworkers.

UTSW – William P. Clements Jr. University Hospital



Dr. Alexis Barina, Palliative Care Physician

UTSW – William P. Clements Jr. University Hospital

Dr. Barina has poured her compassion and knowledge into her work with the patients in her hospital's COVID-19 care unit. Throughout the pandemic, she has been a key member of the frontlines team, providing guidance and assistance in working with families during desperate situations. She is a compassionate doctor, providing comfort to families who have lost loved ones. Dr. Barina has been an inspiration to her staff throughout the long year.

UTSW – William P. Clements Jr. University Hospital



Hunter Bradshaw, Operating Room Registered Nurse
UTSW – William P. Clements Jr. University Hospital

Hunter had just started her new job at her hospital when the COVID-19 pandemic began. She had recently transferred from the emergency department to the operating room. When she finished orientation, the hospital began asking for volunteers to treat patients in the emergency department. Hunter immediately volunteered to work on the frontlines to help her former department and treat the patients arriving at her hospital.



Byron Carlisle, NSICU Nurse Manager
UTSW – William P. Clements Jr. University Hospital

Since the start of the COVID-19 pandemic, Byron has provided compassionate care to patients in the critical care unit. He set up a “mock COVID-19 room” to train staff on the proper donning and doffing of personal protective equipment (PPE). He also hosted weekly update meetings to educate staff about the ever-changing guidelines and protocol. A patient and dependable leader, he has frequently listened to feedback and advocated for his team.



Shawnesty Connally, Radiologic Technologist
UTSW – William P. Clements Jr. University Hospital

Shawnesty was one of a few imaging technologists to immediately volunteer to perform chest X-rays on COVID-19 patients at her hospital. Throughout the pandemic, she has conveyed a positive attitude boosting the morale of her coworkers. She is reassuring to her patients and provides upbeat and compassionate care. Her expertise was on display as she successfully established the workflow processes for her department during the pandemic.

UTSW – William P. Clements Jr. University Hospital



Scott Contino, Materials Manager

UTSW – William P. Clements Jr. University Hospital

Scott and his team have gone above and beyond their regular duties to make sure the staff at the hospital had the equipment and supplies needed. Dependable and sturdy, Scott made sure his hospital never ran short of the oftentimes hard-to-find personal protective equipment (PPE). Hospital leaders have called his work, “amazing,” with supplies always available to the frontline staff treating COVID-19 patients.



Donald Jones, Senior ED Clinical Coordinator

UTSW – William P. Clements Jr. University Hospital

Donald has been a consistent and dependable presence during the COVID-19 pandemic. Having experienced similar issues with the Dallas Ebola scare in 2014, he has served as the trainer for donning and doffing personal protective equipment (PPE). He also has been available to his hospital 24/7. Coworkers have noted Donald’s positive attitude and even his excellent singing ability, boosting the morale of everyone during stressful shifts.



Franklin Lopez, Logistics Manager

UTSW – William P. Clements Jr. University Hospital

Franklin displayed great dedication during the COVID-19 pandemic in making sure his hospital had the proper equipment. His hospital never once encountered a shortage of personal protective equipment (PPE). He has inspired his team to be innovative and supportive, utilizing numerous strategies to maintain supplies. His positive attitude throughout the year inspired his team, allowing the frontline employees to always have the right supplies.

UTSW – William P. Clements Jr. University Hospital



Martin Marshall, Logistics Director

UTSW – William P. Clements Jr. University Hospital

Martin went above and beyond his normal responsibilities to make sure the staff at his hospital had the equipment and supplies needed to provide excellent care. Without his dependable work, his hospital could have potentially suffered shortages of personal protective equipment (PPE). Available 24/7, he communicated with staff members to make sure they had the supplies needed. Martin's work was crucial throughout the COVID-19 pandemic.



Dr. Roma Mehta, COVID ICU Pulmonary, Critical Care

UTSW – William P. Clements Jr. University Hospital

Dr. Mehta has been dedicated to compassionate patient care throughout the COVID-19 pandemic. She worked with patients and their families so they could communicate with each other. An extraordinary leader, she practiced a team-based approach in the critical care unit, inspiring communication between the nurses, pharmacists, technicians and environmental services staff. Her positive attitude and sense of humor have boosted morale during a difficult year.



Javier Rodriguez, Manager Inventory Control

UTSW – William P. Clements Jr. University Hospital

When there was a shortage of personal protective equipment (PPE) across North Texas, Javier ensured his hospital remained fully stocked. His dedicated work during the COVID-19 pandemic guaranteed staff members working the frontlines could continue to provide excellent care. Through great organization and utilizing trusted contacts, his hospital never ran short of supplies. While he may have worked behind the scenes, Javier was a true hero.

UTSW – William P. Clements Jr. University Hospital



Jacob Shelton, Assistant Nurse Manager

UTSW – William P. Clements Jr. University Hospital

When the COVID-19 pandemic began, Jacob provided consistent support to staff members. He participated in daily meetings with leadership and trained staff on proper personal protective equipment (PPE) protocols. He was the first person to volunteer when a COVID-19 patient arrived at the hospital. Safety has been his top priority, and he communicates this mantra to both patients and staff alike. His dedication has inspired confidence in everyone he works with.



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**To our North Texas
COVID-19 Heroes,
thank you.**



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