

Riverside's Tree-Mendous Staff



In honor of the white oak trees that previously grew on the land beneath Riverside Medical Center, we have created an employee/RMG provider contest called TREE-Mendous (replaces previous Brightest Star contest).

TREE-Mendous is the highest recognition we can grant any Riverside employees/providers with recognition and prizes focused on our consistently best of the best providers and staff from all departments/areas of our entire health system.

Eligible providers and employees are those who rise high each day, consistently living in words and actions the behaviors that create remarkable journeys for coworkers and patients/residents and in good standing according to Human Resources records.

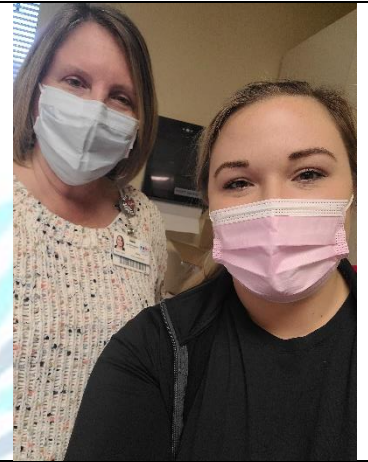
Tree-mendous staff branch out as role models to us all—living our key words and Professional Standards of Behavior with every patient and coworker, striving for caring, positive connections with every person ALWAYS.

We have had several nominations come in for our Tree-Mendous staff here at Riverside. Their stories are described below.

<p>Michelle Arbour – NH Nursing</p>	<p>She always makes herself available to assist us in activities. We are grateful! Assists all departments in need such as dietary, housekeeping, scheduling. Has accompanied many residents on appointments when families could not. That is so appreciated! Residents love working with her as she listens and is supportive of their needs and accomplishments.</p>	 A photograph of two women in medical scrubs. The woman on the left is wearing a patterned scrub top and a face mask. The woman on the right is wearing a grey t-shirt with a tree logo and the text 'THE TREE MENDOUS' and 'RIVERSIDE MEDICAL CENTER' on it, and a face mask. They are both smiling and looking at the camera.
<p>Jill Bautista – Medicare Unit</p>	<p>Jill has been so informative, friendly and caring every time I've encountered her at Miller. She is a true advocate for her residents and takes the time to get to know them. She has been a listening ear, a helpful hand, and kind heart when it's needed most, sometimes during those difficult moments with her residents on Hospice. I appreciate her so much!</p>	 A photograph of two women in medical scrubs. The woman on the left is wearing purple scrubs and a face mask. The woman on the right is wearing dark scrubs and a face mask. They are both smiling and looking at the camera.

Rebecca
Bisaillon –
Riverside
Cardiac
Specialists

Becca has taken on multiple assignments and is not hesitant to help when needed. Most recently, she has been working closely with Dr. Brown in regard to the clinic at E. Court and has been acknowledged by their staff as well for doing a tremendous job organizing the clinic and assisting with patients. She is greatly appreciated by all and is one of the best employees within our department.



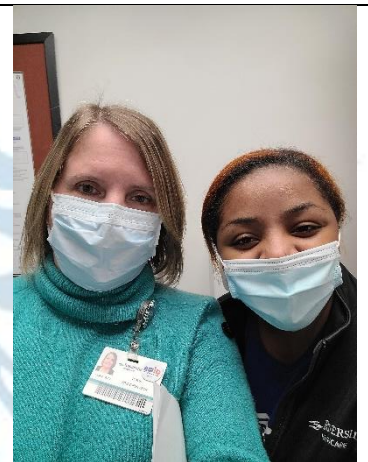
DeAnn
Brinkmann -
Education

DeAnn exemplifies the meaning of Tree-Mendous on a daily basis! This past year, she was a vital part in the success of Riverside's Covid Vaccination Clinics. She took the lead on the scheduling and registration process and was a source of guidance throughout these new pop up clinics. Directors, leaders, and staff reached out to her for workflow ideas and advice. She also worked a majority of the clinics to support staff and the community. But that's not all, her and her team have done a complete overhaul on the education process of billers, schedulers, registrars and care associates. This new process took immense planning and organization, it was implemented to improve training and has been a success so far. She already holds the record for most Epic certifications in our department and gained another over this past year – Autograder! With this new badge, she is able to create an assessment that evaluates a user's ability to complete workflows in the system, making an even better student experience. She is a go-to for information regarding Epic, billing, scheduling, and registration - not only in our department, but throughout Riverside. With her knowledge and willingness to share her expertise, I believe DeAnn is truly Tree-Mendous!



Yu'Nyque
Cooper –
Riverside
Cardiac
Specialists

Yu'Nyque is upbeat and strives to make everyday a good day for herself and those around her. I have witnessed her go out of her way to brighten her co-workers day and make them laugh as she is making jokes, dancing, singing, etc. Her personality is contagious. She provides excellent customer service and is always willing to help others in need. She is very compassionate!



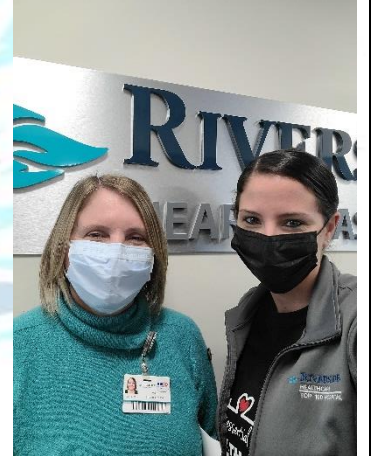
Casey
Brookes-Hall

Casey is very passionate about her job. She shows pure compassion for the patients. On many occasions patients have contacted her with uncertainty about their testing and may have even received a denial letter from their insurance for services unrelated to our department, leaving them with an unexpected bill. Casey then becomes determined to help the patient by contacting the insurance and doing all that she can to help the patient figure out what needs to be done to rectify the problem. She does an excellent job obtaining prior authorizations on a short notice. She is an excellent teacher and helps everyone to the best of her ability. She assists other departments with their authorizations and resolves issues in work queues regardless of the origination.



Lauren
Dornan –
Riverside
Cardiac
Specialists

Lauren is one of the most organized, multi-taskers that I know. She never ceases to amaze me by answering record breaking number of phone calls (116) per day, while scheduling for two providers all while training for her new role as a Cardiology Scheduling Liaison. She currently has dual positions and is always on task. I often receive compliments about her not only from internal staff, but external as well. She is a Rockstar!



Justin
Eickstaedt –
Riverside
Cardiac
Specialists

Justin consistently has a positive attitude. He goes above and beyond for his peers as well as the providers. He is a perfect example of an exemplary employee and remains a valuable asset to our team. I can always count on him to take excellent care of the patients.



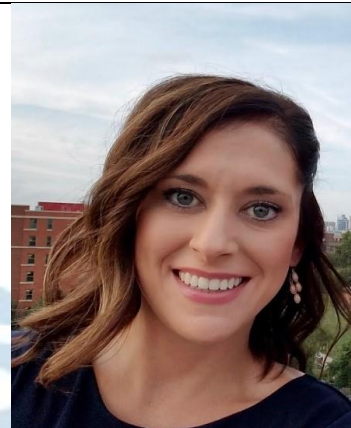
Arielle Elliot –
Assisted
Living

Arielle began her journey with us in our Riverside Assisted Living Community.. She was such a positive team member! When we have staffing needs we share them with our Senior Living Communities. Arielle saw that Miller Rehab had some shifts to fill and picked up a few to see what Long Term Care has to offer. With her professional goal of wanting to pursue her RN. As part of my responsibilities of onboarding rounding with our transfers, new hires, I was connecting with her on a regular basis to see how her shifts were going, any needs she may have to assist her in the care of the Miller Residents., etc. It wasn't too much longer that she shared her interest for a full-time position at Miller Rehab. She consistently is excited to have residents with new opportunities for her to improve and practice her clinical skills. Hearing the thrill in her voice - "I got to put another foley in, I had a g-tube again"....was heartwarming....a nurse with passion to learn!. She shared how she loves her C.N.A."s and she will help them every chance she gets. As she shared,"they can't be expected to answer all the lights"... "We're a team". she shared she knows what their work is having been a C.N.A. before becoming a LPN. She's been assigned on the different units and doesn't approach it with a negative attitude but with such positivity and finding the new opportunities she might have to learn. She consistently LIVES OUR RIVERSIDE MISSION: offering her KINDEST TOUCH, HIGHEST THINKING and STRONGEST COMMITMENT TO EXCELLENCE. Hearing the excitement today when she shared with me...I'm taking the HESY exam to get into the RN program! I'm doing to do this! " Having an organization that allows opportunities to grow as a professional is what we have to feed and nurture!!! She's our future ! Everytime I connect with her - I have a warm feeling in my heart....she can take care of me or my family anytime!



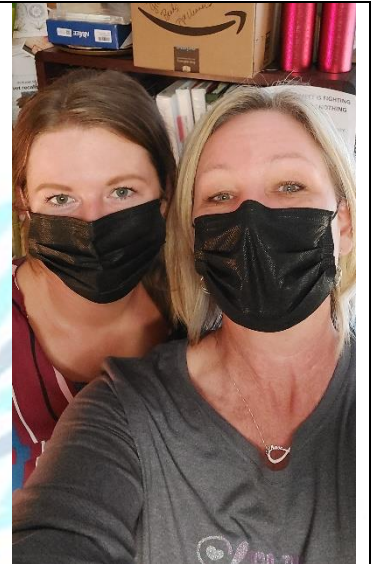
Laura
Fitzpatrick –
Education

Laura's strong commitment to excellence, in all that she does, everyday, is inspiring. Laura has done an amazing job in creating an exciting, inspirational and supportive onboarding experience for new graduate nurses. Her vision and implementation of the program has received high praise from managers, leadership, and new graduate nurses. Laura has also been working on rebuilding and/or restructuring our mentorship and preceptorship programs to further support our frontline nurses, in furthering the the pursuit of "OneRiverside" culture - all while providing evidence-based, best-practice, "remarkable experiences" for all. Laura partners with all members of the education team to assist with projects or any multitude of additional initiatives including being a CPR instructor, a CPI instructor, general orientation instructor, manpower pool, WFM assist, etc., never hesitating to assist where and when needed. She is a role-model and leader within her team, and across the organization; always offering her "highest thinking" and "kindest touch". Thank you, Laura!



Susan Flood –
NH
Experience
Team

For always putting residents first. Supplying personal items such as diet cokes, Starbucks coffee, Monical's, etc. For contacting family members if a resident is having a bad day and needing a moment with them. For jumping in to help any and all departments: nursing, dietary, housekeeping, respiratory, and anything techie! For always adapting to resident abilities and thinking on the spot to promote activity.



Bill Foltz –
Housekeeping

For allowing us to pull you in 10 different directions. Thank you for constantly addressing the needs of the residents and staff. We know it is not just Miller who needs you. We appreciate you!



Nicholas
Fowler –
Riverside
Cardiac
Specialists

Nick has been the perfect example of a tremendous employee. He has been an excellent mentor to incoming, new and existing staff. He has many stories of patients being in need of comfort and understanding and with their permission has offered to pray with them. Patients are extremely thankful for his willingness to take the time to care enough for them in such a manner. He often checks on his co-workers, me included, to make sure that our day is going well and to offer assistance whenever and wherever it's needed.



Caleb Lane –
NH Social
Services

"Caleb has been wonderful with my family! He is patient, thorough, kind, diplomatic, and very knowledgeable. We truly appreciate him!" -- Cheryl Paarlberg, family member



Shawn
Lanham –
Riverside
Cardiac
Specialists

He is an incredible coworker. His willingness to help others is unmatched. He personally has been my savior and wouldn't have been able to do my job without his training.



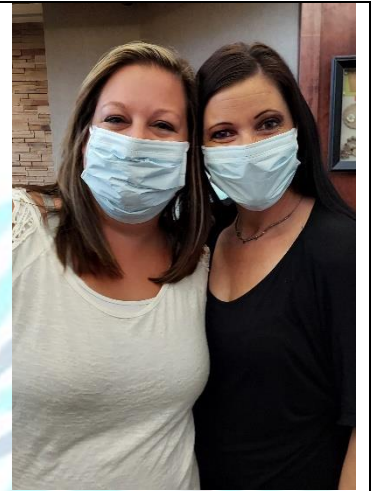
Beverly Lile –
Riverside
Cardiac
Specialists

Bev is always asked to go above and beyond. This week, while she was working the front desk (a task that is not usually hers), she encountered a situation in which a patient had been temporarily stranded in our office due to a transportation mix up. She made him lunch. Made multiple phone calls to straighten out the transportation issue and resolved the situation. She just simply awesome. Bev has been extremely helpful to the department and staff. She has been flexible, working the front desk registering patients as we hire and train new staff. She has done an outstanding job mentoring others and is truly an asset to our department.



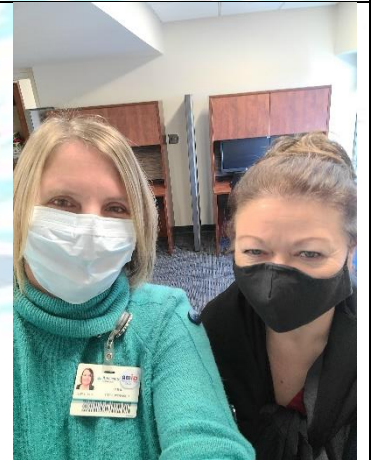
Sarah Lovelady – Medicare Unit

Sarah goes above and beyond for the residents and employees here at Miller. She goes outside of her job duties to make sure each resident is getting the best care that's needed. She also make sure the company itself spends as less money as possible to keep budget down. Not only does she do the resident scheduling but she also stocks essentials for the building. She makes sure we have plenty of stuff so the nursing staff can do whatever is needed in taking care of patients. She will research around and find the best possible options not only for our staff, but for our budget.



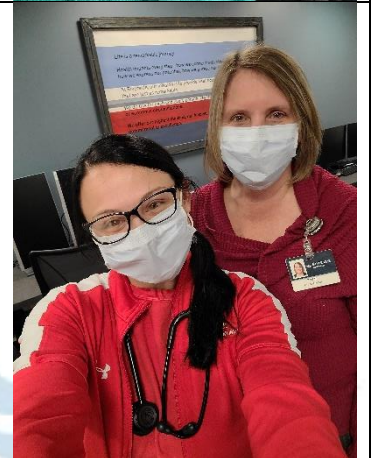
Deborah Norden – Riverside Cardiac Specialists

Deb is extremely busy with her own responsibilities but has been eager to help others in any way that she can. As we have been short staffed and training new staff, she has been helping to cover the front desk registering patients. Her assistance is beyond measurable and she truly has been a tremendous asset to our department and organization.



Bobbie Rogers – Riverside Cardiac Specialists

Does excellent work, communicating with the patients. Fast paced, friendly person to work with. :)



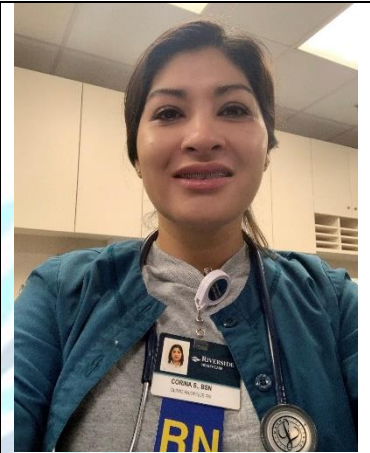
Kristin Ruda – NH Experience Team

Kristin has done an amazing job over the last year to be inventive, creative, and compassionate in leading her team to provide amazing experiences for the Miller residents and staff. She coordinates the holiday special activities, the Alzheimer Walk, the OctoberFest events, etc. She coordinated hundreds of visits to the Facility during COVID. She continues to educate and schedule family visits to help with PPE compliance, and infection control guidelines. She never tells me "no" when we come up with crazy projects or ideas. She works closely with her team to keep them informed and educated about the Facility and about Covid. And through it all, she keeps her positive attitude!!



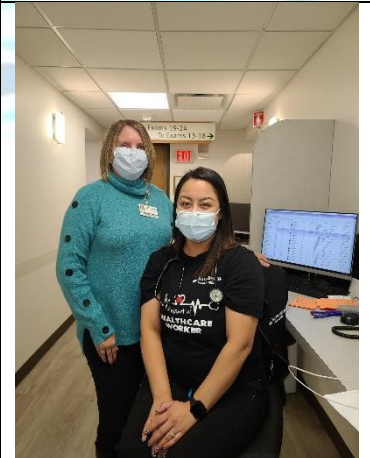
**Areli Salazar –
RMG Internal
Medicine**

Corina has been nominated for the daisy award TWICE by patients within the past couples of months. Corina shows compassion, patience, and is very knowledgeable. A patient stated Corina was able to calm them down before receiving a shot since they were afraid of needles. Patients enjoy how thorough and knowledge Corina is when explaining certain health care items to help them understand. Specifically, Corina was nominated by Dr Syeda Farheen Ali whom she works close with as a nurse. Dr. Ali said Corina never complains about jumping in and helping her team members. On September 30th, we had two care techs call off and a RN call off within the same day. Corina said she would room for 3 providers by her self NO PROBLEM. She did not complain once or complain as to why her coworkers called off. She jumped in with a positive attitude and roomed over 40 patients by herself and was able to get her additional nurse work done. Dr. Ali appreciated her hard work, work ethic, and positive attitude. She wanted to make sure Corina was nominated for TREE-mendous because she truly goes above and beyond to help this clinic and make sure patients are satisfied.



**Maribel Sanchez –
Riverside
Cardiac
Specialists**

Maribel comes to work daily with a positive attitude and is always determined to make it a good day, not just for herself but everyone around her. One day she came to me and said, " I was determined to make (co-workers name) smile today and I did! It made my day to know that I accomplished that." Maribel is full of laughter and a joy to be around. She works hard everyday and is appreciated by all.



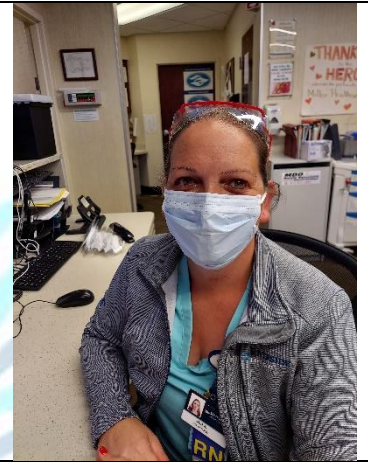
**Maurice Savoie – MC-
Dietary**

"Moe" is an excellent staff member. He is positive, joyful, respectful and is willing to do what it takes to get the job done. He interacts with the residents like he has known them for years. Sharing stories and pictures of his grandson to sharing the live of sports and what channel the games are on so the residents do not miss a game. The team speaks highly of him. He is a very hard worker! Moe is a silent gem who goes above and beyond to connect with residents. He establishes great connections with residents. He is pleasant and professional; a pleasure to work with.



Jade Smith-
Weybright

Jade is always willing to jump in and help no matter what the situation is. She has rearranged her schedule several different time to meet our staffing needs. She treats her patients and co-workers with the utmost respect and dignity. She is always going above and beyond every time she is at work. She is a true team player and is an asset to our team.



Kristin
Speckman –
Physician
Services

Kristin is such an asset to our department. Physician Services is currently in the process of getting a new credentialing software program. Kristin has really taken the lead with this program. I really appreciate Kristin's thorough review to all the little details needed.



Alicia Stafford
– Riverside
Cardiac
Specialists

Alicia is an extraordinary employee. For several months now, she has been accepted the task of managing two positions. While learning her new role as a Cardiology Scheduling Liaison, she has also maintained her role as a CA/CT, scheduling for two providers, rooming occasionally and teaching a newer staff member to replace her as the scheduler for her providers. She is extremely organized and plays an important role in our department.



Laura
Steidinger –
Cardiothoraci
c Surgery
Spec

Laura goes above and beyond everyday to help in any way that she can. She may see a line at the front desk and promptly logs in to help, rooms for other clinics when needed and always makes sure orders are placed in a timely fashion. She has been scheduling the TEE's as well as other procedures to assist Lauren and Alicia during the interim of their transitions into their new roles. She is a valuable resource of knowledge and expertise for all.



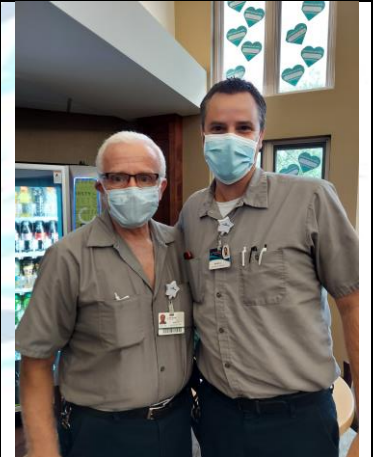
Jennie Strezo
– Riverside
Cardiac
Specialists

Jennie is always able to help when needed. She goes above and beyond for her patients. We are lucky to have her.



Angelo
Tounas -
Maintenance

For responding to the need of all staff and resident even when asked in the hallway, the lunchroom, the parking lot or resident room. We are a needy group and you are always there to assist and fix even when not requested in the proper manner. Thank you!



[Click here to Submit a TREE-Mendous Story to Riverside's Celebration Team or scan the QR code below.](#)



For more contest information, click the links below:

- [Contest Rules](#)
- [Leader Frequently Asked Questions](#)

**Thank you for your help to recognize consistently TREE-Mendous staff and RMG Providers.
We can't do this without YOU!**