

# What Will You Remember?

Thank you for sharing your experiences from our COVID-19 emergency response. We learned a lot that we want to remember!

## Q: What did you learn about your teammates?

Anything can be done with teamwork. PPE team in ICU, hats off to y'all!  
*Annette Moorhead, PCU*

I had the opportunity to work in the ICU for a few days. With a unit bustling with critically ill respiratory patients, I was amazed by their kindness, teamwork and positive attitudes. Over and over, the ICU staff demonstrated complete commitment to one another, the holistic needs of their patients, and the community.  
*Mariah Swinker, ED*

That each one of us will gladly step up and help, no questions asked.  
*April Jeffries, Home Health & Hospice*

**They are some awesome people that work hard under pressure.**  
*Taylor McAnally, PAS*

We take care of each other and help when need be. I already knew these girls are people I can count on.  
*Darla Smith, FBC*

Working together as a team, this hospital can overcome great obstacles.  
*Beverly Bond, Med/Surg*

We do share a committed resolve to do our best and care for our community no matter what. Our level of concern and care runs very deep.  
*Dayna Ecker, Lab*

Our senior administrative team is amazing! It was humbling and inspiring watching them give so much of their time and energy to make sure we had everything monitored and under control. You could see how much they cared about our hospital.  
*Jessica Hasty, Administration*

I learned that little things make a big difference.  
*Stephanie Dehner, PR*

**“When things get tough, we ALL get tougher and do it while keeping each other’s spirits up. Kathy Champion, Clinical Dietitians”**

My first week at Lake Regional was right when all the COVID stuff really hit. Everything I witnessed reinforced why I was drawn to Lake Regional. I felt so welcomed, and I saw leaders working calmly and collaboratively to prepare and do what needed to be done at an unprecedented pace. I saw staff willing to be flexible and adapt to necessary changes and precautions. I have seen a commitment to protecting our employees and our patients, and an organization that holds its employees up in high regard and is committed to keeping the Lake Regional family intact. **I feel truly blessed to be here** among this amazing group of people.  
*Dana Christiansen, PFS*

I have never heard the term “thank you” being genuinely expressed so much. It is truly beautiful.  
*Jen Hull, Cancer Center*

**We really do work well together.** When one of us (or more) is having a bad day, the others are right there offering to help.  
*Ginger Watson, Cardiovascular Institute*

That we all can work together to do whatever needs to be done.  
*Brenda Kelley, Fund Development*

They are team players and willing to help out wherever and whenever.  
*Catharine Kabrig, FNP-BC, Express Care*

**They are so very, very innovative.** They have questions, but in those questions, they have answers as well. They have jumped into action from day one!  
*Terri Richmond, Facility Operations*

The ER and ICU have tough jobs dealing with the medical aspect of COVID-19, but working at the temperature stations can be a challenge in its own. It's not just temperature taking and responding to daily, if not hourly, changes in procedure. Each had to learn how to turn worried family members away and wheel the patient down the hall alone and offer them comfort. They also had to assist patients in and out of cars, to clinics, give directions and quell tempers, all while putting themselves firmly in the line of fire. Each day that I worked at temperature stations, I worked with happy, giving caregivers, from various departments, who greeted patients with a

smile. Although they are not dealing with drips and ventilators, this group of people is truly the frontline for our hospital and great representatives of the Culture of One. *Shelly Kelley, Surgery*

I am truly amazed at how everyone has come together to help out in any way that they can. We are all wearing different hats and having to adjust our job duties. We certainly have “Committed to Each Other.” *Terri Hall, Fund Development*

**“ I was proud before but am prouder now to be involved with a health system that responded to an unprecedented threat with compassion, humility and decisive action. *Ryan Rogers, MPAS, PA-C, Express Care* ”**

My teammates are incredible! The CV team was asked to fill in for PPE support in ICU. This meant they had to change shifts from 8-hour day shifts to 12-hour shifts including overnight. This also meant they would be up close daily with COVID-19 patients. Not once did I hear a complaint from them. They all have families at home, yet they interrupted everything to help out in this situation. I could not be more proud of this group of people. *Terri Wall, Surgery*

How strong and kind they are. *Joanna Scanlan, Environmental Services*

I am a newer employee and did witness teamwork in the hospital. I noticed more thank yous from other employees while bringing them much needed protective gear. I feel I have made a difference in fighting the COVID-19! *Jill Bell, Environmental Services*

We are a team, we are one. *Tamara Henson-Parks, Med/Surg*

We have the most amazing staff, from dietary, to maintenance, to medical staff. Our administration totally stepped up

to the plate to ensure our safety and the safety of our patients.

*Stephanie Dominique, ED*

**We are a force to be reckoned with** and nothing will keep us from providing the best care possible — not even a pandemic! *Crystal Lloyd, ED*

We at Lake Regional have all come together, and I am grateful for this. We have all provided excellent teamwork skills of communicating, collaborating, being active listeners and portraying empathy in these hard times.

*Laurie Butz, Med/Surg*

It was great to see leadership bench-strength emerge from within departments. Everyone had a can-do attitude! *Mike Dow, Ancillary Services*

My teammates care about my health and well-being – like, genuinely care. Making sure all measures and proper precautions are taken to stay safe.

*Mandy Bargfrede, Diagnostic Imaging*

Working with teammates from different departments has really made me see just how great of a team we have. It was clear that we are all proud to be doing this together. *Amanda Patrickus, WHC*

**My co-workers are strong and brave,** and I applaud the willingness to step up and work outside of a specific department and outside one’s normal work hours.

*Laurie Lowther, WHC*

Everyone did whatever was needed to take care of the patient, even though times were stressful at work and at home. *Kristen Eblen, Pharmacy*

Everyone came together and took care of our patients and each other.

*Heather Orcutt, Sleep Medicine*

**Q: How are we stronger because of this?**

When good results are achieved, it only makes us want to keep trying harder to

make more good things happen. **We can count on each other to get through any challenge.** *Cindy Kirschke, Materials Management*

My teammates have taken the daily changes in routine with grace and maintained an attitude of teamwork. *Sarah Stewart, Learning & Development*

We are all stronger because as a hospital we went through something very difficult, and we all showed up, and we are coming out of it OK. The trust that you gain through going through a tough experience together is immeasurable. *Madison Sien, FBC*

This was a great test of our incident command system. We learned the importance of preparation and stocking an adequate amount of PPE. I am grateful to those on the PPE committee who worked diligently to ensure that we did not run out. *Mariah Swinker, ED*

We came together as a group. Everyone seemed to leave their judgments aside about the different departments and just took care of patients as a team. *Annette Moorhead, PCU*

Because so many people had to float, it really gave everyone more insight into different units and respect for what everyone else does. *Heather McCallister, Med/Surg*

We are stronger because we realized, “We are in this together.” *Dawn Harris, Gastroenterology*

We are stronger because we have had to work together and adapt to different departments or tasks than we are used to doing. *Hailey Dunn, FNP-C, Neurology*

**We are stronger together.** Getting to know people from other departments was a surprise blessing. Their help with donning and doffing was INVALUABLE! *Jessica Parker, ICU*

We have seen who steps up during times of crisis and who people really are at their core. Those are things that stick out

during tough times. Those are things that build relationships and make employees and health systems stronger.

*Jessica Hasty, Administration*

We can commiserate together.

*Sharon Tollin, Dietary*

We know how to face adversity and how to work more efficiently.

*Michael Brackett, Environmental Services*

We are able to come together and work together with an understanding that we are all in this together.

*Ashley Morgan, PFS*

We always have been an awesome strength in our community and always will be.

*Debra Richardson, HIM*

In times of crisis, when people join together to fight a common foe, the bonds that form as a result are forever. We are forever tied to each other having stood and met this pandemic head-on, protecting the communities we serve.

*Ryan Rogers, MPAS, PA-C, Express Care*

**We have enhanced our brand and improved our reputation** by being very transparent and collaborative with community and industry partners!

*Mike Dow, Ancillary Services*

Our organization pulled together instead of pulling apart. We worked to ensure those whose jobs could have become a casualty of this, did not. “Commit to Each Other” is evident in many ways in this organization.

*Julie McClintic, HIS*

What a team-building exercise this pandemic has been! The confidence we have gained in each other and LRHS as a whole is tremendous.

*Mandy Bargfrede, Diagnostic Imaging*

**We all came together as a family and held strong.** We supported each other and will continue to support each other.

*Erin Booker, Learning and Development*

We have seen that we can pull together and handle situations like this.

*Trish Stanley, FBC*

Lake Regional’s very successful response to this pandemic surprised the community — we may have even surprised ourselves. There is no doubt for me that we can rise to any occasion.

*Laurie Lowther, WHC*

My co-workers have stepped up and out of their regular routine to take the added steps that COVID-19 has brought.

*Britney Morrison, Express Care*

We have a stronger sense of community.

*Stephanie Dominique, ED*

How could we not be stronger!? We can ALL relate to one another, which allows our hearts to shift to understanding, compassion and support. The staffing adjustments have allowed many employees who would normally have never meet, to do just that, especially in the labor pool. It has been great! I know it has made me appreciate this health system and how well they have communicated and prepared us throughout such an unpredictable time. Knowing we have a community that continues to express their appreciation and support through donating food, supplies, words of gratitude and prayers is life-changing, and I hope we never forget it.

*Jen Hull, Cancer Center*

**The amount of teamwork has made this organization stronger than ever!**

*Heather Orcutt, Sleep Medicine*

When WE stand TOGETHER to fight against something like COVID-19, WE become stronger. We show our strength when we stand as one.

*Jeanie Steiro, Express Care*

We can cope with emergencies. Plans were made and set into motion quickly for everyone’s safety.

*Terri Eidson, PFS*

We are stronger knowing now that we persevered and are continuing to do a great job! We have an awesome team of nurses, and we now have strategies to carry into other pandemic-type situations if they were to occur. We are Lake Regional Strong!

*Kelly Phillips, Outpatient Services*

**Communication has improved** and the understanding of patients’ social needs. The community has been so supportive! The hospital has really shown its concern for its employees during this.

*Betty Mooney, Orthopedics*

Learning from each other has made us stronger.

*Amy Funderburk, ED*

Every member of the team is finding new and creative ways to adjust work and workflow in response to the daily mandates and patient needs. I salute my co-workers! The patients get seen no matter what!

*Candace Malson, DNP, R.N., ANP-BC, Laurie clinic*

**The teamwork throughout the hospital was amazing to witness. Everyone did their part and then took on additional responsibilities. Ingenuity and flexibility were showcased throughout the organization.**

*Kristen Eblen, Pharmacy*

**Q** What small victories made a difference?

The appreciation we received from the community was amazing! The items donated were amazing! Not having to worry about meals was definitely a blessing!

*Sarah Stewart, Learning & Development*

**Every safety measure put into place** — the screening of every person who walked through the door, the mandatory wearing of masks by all employees, the visitor restrictions and the drive-thru COVID test for patients. I very much appreciate everyone who worked to make these changes happen as fast as they did.

*Madison Sien, FBC*

Getting masks, gloves, gowns, equipment, etc. from vendors who are working as hard as we are for the best possible outcomes. Building new relationships with the local businesses that are more than willing to do whatever they can to help us achieve our goals. *Cindy Kirschke, Materials Management*

Just the little accomplishments and strides that each patient made. It made showing up for work in a stressful time a little easier. *Annette Moorhead, PCU*

Calming distraught callers when they could not come in with their family members. Getting them to understand why and then having a smile in their voice at the end of our conversations. *Ann Keller, PAS*

Releasing COVID patients, PPE, morale boosters. *Stephanie Dehmer, PR*

**The way we adapted** to the requirements of this challenge to create an even better place for the staff who are required to be in place at our hospital and clinics is memorable. *Julie McClintic, HIS*

We just did it — I do not know at this time. Ask me in a month. LOL *Jill Bell, Environmental Services*

It is great that we had our employee and patient screening stations set up before other hospitals in the state. It is amazing all of our positive COVID patients left the hospital either to return home or to rehab. I think that our ICU nurses and respiratory therapy are underestimated and are all amazing. *Katelynn Holdt, Diagnostic Imaging*

The fact that all of our COVID patients are out of the hospital. That shows that we are a team and that our patients' health is very important to us. *Dawn Harris, Gastroenterology*

UV disinfection machine, daily emails updating us on essential information, celebrating wins with patients who were discharged after being hospitalized with the virus. *Amy Funderburk, ED*

Testing! **We started a mobile testing site in 7 days!** How amazing is that! When others were desperately trying to figure how, WE DID! *Erin Booker, Learning & Development*

**“ Having N95 masks available for staff when a lot of other facilities did not. Getting to celebrate multiple COVID patient discharges. Coming together as a whole for our community. ”**  
*Crystal Lloyd, ED*

I feel that with the no-visitor policy some folks got upset initially. With that being said, it has allowed us to get much more personal in how we care for our patients. Whether it be going the extra mile to let their loved ones know what is going on, making an extra phone call on speaker so they can hear what is happening during their visit or really paying attention to how a patient is doing because their “voice”/caregiver may not be there to tell you what is REALLY going on. Giving a family member or patient that comfort or peace of mind during such a scary time is the ultimate reward in my opinion. *Jen Hull, Cancer Center*

For our department it was learning to take over a couple of duties that we depended on our volunteers for. We finally conquered the vending machines! Yeah! *Terri Hall, Fund Development*

Remained strong and able to provide for the community. *Trish Stanley, FBC*

Oftentimes we focus on OUR responsibilities and aren't in-tune with those around us. During the last six weeks, I have seen GREAT teamwork between departments — including departments that have a reputation/history of not always seeing eye-to-eye. We came together, all with the same focus, drive and support for each other. *Mandy Bargfrede, Imaging Center*

To me, it was **having our community come and pray for us**, to let us know we are not alone and that they are here for us. That was the push I needed to keep going and stay positive. *Amanda Patrickus, WHC*

Pharmacy buyer worked hard to ensure we had enough critical medications. Technicians noticed and worked together to minimize waste on meds that were short. Pharmacists took care to be good stewards of critical medications and prepare what was needed to get it to the nurses in a timely manner. *Kristen Eblen, Pharmacy*

Lake Regional was one of the leaders to first implement safer practices as other hospitals followed us. Lake Regional did what we needed to and did it without the layoffs that many other health systems did! *Chet Mackiewicz, Security*

**When telehealth was offered to our patients** — this made a huge difference. Patients felt safe being able to have their visits from home. I also believe the screening stations really helped everyone feel at ease! GO TEAM! *Heather Orcutt, Sleep Medicine*

Getting music in the unit, and Derry with his courtesy cart were the best! The support from the community was heart-warming/tear-jerking/waistline-expanding (pizza anyone?). *Jessica Parker, ICU*

**COMMIT** TO EACH OTHER.

**ENCOURAGE** EXCELLENCE.

**CARE** MORE THAN EXPECTED.

