

**Cheryl Smith, Med/Surg**

Cheryl always goes the extra mile for her patients, their families, her co-workers and any one who needs the assistance with any task . Her skills in patient care are excellent! She maintains a great attitude while working. She would be a great example of excellent customer service for the hospital.

**Bill Ohlson - Emergency Department**

Bill provides exemplary service. He is always going above and beyond the call of duty. His customer service skills are superb. Always friendly, helpful and very willing to go the extra mile. Just recently he went and bought a cup of coffee for a patient that wanted some coffee from the Barista. All the kids love him-he treats every child in a manner that they easily are able to relate to him. Also adults-he is kind and efficient-always ready to kick it into gear when the need arises. Bill is a team player-whether the need is trauma or making someone smile-Bill is the one. He is one of our models for service excellence in the Emergency Room!

**Bridget Gerleman, Information Systems**

Countless times I have noticed her go above and beyond to help other employees and doctors not only with work business but personal computer related issues.

**Carol Witt, Admissions**

Carol is the wonderful voice of our hospital. I don't know if many people have had the opportunity to be around Carol as she is "directing traffic" on the phone. She always remains professional, calm, cool, collected, and is willing to go the extra step in making sure people are getting the correct information and to the "right person" the first time, every time. I have watched her (and listened to her) in action and she is phenomenal. I was truly inspired by the level of customer service she gives every time she answers the phone. My hope is that I interact with someone of Carol's caliber the next time I call a business. A big "Thank You" to Carol, for setting the tone and the standard and for making us all look good.

**Candice Ashworth, Med/Surg**

She always finds a way to comfort patients and she really works with all staff members to make sure that patients receive the best care.

# Customer Service Week



This year Customer Service Week is being celebrated from October 4th through the 8th. It gives us the opportunity to reflect on all of the great things we do here at Sheridan Memorial Hospital to make our patients and all our guests feel welcome and cared for.

Every day the hospital receives patient comment cards, letters and phone calls from people expressing their thanks and appreciation, not only for the excellent clinical care they have received, but also for treating them with courtesy, respect, and compassion.

In observance of Customer Service Week at Sheridan Memorial Hospital there is a display in the cafeteria all week.

Employees were asked to nominate a co-worker that they would like to see recognized for providing exemplary customer service. The nominations are printed on this page. Congratulations to Cheryl Smith, whose name was drawn on Monday from all the nominations received. She will receive a special gift for "going the extra mile". Please take the time to congratulate all who were nominated, and remember to thank all the wonderful people who make up the winning team here at the hospital for all they do!

**Teresa Skinner, Welch Cancer Center**

We wish to nominate Teresa who deserves to be recognized for providing exemplary customer service at a consistently high level to our patients and all hospital patients. She's the first face our patients see when they walk in the door and we couldn't ask for a more pleasant first impression. She is very capable and exudes confidence, putting the patients at ease and giving them comfort.

**Dana Wagner, Emergency Department**

Dana works PT during the night shift. She is very professional, clean and is always kind and courteous to her patients. She goes the extra mile by keeping the room clean, bringing warm blankets and she takes care of the family members too! I love working with Dana because she is willing to help out with other patients too. I love to come on shift after she has worked because she stocks and cleans the rooms.

**Kristie Breier, Cheryl Smith, Deborah Dahlin, and Kathy Peterson - Med/Surg**

I feel that Kristie, Cheryl, Deborah and Kathy provide exemplary customer service. These ladies are all on night shift on Med/Surg. I feel they display this through their commitment to the hospital, the patient, and their co-workers. All four of them relate and converse with their patients easily and professionally but also provide the knowledge the patients deserve.

**Bill Ohlson, Emergency Department**

Bill goes out of his way for customer service on a regular basis! Bill, out of his pocket will buy coffee for the patients or their family members from the coffee shop. I have also seen Bill take discharged patients down to the cafeteria and buy them breakfast out of his money also. He is always on a regular basis going above and beyond for the patients and family members in the Emergency Room!

**Pamela Foley, Human Resources**

She is always willing to help someone and will go the extra step to find the answer. Her customer service includes external and internal customers! She also has been working extremely hard on some tough projects for the HR department. Despite her time being consumed by the projects, she's kind enough to step in for me if I'm away from my desk – something as small as stepping away for lunch, I have a chance to relax knowing that if something comes up, she'll help out. (Those small things make a huge difference!)

**Cassandra Clark, Admissions**

She is always Wonderful, Kind and Empathetic to the patients even if they are reallllly rude to her. She is everyones back-up in her dept. and in my dept. which is Scheduling. She is a hard working and is willing to do whatever needs to be done. She is the sweetheart of our group.

**Kristie Breier, Med/Surg**

I would like to recognize Kristie for her OUTSTANDING Customer Service. Especially in regard to the situation we had with a patient on Sunday night. Kristie remained composed and professional the entire time. Kristie is a relatively new RN to our unit (she does have management history, serving I believe as a DON or Nurse Manager prior to employment here at SMH) and we are so lucky to have such a down to earth, professional, caring RN on our staff.

**October 2010**