

# Summit Award



**2010 Summit Award Achievers – New Orleans, LA, Jan 2011**

**Jeff Smith**

Harrisburg Medical Center  
*Service Excellence Advisors*

**Engineering DO IT Team**

Memorial Hospital of Carbondale  
*DO IT Improvement Team*

**Jennifer Pender**

St. Joseph Memorial Hospital  
*Service Excellence Mentor*

**Terri Field**

Emanuel Medical Center  
*Super Coach*

**Kim Galyen**

Box Butte General Hospital  
*Exceptional Nurse*

**Karen Henderson**

St. Joseph Memorial Hospital  
*Service Excellence Program Director*

**Sammye Winesburg**

McAlester Regional Health Center  
*Exceptional Employee*

**Pamela Tripp**

CommWell Health  
*Service Excellence Executive Sponsor*

**Elise Grein**

Unity Health Center  
*Empowering Manager*

**Box Butte General Hospital**

*Service Excellence Council*

**Dr. Anthony Akainda**

Avera St. Anthony's Hospital  
*Customer Focused Physician/Provider*

**Scott Seaborn**

St. Joseph Memorial Hospital  
*Inspiring Administrator*

**Shake 'n Bake**

Memorial Hospital of Carbondale  
*Service Excellence Advisor Team*

**Unity Health Center**

*Hospital Provider of Choice*

**Physician Magician**

Herrin Hospital  
*OASIS Team*

**Brinda McKinney**

Arkansas Methodist Medical Center  
*Founder's "Lamplighter" Award*

# Summit Award



## Summit Award Achievers – 2009 in Nashville, TN

### **Diane Walker**

Memorial Hospital of Carbondale  
*Service Excellence Advisors*

### **Susan Northern**

McAlester Regional Health Center  
*Service Excellence Mentor*

### **Mark Wright**

Hunt Regional Healthcare  
*Exceptional Nurse*

### **Robyn Adams**

Herrin Hospital  
*Empowering Manager*

### **Dr. L.L. Shedd**

Arkansas Methodist Medical Center  
*Customer Focused Physician*

**The A-Team**, St. Elizabeth's Hospital  
*Service Excellence Advisor Team*

**The Incredibles**, Nursing Care Team  
Penobscot Valley Hospital  
*OASIS Team*

### **Post Op Stitches,**

Arkansas Methodist Medical Center  
*DO IT Improvement Team*

### **Holly Brower**

St. Joseph Memorial Hospital  
*Super Coach*

### **Angi Mohr**

Unity Health Center,  
*Service Excellence Program Director*

### **Rex Budde**

Southern Illinois Healthcare Corporate  
*Service Excellence Executive Sponsor*

### **Herrin Hospital**

*Service Excellence Council*

### **Shaun Beggs**

McAlester Regional Health Center  
*Inspiring Administrator*

### **William B. Fisher**

Arkansas Methodist Medical Center  
*Service Excellence Advocate*

**Arkansas Methodist Medical Center**  
*Hospital Provider of Choice*

**McAlester Regional Health Center**  
*Hospital Provider of Choice*

### **Rich D'Alberto**

Laurens County Health Care System  
*Founder's "Lamplighter" Award*

# SUMMIT AWARD

## Summit Award Achievers – 2008 Louisville, Kentucky

Cherl McKinney – Hunt Regional Healthcare  
**Service Excellence Advisors**

Sarah Hightower – Purcell Municipal Hospital  
**SEA Mentor**

Angie Garrett – Purcell Municipal Hospital  
**Exceptional Nurse**

Melissa Headlee – Share Medical Center  
**Empowering Manager**

Dr. David Rathe – Waverly Health Center  
**Customer Focused Physician**

The Fearsome Four – Herrin Hospital  
**Service Excellence Advisor Team**

Award & Recognition  
Arkansas Methodist Medical Center  
**OASIS Team**

The Surgical Services – Unity Health Center  
**DO IT Improvement Team**

Demetrius Hagins  
Betsy Johnson Regional Hospital  
**Super Coach**

Natalie Edwards  
Betsy Johnson Regional Hospital  
**Service Excellence Program Director**

Brinda McKinney  
Arkansas Methodist Medical Center  
**Service Excellence Program Director**

Richard Carter – Hunt Regional Healthcare  
**Service Excellence Executive Sponsor**

Arkansas Methodist Medical Center  
**Service Excellence Council**

Becky Ashton – Herrin Hospital  
**Inspiring Administrator**

Don Shuller, M.D.  
McAlester Regional Health Center  
**Service Excellence Advocate**

Sky Lakes Medical Center  
**Hospital Provider of Choice**

Mary Esther Herget  
Arkansas Methodist Medical Center  
**Outstanding Volunteer Award**

Chuck Skillings – Unity Health Center  
**Founder's "Lamplighter" Award**

# SUMMIT AWARD

## Summit Award Achievers – 2007 Nashville, Tennessee

Thomas Hancock  
Arkansas Methodist Medical Center  
**Service Excellence Advisor 1st Year**

Dawn Jenkins  
Columbus Regional Healthcare System  
**Super Coach**

Claudia Philips  
Phelps Memorial Health Center  
**Service Excellence Mentor**

Cathy Wilson-Sands  
Waverly Health Center  
**Service Excellence Program Director**

Ann Goodin, RN  
Purcell Municipal Hospital  
**Exceptional Nurse**

Barbara Oestmann, CEO  
Share Medical Center  
**Service Excellence Executive Sponsor**

Loraine Cusumano  
St. John Home Care  
**Empowering Manager**

Phelps Memorial Health Center  
**Service Excellence Council**

Dr. John Brunkhorst  
Waverly Health Center  
**Customer Focused Physician**

Ron Rooney, CEO  
Arkansas Methodist Medical Center  
**Inspiring Administrator**

The Golden Girls  
Hunt Memorial Hospital District  
**Service Excellence Advisor Team**

Laurens County Health Care System  
**“Hospital” Provider of Choice**

Healing Choices  
Sky Lakes Medical Center  
**OASIS Team**

Kelley Dillon  
St. John Health  
**Lamplighter Award**

# SUMMIT AWARD

## Summit Award Achievers – 2006 San Diego, California

Charlene Davis  
Laurens County Health Care System  
**Service Excellence Advisor – 1st Year**

Tim Larkins  
Laurens County Health Care System  
**Service Excellence Program Director**

Andrew Held  
Jefferson Memorial Hospital  
**Service Excellence Mentor**

Joyce Baldrice  
St. John Home Care  
**Service Excellence Executive Sponsor**

Mary Farrow  
St. John Home Care  
**Exceptional Nurse**

Laurens County Health Care System  
**Service Excellence Council**

Melissa Inman  
Columbus Regional Healthcare System  
**Empowering Manager**

Rich D'Alberto  
Laurens County Health Care System  
**Inspiring Administrator**

Dr. Steven Klein  
St John Home Care  
**Customer Focused Physician**

Front Porch  
**“Long Term Care” Provider of Choice**

Joe Brutto & Kelly Plaia  
Laurens County Health Care System  
**OASIS Team Coaches**

St. John Valley – Cary Medical Center  
**“Physician Clinic” Provider of Choice**

The Fab Five Lab Rats  
Front Porch  
**Service Excellence Advisor Team**

St. John Health System  
**“Hospital” Provider of Choice**

Mark Brodeur  
Jefferson Memorial Hospital  
**Founder’s Award**

# SUMMIT AWARD

## Summit Award Achievers – 2005 Santa Barbara, California

Tammy Chadwell  
Fairmont General Hospital  
**Service Excellence Advisor – 1st Year**

Lauren Moulton-Beaudry  
Front Porch  
**Service Excellence Program Director**

Rusty Mansur  
Tri-City Medical Center  
**Service Excellence Mentor**

Kris Doody-Chabre, R.N.  
Cary Medical Center  
**Service Excellence Executive Sponsor**

Jim Flavin, R.N.  
Cary Medical Center  
**Exceptional Nurse**

Ann Matich, Renee Erikson, Barbara Everett,  
Tracy Fernandez, Cindy Hedges, Rey Hernandez,  
Janeille Kilgore, Annette Nunn, Paul Wales,  
Thom Walsh, Jaime Wesolowski  
Riverside Community Hospital  
**Service Excellence Council**

Lorrie Forget  
Niagara Health System  
**Empowering Manager**

Nick Arismendi  
Dameron Hospital  
**Inspiring Administrator**

Kenneth R. Kilian, M.D.  
Jefferson Memorial Hospital  
**Customer Focused Physician**

Vista del Monte - Front Porch  
**“Long Term Care: Provider of Choice”**

Juan Elias, Latifa McQuiggan, Juana Aceves,  
Maria-Elean Rios, Carle Engle  
Vista del Monte – Front Porch  
**Service Excellence Advisor Team**

Pacific Alliance Medical Center  
**“Physician Clinic” Provider of Choice**

Joe Johnson & Meridith Baker  
Jefferson Memorial Hospital  
**Head Coach/Assistant Coach OASIS**

Henry County Health Center  
**“Hospital” Provider of Choice**

# SUMMIT AWARD

## Summit Award Achievers – 2004 San Rafael, California

Denise Delgado-Estrada  
Dameron Hospital

**Exceptional Service Excellence Advisor (1st Yr)**

Kuo Lien Yao

Pacific Alliance Medical Center

**Exceptional Service Excellence Advisor (2nd Yr)**

Colleen Shook – Dameron Hospital

**Dedicated Volunteer**

Doug Bentley

Brown County General Hospital

**Outstanding Healthcare Professional**

Donna Euperio – Tri-City Medical Center

**Exceptional Nurse**

Anita Corliss – Onelegacy

**Empowering Manager**

Sandeep Kapur

Brown County General Hospital

**Customer Focused Physician**

Dr. Ellis Diamond

Tri-City Medical Center

**Exceptional Physician Chief of Staff**

Franca Hoda & Cheryl White

Niagara Health System

**Inspiring Administrator**

Tri-City Medical Center

**Superb Service Excellence Council**

Bunny Alexander, Annabelle Watson,  
& Erika Caspersen

Niagara Health System

**Remarkable S.E. Program Director**

Chopy SEAs

Henry County Health Center

**Admirable Service Excellence Advisor Team**

Human Resources

Niagara Health System

**Employee Satisfaction Improvement Initiative**

HCHC Associates

Henry County Health Center

**Community Relationship Improvement Initiative**

Hospitality Services Team

Brown County General Hospital

**Patient / Customer Satisfaction Improvement Initiative**

Steve Robertson

Catholic Healthcare West

**Founder's Award**

Tammie McMann Brailsford  
Memorial Care Health Services

**Founder's Award**

David Tillman

Motion Picture Television Fund

**Founder's Award**

# SUMMIT AWARD

## Summit Award Achievers – 2003 Santa Barbara, California

Sally Brauman – Henry County Health Center  
**Front Line Customer Service Trainer (SEA) (1st Yr)**  
*Sponsored by Simul Corporation.*

Jason Hollis – Tri-City Medical Center  
**Front Line Customer Service Trainer (SEA) (2nd Yr)**  
*Sponsored by Custom Learning Systems Manitoba Ltd.*

Michelle Parra – Bellflower Medical Center  
**Healthcare Professional**  
*Sponsored by One Legacy*

Tom Soher – Tri-City Medical Center  
**Dedicated Volunteer**  
*Sponsored by Roger Burgraff Ph.D.*

Phoebe Gettas  
Pacific Alliance Medical Center  
**Exceptional Nurse**  
*Sponsored by Registered Nurses Association of Ontario*

Barbara Holt  
Raymond Hospital — Chinook Health Region  
**Exceptional Nurse**  
*Sponsored by Registered Nurses Association of Ontario*

Larky Blunck – Tri-City Medical Center  
**Empowering Manager**  
*Sponsored by HealthCare Service Excellence Institute*

Dr. Russell Holmes – Tri-City Medical Center  
**Customer Focused Physician**  
*Sponsored by Regional Health Occupations Resource Center*

Joy Gorzeman – Tri-City Medical Center  
**Inspiring Administrator**  
*Sponsored by Monster Worldwide*

Darren Shull – Henry County Health Center  
**Service Excellence Program Director**  
*Sponsored by Custom Learning Systems Group Ltd.*

Dr. Virgillo Panganiban  
Bellflower Medical Center  
**Chief of Staff**  
*Sponsored by Strategic Business Communication*

Service Excellence “Special Six” Team  
Pacific Alliance Medical Center  
**Front Line Customer Service Training Team  
(SEA Team)**  
*Sponsored by Greystone Interactive*

The Pit Crew  
Henry County Health Center  
**Service Leadership Team**  
*Sponsored by Career Systems International*

Pacific Alliance Medical Center  
**Service Excellence Council**  
*Sponsored by California Institute for Health Systems*

The H.A.P.N Kit  
Henry County Health Center  
**Service Recovery Program**  
*Sponsored by HealthCare Service Excellence Association*

Reward & Recognition Program  
Henry County Health Center  
**Employee Satisfaction Program**  
*Sponsored by Press Ganey*

“Pursuit of Excellence” In-service program  
Tri-City Medical Center  
**Innovative Service Excellence Project**  
*Sponsored by Primedia Healthcare*

Loren Pope  
Tri-City Medical Center  
**Founder’s Award**  
*Sponsored by Custom Learning Systems Group Ltd.*

# SUMMIT AWARD

## Summit Award Achievers – 2002 Calgary, Alberta

Judith Campos  
Pacific Alliance Medical Center  
**Front Line Customer Service Trainer (SEA) (1st Yr)**  
*Sponsored by Custom Learning Systems Manitoba Ltd.*

Loren Pope  
Tri-City Medical Center  
**Service Excellence Program Director**  
*Sponsored by Lippincott, Williams, & Wilkins*

John Hirsch  
Hoag Memorial Hospital Presbyterian  
**Front Line Customer Service Trainer (SEA, Mentor) (3rd Yr)**  
*Sponsored by Simul Corporation and Custom Learning Systems*

Fab Four  
Tri-City Medical Center  
**Front Line Customer Service Training Team  
(Service Excellence Team)**  
*Sponsored by Custom Learning Systems Group Ltd.*

Mary Gainey  
Health-First – Cape Canaveral Hospital  
**HealthCare Professionals**  
*Sponsored by One Legacy*

Patient Satisfaction Team  
Tri-City Medical Center  
**Service Leadership Team**  
*Sponsored by Custom Learning Systems Group Ltd.*

Mary Webster  
Tri-City Medical Center  
**Dedicated Volunteer**  
*Sponsored by Roger Burgraff, Ph.D.*

Six Star Plan  
Tri-City Medical Center  
**Service Recovery Program**  
*Sponsored by HealthCare Service Excellence Association*

Patrice Stephens, RN, MS  
Advocate Christ Medical Center  
**Exceptional Nurse**  
*Sponsored by Johnson & Johnson*

Shelia Brune  
Great River Medical Center  
**Community Relationship Improvement Program**  
*Sponsored by American Heart Association*

Eugene Richie  
Mayo Clinic Jacksonville – St. Luke's Hospital  
**Empowering Manager**  
*Sponsored by Answers Consulting*

Tri-City Medical Center  
**Innovative Service Excellence Project**  
*Sponsored by Simul Corporation and  
Custom Learning Systems Group Ltd.*

Kevin Choy, M.D.  
Pacific Alliance Medical Center  
**Customer Focused Physician**  
*Sponsored by Freeman White, Inc.*

Alice Johnson  
Hoag Memorial Hospital Presbyterian  
**Founder's Award**  
*Sponsored by Custom Learning Systems Group Ltd.*

Phyllis Van Crombrugge  
Pacific Alliance Medical Center  
**Inspiring Administrator**  
*Sponsored by ARAMARK*

# SUMMIT AWARD

## Summit Award Achievers – 2001 Newport Beach, California

Stephanie Boles

Ranchos Los Amigos National Rehabilitation Center

**Front Line Customer Service Trainer (SEA) (1st Yr)**

*Sponsored by Healthcare Financial Management Association*

Alice Johnson

Hoag Memorial Hospital Presbyterian

**Front Line Customer Service Trainer (SEA, Mentor) (2nd Yr)**

*Sponsored by World Wide Communications*

Patricia Fosha

Sutter General Hospital

**Front Line Customer Service Trainer**

**(SEA, Ambassador) (3rd Yr)**

*Sponsored by Simul Corporation.*

Virginia (Ginny) Gamper

Sutter Memorial Hospital

**Healthcare Professional**

*Sponsored by American Heart Association*

Ralph Hillman

Hoag Memorial Hospital Presbyterian

**Dedicated Volunteer**

*Sponsored by Hoag Memorial Hospital Presbyterian*

Daron Igwe

Hoag Memorial Hospital Presbyterian

**Exceptional Nurse**

*Sponsored by One Legacy*

Sherry King

Hoag Memorial Hospital Presbyterian

**Empowering Manager**

*Sponsored by St. Joseph Health System*

Dr. Brian Itagaki

St. Vincent Medical Center

**Customer Focused Physician**

*Sponsored by Association of California Nurse Leaders*

Barbara Nelson

Sutter Roseville Medical Center

**Inspiring Administrator**

*Sponsored by Custom Learning Systems Manitoba, Inc.*

Lyn O'Connor

Sutter Health Central

**Service Excellence Program Director**

*Sponsored by California Institute of Health Systems*

Dr. Richard Doering

Hoag Memorial Hospital Presbyterian.

**Chief of Staff**

Rancho Team Pride

Amy Schmidt, Pat Flores, Gale Mejico, Sandra Palafox, and Danamey Rivera

Rancho Los Amigos National Rehabilitation Center

**Front Line Customer Service Training Team (SEA Team)**

*Sponsored by Press Ganey*

Heddy Hoopfer, Tommie McCrae, Minda Oflana,

Mary Walker, and Diana Lugo

St. Vincent Medical Center

**Service Leadership Team**

*Sponsored by Aramark Corporation*

St. Francis Medical Center

**Service Recovery Program**

*Sponsored by HealthCare Service Excellence Association*

St. Joseph Hospital

**Community Relationship Improvement Program**

*Sponsored by Magnus International*

Hoag Memorial Hospital Presbyterian

**Innovative Service Excellence Project**

*Sponsored by Professional Research Consultants*

Virginia (Ginny) Gamper

Sutter Memorial Hospital

**Founder's Award**

*Sponsored by Custom Learning Systems Group Ltd.*

# SUMMIT AWARD

## Summit Award Achievers – 2000 Calgary, Alberta

Jon Balsa

Delano Regional Medical Center (Delano, CA).  
**Service Excellence Advisor (SEA) – (1st Yr)**

Steve Moreau

Hoag Hospital (Newport Beach, CA)  
**Inspiring Administrator**

Lore Pennington

Sutter Davis Hospital (Davis, CA)  
**Service Excellence Advisor (SEA, Mentor) – (2nd Yr)**

Wanda Barrera

CHW – Central California Region (Bakersfield, CA)  
**Program Director**

Kim Wright

Sutter Health (Sacramento, CA)  
**Service Excellence Advisor  
(SEA, Ambassador) – (3rd Yr)**

Spanish SEA Team

CHW – St. Vincent Medical Center  
(Los Angeles, CA)  
**The Service Excellence Advisor Team  
(SEA Team)**

Sylvia Swarner

Sutter Medical Center (Sacramento, CA)  
**Health Care Professional**

“Who’s on First” Service Leadership Team  
San Gabriel Medical Center (San Gabriel, CA)  
**Service Leadership Team**

Barbara George

Bethany Care Center (Calgary, AB)  
**Dedicated Volunteer**

Telephone Etiquette

CHW – St. Francis Medical Center (Lynnwood, CA)  
Robert F. Kennedy Medical Center (Lynnwood, CA)  
**Service Recovery Program and Innovative  
Service Excellence Project**

Rosemarie Balmaceda, R.N  
CHW – St. Vincent Medical Center  
(Los Angeles, CA)

**Exceptional Nurse**

CHW – St. Vincent Medical Center  
(Los Angeles, CA)

**Service Excellence Council**

Betty Marmon-Peterson

Sutter Medical Center (Sacramento, CA)  
**Empowering Manager**

Larry Maas

Sutter Medical Center (Sacramento, CA)  
**Service Excellence Program**

Dr. Chris Burnett  
South Westman Regional Health Authority  
**Customer Focused Physician**

Sutter Health (Sacramento, CA)  
**Employee Satisfaction**