

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

Lorraine 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

BarbaraGeorge

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