

2017

Summit Award

San Antonio, TX – January 31, 2018



Service Excellence Advisor:

Sharon Rupp

Chippewa County Montevideo Hospital

Service Excellence Mentor:

Shaun Rattin

CHI St. Alexius Health - Dickinson

Exceptional Nurse:

Ginger Nixon

Providence Medical Center

Exceptional Employee:

Doris Woerner

Community Memorial Healthcare

Empowering Manager:

Annick Pruett

Grand River Health

Customer Focused Physician/Provider:

Dr. Seeley Feldmeyer

Artesian Valley Health System

Service Excellence Advisor Team:

ABC & T

Minneola Healthcare

OASIS Team:

Speak UP

Aspen Valley Hospital

DO IT Improvement:

Responsiveness to Call Lights

Sioux Falls Specialty Hospital

Super Coach:

Ross Ebbers

Tri Valley Health System

Program Director:

Sandy Noffsinger

Dundy County Hospital

Service Excellence Council:

**Middlesboro ARH Service
Excellence Council**

Middlesboro ARH Hospital

Inspiring Administrator:

Dennis Burke

Good Shepherd Health Care System

Medical Clinic of Choice:

WorkFORCE Occupational Health

Sioux Falls Specialty Hospital

Hospital Provider of Choice:

San Luis Valley Health

Alamosa, CO

Founder's Award :

Marla Hassler

Sioux Falls Specialty Hospital

2016

Summit Award

Long Beach, CA – February 8, 2017



Service Excellence Advisor:

Rex Morgan

Adams Memorial Hospital

Service Excellence Mentor:

Ann Howard

Pulaski Memorial Hospital

Exceptional Nurse:

Dee Ann Sanders

Beaufort Memorial

Susan Stephens

Good Shepherd Health Care System

Exceptional Employee:

Shelly Holzheimer

Chippewa County Montevideo Hospital

Empowering Manager:

Heather Odell

Wilson Medical Center

Customer Focused Physician/Provider:

Dr. Cameron Murphy

Sioux Falls Specialty Hospital

Service Excellence Advisor Team:

Fierce 4

Minneola District Hospital

OASIS Team:

HOT.COMM

Aspen Valley Hospital

DO IT Improvement:

Health Information Management

Harrisburg Medical Center

Super Coach:

Karen Metzger

Dundy County Hospital

Assistant Program Director:

Becky Pretzer

CHI St Alexius Health Carrington

Program Director:

Marisa Fricke

San Luis Valley Health

Marla Hassler

Sioux Falls Specialty Hospital

Service Excellence Council:

Service Excellence Council

Johnson Regional Medical Center

Inspiring Administrator:

Harris W. Brooks

Palo Pinto General Hospital

Medical Clinic of Choice:

Midwest Pain Specialists

Sioux Falls Specialty Hospital

Hospital Provider of Choice:

Aspen Valley Hospital

Aspen, CO

Founder's Award :

Dennis Shelby

Wilson Medical Center

2015

Summit Award

Phoenix, AZ – February 10, 2016



Service Excellence Advisor:

Shannon Chrostoski

Harrisburg Medical Center

Service Excellence Mentor:

Tom Shelton, CNA,

CCR/Gainesville Health & Rehab

Exceptional Nurse:

Mandy Bontrager

Holton Community Hospital

Exceptional Employee:

Season Brown

Holton Community Hospital

Empowering Manager:

Janet McGinns

San Luis Valley Health

Customer Focused Physician/Provider:

Dr. Daniel Anderson

Pulaski Memorial Hospital

Service Excellence Advisor Team:

The Avengers

CHI Carrington Health

OASIS Team:

Eagle Excellence Flight School

CommWell Health

DO IT Improvement:

Behavioral Health

Harrisburg Medical Center

Super Coach:

Carolda Edwards

Minneola District Hospital

Assistant Program Director:

Melissa Price

CCR/Chase City Health & Rehab

Program Director:

Nancy Waters

CCR, Roanoke

Service Excellence Council:

Service Excellence Council

CHI Carrington Health

Inspiring Administrator:

Albert Pilkington III

Johnson Regional Medical Center

Medical Clinic of Choice:

CommWell Health of Newton

Grove/Spivey's Corner

CommWell Health

Hospital Provider of Choice:

Aspen Valley Hospital

Aspen, CO

Founder's Award :

CCR

Rodney Smith

Harrisburg Medical Center

2014

Summit Award

Long Beach, CA – February 25, 2015



Service Excellence Advisor:

Doug Doak

Carrington Health Center

Service Excellence Mentor:

Sonya Plane

Rio Grande Hospital & Clinics

Exceptional Nurse:

Michele Rodriguez

Matagorda Regional Medical Center

Exceptional Employee:

Kelly Kriegshauser

Citizens Medical Center

Empowering Manager:

Ashley Jones

CCR/Lee Health & Rehab

Customer Focused Physician/Provider:

Dr. Joel Hutchins

Holton Community Hospital

Service Excellence Advisor Team:

Eagle Excellence Core Team

CommWell Health

OASIS Team:

New Kids on the Block

Carrington Health Center

DO IT Improvement:

Health Information Management

Harrisburg Medical Center

Super Coach:

Pam Holaday

Holton Community Hospital

Assistant Program Director:

Brenda Paige

CCR – River View Health & Rehab

Program Director:

DeeAnn Sierra

Rio Grande Hospital & Clinics

Service Excellence Council:

X-Factor Committee

Holton Community Hospital

Inspiring Administrator:

Kathy Vern

Matagorda Regional Medical Center

Medical Clinic of Choice:

CWH Salemburg Dental

CommWell Health

Newton Grove, NC

Hospital Provider of Choice:

Harrisburg Medical Center

Harrisburg, IL

Founder's Award :

CCR

CommonwealthCare of Roanoke

2013

Summit Award

Las Vegas, NV – February 5, 2014



Service Excellence Advisor:

Meghan Malcolm

Johnson City Medical Center

Service Excellence Mentor:

Martha Rutter

CCR –Woodlands Health & Rehab

Exceptional Nurse:

Lauren Law

Aspirus Keweenaw Hospital

Exceptional Employee:

Linda Randall

Ochiltree General Hospital

Empowering Manager:

Alison Johnson

Johnson City Medical Center

Customer Focused Physician/Provider:

Dr. Pat Thompson

Rio Grande Hospital & Clinics

Service Excellence Advisor Team:

The Four SEAs

McDonough District Hospital

OASIS Team:

Team REACH

CommWell Health

DO IT Improvement:

Get Fit! Physical Therapy Dept.

Wilson Medical Center

Super Coach:

Gail Burke

Box Butte General Hospital

Assistant Program Director:

Richard Brunson

Daybreak Venture/Cottonwood

Program Director:

Cindy Krebs

Matagorda Regional Medical Center

Executive Sponsor:

Grace Tousignant

Aspirus Keweenaw Hospital

Service Excellence Council:

Eagle Excellence Council

CommWell Health

Inspiring Administrator:

Carrie Saia

Holton Community Hospital

Employee Engagement:

Harrisburg Medical Center

Harrisburg, IL

Hospital Provider of Choice:

Matagorda Regional

Medical Center

Bay City, TX

Founder's Award :

Pam Tripp

CommWell Health

2012

Summit Award

New Orleans, LA – January 23, 2013



Service Excellence Advisor:

Kathryn Larsen

Holy Rosary Healthcare

Service Excellence Mentor:

Tammy Suit

Box Butte General Hospital

Exceptional Nurse:

Sue Pongratz

Avera St. Anthony's Hospital

Exceptional Employee:

Lindsay Krehbiel

Hemphill County Hospital

Empowering Manager:

Jennifer Williams

CCR – Chase City Health & Rehab Center

Customer Focused Physician/Provider:

Dr. LaDonna Rutledge

Matagorda Regional Medical Center

Service Excellence Advisor Team:

Timmy's Trio

Box Butte General Hospital

OASIS Team:

The Way Finding Team

Avera St. Anthony's Hospital

DO IT Improvement:

PPS Team

CCR – Radford Health & Rehab Center

Super Coach:

Martin Almaraz

CommuniCare Health Centers

Assistant Program Director:

Christine Weymouth

Penobscot Valley Hospital

Program Director:

Connie Sue Wooten

CommWell Health

Program Director:

Jeff Smith

Harrisburg Medical Center

Executive Sponsor:

Wally Seiler

City of Alliance

Service Excellence Council:

St. Joseph Memorial Hospital

Murphysboro, IL

Inspiring Administrator:

Dennis Shelby

Wilson Medical Center

Medical Clinic of Choice:

CommuniCare Health Centers

San Antonio, TX

Hospital Provider of Choice:

Harrisburg Medical Center

Harrisburg, IL

Hospital Provider of Choice:

Matagorda Regional

Medical Center

Bay City, TX

Founder's Award :

Vincent Ashley

Harrisburg Medical Center

2011

Summit Award

Dallas, TX – January 18, 2012 ★★★★★

Service Excellence Advisor:

Kitty McKee

Box Butte General Hospital

Service Excellence Mentor:

Melinda Maynor

CommWell Health

Exceptional Nurse:

Scott Amberger

Harrisburg Medical Center

Exceptional Employee:

Brian Kuhn

Box Butte General Hospital

Empowering Manager:

Charlie Anderson

Tennessee Health Management

Customer Focused Physician/Provider:

Dr. Gaynell Anderson

Unity Health Center

Customer Focused Physician Assistant-Certified:

Dean Benson, PA-C

Avera St. Anthony's Hospital

Service Excellence Advisor Team:

Sisters of Attitude

Holy Rosary Healthcare

OASIS Team:

Avera Family

Avera St. Anthony's Hospital

DO IT Improvement:

**Front Desk/Scheduling/
Spivey's Corner**

CommWell Health

Super Coach:

Nancy Patton

Harrisburg Medical Center

Program Director:

Cyndi Carter

Tennessee Health Management

Executive Sponsor:

Deborah L. Petrine

Commonwealth Care of Roanoke

Service Excellence Council:

Hemphill County Hospital

Canadian, TX

Inspiring Administrator:

Steve Smith

Matagorda Regional Medical Center

Medical Clinic of Choice:

The Rehab and Wellness Center

Box Butte General Hospital

Hospital Provider of Choice:

Emanuel Medical Center

Turlock, CA

Lamplighter Award:

Marion Reeder

Laurens County Health Care System

Founder's Award :

David Shannon

Penobscot Valley Hospital

2010

Summit Award

New Orleans, LA – January 28, 2011



Service Excellence Advisor:

Jeff Smith

Harrisburg Medical Center

Service Excellence Mentor:

Jennifer Pender

St. Joseph Memorial Hospital

Exceptional Nurse:

Kim Galyen

Box Butte General Hospital

Exceptional Employee:

Sammye Winesburg

McAlester Regional Health Center

Empowering Manager:

Elise Grein

Unity Health Center

Customer Focused Physician/Provider:

Dr. Anthony Akanda

Avera St. Anthony's Hospital

Service Excellence Advisor Team:

Shake 'n Bake

Memorial Hospital of Carbondale

OASIS Team:

Physician Magician

Herrin Hospital

DO IT Improvement:

Engineering DO IT Team

Memorial Hospital of Carbondale

Super Coach:

Terri Field

Emanuel Medical Center

Program Director:

Karen Henderson

St. Joseph Memorial Hospital

Executive Sponsor:

Pamela Tripp

CommWell Health

Service Excellence Council:

Box Butte General Hospital

Inspiring Administrator:

Scott Seaborn

St. Joseph Memorial Hospital

Hospital Provider of Choice:

Unity Health Center

Founder's Award :

Brinda McKinney

Arkansas Methodist Medical Center

2008

Summit Award

Nashville, TN – October 30, 2009



Service Excellence Advisor:

Diane Walker

Memorial Hospital of Carbondale

Service Excellence Mentor:

Susan Northern

McAlester Regional Health Center

Exceptional Nurse:

Mark Wright

Hunt Regional Healthcare

Empowering Manager:

Robyn Adams

Herrin Hospital

Customer Focused Physician/Provider:

Dr. L.L. Shedd

Arkansas Methodist Medical Center

Service Excellence Advisor Team:

The A-Team

St. Elizabeth's Hospital

OASIS Team:

The Incredibles, Nursing Care Team

Penobscot Valley Hospital

DO IT Improvement:

Post Op Stitches,

Arkansas Methodist Medical Center

Super Coach:

Holly Brower

St. Joseph Memorial Hospital

Program Director:

Angi Mohr

Unity Health Center,

Executive Sponsor

Rex Budde

Southern Illinois Healthcare Corporate

Service Excellence Council:

Herrin Hospital

Herrin, Il

Inspiring Administrator:

Shaun Beggs

McAlester Regional Health Center

Service Excellence Advocate

William B. Fisher

Arkansas Methodist Medical Center

Hospital Provider of Choice:

McAlester Regional Health Center

McAlester, OK

Founder's Award :

Rich D'Alberto

Laurens County Health Care System

2007

Summit Award

Louisville, KY – November 7, 2008



Service Excellence Advisor:

Cherl McKinney

Hunt Regional Healthcare

Service Excellence Mentor:

Sarah Hightower

Purcell Municipal Hospital

Exceptional Nurse:

Angie Garrett

Purcell Municipal Hospital

Empowering Manager:

Melissa Headlee

Share Medical Center

Customer Focused Physician/Provider:

Dr. David Rathe

Waverly Health Center

Service Excellence Advisor Team:

The Fearsome Four

Herrin Hospital

OASIS Team:

Award & Recognition

Arkansas Methodist Medical Center

DO IT Improvement:

The Surgical Services

Unity Health Center

Super Coach:

Demetrius Hagins

Betsy Johnson Regional Hospital

Program Director:

Brinda McKinney

Arkansas Methodist Medical Center

Program Director:

Natalie Edwards

Betsy Johnson Regional Hospital

Service Excellence Executive Sponsor

Richard Carter

Hunt Regional Healthcare

Service Excellence Council:

Arkansas Methodist

Medical Center

Inspiring Administrator:

Becky Ashton

Herrin Hospital

Service Excellence Advocate

Don Shuller, M.D.

McAlester Regional Health Center

Outstanding Volunteer Award

Mary Esther Herget

Arkansas Methodist Medical Center

Hospital Provider of Choice:

Sky Lakes Medical Center

Klamath Falls, OR

Founder's Award :

Chuck Skillings

Unity Health Center

2006

Summit Award

Nashville, TN – October 26, 2007



Service Excellence Advisor:

Thomas Hancock

Arkansas Methodist Medical Center

Service Excellence Mentor:

Claudia Philips

Phelps Memorial Health Center

Exceptional Nurse:

Ann Goodin, RN

Purcell Municipal Hospital

Empowering Manager:

Loraine Cusumano

St. John Home Care

Customer Focused Physician/Provider:

Dr. John Brunkhorst

Waverly Health Center

Service Excellence Advisor Team:

The Golden Girls

Hunt Memorial Hospital District

OASIS Team:

Healing Choices

Sky Lakes Medical Center

Super Coach:

Dawn Jenkins

Columbus Regional Healthcare System

Program Director:

Cathy Wilson-Sands

Waverly Health Center

Executive Sponsor:

Barbara Oestmann, CEO

Share Medical Center

Service Excellence Council:

Phelps Memorial Health Center

Holdrege, NEh

Inspiring Administrator:

Ron Rooney, CEO

Arkansas Methodist Medical Center

Hospital Provider of Choice:

Laurens County Health

Care System

Clinton, SC

Lamplighter's Award :

Kelley Dillon

St. John Health

2005

Summit Award

San Diego, November 3, 2006



Service Excellence Advisor:

Charlene Davis

Laurens County Health Care System

Program Director:

Tim Larkins

Laurens County Health Care System

Service Excellence Mentor:

Andrew Held

Jefferson Memorial Hospital

Service Excellence Council:

**Laurens County Health
Care System**

Clinton, SC

Exceptional Nurse:

Mary Farrow

St. John Home Care

Inspiring Administrator:

Rich D'Alberto

Laurens County Health Care System

Empowering Manager:

Melissa Inman

Columbus Regional Healthcare System

Long Term Care Provider of Choice:

Front Porch

Glendale, CA

Customer Focused Physician/Provider:

Dr. Steven Klein

St John Home Care

Physician Clinic Provider of Choice:

St. John Valley

Cary Medical Center

Service Excellence Advisor Team:

The Fab Five Lab Rats

Front Porch

Hospital Provider of Choice:

St. John Health System

Tulsa, OK

OASIS Team:

Joe Brutto & Kelly Plaia

Laurens County Health Care System

Founder's Award :

Mark Brodeur

Jefferson Memorial Hospital

Executive Sponsor:

Joyce Baldrica

St. John Home Care

2004

Summit Award

Santa Barbara, November 4, 2005



Service Excellence Advisor:

Tammy Chadwell

Fairmont General Hospital

Service Excellence Mentor:

Rusty Mansur

Tri-City Medical Center

Exceptional Nurse:

Jim Flavin, R.N.
Cary Medical Center

Exceptional Employee:

Season Brown

Holton Community Hospital

Empowering Manager:

Lorrie Forget
Niagara Health System

Customer Focused Physician/Provider:

Kenneth R. Kilian, M.D.
Jefferson Memorial Hospital

Service Excellence Advisor Team:

Juan Elias, Latifa McQuiggan, Juana Aceves,
Maria-Elean Rios, Carle Engle
Vista del Monte – Front Porch

OASIS Team:

Joe Johnson & Meridith Baker
Jefferson Memorial Hospital

DO IT Improvement:

Behavioral Health.

Harrisburg Medical Center

Super Coach:

Carolda Edwards

Minneola District Hospital

Executive Sponsor:

Kris Doody-Chabre, R.N.
Cary Medical Center

Program Director:

Lauren Moulton-Beaudry
Front Porch

Service Excellence Council:

Ann Matich, Renee Erikson, Barbara Everett,
Tracy Fernandez, Cindy Hedges, Rey Her-
nandez, Janeille Kilgore, Annette Nunn, Paul
Wales,
Thom Walsh, Jaime Wesolowski

Riverside Community Hospital

Inspiring Administrator:

Nick Arismendi
Dameron Hospital

Long Term Care Provider of Choice:

Vista del Monte
Front Porch

Physician Clinic Provider of Choice:

Pacific Alliance Medical Center
Los Angeles, CA

Hospital Provider of Choice:

Henry County Health Center
Mount Pleasant, IA

2003

Summit Award

San Rafael, CA, November 5, 2004



Service Excellence Advisor:

Denise Delgado-Estrada

Dameron Hospital

Exceptional Service Excellence Advisor

Kuo Lien Yao

Pacific Alliance Medical Center

Dedicated Volunteer

Colleen Shook

Dameron Hospital

Outstanding Healthcare Professional

Doug Bentley

Brown County General Hospital

Exceptional Nurse

Donna Euperio

Tri-City Medical Center

Empowering Manager

Anita Corliss

Onelegacy

Customer Focused Physician

Sandeep Kapur

Brown County General Hospital

Exceptional Physician Chief of Staff

Dr. Ellis Diamond

Tri-City Medical Center

Inspiring Administrator

Franca Hoda & Cheryl White

Niagara Health System

Superb Service Excellence Council

Tri-City Medical Center

Remarkable S.E. Program Director

Bunny Alexander, Annabelle

Watson, & Erika Caspersen

Niagara Health System

Admirable Service Excellence Advisor Team

Chopy SEAs

Henry County Health Center

Employee Satisfaction Improvement

Initiative

Human Resources

Niagara Health System

Community Relationship Improvement

Initiative

HCHC Associates

Henry County Health Center

Patient / Customer Satisfaction

Improvement Initiative

Hospitality Services Team

Brown County General Hospital

Founder's Award

Steve Robertson

Catholic Healthcare West

Founder's Award

Tammie McMann Brailsford

Memorial Care Health Services

Founder's Award

David Tillman

Motion Picture Television Fund

2002

Summit Award

Santa Barbara, CA – November 7, 2003



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

Sally Brauman

Henry County Health Center

Front Line Customer Service Trainer (SEA)
(2nd Yr)

Jason Hollis

Tri-City Medical Center

Healthcare Professional

Michelle Parra

Bellflower Medical Center

Dedicated Volunteer

Tom Soher

Tri-City Medical Center

Exceptional Nurse

Phoebe Gettas

Pacific Alliance Medical Center

Exceptional Nurse

Barbara Holt

Raymond Hospital/Chinook Health Region

Empowering Manager

Larky Blunck

Tri-City Medical Center

Customer Focused Physician

Dr. Russell Holmes

Tri-City Medical Center

Inspiring Administrator

Joy Gorzeman

Tri-City Medical Center

Service Excellence Program Director

Darren Shull

Henry County Health Center

Chief of Staff

Dr. Virgillo Panganiban

Bellflower Medical Center

Front Line Customer Service Training Team
(SEA Team)

**Service Excellence "Special Six"
Team**

Pacific Alliance Medical Center

Service Leadership Team

The Pit Crew

Henry County Health Center

Service Excellence Council

Pacific Alliance Medical Center

Los Angeles, CA

Service Recovery Program

The H.A.P.N Kit

Henry County Health Center

Employee Satisfaction Program

Reward & Recognition Program

Henry County Health Center

Innovative Service Excellence Project

**"Pursuit of Excellence" In-service
program**

Tri-City Medical Center

Founder's Award

Loren Pope

Tri-City Medical Center

2001

Summit Award

San Diego, CA – October 4, 2002



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

Judith Campos

Pacific Alliance Medical Center

*Front Line Customer Service Trainer
(SEA, Mentor) (3rd Yr)*

John Hirsch

Hoag Memorial Hospital Presbyterian

HealthCare Professionals

Mary Gainey

Health-First – Cape Canaveral Hospital

Dedicated Volunteer

Mary Webster

Tri-City Medical Center

Exceptional Nurse

Patrice Stephens, RN, MS

Advocate Christ Medical Center

Empowering Manager

Eugene Richie

Mayo Clinic Jacksonville

St. Luke's Hospital

Customer Focused Physician

Kevin Choy, M.D.

Pacific Alliance Medical Center

Inspiring Administrator

Phyllis Van Crombrugge

Pacific Alliance Medical Center

Service Excellence Program Director

Loren Pope

Tri-City Medical Center

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

Fab Four

Tri-City Medical Center

Service Leadership Team

Patient Satisfaction Team

Tri-City Medical Center

Service Recovery Program

Six Star Plan

Tri-City Medical Center

*Community Relationship Improvement
Program*

Shelia Brune

Great River Medical Center

Innovative Service Excellence Project

Tri-City Medical Center

Founder's Award

Alice Johnson

Hoag Memorial Hospital Presbyterian

2000

Summit Award

Newport Beach, CA – Sept 29, 2001



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

Stephanie Boles

Ranchos Los Amigos National
Rehabilitation Center

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

Alice Johnson

Hoag Memorial Hospital Presbyterian

*Front Line Customer Service Trainer
(SEA, Ambassador) (3rd Yr)*

Patricia Fosha

Sutter General Hospital

Healthcare Professional

Virginia (Ginny) Gamper

Sutter Memorial Hospital

Dedicated Volunteer

Ralph Hillman

Hoag Memorial Hospital Presbyterian

Exceptional Nurse

Daron Igwe

Hoag Memorial Hospital Presbyterian

Empowering Manager

Sherry King

Hoag Memorial Hospital Presbyterian

Customer Focused Physician

Dr. Brian Itagaki

St. Vincent Medical Center

Inspiring Administrator

Barbara Nelson

Sutter Roseville Medical Center

Service Excellence Program Director

Lyn O'Connor

Sutter Health Central

Chief of Staff

Dr. Richard Doering

Hoag Memorial Hospital Presbyterian.

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

Rancho Team Pride

Rancho Los Amigos National Rehabilitation
Center

Service Leadership Team

**Heddy Hoopfer, Tommie McCrae,
Minda Oflana, Mary Walker, and
Diana Lugo**

St. Vincent Medical Center

Service Recovery Program

St. Francis Medical Center

*Community Relationship Improvement
Program*

St. Joseph Hospital

Innovative Service Excellence Project

**Hoag Memorial Hospital
Presbyterian**

Founder's Award

Virginia (Ginny) Gamper

Sutter Memorial Hospital

1999

Summit Award

Calgary, AB – August 26, 2000



Service Excellence Advisor

(SEA) – (1st Yr)

Jon Balsa

Delano Regional Medical Center

Service Excellence Advisor

(SEA, Mentor) – (2nd Yr)

Lore Pennington

Sutter Davis Hospital

Service Excellence Advisor

(SEA, Ambassador) – (3rd Yr)

Kim Wright

Sutter Health

Health Care Professional

Sylvia Swarner

Sutter Medical Center

Dedicated Volunteer

Barbara George

Bethany Care Center

Exceptional Nurse

Rosemarie Balmaceda, R.N

CHW – St. Vincent Medical Center

Empowering Manager

Betty Marmon-Peterson

Sutter Medical Center

Customer Focused Physician

Dr. Chris Burnett

South Westman Regional Health Authority

Inspiring Administrator

Steve Moreau

Hoag Hospital

Program Director

Wanda Barrera

CHW – Central California Region

The Service Excellence Advisor Team

Spanish SEA Team

CHW – St. Vincent Medical Center

Service Leadership Team

"Who's on First" Service Leadership Team

San Gabriel Medical Center

Service Recovery Program and Innovative Service Excellence Project

Telephone Etiquette

CHW – St. Francis Medical Center

Robert F. Kennedy Medical Center

Service Excellence Council

CHW – St. Vincent Medical Center

Los Angeles, CA

Service Excellence Program

Larry Maas

Sutter Medical Center

Employee Satisfaction

Sutter Health

Sacramento, CA