

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**

CCR – Gainesville Health & Rehab

*Exceptional Nurse:*

**Mandy Bontrager**

Holton Community Hospital

*Exceptional Employee:*

**Season Brown**

Holton Community Hospital

*Empowering Manager:*

**Janet McGinnis**

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

*Service Excellence Council:*

**Service Excellence Council**

CHI Carrington Health

*Inspiring Administrator:*

**Albert Pilkiington III**

Johnson Regional Medical Center

*Medical Clinic of Choice:*

**CommWell Health of Newton**

**Grove/Spivey's Corner**

Newton Grove, NC

*Hospital Provider of Choice:*

**Aspen Valley Hospital**

Aspen, CO

*Founder's Award :*

**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 McKinnney**

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 Baldrice**

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***

**BarbaraGeorge**

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