



# Bell Ringer

Volume 5, Issue 1

January 2012

*Let it snow,  
let it snow, let it snow!*

## Employee of the Month Nominees

Karin Heidelberger,  
Rehab Services

Danielle Carlson,  
Lab

## Employee of the Month

### Jennie Garrett-Bureau, Accounting

Jennie demonstrates the true meaning of an employee that goes "above and beyond" in their job responsibilities, and even outside her comfort zone. With the recent departure of management in the BMC billing department, Jennie stepped in and took on the responsibilities while the position was being filled. Knowing she was not fully educated to answer/assist with ongoing issues and problems or with any questions staff had, she took it upon herself to get the appropriate training and answers she needed to get

things done correctly for the department. She also demonstrates this kind of work ethic with her every day job for the accounting department. She continuously goes above and beyond in any task that comes her way. The title of EOM is well deserved and I can only hope that her hard work is also recognized by anyone else that works with Jennie on a day-to-day basis.

Jennie has been employed with Bell for 3 1/2 years as an accountant. She and her husband, Sean



have a four year old daughter, Elizabeth and a Golden Retriever. Jennie enjoys spending time with her family and friends.

## Volunteer of the Month

### Nancy Bell

Nancy Bell has been an Auxilian and Volunteer for Bell Hospital since October 2005. She is a dedicated worker and helps out whenever needed. She has worked at both the Gift Shop and Coffee Cart and you can count on her to give 100% in whatever she is doing. Her volunteering has not only been with us but also with Easter

Seals, Girl Scouts and the Bell Foundation Board. Her devotion to all of these organizations and to us has been deeply appreciated throughout the years. Thank you, Nancy, for all of your hard work and dedication!



## Prayer Service

Prayer service will be held at the Bell Hospital Chapel every Wednesday from 10:15 - 10:30am. Employees welcome!



**Bell Wellness Fitness Center All-inclusive Package \$195**

**\$195 gets you:**

- 2 Month Membership
- 8 Personal Training Sessions
- 8 Group Fitness Punch Card (10 classes)
- Pre and Post Comprehensive Fitness Assessment
- Dietary Recommendations

This promotion is open to the general public and current clients as well as Bell Hospital and Bell Medical employees.

To purchase call or stop by  
**Bell Wellness**  
 906-485-2677  
 901 Lakeshore Drive, Ishpeming MI

That's a \$370 value for only \$195!

## Clinic of the Month - Cliffs Health Center

Cliff's Health Center has been available to Cliff's Natural Resources employees and families for the past 3 years since opening adjacent to the new Bell Hospital January 2009. We were the first Bell Medical doctors' office to use the Electronic Medical Records (EMR). We have extended office hours (11 hours daily of service, Monday through Friday) which allow patients to receive prompt, thorough care without long waits. Cliff's Health Center is based on the Medical Home Model which emphasizes spending time with our patients. We take care of not only urgent care needs, but also preventative care and chronic disease management. Same day appointments are offered for urgent/acute medical problems. Appointments are strongly recommended to minimize wait time. Cliff's Health Center provides primary care, offering a continuous relationship with a Family Practice office that strives to meet all health care needs.


Our dedicated and caring staff includes Dr Terry Hayrynen, a longtime Bell Hospital physician with 21 years of experience; Georgia Summers, a Family Nurse Practitioner with almost 30 years of experience; Julie Gravedoni, an LPN with 21 years of service at Bell Medical Center; Stephanie Gallion, an LPN with 2 years experience; and our receptionist, Liz Aho who has been with us almost one year.

Each year Cliff's Health Center participates in Cliff's Health Expo which is open to all Cliff's employees and their families.



Above (Left to right): Liz Aho-receptionist, Julie Gravedoni-LPN, Dr. Terry Hayrynen. Right (Top to bottom): Georgia Summers-FNP, Stephanie Gallion, LPN.

This past fall attendance was estimated to be 500. Participants were offered many health screening opportunities, flu shots, and other health promotion activities.



**CLIFFS**

901 Lakeshore Drive, Suite 205  
 Located in the Medical Office Building adjacent to Bell Hospital 906-485-2770

**OFFICE HOURS**

Monday - Thursday 7:15am-6:30pm  
 Friday 7:00am-6:00pm

## HR Topic of the Month

**Health Insurance Premiums-** As discussed during open enrollment, employees will notice an increase in health insurance premiums beginning in 2012. Blue Cross Blue Shield rate increases went into effect on January 1. If you have questions on your specific rates or health insurance plan, please contact Karen Lassila at extension 2609.

**Care Learning-** The 2011 Care Learning plans are an annual training requirement. We have extended the completion date for 2011 to Friday, January 20, 2012. The 2012 plans will be available at the beginning of February for those looking to begin their 2012 modules. Any questions, please contact Renee Sheen at extension 2719.

Remember to dress appropriately for our snowy parking lot and walk carefully! Winter is among us and we want everyone to be safe.

## Save the Date!

**BBR**  
**Bell Bike Race**  
 putting a  on youth programming!

## April 14, 2012\*\*

\*\*Date confirmation in progress

Contact Bell Foundation at 485-2699 if you would like to participate in the race or be a member of the planning committee.

## What Is Right In Healthcare Just an Employee

When the phone rang, I quickly checked caller ID and smiled when I realized it was my dear friend, Helen. Her voice sounded strained so I immediately knew there was a problem. She had tripped while working in her garden on a slope at the side of the house.

“I think I have broken my ankle,” she said. I assumed her assessment was most likely correct, since she had broken an ankle several years before. Helen had osteoporosis and despite a concerted effort to improve her bone density, her readings still indicated dramatic bone loss.

I rushed the several miles to Helen’s house. She was sitting in the kitchen, leg outstretched. She laughed when she saw what I had dragged into the room – a set of crutches from some distant athletic injury one of our kids had sustained a decade earlier.

Helen had grabbed a pack of frozen cut veggies and laid it on her ankle, which was rapidly swelling. “I read that little tip in the Harvard Medical Newsletter,” she said pointing to the bag. “And just think – if we get stuck at the hospital, we’ll have something for dinner!”

I found an Ace bandage and strapped the veggies to her throbbing ankle.

I gathered up Helen’s possessions and struggled to help with her jacket. Helen tried to balance with the crutches but it was nearly impossible for her to navigate to my car. The crutches were much too large and the combination of pain and awkward movement brought tears to Helen’s eyes.

The Kansas sky had been threatening a downpour all morning, and as we drove the six miles to Overland Park Regional Medical Center, the storm finally broke. By the time I arrived at the Emergency Department, water was swirling in the parking lot and along the curbside. I was baffled as to how we were going to get Helen into the ED without falling again. I put on the emergency lights and ran inside and asked if someone could help me with a wheelchair.

I was told I needed to go to another entrance. And then

someone else said, “Well, I don’t even know where a wheelchair is right now.” I had to chuckle, knowing that every hospital deals with disappearing wheelchairs. But my amusement at that thought quickly changed to aggravation when I realized no one was going to help me.

“I need to get a lady inside who has most likely broken her ankle,” I said. Still, no one was doing a thing to assist me.

Then suddenly, a young man touched my elbow and said he would help. I glanced at his name tag and realized he was a Radiology Technician.

“Don’t you need to be someplace taking Xrays?” I said. “Isn’t there a transporter around somewhere?” He just smiled.

“Yes,” he said, “but right now, I am here and you are here and your friend needs help, so let’s see what we can do.”

I began to explain my situation and the young man simply pointed out the door and asked, “Is that your car?”

I had hardly responded affirmatively when he said, “Bring the umbrella and come on.”

We dashed to the car, I opened the door, positioned the umbrella, and the young man swooped Helen into his arms and sprinted inside the building.

“How’s that for transport?” he said once we were inside. Helen and I were shaking off the rain, trying to get her settled in a chair, and as I turned away, he was already rushing down the hall.

“Thank you! Thank you so much!” I yelled to him as he hurried down the corridor. “But I didn’t catch your name!”

He lifted his hand in the air in a salute and shouted back at me. “I am just an employee!” he said. And then he was gone.

*Submitted by Ann Beard Hornberger, Charlotte, NC  
“Never underestimate the difference you can make.”*



## Standard of the Month: APPEARANCE

The Standard of the Month for January is APPEARANCE. Our professional appearance is a direct reflection of our care to our customers. Our appearance does not only include how we look, but also how our work space looks. When considering your own appearance, remember the following:

- Wear ID badges that are easily read by our customers at all times.
- Be responsible for maintaining an uncluttered, neat and safe workplace.
- Make your department or work area a welcoming one.
- Be responsible to pick up trash, report things promptly such as burned out lights, overflowing trash, broken items, spills, etc.
- Follow the dress code to reinforce professionalism.
- Ensure that our conduct, conversation and tone will only reflect positively on our organization.

Remember that our appearance is noticed by everyone – make yours worth noticing in a positive way and recognize the efforts of others for their appearance!



## December Bell Babies

Eastyn Rae Peacock – born on December 1st to Kristin Brugman of Marquette

Colton Michael Glisson – born on December 6th to Andrea & Chad Glisson of Champion

Kaleb Harold and Karlee Jean – born on December 7th to Samantha & Jacob Kuehl of Rapid River

Micah Arnold Nelson – born on December 7th to Rebecca & Daniel Nelson of Negaunee

Evan Charles Czenkus – born on December 8th to Amy & Justin Czenus of Negaunee

Cam'ron Justique Gardner – born on December 8th to Haylee Gardner of Ishpeming

Gunnar Michael Saari – born on December 9th to Stacy & Jacob Saari of Palmer

Cael Edward-Francis VanLandschoot – born on December 12th to Rachelle Rabelista & D'mitri Peters of Shingleton

William Richard Stangenwald – born on December 14th to Lindsey & Joseph Stangenwald of Ishpeming

Caleb Michael Leppanen – born on December 14th to Julie & Michael Leppanen of Ishpeming

Roman Patrick Brennan – born on December 15th to Kelsey Brennan of L'Anse

Rylee Alex King – born on December 19th to Rachel King of Marquette

Wolf James Cohen – born on December 21st to Grace & James Cohen of Negaunee



Jackson Stephen Terry Hayes – born on December 21st to Nora and Benjamin Hayes of Marquette

Logan Michael Tregembo – born on December 22nd to Sarah & Daniel Tregembo of Gwinn

Lance Ian Rubin – born on December 27th to Carolyn Rubin of Ishpeming

Angela Marie St. Amour born on December 30th to Hope & Glen St. Amour of Ishpeming

Alexcis Tamara Heikkinen – born on December 30th to Krystal & Todd Heikkinen of Ishpeming

Kiara Marie Kurian – born on December 30th to Brooke Soeltner & Brent Kurian of Negaunee

Madison Aleah Chaudier – born on December 30th to Diana & Jason Chaudier of Baraga

## Employee Years of Service

### Happy Anniversary!

The following employees have reached milestones in their careers with Bell Hospital/Bell Medical in January 2011.



### 35 Years

Judy Smith, Surgical Svcs.

### 25 Years

Bob Forchini, Radiology  
Colleen LaJoie, Lab

### 10 Years

Kara Hanlon, Pediatrics

### 5 Years

Gail Hooper, Surgical Svcs.  
Dr. Joel Johnson, UGLV  
Don Kilpela, Wellness



**Strength From Within**  
**December Shining Star**  
**Lyndsey Dobson**



The Strength from Within Shining Star for the month of January is... Lyndsey Dobson! Lyndsey has gone above and beyond the requirements for the program. She has attended almost every Saturday activity session and comes to the session excited and always smiling. She has worked hard at achieving her goals and to maintain them. She is willing to help out anytime with additional tasks. Lyndsey is a full believer in the SFW program and the benefits that comes with it! She has tried to get her friends to join the program, even if they didn't; she uses many of the tools that have been taught to her to educate others. Lyndsey is an outgoing and sweet girl. We are super excited to see where the rest of the year will take her. Congrats Lyndsey!!

**- Clients of the Month -**  
**Deb Goldsworthy**



Deb Goldsworthy was chosen as January's client of the month because of the incredible effort she has been making toward her health and fitness in the last year as a training client.

She has so far lost over ten pounds, decreased her body fat percent, and her BMI. She has gained strength in all muscles and increased her cardiovascular endurance. She has made working out and eating healthy part of her lifestyle now and it shows!

She regularly attends our group fitness classes and is a regular in the gym! She walks taller and feels better! We are so happy to have you as a client and member Deb! And we are so proud of you! Keep up the good work!

**Check out our NEW YEAR SPECIAL on the cover!**

Bell Wellness Group Fitness Schedule		
DAY	CLASS	TIME
Monday	SCULPT	5:00 pm
Wednesday	SCULPT	5:00 pm
Wednesday	Pilates	6:00 pm
Thursday	CardioX	5:00 pm
Saturday	SCULPT	9:00 am

You MUST call Bell Wellness at 485-2677 or email [wellness@bellmi.org](mailto:wellness@bellmi.org) to reserve your spot for any of the SCULPT classes. Space is limited and it fills quickly.

**Education Recognition**

Congratulations Crystal Conradson and Kathie La-Mere of the Bell Medical Billing Department. They both recently obtained their certification for a Certified Professional Coder through the AAPC on November 5th. This is a great accomplishment for both of them as well as the Bell Medical Billing Department! Congratulations!

*In February the Bell Ringer will be featuring all recent Bell employee educational achievements. Please submit your educational achievements to either your department manager or by directly emailing them to the marketing office at [marketing@bellmi.org](mailto:marketing@bellmi.org). All submissions must be received by January 27th to have them included in the February Bell Ringer.*

**THANK YOU**

Thanks to all my friends and co-workers for attending my retirement tea and for the best wishes sent via email. It's been over 19 years since I became a Bell employee. There were years of ups and downs, changes, and many comings and goings. Now, it's my turn to become a Happy Bell Retiree!

Thanks to all of you!

*Debbie Hampton,  
 Billing Clerk, Business Office*

**February Birthdays**

Amber Brancheau	2
Debra Martin	2
Jeff Wagner	2
Karen Kubas	2
Rachel Argall	7
John Graham	8
Jennifer Halverson	9
June Almli	9
Josh Poutanen	10
Lisa Mattila	10
Nancy O'Neill	10
Paula Roth	10
Renee Liana	10
Gail Nylander	11
Brent Burke	12
Jamie Besola	12
Chuck Reynolds	15
Jane Beyer	16
Peggy Eppert	16
Renelle Meiers-Halverson	16
Julie Lehmann	17
Peggy Leaf	17
Anna Edwards	20
Keith Kangas	20
Crystal Swenor	22
Becky Anderson	23
Bonny Kipling	23
Kari Young	23
Mark Frustaglio	23
Michelle Roth	24
Barbara DellAngelo	27

## Bell Hospital Decontamination Team

This Fall, the Bell Hospital Decontamination Team held two trainings. What is the Decontamination Team? The Decontamination Team is composed of Clinical and Non-Clinical staff. The purpose of the Team is to provide care to victims of hazardous materials and/or chemical terrorism incidents, while ensuring the safety of the hospital personnel and environment. The first training was held on September 19th and included basic use of the decontamination equipment and use of personal protective gear. On September 26<sup>th</sup>, we held a scenario



based drill. Due to participation from hospital employees, both trainings were a huge success. These trainings not only help ensure great response in these situations, it also helps secure emergency preparedness grant money and equipment for the hospital. If you see any of these people (listed below) please "Thank" them for their dedication and hard work in keeping us safe.



### Bell Decontamination Team

Emily Paavola	ER	Don Manty	EMS
Carla Renfors	ER	Brad Nelson	EMS
Janice Fleming	Rehab	Bob Pizziola	EMS
Amie Hart	Admitting	Andrea Sucholl	EMS
Cathy Jacobson	Dietary	Matt Jaksetic	Rehab/EMS
Lisa Richards	Materials	Carl Underwood	EMS
Karen Lassila	HR	Peter Gow	EMS
Bonnie Renfors	Housekeeping	Rob Rudzki	EMS
Joel Halverson	Maintenance	Bart Boule	Maintenance
Diane Tasson	Housekeeping	Tom Marshall	Maintenance
Marilyn Meyer	Housekeeping	Paula Roth	ER
Mark Frustaglio	Housekeeping	Alice Miljour	ER
Wendy Hunt	HR	Rich Depro	IT
Randy Deblois	Maintenance	Dale Rogers	Maintenance
Dennis Kratz	Maintenance	Dan Guenther	Maintenance

If you have any question or would like to become a member of the Decon Team please contact Joe Perry at EMS. Ext. 5402 or Email [joseph.perry@bellmi.org](mailto:joseph.perry@bellmi.org)



## An Update From Volunteer Services

### Gift shop

Thanks to everyone who shopped our Bell Auxiliary Gift shop in 2011. Sales were crazy and the volunteers love, love, love how busy it is and talking to all of the customers during their shift. Thank you for all of the word-of-mouth recommendations and for telling your friends to come see us too. We raised the most money ever for the hospital and ended up with more than a 200% increase in sales compared to 2010.

Come in and see all of the new items. We are constantly ordering new, fun and trendy merchandise. Visit us before the Blizzard Ball and purchase one of our \$15.00 necklace/earring sets and look like a million bucks!!!! Check out our new purses, picture frames, wallets, rings, baby gifts, mens gifts, kids toys, fresh flowers, cold drinks, snacks, candy, nuts, figurines and much more.

### Coffee Carts

Stop by one of our coffee carts and enjoy a steaming cup of Starbucks coffee. We now have new metal "Bell Hospital" logo travel mugs. When you purchase one of these mugs all of your refills will only be \$1.00. These new mugs will fit nicely in your cup holder in your car too.

We are continuing our "Going Green" at the coffee carts. When you order a cup of coffee at either cart and bring your own cup we will only charge you \$1.00.

Remember to stop by and say "Hi" to one of our dedicated volunteers and enjoy a fresh muffin from Huron Mountain Bread Company or a variety of other snacks.

### Volunteering

We would like to express our appreciation to ALL OF OUR BELL VOLUNTEERS!!!! 2011 was our best year ever for raising money for Bell. Thanks so very much for taking the time to help us run the Gift shop, Coffee Carts and Kids Korner. We could not reach any of our fundraising goals without you. You are all amazing and your dedication and giving spirit touches us all! Speaking of volunteering, we are always recruiting NEW members. If you know anyone looking for a fun new challenge, please have them call Julie at 485-2750.

### Lights of Love 2011

The Auxiliary and Volunteer department hosted the 15th annual Light of Love event on December 1, 2011. It was another memorable and beautiful night full of emotion and love. We had well over 100 guests in the main lobby. There were 17 crystal ornaments and 15 pewter ornaments ordered for the night. We had over 90 individuals who purchased lights too. This evening had a special addition with a live soloist named Casey Beaudry who sang Silent Night and played the guitar. She had a beautiful voice and it really touched everyone who attended.

## Welcome New Bell Employees!



**Carrie Bradley**  
RN  
OB



**Diana Sundberg**  
Patient Processing Clerk  
Admitting

## Woodland Update

December was a busy month for us at Woodland. We started out the month by trimming the tree. Our Residents helped decorate the tree with their handmade ornaments that they created during their craft sessions. Residents, their family members, staff & volunteers gathered for our annual holiday potluck on December 8<sup>th</sup>. Good food & a good time was had by all! On December 17<sup>th</sup> our volunteers and staff put on a Christmas party for our residents. Christmas carols and stories were shared. We were visited by Santa (Pastor Jim Robb) who was kind enough to bring gifts for everyone!

Later in the month we had a Christmas Eve worship service and a Christmas Day brunch. On the 28<sup>th</sup>, we had a special program entitled "The Legend of St. Nicholas" where we learned about the background of Santa Claus.



From all of us at Woodland: Hope you had a Merry Christmas! And Happy New Year to all of our Bell family!

# Bell Holiday Party

December 17, 2011  
NMU Great Lakes Room, Marquette MI



Thank you Providers!

Bell Employees would like to thank all of our Bell Physicians and Providers for donating their money to provide gifts to us at our annual Holiday Party. So many compliments have been heard throughout the facility from employees stating how thankful they are that you are so giving every year. Thanks for all you do!



# Bell Holiday Party

December 17, 2011  
NMU Great Lakes Room, Marquette MI



Happy  
Holiday  
Fun!



## Bell Foundation - A Year In Review Unlimited Potential Bell Employees Acting Together

**2011. 365. 52. 26. 12. Approximately 50,000. Almost 4,000. Over 100. 3. 5.**

As last year came to a close I always seem to find people looking at the numbers- how did we do, what have we done, what will we do for the next year- as if the numbers can validate some level of success. As a self-defined 'word girl,' I'm not a huge fan of numbers, instead I'd rather the numbers tell a story.

As is the nature of our calendar, the year of **2011** had **365** days, **52** weeks, **26** paychecks and **12** months. During this time, I'm awestruck by the truly unlimited potential shown by Bell employees when it comes to giving. Giving of their time, their money, their passion and their expertise. During 2011, Bell Foundation received approximately **\$50,000** from hospital employees, including physicians, medical staff, and senior management. **Almost \$4,000** was granted through the Employee Financial Assistance Fund. **Over 100** of Bell Hospital's/Medical's dedicated employees chose to support the Foundation. Many of these chose to give through payroll deduction gifts of \$1/paycheck to over \$50/paycheck.



*Bell Bike Race*

Many others chose to participate in one of the **3** Foundation Special Events. In my opinion, numbers cannot describe how nice our employees looked when dressed up to escape the snow at the Blizzard Ball. Numbers don't describe

how much competition and sweat filled the MOB hallways as a number of employee teams spun away their morning at the inaugural Bell Bike Race.

Still others chose to think outside the box and lead in one of the **5** department fundraisers held during 2011. Four-hundred eighty-six is just a number, but biking that many miles battling unseasonably cool weather, thunderstorms and pine snakes while on an 80 pound bike tells a great story. Groups of dedicated employees, volunteers and Auxilians got together to sell candles, baked goods or Golf Cart Raffle Tickets to benefit the Foundation- that, to me, is another story worth telling.



*Pedaling for Pennies*

Since I've already declared my love of words, I'd like to share something that I only recently learned. The literal translation of philanthropy means the love of humanity, an idea of caring for, developing and enhancing human potential. I like this definition-it seems to be a part of what we do every day to help our patients and our community. The idea of philanthropy meaning charitable giving is the modern practical term and one I think limits our potential.

THANK YOU for all that you have done for the Foundation through 2011, either through charitable giving, participation in events, volunteering, or individual fundraising. I look forward to working with you again in 2012.



*Left: Golfers pose for a team photo at the 2011 Bell Foundation Golf Outing.*

*Below: This golf cart was raffled by the Bell Hospital Auxiliary to raise funds for Bell Foundation. Tickets were sold for over a month and the lucky winner was drawn during dinner after all teams had completed the course.*



### What Has the Bell Foundation Been Able to Accomplish with Your Generosity?

- Ongoing pledges continue to fulfill the capital campaign to build our beautiful hospital
- Our ambulances are being equipped with state-of-the-art mobile communication to make our friends and neighbors safer in emergencies
- Summer Strength and Conditioning helped our area student athletes avoid injury
- The Employee Financial Assistance Fund has approved over \$4,000 in grants to employees suffering a financial crisis
- We are fundraising for additional advanced technology to provide minimally invasive surgical procedures close to home
- We help our area 6-8 graders find their own Strength from Within

## Annual Community Christmas Dinner a Continued Success!

On Christmas Day we held the 5th annual Community Christmas Dinner at the Elks Club in Ishpeming, and it was once again a successful event.



We served approximately 200 meals, including 58 deliveries as far away as Republic and Gwinn. Between the cooking of the turkeys and the event itself we had over 25 volunteers help put the event on, a number of which were past and present Bell employees. I can't thank those people enough who gave up hours of their time on Friday and Christmas Day to help prepare and serve the meals.

I would like to thank Jubilee Foods, Jilbert's Dairy, Super One Foods, Walmart, and Household Appliance for their donations. I also want to thank the Aspen Ridge School, and Ms. Core for providing placemats and centerpieces which were fantastic. This event couldn't happen if not for the generosity of the Elks Club, who allow us to not only use their facility but whose members did most of the delivering and clean-up



after the event. For our part, Bell donated turkeys, containers and potatoes, our staff donated some pies and ham, our kitchen staff baked the pies, Superior Enterprises bought the veggies and corn, our marketing department got the word out, and on Christmas Day the kitchen provided us with some gravy which saved the day. Kori, in the Foundation, took the reservations and sent them to me on Christmas Eve!

This event meets our mission on a number of levels. We are

giving back to the community that supports our organization, we are providing comfort to those in need on a day when being alone can be difficult, and we are providing a good meal to some who may not have the means to do so. Overall, we are improving lives – which is what we're here for.

Thank you.

Dave Aro



## Shining Star Nominees

Rachel Riley,  
Twin Cities

Laurie Engman,  
Lab

Julie Davis,  
ACU

Mark Frustaglio,  
Environmental Svcs.

Marilyn Meyer,  
Environmental Svcs.

## Bell Ringer Submissions

We are always looking for upcoming events, news or educational milestones to publish in the Bell Ringer. If you would like to submit something go to Bell's intranet, click on *Bell Forms* and then *Bell Ringer Submissions*. You can also email submissions to [marketing@bellmi.org](mailto:marketing@bellmi.org). **Submissions for the February Bell Ringer need to be received by January 25.**

# Shining Stars

## ACCOUNTABILITY

### Pam Olgren, Pediatrics

I would like to nominate Pam Olgren for a Shining Star. Pam is one of the most dependable nurses I have been in contact with since I have had my boys. She goes above and beyond to make sure my boys get the care they need. She understands what it is like to be a parent and does whatever she can to help. I even have contacted her through Facebook and by phone and she never seems bothered. You can tell she enjoys her job and her patients. I always tell her I don't know what I would do without her. She is the true definition of a nurse.

## APPEARANCE

### Barb Larson, Administration

This award is well overdue. Barb Larson's appearance directly reflects Bell's professional image. Barb always dresses professionally, completing her look with her required I.D. badge. Her work area is uncluttered and welcoming. She continually pays attention to her surroundings making sure Bell is up to the standards we have set. She promptly reports things that need fixing and is always willing to share her ideas for improvement. Barb's professional appearance is a direct reflection of our care to our customers.

## ATTITUDE

### Peter Gow, EMS

Pete always begins the day with a smile. His positive attitude is infectious throughout the EMS department as well as others. It doesn't matter if it has been a fast or slow paced day; Pete is always ready and volunteers to respond to the next emergency. Pete routinely returns to work on his days off to help cover shifts or to make sure a sick or injured patient is able to be transported to the appropriate medical facility. Besides providing invaluable medical care for the patient, his ability to make a patient feel at ease is second to none. When the best care for a patient simply requires someone to talk to, Pete's compassionate and comforting conversation is usually the cure. The community is fortunate to have a paramedic with as much knowledge and such excellent attitude responding to their emergency.

## COMMUNICATION

### Dorien Howe, BMC Shared Staff

Central Registration and the Walk-In Clinic can be a challenging environment, but when you work with people that are informed and organized it can make the job easier and enjoyable. Dorien keeps everything running smooth for us. She started our blue reference book full of insurance information, procedures, and policies which she updates regularly. She orders our supplies, answers our questions, and has solutions to many of our problems. I appreciate Dorien as a co-worker and I want to thank her. I think she should be recognized as a great team player and communicator.

## COURTESY

### Lenora Olgren, OB

When Lenora is working, I always know I will be greeted with a friendly "hello" and a smile. She is consistently considerate to her colleagues. For example, when on OB patient has a meal coming she's always ready and willing to help pickup trays from a patient's room or if she knows a stork dinner is going to be served to a patient and their guest she always has the table in their room set up. This helps our department get their meals to the patient in a timely manner. Thanks Lenora, for your friendliness and cooperation. It is appreciated more than you will know. Having such friendly and courteous people to work with here at Bell makes everyone's day a little brighter. Thank you.

## SERVICE

### Jon DeVold, Lab

When I receive a compliment from a patient on a job well done, I usually pass it on to the employee. But when I receive a compliment from not only one relative but two relatives in the same week, I must nominate Jon for a shining star. One relative stated that he made every effort to make sure that they did not have to come back to have an additional test done since the lab had enough sample from a previous draw. Jon made phone calls and tried to even contact them and when they showed up, Jon explained that he had attempted to call them and they were appreciative. The second relative commented on how at ease he made them feel when he was drawing their sample. Relatives are sometimes the hardest people to please but Jon did and we thank him for that.

## TEAMWORK

### Valerie Carraher, Lab

Val works the night shift in the lab all alone. Almost every day, little "bumps" in the road arise and Val makes every attempt to make sure she smoothes them out before most people are out of bed. Many times, she works on equipment maintenance and makes sure that the instruments are ready for the busy day. If we have a problem with one of the lab instruments, she has already made calls to the vendor and many times corrects the problem before anyone realizes it was a problem. The lab has a standard that we want the morning lab work to the floor by 8:00 am and because of her constant vigil, that does happen most of the time.



Pam Olgren



Barb Larson



Peter Gow



Dorien Howe



Lenora Olgren



Jon DeVold



Valerie Carraher