



powerful
healing.

www.provena.org



A Little Book of BIG

Mission Moments

COMPASSION. HEALING. HOPE. ALWAYS





In celebration of our 10th Anniversary, members of the Provena Health family were invited to share examples of extraordinary ministry. Their stories are reflections of how Provena brings compassion, healing and hope, always to those we serve. As we mark a decade of building communities of healing and hope in the spirit of Jesus Christ, we hope you enjoy this special little collection of BIG Mission Moments.

Unity in Sponsorship

Provena Health Member Body

The Mission Moment which we, as Member Body, wish to share on this occasion of the 10th anniversary of Provena Health is a very specific, very significant moment. In early 2002, we began a series of in-depth reflections on our identity as Member Body of Provena Health. We were six members of three religious congregations and had begun the development of a statement in which we called ourselves “co-sponsors of the Provena Health System.” It was March 15, 2002, and we were reviewing the draft of our statement. In a brilliant flash of insight, one of us said: “We are NOT co-sponsors – we are SPONSORS” – a statement immediately affirmed by the entire Member Body. This commitment to unity is reflected in the following statement of our sponsorship identity:

Coming together as SPONSORS of the Provena Health System – a ministry of the Roman Catholic Church – we are collectively about the healing mission of Jesus. Our option for sponsorship challenges us to become a new creation –

all the while respecting our former heritages and histories, our diverse charisms, cultures and traditions. This sponsorship choice leads us:

- to emphasize the relationship of this ministry to Church over and above relationship to our individual congregations.
- to embrace those traditions which reflect the broader Christian community as well as to develop new Provena traditions.

May this vision of our unity at the level of sponsorship continue to be a characteristic of our entire Provena Health System as we continue our journey.

Blessings,

Sister Lois Graver, RSM	Sister Terry Maltby, RSM
Sister Linda Hatton, sscm	Sister Mary Shinnick, OSF
Sister Mary Elizabeth Imler, OSF	Sister Evelyn Varboncoeur, sscm

A Little Book of BIG

Mission Moments

Marvin's

Walkman

Mary Michaelsen, Provena Mercy Medical Center

As I left for work on Christmas Eve morning, I was really running short on time and patience. My daughter screamed from upstairs, "Don't forget to pick up a present for my Sunday school teacher and stuff for the dog's stocking!" In the car, I checked my wallet. There was thirty dollars left. All that was left in the checking account, pockets of my coat, and lunch change in my drawer was \$32.50!

I put my key into the door of Two West and there he was to greet me. He had greeted everyone the same way for 10 days now. "Hi!" he shouted enthusiastically. "I'm Marvin. I'm going to be 40 on Christmas, and I'm going to get a Sony Walkman!" He rocked back and forth and smiled a

childish grin. Marvin came to us from a group home because he hit another resident. He had no family. He was a child in a man's body. Everyone on the unit heard his greeting at least 10 times a day. It was getting old.

As I made my way into the unit for report, I heard that Marvin's group home had called and said they would not be taking him back. They were severing all ties to Marvin. That also meant no one was coming from the home as planned to share his birthday. It didn't take my weary mind long to figure out that meant no birthday Walkman for Marvin on Christmas!

We all get these little messages in our mind once in a while that say, "OK, it's up to you! What are you going to do about this?"

"Yes, God, I hear you, but....but....I only have \$32.50 left and other shopping to do!"

He answered back as I expected. I made a deal.

"OK, if I can get to Osco on my lunch hour and find a Walkman for \$30.00, I guess I'll have to get it." I stood at the crowded display counter and there it was — one Sony Walkman, with a sale marker, for \$28.50! "Yes, God, I hear you. You held up your part of the bargain."

I ran to the express checkout. The clerk ran the Walkman through the scanner and it came up at \$36.00! "No, no, no!" I gasped. "It's on sale!" She leafed through the ads. It wasn't there. I insisted she call the manager.

"Manager to the express counter!" she called out with frustration. He came and said someone left the sale marker up from a previous sale. "Give it to her for \$28.50."

I thanked him and he walked away. The sales clerk ran it through and I started to pay her as my eye caught a small sign on the side of the cash register. The sign said, "if the scanned price does not reflect the advertised price, that item is yours free." I mentioned the sign to the clerk. She gave me one of those looks and said,

"I can't do that without a manager's approval." I asked her nicely to page him again. By this time there were 10 people behind me in line. They were all as *full* of the Christmas spirit as I had been. I announced with a big smile. "Please be patient with me. There's a Christmas miracle going on right here, right now. Marvin is getting his birthday Walkman, and I'm not going to have to pay for it!"

It happened. God worked out the details. I had a free Walkman and plenty of cash to pay for the batteries!

I literally flew out the door, through the parking lot, into the nurse's station. I felt like Jimmy Stewart running through Bedford Falls with ZuZu's petals in my hand. The Two West patients and I wrapped Marvin's Walkman and put it under the tree. On the day after Christmas, I put my key in the door of Two West. There was Marvin, wearing a headset with a two foot antenna extending into the air. He was smiling and rocking excitedly said, "Hi! I'm Marvin and I was 40 on Christmas, and I got a Sony Walkman!"

God bless us everyone!

A Little Book of BIG

Mission Moments

M a k i n g *Strides*

Matthew R. Aranha, *Provena Health Corporate Offices*

On this special day in October, dozens of corporate office employees, as well as individuals from Provena Home Care, Provena Senior Services, Provena St. Mary's Hospital and Provena Saint Joseph Medical Center, gathered at the Orland Square Mall for the first annual Making Strides Against Breast Cancer walk, an event that created hope and change for those facing breast cancer and those who might some day be affected by this terrible disease.

At the mall, over 2,000 individuals took part in the non-competitive event and together with the support and generosity of family, friends, and loved ones, approximately \$225,000 was raised throughout the South Suburban region. Provena Health served as the top team in terms

of garnering donations. Monthly Jeans Day contributions aided in the overall corporate office donation. In the spirit of Jesus Christ, our newest corporate office employees at the Central Billing Office organized a charity raffle with proceeds benefiting the American Cancer Society. Indeed, the entire Provena Health family was involved.

The Making Strides walk is an event we hopefully will be participating in years to come, as we definitely helped support the surrounding community. For me personally, it was a tremendous feeling being associated with such a highly successful event and a truly philanthropic sponsor, as well as joining together with many others who are working towards a cure for cancer.

A *Compassionate* T o u c h

Wanda Dillberg, *Provena Saint Joseph Medical Center*

A visitor was telling me about her daughter's pediatrician. She explained that her daughter had gone through a really rough winter with asthma and upper respiratory infections, and it was especially hard on the family because they did not have health insurance. She then told me about how her daughter's pediatrician was amazing, and he truly cared for them as people. He would squeeze this family in even if he had a booked schedule, making sure to see them himself. He never turned them away, and used every opportunity to give them free samples of medication or help them get what they needed at a cost they could afford. She was so extremely grateful — her daughter was better because of him. She mentioned that his name was Dr. Kishor Jain, and I told her I had been taking my children to him myself for 27 years.

Dr. Jain is such a fantastic physician. I brought my children to him for 14 years before I became a nurse. After becoming a pediatric nurse, I had the opportunity to see him in a different light — interacting with patients and families on the floor. I saw that it wasn't just me and my children that he took such great care of. He listens to families, really talks with the children, and frequently follows up personally with phone calls. He gets to know a little something about every child, and remembers it with each visit to build a relationship. I once told him that I could not have raised my children without him. He is an example of how we should live out our mission every day, providing compassion and care for all who walk through our doors. Our patients look to us to make a difference in their lives, and like Dr. Jain, we can make a positive impact.

A L I T T L E B O O K O F B I G *Mission Moments*

M a k i n g *Our Mark*

Martha McDermott, *Provena Saint Joseph Medical Center*

For the past two years, Provena Saint Joseph Medical Center has partnered with the Make Your Mark Foundation. The Foundation continues the legacy of Mark Staehely, a young boy from Shorewood who had suffered with neuroblastoma and spent every major holiday in a Chicago hospital for more than a year. Seeing the sadness in the faces of the children hospitalized over Christmas, he made it his goal that every child would have Christmas toys. Seeing the smiles and happiness the toys brought to the children, he decided that he could do more. What started as 150 toys in 2001 grew to over 18,000 toys in 2006 – enough toys for every child in the hospital. Sadly, Mark passed away in March 2006, but his family and friends – spearheaded by Mark’s mom, Sue – would not let the memory, or traditions, of this extremely brave boy stop.

Together, they kept Mark’s spirit alive by organizing a 5K race to raise money to bring gifts to the sick children at Provena Saint Joseph Medical Center and other Chicago-land hospitals.

This year, I volunteered to help at the event, and I was moved at how deeply committed the Medical Center’s event organizers were. The care and compassion they had for this family and this cause was visible through their actions and words, and their devotion to making this a success in Mark’s memory. When I saw how deeply they care for this family and event, it gave me chills and inspired me to become more involved. They both carry this same passion into their work, and I know that their patients must be extremely well cared for because of the love for what they do each and every day.

Jeanette Munos, *Provena McAuley Manor*

S p e c i a l *Deliveries*

Being the receptionist gives me the opportunity to see families, friends, and other customers who visit our ministry. Recently, Provena implemented resident email as a new feature to our consumer website. Now, I print off the emails every morning and walk them to the residents. It’s a great feeling. The residents are so happy to receive any type of mail, but the e-mails make them feel special. I love to see their faces light up when I come walking down the hall or visit a resident’s room. I make sure the font is enlarged so they are able to read them. Residents are able to keep in touch with family members on a daily basis. What a great way to make them smile, and to read to them the little stories of what is going on in their families’ lives.

A Little Book of BIG *Mission Moments*

A vertical strip of stained glass window on the left side of the page, featuring abstract patterns in yellow, blue, and black.

Life-changing Care

Allie Rios, *Provena Saint Joseph Medical Center*

A 20 year-old man from Ghana, South Africa named Terence underwent surgery at the Medical Center for an atrial venous malformation in his face. The condition made him disfigured, almost like he had a grapefruit inside of his cheek. Still, he smiled and laughed and made jokes, not letting how he looked get in the way.

What amazes me is his story – and it makes me realize how lucky we are to live in a community with access to services that can fix the problem. Where he lives in Africa, he could not receive treatment for this. They’ve tried in the past, but closed the wrong end of his vein and it caused fluid to build in his face. Without the new surgery, his life would be in jeopardy.

Sometimes I wonder why we don’t have cures for some of the diseases out there with all the technology available. Then I encounter a person like Terence whose story is a reminder that we are so blessed to be a part of a health care organization that is bringing such important services and technology to our community, and the communities around us. Many hospitals don’t have the technology, like the Biplane or the Trilogy – but we do, and I am reminded that every day that so many lives are saved and changed because of what we are able to offer to our patients.

Where Terence lives, he would live with this ailment for the rest of his life with no chance for a permanent solution. On a trip to America to visit friends, his condition worsened. After a visit to the Emergency Department, he became a candidate for a life-changing, and potentially life-saving procedure, that will allow him a better life back at home that will be free from sideways glances and

giggles at his expense. And he happened to be visiting here, where not only is the technology available, but the hospital continually lives its mission to build communities of healing and hope, and care for all regardless of their ability to pay.

Some say he’s the lucky one because he is getting the surgery he needs. He is definitely lucky, but I think the rest of us are lucky too – because we don’t have to travel around the world for care. In fact, we are lucky enough to work for an organization that can make a miracle like this happen on a regular basis. And the community in Ghana is lucky, too, because Terence will go on to become a teacher and make a difference in the lives of many people – because we were willing to make a difference in his.

A Little Book of BIG

Mission Moments



S e r v i c e *Excellence*

Maria Scalise, Provena St. Mary's Hospital

For as long as I can remember, there has been a particular patient who comes into the Pain Clinic at least every Friday morning. She will call into the switchboard beforehand to let me know that she is on her way. My job is then to notify Security of her arrival. Then, they go find the proper wheelchair that she needs and place it at the doors so it is there when she arrives. This service has become a part of our job and we are always glad to do it!

Teamwork a n d *Giving*

Doris Trattner, Provena Mercy Medical Center

Several years ago, the Behavioral Health Intake Department decided that instead of having a Christmas gift exchange, we would bring in gently used or new items, ask staff to bid on them, and donate the proceeds to the Sister Ronald Fund. The fund helps patients to purchase medication they otherwise could not afford. The staff had such a good time that other Behavioral Health staff were interested in bidding, too. Each year the event grew until finally, it was opened up for all staff to not only donate items, but also to bid on them and fully participate in the auction. It's difficult for staff to participate when bidding goes back and forth because they are with patients, so this year we held a one time silent auction, with the highest written bid getting the item.

The spirit of Christmas was alive and well throughout. When the gift shop was restructuring, we received many items for the auction. Human Resources also contributed nostalgic service awards jewelry. Employees past and present have donated time and energy to setting up, staffing the event and cleaning up. Like our mission, the event has fostered giving and teamwork in the spirit of Jesus Christ.



The Heart of a *Volunteer*

Sandy Peterson, *Provena Saint Joseph Medical Center*

Prior to working at the Medical Center, I was the Provena Home Health Business Coordinator and Visiting RN. My responsibility at the Medical Center for the past two years has consisted of coordinating health fairs, speaking engagements, expos, parades, and anything else Provena can possibly do in the community. The workers for these events are almost entirely volunteers from the Medical Center. We have offered complimentary blood pressures, blood work, balance testing, hearing and vision tests, and more.

Our volunteers commit their time. They say they volunteer because they love helping in the community. It makes them feel good. It always amazes me that the employees of Provena Saint Joe's are so giving of

their time and talents. Sometimes I will send out an email asking for help at an event and think no one will contact me. Then all of a sudden people start emailing or calling, saying they would love to help.

I have not had to say no to any requests from organizations asking for help. The part that astonishes me the most is that people want to give so much of their time and talents and get nothing in return. Many employees after a busy long day at the Medical Center will come to the mall to teach children how to wash their hands correctly, or bring their entire family to march in the downtown Joliet parade to show their pride in Provena. One of our nurses has been quietly providing Teddy Bear Clinics on her own for years, teaching children what it's like to come to the Emergency Room.

Our Security Supervisor talks with ladies groups about personal safety. Our registered dieticians teach healthy eating to parents and children, and our physical

therapists test seniors for balance problems to prevent falls and injuries. All of this for no charge, to do their part to help and educate the people that support our Medical Center.

I receive compliments for getting Provena out in the community so frequently. Last year we did over 200 events in our service area, but none of these events would ever happen without the giving and proud spirit of the employees of Provena Saint Joe's in Joliet.

A Little Book of BIG

Mission Moments

A *Brighter Day*

Cheryl Fox, *Provena Saint Joseph Medical Center*

I have worked at Provena Saint Joseph Medical Center for nearly four years. I came here after I'd been laid off from a job at an automobile dealership. I was reluctant at first to enter the medical field having had no experience. But, my son-in-law who is a firefighter/paramedic, encouraged me to apply.

My first job was a part-time switchboard operator and that gradually became a full-time job. I was there for about a year and a half before working briefly in the Purchasing Department. But, when a job became available in the Imaging file library, I decided to go there. Eventually, the Imaging holding room opened and each of us from our office took turns daily to watch over it.

After only a few days, I found that I really liked being able to help sick people even if it was only to speak with them the few minutes they were in the room. I also have a blanket heater and hand blankets out readily to patients feeling chilly. You can't imagine how good it makes you feel to hear a patient tell you that you've just given them a piece of heaven or that you're an "angel." I have met all types of people from all types of jobs and lifestyles. We can talk and laugh and share concerns. This is MY mission – to make everyone's day just a little brighter if I can.

Pat Bussian, *Provena Home Care*

M a k i n g a *Difference*

Recently I was in Palos Heights visiting my husband's Aunt. I live near Kankakee so I'm not always familiar with the area. I stopped at a convenience store to pick up a few things for our Aunt, and a young mother was in line next to me. She saw that I worked for Provena from the jacket I had on and went on to tell me what good care she received at Provena Saint Joseph Medical Center. I chatted with her several minutes while in line and before leaving, I wished her well and thanked her for the kind words. On my drive home, I went over all the things she said and it became very clear to me that I am proud to be a part of Provena, and that I do make a difference no matter what my job is. I truly value the mission of Provena.

A Little Book of BIG *Mission Moments*

Creating *Memories*

Irene Maros, *Provena Saint Joseph Medical Center*

In the Gift Shop, we don't often get the opportunity to interact with our patients. However, once in awhile we have an extraordinary experience with one of our visitors that makes a lasting impression on our hearts.

One October, a grandmother came in with her granddaughter, who was probably around nine. They were upset, and were wandering around looking at all the items in the shop. Noticing their demeanor, I asked if there was anything I could do to help. Immediately, they both started crying.

They replied that the girl's mom (who was the grandma's daughter) was dying of breast cancer upstairs. The doctors had informed the family that she didn't have much time. I couldn't imagine how awful that must be, especially for this little girl about to lose her mom. They told me they knew she wouldn't make it until the holidays, and so they wanted to celebrate Christmas that day with her. They asked if I could help them pick

out a gift and wrap it like a Christmas present so that they could celebrate the holiday together.

We looked around and found some things that were Christmas-like and wrapped them up beautifully. After about an hour with them, we hugged and they thanked me. They were able to bring the gifts and share one last Christmas memory with this very special person in their life. I was truly touched. It isn't often I am able to be a part of such an important moment in people's lives.

Though it was a devastating event, I am thankful that I was able to bring something to a family when they needed it most. As an employee of the Medical Center, we all have the opportunity to touch the lives of those who come through our door - there are just different ways that we all make a difference.

A *Common Bond*

Monte Schwartz, *Provena United Samaritans Medical Center*

Our night shift phlebotomist, Amber, entered a patient room to obtain a blood sample and noted that her patient had an English accent. After introducing herself and preparing him for the draw, she told him she was vacationing in Paris in a couple weeks. Finding a common theme, they talked about places she should visit, food she should try, and suggestions for transportation. He began to share about his life, how long he had been in the States, his illness, and his lack of family support. After she thanked him and they said goodbye, the nurse stopped Amber outside the room and said that this was the most the patient had spoken since admission. Nursing staff had tried to get him to communicate, but he was so depressed and resisted their efforts. The key to this experience, as Amber shared it with me, was her statement, "He made my day!" There is no better gift than one that blesses both the giver and the one who receives.

A Little Book of BIG *Mission Moments*



Patricia S. Robinson, Provena Mercy Medical Center

Like
Family

This year, I was injured and was away from work. My co-workers are great people and great friends – they are like family to me. They sent me a basket that was filled with lots of goodies – fruits, jam, crackers, salami, cake; a gift card to a local restaurant; cards wishing me a speedy recovery and phone calls to see if I needed anything. I am truly blessed and appreciative to have people that I work with daily to show their concern for me. Thanks to everyone in the Health Information Management department who have shown compassion and kindness to me.

The *Kindness* of Strangers

Sister Joanne VanderHeyden, Provena United Samaritans Medical Center

Pamela, a member of our Accounts Payable department at Provena United Samaritans Medical Center, lives mission moments on a daily basis. Her personal witness is always in alignment with our Mission, Vision and Values.

Several months ago we admitted a patient who was pregnant. She and her family were very needy. Pamela's father, a very kind cab driver, told her of this patient and her family's needs. Pamela learned that the Medical Center, through its CUE Club (Contributions of United Samaritans Employees), might be able to assist. She and her husband then provided additional money for the patient and her family to stay an additional week at a local motel. Upon discharge, the patient had some prescriptions, which Pamela paid for.

Pamela kept her kindness to herself, but I happen to know about her generosity because of my connections with the patient. Pamela is a special person.

A Little Book of BIG *Mission Moments*

Karen Sippel, Provena Heritage Village

Connecting A c r o s s G e n e r a t i o n s

Our facility is involved in a community outreach program with a special needs classroom at the Kankakee Junior High School. In the beginning of our search, we were looking for a “gifted” classroom to work with as an intergenerational idea. However, in talking with one of our resident’s family members who is a counselor in Kankakee, she guided us in a totally different direction than we had expected. Our first idea for the classroom was to host a school supply drive and have the residents deliver the supplies to the school. But when we went for the visit, the children were more excited about the idea of adopting our residents as grandparents than receiving the supplies. They latched onto us right away, and we went away with a sense of purpose in our efforts.

It was not the material items that made us feel good, but the emotional connection we were already beginning. On our second visit, the children came to the Lodge, giving even more residents and staff the opportunity to meet the children. The residents and children took turns singing songs from their own eras. Some of the children and residents even sang a few solos. The teacher let us know the children were anticipating seeing us, and had already “chosen” certain residents as their own. “I get Marge,” one child said...and so on.

By the third visit, it was Thanksgiving. The children made cute turkeys for each of our resident’s doors to remind us all month long of our time together. We made fleece scarves in bright colors for them. We sat in their classroom this time sharing stories of the days when our residents spent the holidays with no television or electricity, and we discussed favorite Thanksgiving traditions. Some of the children

had never imagined what it would be like without electricity; however, some have experienced it due to their home situations.

As Christmas approached, the children were busy making ornaments for their newly adopted grandparents, and we planned for a Christmas pizza party (suggested by one of the children) to be held at the Lodge. “Could we have a pizza party with games next time?” one young boy asked. “What would you like to play?” I replied. “Bingo!” He exclaimed. What a perfect plan. We collected mittens filled with candy for the children. They loved it...and so did our residents and staff. What a rewarding effort this has turned out to be. Building communities of healing and hope in these old and young lives, and sharing our compassion with those who need it. (That includes all of us.) It feels good! Who knows what the rest of the year will bring, but I am sure it will be full of rewarding moments...mission moments.

A L I T T L E B O O K O F B I G

Mission Moments



Compassionate *Teamwork*

Elizabeth Zygowicz, Provena Cor Mariae Center

Staff at Provena Cor Mariae in Rockford were preparing for a Christmas program one evening. The presentation of the local Boys' Choir was open to residents, family and friends.

Around 7 p.m., we spotted our administrative assistant carrying a shovel on her way to the outside courtyard. Her "mission" was to clear a wintry mix that looked hazardous for residents, family, or friends who would want to take a walk among the twinkling lights.

Soon thereafter, our administrator joined in and our receptionist suggested we top off the process with a healthy dose of salting.

Three staff members, all sharing thoughtful synchronicity regarding the safety of Cor Mariae guests was a perfectly unplanned example of compassionate teamwork.

Delivering *Hope*

Allie Rios, Provena Saint Joseph Medical Center

Earlier this year, Provena Saint Joseph Medical Center had a patient who was scheduled for surgery. There was a significant chance that he may not make it through the operation. He had been in the hospital for some time, and between that and the worry, he really missed his dogs.

He wanted his dogs to come visit and his request was passed onto our office one day when I was out. Knowing that we could not bring dogs up to the surgical unit, my co-worker, Jennifer, wouldn't take no for an answer.

She arranged instead for the man to be brought down to the front of the hospital, as the weather was nice. Jennifer had arranged for his two dogs to be out there to meet him. Our departmental camera was already in use, so she tracked one down

from the Security department and took some pictures of him with his beloved animals. Then she printed the pictures out for the man to keep in his room.

She went above and beyond, and the patient was extremely happy about the time he got to spend with his dogs. He went on to have a successful surgery. Jennifer made an impact on a lot of people because problems kept arising in the process, but she continued to say "Well, what can we do?" instead of "We can't do this." I thought this was an example of going above and beyond to bring our mission to life – because seeing his dogs certainly gave this man hope.

A Little Book of BIG

Mission Moments

Never Give Up

Cate Pappa, Provena Cor Mariae Center

In order to work in health care, you need to be a special person. Not just anybody can work, day in and day out, to not only care for patients or residents, but also their spouses, sons and daughters, sisters and brothers, best friends and neighbors. People are sick, families are stressed out and, unfortunately, people are dying. Working in health care can be a mission moment in itself.

In long term care, we are lucky to be able to really get to know our residents and patients, spend time hearing their stories, and learning from them. We love them. From the women sitting around playing cards; to the gentleman who doesn't speak much, but when you look into his

eyes, you know what he is saying; to the daughters and sons who come every day to see their parents and who, at times, feel more like family than our own families do. Everyone who works in health care has a huge heart and a special place in that heart for the job we do every day. I don't believe any book could actually hold all the mission moments that we have. From the extra things we do for our residents and families, to the helping hands we give to our fellow co-workers. Every day could have pages of mission moments. Every day is a reward.

The one mission moment that always sticks in my mind, though, is the day a 55-year-old gentleman who was admitted to our short term rehabilitation unit. This gentleman came to us with spinal stenosis, hypertension, bronchitis, muscle weakness, difficulty walking and weighed 443 pounds. In order to properly take care of him, we needed to order all of his equipment to fit his size. It seemed nobody really wanted to care for him prior to his coming to Cor Mariae. He was bed-bound and depressed. He was not motivated and after a few weeks, we weren't making much progress.

It came to our attention that this gentleman wasn't completing any therapy and was about to be discharged. Our interdisciplinary team stepped up and started asking "why?" Basically, this gentleman's weight was holding him back. He was too difficult. The team decided that we couldn't give up. We needed to give him one more try – we needed to help him.

It wasn't easy to motivate this gentleman or help him get around. It took extra staff to work with him. Slowly, after weeks of hard work, he eventually was able to sit up at the bed, then stand up and eventually walk again. Like everyone else had done, we were about to give up on this man. If it wasn't for our interdisciplinary team, he would have never walked again and probably would have died. We did what was right. We responded to his needs with compassion. Our compassion gave him a new life, a healthy life.

Whenever I think that a patient is too difficult or too sick, I think of this story. It gives me pride in my co-workers, job and most of all, our mission.

A Little Book of BIG

Mission Moments

Strong *Support*

Dolores Goedke, *Provena Medical Group*

I have a friend, Brenda, who was recently diagnosed with cancer. Dr. Hung Nguyen is her physician. He is kind and so caring, as is his staff. Dr. Nguyen went to the hospital to visit Brenda and is in contact with her on a regular basis regarding her chemotherapy and treatment. Dr. Nguyen's staff has been supportive beyond words, and Brenda raves about the care and kindness of all those from his office. They have certainly made it somewhat easier for her, and she has expressed that the support she is receiving from them has made a most difficult situation better. Dr. Nguyen and his staff should be recognized for going over and above. I am grateful that my friend has such caring professionals around her.

A Warm Meal, A *Kind Heart*

Christine Johnston, *Provena Care @ Home*

I work as the Health Watch coordinator for Provena Care @ Home. Health Watch is a personal emergency response system that alerts trained medical professionals when subscribers experience distress. One day, an elderly man called in. He gave me his name but, at first, I was having trouble understanding how I could help him. I did a quick search in our database to see if he was a Health Watch patient but learned that he was actually a former Home Care patient. As I listened to him, I heard him mention that he was hungry and that his Meals on Wheels delivery had not come. He called the number to inquire but only got a recording and could not reach anyone. I explained I was Provena Care @ Home Health Watch, but that I would try and assist him further if I could. I verified his address and phone number and explained that I would look into things further.

I called Meals on Wheels but got the same recording. Not wanting him to be hungry and not knowing the status of his meal delivery, I went to Boston Market and purchased him a turkey dinner with all the trimmings. I arrived at his home and introduced myself as Chris, the gal from Provena Care @ Home Health Watch whom he had spoken with on the phone earlier. I also told him about our free December activation for Health Watch, as I noticed his hands and overall balance were quite shaky.

I wanted to do this because it felt like the right thing to do. Thanksgiving was right around the corner. It was a good feeling to share with others and be thankful for what we have.

A Little Book of BIG *Mission Moments*

Christmas *Angels*

Julie Edwards, Provena Saint Joseph Medical Center

Provena Saint Joseph Medical Center exercises its mission during the holiday season by helping out its own employees who are in need through the Christmas Angel program. Our mission calls us to “build communities of healing and hope by compassionately responding to human need in the spirit of Jesus Christ,” and what better way than by helping our own employees in their time of need?

The Christmas Angel program allows staff to nominate co-workers that are experiencing financial difficulty and may need help in providing their families with a nice Christmas. Once a person is nominated, they are screened in Human Resources to ensure they are in good standing and are then interviewed by a committee member to determine what

their family’s needs are. A wish list is developed and a note goes out to all employees to allow them an opportunity to adopt a family. All names are kept confidential and the families are distinguished by a letter.

Our employees are extremely generous in their donations to these families because they know they are helping out people that work at the Medical Center. All gifts are wrapped, labeled and dropped off. The families pick up their gifts a few days before Christmas to bring home for their families.

This program helps families in need, but also shows the generous spirit of our own employees helping their fellow co-workers. It reminds us all that the holiday season is about giving, not receiving. Provena Saint Joseph Medical Center is truly blessed to have such wonderful employees.

Santa’s *Little Helpers*

Allie Rios, Provena Saint Joseph Medical Center

I received an email through our website from a local mother during Mission Week. She told me that her two daughters, ages seven and eight, had donations they wanted to give to children at the Medical Center. She went on to describe how last year, her daughters wanted Santa to deliver all of their toys to little boys or girls who might not get any. Their mother explained that Santa might not be able to do that, but maybe they could ask for gift cards and get the gifts themselves. The girls loved the idea!

For Christmas, they asked for gift cards only to purchase presents for other children. They received over \$300 in gift cards, and spent many hours shopping for toys and gifts that kids can use while in bed – perfect for a hospital donation.

Although the Medical Center already has a full treasure chest thanks to the “Make Your Mark” Foundation, we felt there was always room for more – especially when the gifts come from such a genuine family. This donation fit perfectly into Mission Week. We arranged for the girls and their mother to bring their donation to the hospital to donate to some of the staff from Pediatrics and the LDRP, where the donations can also be given to little girls and boys up visiting their siblings for the first time.

In a time when we wonder if we’re spending enough or did we buy enough for the holidays, I thought the selfless act of these little girls demonstrates our mission of providing healing and hope perfectly – and the fact that they chose to donate the toys to us is definitely an honor.



M y *Role Model*

Sandy Peterson, *Provena Saint Joseph Medical Center*

I have been in my position for two years, working alongside our volunteer Clara, who has been here for many years. She arrives in our department faithfully every Monday and Tuesday, and apologizes if only a few minutes late. There is no job we ask of her that she ever feels is below her, and she is always eager to help us in any way. She especially helps me with packing and delivering all pamphlets, giveaways, tablecloths and banners for all the events I set up in the community.

This is no small job, seeing that we do over 200 events per year. She is always so happy-go-lucky and positive. She takes her job very seriously and knows she is doing a big part in assisting Provena in all its events that serve the community.

Last summer, Clara's car wouldn't start, but she felt that this was not a reason to miss her scheduled volunteer day. She walked nearly three miles to the office in 80 degree temperatures! Now, who would do this — even if collecting a regular paycheck? This is just one example of her dedication to what she does. She volunteers at many organizations around town, and does so with no expectations for rewards or kudos. She simply likes to give of herself to organizations she feels are important.

I hope that some day, I can retire and give back to the community the way she does. She really is my role model.

Striving f o r *Excellence*

Linda Selvidge, *Provena Mercy Medical Center*

Over the many years I've worked at Mercy, I have witnessed so many acts of kindness. Over the past year with the many stresses that we have all encountered, I regularly see our Emergency Department staff working hard and trying to improve. I think this is attributable to the overall Provena Mission to give compassionate care to all of our clients. We all need to be recognized for the efforts that are made on a daily basis.

A Little Book of BIG *Mission Moments*



W e P r a y e d

Together

Laura Menard, *Provena Saint Joseph Medical Center*

As you might imagine, in my 26 years of hospital nursing, I have experienced quite a few Mission Moments.

One that stands out in my mind is the story of a patient whom I just met for the first time while making rounds. She was very pleasant and upbeat as we talked. After I completed a physical assessment on her, I continued making rounds and went to see the patient in the next bed.

On my way out of the room I noticed the first woman was crying and very upset so I went over to her and asked her what was the matter. She had just gotten a call from a family member telling her that her grandson was in the Emergency Department after experiencing a severe epileptic seizure. He had a known seizure disorder but had it well under control

with his medicine, until he got the flu. I really felt compassion for her but didn't know what I could do to help her. In a sense, I felt helpless. I thought of telling her I will pray for her grandson, but that didn't seem adequate, so I silently prayed, "God, please tell me what I can do!" Just then I asked the woman if she would like me to pray with her to which she replied, "yes." I squatted down to her level, as she was sitting in a chair, and took her hand. Among other things, I prayed God would protect her grandson and restore him, and that He would comfort the family members who were so worried. When I finished, she had such a look of relief on her face. She thanked me profusely and wanted to know more about me.

The next time I went in to check on her she gave me a good report stating that her grandson was doing much better. Later that evening, she introduced me to her family as "the nurse that prayed with her," and several times after that I could hear her talking on the phone telling of her experience.

I went home that night praising God that He was able to use me to touch someone and bring them comfort. The crazy times a hospital nurse deals with often seem unrewarding, but then you have a moment like I just described and it makes it all worthwhile.

To top it off, a couple of weeks after that experience I received a letter from the manager of the 8th floor thanking me for what I had done. Evidently, the patient was so touched about her experience that she told the manager. In the letter, the manager said both she and the patient cried as the woman retold the story. The 8th floor manager told my manager, who also sent me a letter of appreciation.

I really believe that when we are able to be a blessing to others, we become blessed ourselves. As in this case, I was truly blessed.

A Little Book of BIG

Mission Moments

Reaching O u t

Donna McCollum, *Provena eICU Connection*

This past year, I helped to coordinate a drive at the eICU to collect essentials and a little cheer for families staying at a battered women's shelter in Kankakee.

The Provena eICU Connection team collected many items including clothes, toiletries and toys for the kids. After the collection, I inventoried all the collected items, packed them up in colorful holiday bags and personally delivered the items to the shelter. This was a mission moment of community outreach, sharing and caring.

Juggling A c t

Eric Schmuttenmaer, *Provena Health Corporate Offices*

Early last year I was taking pictures for our virtual tours section of www.provena.org. Typically, we clear the room and make sure there is no one in the picture. One virtual tour of a room consists of four pictures taken from the center of the room. In the case of Provena St. Mary's Adult Day Center, they could not remove the clients for the pictures. I needed to take pictures two at a time to accomplish a virtual tour of this room. We had everyone move to one side of the room and I took two pictures. Then I set the next two pictures up as the nurses moved everyone behind me. I took the two shots I needed, verified they were good, turned around and noticed more than twenty people had been behind me in two rows watching every move I was making.

I felt like I was on stage and said, "I should be performing for all of you!" One of the nurses gave me two apples and an orange and said "well, here is your chance." To her surprise, I juggled for the next few minutes throwing the fruit high into the air, under my legs, and behind my back. When I had dropped one of the apples everyone began to cheer. It was a good feeling to see everyone smiling and having a good time.

A Little Book of BIG

Mission Moments

Back to the *Bedside*

Cindy Shedosky, *Provena Saint Joseph Medical Center*

As part of our mission, we are always looking for ways to improve care for our patients. A fellow member of the first Lewis University Cohort Program held at Provena Saint Joseph Medical Center and I developed a program in response to a common frustration verbalized by our 8th floor nursing staff: losing the ability to give personalized care at bedside due to so much paperwork and technical requirements in the daily work day.

One day in August, we worked as CNAs on the B-shift in an effort to establish guidelines for “settling” patients – part of a new initiative to bring more hands-on patient care to the bedside. We passed the word to

several staff members early in the week, and kicked off the “Back To Bedside” (bringing back “old” best practices) campaign with an informational meeting.

As part of the program, every RN and CNA is expected to work together on their team from 8 p.m. – 10 p.m. Nurses handle their charting early in the shift in order to work side-by-side with the CNAs to settle the patients.

The plan is this: Beginning at 8 p.m., when “Visiting Hours are Now Over” is announced, the nurses and CNAs go down the hall (away from

the nurses station) to work together to provide care. This includes back rubs, fresh pillow cases, oral care, repositioning, dressing needs, bathroom needs, straightening the room, emptying garbage, turning down the TVs, tucking in the patients and ensuring the visitors that their loved one is ready for bed so that they can go home with a sense of security.

Many have already commented: “This is the way it should have always been” or “Why did we ever get away from good ‘ol nursing care?” Even the unit secretary commented that she was able to complete her work at the nurses’ station without interruption, as the nurses were working hand-in-hand with the CNAs in their assigned patient groups.

The plan was to measure data as the program continued, which included call light response, wound prevalence, fall rates, and patient and staff satisfaction. After 13-weeks there was evidence that call light response satisfaction was on the

rise and the wound prevalence for October 2007 was the lowest in 10 quarters!

In addition, our 9th floor patient care manager also initiated the program and kicked it off with t-shirts for the staff. We made a video about the initiative and plan to bring it to the floors to help institute more interactive patient care in the future.

The 8th floor is very committed to providing the very best care at PSJMC, and sometimes going back to our past to retrieve our best practices can only create a great future.

A

Praying Heart

Dee Dee VanDyke, *Provena Mercy Medical Center*

Maria was working diligently on her usual shift – contacting physicians on behalf of a patient she recognized was not doing well. After some time and attention, a code blue was called. The code team worked competently and thoroughly but, nonetheless, the patient passed.

As a member of the Pastoral Care team, I worked to support the staff and Maria expressed, “I think I need a chaplain.” Aware of her own distress, disappointment, and sadness, this nurse openly verbalized and acknowledged her own human need for support and care. The evening continued, and I assisted Maria with the follow-up details of contacting family and associated health care offices. Maria competently continued her professional work, but agreed to meet sometime later in the week for her own debriefing.

The following day Maria and I met. What a privilege to come to know her. She has told me, “I deeply care about the patients I care for and I feel so badly when one of them dies. I do my best to care for them

competently. As a young girl, my Philipino mother always taught me to pray for the dead and their families. I found that this helps me process my own sadness. So when a person dies ‘on my watch’, I remember to pray for them and the family by name – every day of the year. This spiritual practice helps me. I entrust these persons and families lovingly to God and ask God to assist me in the next day’s work. I ask God to give me the knowledge, wisdom and insight to give quality care to my patients.”

Maria’s own spirituality assists her both personally and professionally. Would a bereaved family ever believe that the nurse who had cared for them was praying for them for a full year? Certainly, these families have received much more than they know. As a chaplain, I was awed and humbled by not only the practical but transcendent care offered by this one individual. Maria certainly lives the mission deeply, practically, and wholeheartedly. May the Divine Physician continue to guide our daily work and encounters!

Above and Beyond

Brigitte Emme, *Provena St. Mary’s Hospital*

A couple of times I have given patients rides home when they otherwise would not have had anyone to pick them up or would have had to wait over two hours for a cab ride. In one instance, a young girl came in thinking she was having preterm labor. She was only 18 and had no family supporting her. Her boyfriend was at work and a neighbor had given her a ride to the hospital. She was discharged after we determined she was not in preterm labor. It was just before my shift ended at 11:00 pm and I offered to give her a ride home. I have also on occasion brought patients in for scheduled non-stress tests when they had no other way to get to the hospital.

A Little Book of BIG

Mission Moments

A *Route* to Reading

Judy M. Reese, *Provena United Samaritans Medical Center*

I have been a volunteer for Reader's Route, a department of Danville Area Community College's Adult Education, for about six years. Our mission is to encourage parents to read to their children. We also provide free education for any adult who wants to learn to read.

I saw an opportunity to supply children's books, which we receive through grants and donations, to our Emergency Department. The books would help parents read to their children while they were waiting and also advertise our efforts to encourage reading.

In May 2006, I approached the ED manager and she was very open to the idea. She provided us with a book rack for the children's books in

addition to space on the LCD message center in the waiting room with information about our program.

Since that time, we have placed over 250 books in the ED waiting room and have been able to teach many adults to read. I personally am fulfilled to have an active role in our mission, "...to build communities of healing and hope by compassionately responding to human need in the spirit of Jesus Christ."

A *Rare Review*

Kathy Hurley, *Provena Saint Joseph Hospital*

My 84-year-old mother attended a pre-Christmas party with some of her old friends. They are all retired and like to get together to play pinochle. One of the couples that was there told a story about the care that her husband had received here at the Hospital and how his life had changed because of his wonderful care. He has Parkinson's and came to PSJH in very bad shape, near death. The physician and staff discovered that his medication was causing his problems. After they addressed that problem, he was transferred to our Cardiac Rehabilitation unit where they did therapy and for the first time in many months, his mobility improved tremendously.

His wife did not want him to go out to that pre-Christmas party because the weather was so nasty, but he did because he felt so good. My mom could not believe the change in him. He played cards, laughed and joked with their friends, and raved about what our staff had done for him and that he never had such great care anywhere. I was so proud.

E x c e l l e n c e i n

Life... a n d D e a t h

Marissa Happ, *Provena Mercy Medical Center*

At the time of our youngest daughter's first birthday, we found ourselves in the Emergency Department with a baby who was struggling to breathe. A bad cold had taken a sudden turn, and the unmistakable barking coughs of croup were threatening to take over.

In contact with our pediatrician throughout the night, we had tried the steam mists outside the shower and the bundled-up walks up and down the block before being advised to proceed to Mercy Center. Racing east on Indian Trail at 2:30 a.m., we fought against time to save our daughter.

Alerted to our imminent arrival, the ED flew into action, and the rest is a blur to me. What I do remember, however, is the calm, professional manner in which we were served, and the empathic response of the entire staff as I surrendered our baby into their competent hands. One of the faces is one that I will never forget; I knew her casually from church, but in this environment her highest priority was saving my baby's life. Admitted that night to the pediatrics unit, Deborah survived. The next three days included medication, frequent respiration therapy treatments and constant surveillance. To minimize the trauma, I was allowed to crawl into the croup tent with her. We both emerged three days later.

Three years later, we found ourselves again in the Mercy ED after an inexperienced driver crossed the yellow line and hit our car head-on. Once again we received outstanding care, and in the hallway, a physician took the time to assure me that we were in excellent hands.

Fast forward to 2004 when my mother was hospitalized at 90 years old. We knew the end was near, and her comfort was all that mattered. As evening fell, Mom's dinner tray sat untouched and I asked her if there was anything, *anything*, that sounded good to her. Extremely weak, her eyes lit up for the briefest moment when she suggested to me that a chocolate milkshake might taste good. With the speed that would rival even the best fast food restaurant, the food services staff found a way to honor this last request.

Where there is illness or injury, there is vulnerability. When clinical excellence is accompanied by compassion in the healing process, the patient experiences a

restoration that is deeper than physical repair alone. Over the years, this has always been our experience at Provena Mercy.

Today I work there as a way of giving back. How could I not feel gratitude to a hospital where four of my five babies were born and where life and death are treated with utmost respect?

Just recently, we found ourselves once again in the ED, this time with a soccer injury. As arrangements were made for follow-up care, it was the same physician we encountered those many years before who was able to see us within 24 hours. No one had to assure me this time that we were in excellent hands; the minute I heard his name, I knew it was so.

A L I T T L E B O O K O F B I G

Mission Moments

O u r

Claim

Kristine L. Benson, *Provena Saint Joseph Hospital*

My story begins after our patient's life ended. He lost his battle with disease. During the last two months he was alive, he had neglected to pay his insurance premium. One last claim was pending, and eventually it was denied. The bill was large, the premium small in comparison.

I conferred with my supervisor, who received approval to pay this premium on our patient's behalf. I presented this to the insurance company and found out there was a rule that the premium had to come from the next of kin and their records did not have one listed. One of our accounts had the patient's mother's name. Apparently she had lived at his address.

I called her to present the situation to her. She was appreciative and gracious in spite of her grief. She felt her son's insurance was responsible and wanted to work together with me to get it paid. We sent her the premium and she sent the payment to the insurance company. She was so pleased with his care here and so happy to help with his claim. Our claim. I'll always remember her cooperation and graciousness. We sent a thank you note to her. Even though this moment happened awhile ago now, I still remember how many departments worked very well together and with our patient's family.

S h e S a v e d

His Life

Cheryl Emler, *Provena Saint Joseph Medical Center*

One of our volunteers saved a man's life here at PSJMC. Her name is MaryAnn. She is a lovely, lovely person. MaryAnn was at the front desk and a gentleman walked in and announced he was going to kill himself. MaryAnn calmly started talking to him and took him to the Emergency Department where he got the help he needed as soon as possible. MaryAnn saved his life that night. That is what Provena is all about. She was also named volunteer of the year by United Way. MaryAnn's courage and volunteering goes way above and beyond all the time.

A Little Book of BIG

Mission Moments



Lill

Christine Klassek, Carmelite Carefree Village

I have a special mission moment from my past that in many ways designed my career as a minister to the elderly. One I was reminded of again just recently.

Several years ago a resident by the name of Lill lived at our Village. It was a party day at Carefree filled with all the usual preparations for a fun evening. Lill wanted to visit with family that she had not seen in quite some time, but also wanted to attend the evening get together with friends. We talked for some time, and I convinced Lill that a visit with family was important and it was likely that she would return home in time for the evening's events. She had lunch with her family and indeed did return in time to dance and have fun with other residents. At the conclusion of the party Lill waved good night and said to me: "Thanks for one of the best nights of my life." Then she turned and went to her room.

The next morning when I arrived at work, a fellow staff member asked "Did you hear the news? Lill passed away in her sleep last night." The thought of Lill's last spoken words still ring clear today. This event put my personal ministry into focus — that everyday spent serving our population was a special one.

Recently I interviewed a young volunteer who was accompanied by her very proud father. I was very happy to engage the young lady to assist at a party. The young volunteer's father said to me, "You may know my grandmother, she lived at Carefree a while back. Her name was Lill." My mind returned to the day when Lill went to God, and I held back my tears. The joy of ministry was made present once again by the smiles of eager anticipation and happy expectation of a young girl giving service in the memory of a grandmother who was very much loved. Our work with the elderly is truly a blessing. We will never know how many lives we will touch.

GIVING A FAMILY *Hope*

Mary Plansky, Provena Mercy Medical Center

I have a relative who speaks highly of Provena Mercy. She is 90 years old and continues to tell the following story:

When I was a little girl my mother was very sick. She ended up staying at Mercy for a long time. My father struggled to take care of me and my brother. Finances were very tight. My father paid as much of the bill as he could. There was a balance that he couldn't pay. He ended up calling and talking to one of the Sisters of Mercy who told him, "don't worry about the bill."

When she tells me the story, it truly reflects that Provena Mercy Medical Center was and continues to be a Catholic health system whose mission is to build communities of healing and hope by compassionately responding to human need in the spirit of Jesus Christ. That one conversation truly gave that family hope.

A Little Book of BIG *Mission Moments*

Benefitting from Kindness

Socorro Nieto, Provena Mercy Medical Center

In March 2006, I learned of a family that was in need of a sofa bed. The family was living in a one bedroom apartment with two children. Dad had been sleeping in the living room on the floor for the last two months. One son was two years old and the other one was seven and had special needs. He was diagnosed with autism while living in Mexico, where he was born. The parents did not know what was wrong with their son. At the age of two, he started biting people and doing harm to himself, subsequently ending up in the hospital several times.

A few years before, things were going well. Dad had a degree as a lawyer in Mexico and mom was a homemaker. They got married, had a beautiful home and a great family support system, and business was going well.

Suddenly, they realized one day their child was out of control. This was the beginning of their nightmare. Dad had to cancel clients on a continual basis as his son's condition worsened. He took his son to multiple doctors with no answers. Bills kept piling up but he was not able to keep up with his work. Three years went by with no treatment or diagnosis for their son.

Finally, a doctor diagnosed their son with autism, placing him in a special school and starting him on medication. However, things in Mexico are not as advanced as they are in the United States, especially with difficult medical conditions like autism, and the costs were very high.

Even with support from family, they depleted their savings and business faltered. In desperation, they contacted family in Aurora who advised them

about great places in the area for children with his condition. The family had to make a huge decision to leave everything they ever worked for because of their love for their son.

I admire the love this family has for their son. They obtained a five-year visa to come to the United States with the condition of attending school. Dad works eight to 10 hours a day and goes to night school. The son is fantastic – he loves school, is in control with his medications, which are generously given by Aunt Martha's at a low fee, and is receiving care from a great doctor.

They are fantastic people who assist and donate any money they can to help out the Parish Nursing program. Because of the donations and support given to us by this family and so many others, we can reach out to many people. I was able to get a donated sofa bed within a week. The family was so grateful to all the people who provided time and donations. I can see the wonderful things God does through

each one of us – one person helps out and then blessings continue to grow. Sometimes we think we don't make a difference by donating our money because we don't know where it will go, but God knows exactly where to put that money.

I would like to thank my heavenly Father for our jobs and health. Thank you also to those at Provena who have sponsored our efforts – know that we dearly appreciate the money and support you give us. May God continue to bless each one of you.

“I have not stopped giving thanks for you, remembering you in my prayers”
(Ephesians 1:16).

A Little Book of BIG

Mission Moments

Chris Zubcic, Provena Saint Joseph Medical Center

I Will Never Forget

I will never forget the caring and support I felt from Provena when my husband passed away – not only from my wonderful co-workers but from the entire Provena family. I remember being told at the wake that there was a line of people wound around the funeral home to pay last respects, and it seemed as if every other person was from Provena. From the prayers, thoughts, cards, flowers, and support my family and I received, this moment in time will remain in my heart and mind forever!

More Than a *Duty*

Alina Paul, MD, Provena Medical Group

We have a 90-year-old lady patient who has been a resident in St. Joe for many years. She lives alone in her home and is compliant with appointments with the doctors who care for her. She made office visits with us when we first opened this year but we realized how difficult it was for her to come to the office, as she had a history of hip fracture. As a team, we decided to do home visits, do all the labs and refill the meds she needs in her home. She was so filled with joy that we decided to do regular visits in her home. Recently, during a visit we checked her medicine box and found out that she had missed taking an essential medicine for a couple of months that was causing her symptoms of tiredness. We refilled that and advised fall precautions as we inspected her home conditions.

I realize that showing patients you care is only part of the reward. The other part is getting love back a hundred fold from them. I learned about her family through the photographs she showed us and realized how much she needed someone to share it with.

For me, it is more than a duty; it is what gives purpose in what we do.

A Little Book of BIG *Mission Moments*



M y

Inspiration

Marissa Happ, *Provena Mercy Medical Center*

I am a teacher and social worker by profession. I am also a mother of five. As a midlife female, I decided to go back to school and earn a master's degree in Social Work, hoping to merge my teaching with clinical work. I found Provena Mercy Medical Center in 2004 when I discovered that a teacher was needed for children and adolescents in Behavioral Health.

Working with our multidisciplinary team has been one of the most profound experiences of my life. Physicians, nurses, case managers, counselors, occupational therapists, recreational therapists and spirituality facilitators have all helped me understand the unique needs of children and adolescents with mental health issues; their expertise and commitment inspire me to give each day my very best shot. My co-workers recognize the

symptoms and behaviors of children in crisis, and work diligently to serve the needs that lie beneath them. Below every illness, beneath every diagnosis, there exists a child who deserves our deepest respect.

The therapeutic environment of our unit takes many forms. Yes, there is expert medical care and medication management. There is also fastidious care devoted to records, files and doctor's orders. Above all, there is heart, something that fits in very nicely with our mission statement to "build communities of healing and hope by compassionately responding to human need in the spirit of Jesus Christ".

So while our staff is, in my opinion, the best team of medical and clinical professionals that I can possibly imagine, they are also the finest human beings I have had the privilege to work with. As they manage the unit when the census is high, it is not uncommon for me to see someone taking the time to braid a frightened child's hair, listen to a depressed teen or kneel on the floor to help a

child zip up a jacket at the time of discharge. One of my co-workers brought in a bag of clean and folded clothing from her own home to salvage the self-esteem of a female preteen from our local homeless shelter.

Since we are a Catholic hospital, we do, in fact have the freedom to ask ourselves "WWJD?" (What would Jesus do?) as we care for the thousands of patients we see every year. And every time I ask that question, I think of my co-workers to find my answer.

A Little Book of BIG

Mission Moments

B u i l d i n g

Healthy Families

Julie Edwards, Provena Saint Joseph Medical Center

Provena Saint Joseph Medical Center has formed Joliet Partners for Healthy Families (JPHF), a partnership with Joliet District 86 schools, the Joliet Park District, Harvey Brooks Foundation and University of Illinois extension. This partnership was formed as a response to the 2005 Will County Needs Assessment naming obesity as a top area of concern for residents in Will County. The JPHF's mission is to enhance the quality of life for all ages, abilities and ethnic backgrounds with good nutrition and physical activity. Through these choices we can improve the overall health and wellness of our community.

The partnership held their kick-off with a "Day of Play" at six locations within Joliet. Outdoor activities such as jump rope, obstacle courses and relay races were planned and children received healthy snacks and giveaways for participating in this event. Over 500 children and their

families attended and JPHF received positive feedback about the goal of this coalition.

The JPHF leadership is currently in the process of planning an after-school program which will incorporate three key concepts, including instruction of children at targeted schools, parent workshops and community awareness. All students will be monitored throughout the program to measure the success made in helping students develop a healthier lifestyle.

Provena Saint Joseph Medical Center, along with its partners in JPHF, is taking a pro-active approach to a major issue within Will County. Through consistent measurement, JPHF will be able to report its progress to the community and hopefully expand the progress to the community and hopefully expand the program in the future.

I W a s S o

Proud

Jennifer Doran, Provena Saint Joseph Medical Center

During the Thanksgiving holiday, my 15-year-old diabetic sister, Jessica, was visiting from Kansas City. On Black Friday, as we were preparing to trim the tree, she began to slip into Diabetic Keytone Acidosis, with serum glucose levels that were not registering due to the extremely high level. I immediately brought her into our Emergency Department for treatment. My sister is very fearful of the ED due to poor previous visits at home in Kansas City. Unfortunately, many EDs look to treat the immediate problem, then release the patient, without really researching to find the cause of the underlying condition. Back at home, Jessica's glucose levels had been bouncing above 600 on multiple occasions, and she was being treated for varying things, none of which were the true underlying cause. Our ED doctor who cared for Jessica, Dr. O'Connor, took the time to listen to these concerns, and took the initiative to seek out the underlying cause that was so seriously impacting Jessica's Type I Diabetes. Jessica was admitted to the PICU

where she was treated for both the acute diabetic distress, and the chronic sinus impaction that had been previously undiagnosed.

Some would say that this is a doctor's responsibility, and that this care was not above and beyond the call of duty. I don't agree. Some doctors treat the obvious problem, and move on to other cases, leaving patients like Jessica to return again and again. I was so proud of the care that my sister received here in our hospital, and proud that my mother had the chance to witness this care. The ability to put a mother's worry and concerns to rest with complete trust and assurance in a doctor and a care team is always above and beyond the call of duty. And the fact that it was by my employer made me extremely proud to be a PSJMC employee. We are so very grateful for the compassionate care we all received.

A L I T T L E B O O K O F B I G

Mission Moments

Christmas E L V E S

Carolyn Searle, Provena Health Corporate Offices

In 2007, a member of the Information Services (IS) team identified a Provena St. Mary's Hospital family that was struggling and would most likely not have a Christmas due to financial constraints and family illness. IS along with the eICU decided to sponsor this family for Christmas.

About a week and a half before Christmas, we got a list of all of the family members' names, ages and a few things that would be on their wish lists. We then split up the family into our IS teams. When the eICU heard about our endeavor, they wanted to join in. In one week's time, presents were bought, wrapped and brought back to our IS building in Joliet. My husband came to Joliet and we packed up my car and his SUV full of toys, clothes, food baskets, gift cards and more and met up with

the IS employee and her daughter who had identified the family to deliver the presents. We drove to the home in Chebanse on a snowy cold night and surprised the family. The five children ranged in age from four to 17, and the parents were overwhelmed. There were tears of joy, hugs and the ability to see a totally empty Christmas tree become filled up with presents. Another IS employee and I had matching red jackets on (unbeknownst to either of us that we had dressed alike) and when the four-year old asked us who we were and if the presents were really for them - well we said we were Santa's elves and yes, indeed they were for them. His eyes were as big as saucers, and with both thumbs up he shouted, "you guys are AWESOME!" We received a very nice photo and thank you card. The 17-year old boy had asked for a CD. Not only did he get the CD, but also a CD Player, and tickets to a live concert and many other items - just another way the network team went above and beyond. My husband and I both said that being able to see

the joy and wonder on those faces made for the very best Christmas for us. Over the years, I have asked the IS team many times to reach out and never once has anyone asked questions, other than "what do you need?" or "what can I do?" I am always overwhelmed and humbled by the generosity and the size of the hearts in the staff of IS. Thanks to the employees and this family for "building communities of healing and hope" and for bringing our Mission alive for me.

A Little Book of BIG

Mission Moments

A

Team Effort

Jamie Bennett, *Provena St. Mary's Hospital*

One of our Pharmacy techs moved to Arizona in March 2007. Her siblings and mother moved to California shortly before her. In October she called me and was very upset. She told me her mom and siblings were coming back on a bus to Kankakee because her mother's boyfriend had become abusive. They were coming back here with no place to live, no money, and barely any clothes. Our Pharmacy director put them up in a hotel for a week with money out of her own pocket, and Pharmacy employees brought in many boxes of clothes for the children, such as winter coats, hats, and mittens. This just shows how much one department cares and does what they can to try to make a difference to help people they don't even know get back on their feet. We need more people like this in the world.

M y

Amazing Staff

Matt Klebenow, *Provena Saint Joseph Medical Center*

Being the manager of the Industrial Rehab Center, I am able to work with some amazing people. Each day, I witness them go above and beyond in their care of our patients. Once, we had a patient whose ride had forgotten about him. The man lived 45 minutes away in Dwight. Without hesitation, Anthony, a physical therapist, offered the man a ride and proceeded to drive him home. And to add onto the dedication of this employee, it was his day off, and he was merely in the office catching up on some paper work.

Another time, we had a man come in to our office confused. He was trying to find his doctor's office for an appointment, but was lost. Rather than simply writing out directions, one of my therapists got in his car and had the patient

follow him from Shorewood to the east side of Joliet where his appointment was. He also walked him into the building because, due to the man's confusion, he wanted to be sure he arrived to his destination safely.

These are just two examples of the great things that happen every day at work. My staff truly amazes me with the compassion and care they show our patients. They make me proud to be a part of Provena Saint Joseph Medical Center.

A Little Book of BIG

Mission Moments

A vertical stained glass window on the left side of the page, featuring yellow, blue, and white glass with black leaded lines.

Reuniting a Family

Brenda Clarkson & Cindy Laurent, Provena Hospice and Palliative Care

An employee of Provena Saint Joseph Hospital for about 25 years, Larry worked most recently as the clinical educator on the Obstetrics unit. Last summer, Larry became a patient of our Elgin-based Hospice team, as he suffered from a brain tumor that was no longer responding to curative treatment. As his disease progressed, Larry taught our team members a great deal about faith, dignity and self determination at end-of-life.

Larry's only son lives in Alaska, where he works and cares for his two young children, and could not afford the airfare to visit his dad. He was saving his money to be able to support his mother by attending the inevitable funeral. It became apparent that a visit might be a piece of the unfinished business that Larry needed to assist with his end-of-life closure,

as well as one last opportunity to bring this family together. The Hospice team asked if money was available to help in this situation. Without a moment's hesitation, Provena Northern Illinois Region's CEO gave us the "go ahead," and through the office of the hospital's Vice President of Mission Services, we were able to make arrangements for Larry's son to fly home to visit his family for Thanksgiving.

Larry's condition declined rapidly and his life expectancy was very short, so his son's visit was indeed timely. This is truly an example of our mission in action — an example of the kind of generosity and compassion that make Provena great.

Living Our Mission

Latoya Bailey, Provena Health Corporate Offices

I have been a Provena Health employee here since September 4, 2007. It is absolutely amazing for me to experience an organization that actually lives its mission, instead of just talking about it. In this short time I have actually witnessed and participated in drives for breast cancer prevention, Toys for Tots and United Way. I am proud to be an employee of Provena. I am looking forward to my future here, and living the mission!

A Little Book of BIG Mission Moments



Reflections

Nancy Stevenson, Provena St. Mary's Hospital

Being with a patient when they are told there is something seriously wrong with their heart. Being there to comfort and reassure them that they are being taken care of and that they are number one. Being a shoulder for them to cry on when they are scared. Just being there for someone. These are mission moments. I know – I was told I had cancer four years ago. You need support and a caring person.

Peace

Anonymous, Provena Mercy Medical Center

I am a Faith Community Nurse employed at Provena Mercy Medical Center and contracted out to a Parish. This story I am about to share is a story of an elderly lady that I was fortunate to visit many times during the last six months of her life.

When I received the original call from a daughter to visit her mom, I found the patient very frightened. She knew her cancer was spreading. She already stopped radiation because it made her so sick and was thinking about stopping chemotherapy also because of the side effects she was experiencing. She was a Catholic her entire life, but still she was very frightened about dying. After a few visits, she talked about her fears, and I was able to arrange for the Parish priest to visit her, hear her Confession and anoint her. She had hope again and before long, peace.

After this, I felt like I was truly walking on holy ground when I went to visit her and brought her the Eucharist. She would have such a beautiful smile on her face. She “got it”

and she knew soon she would be at home with the Lord. As I journeyed with her through her illness, I was able to help her get Hospice involved. During my last visit, her daughter was with her and together we prayed the Divine Mercy Chaplet. Her daughter told me “I am not sure Mom knows I am even here” but as we were praying, her mom started to say the Our Father with us and then smiled the last big smile I saw from her. God is so good. He gave us yet another chance to see His goodness. Since her family was scattered throughout the Midwest, I encouraged them to come and see their Mom one last time. They all came, and two days later she died at peace with her family at her bedside.

I feel so fortunate to have the wonderful opportunity to demonstrate our Mission compassionately and in the spirit of Jesus Christ to each and every one that I am able to minister to.

A Little Book of BIG

Mission Moments

S a v i n g

Lives

Troy Dunn & Mary Butzow, Provena Regional EMS, Provena Central Illinois Region

Provena Regional EMS encompasses a nine county area of East Central Illinois and conducts training for area EMS and Fire Departments from the First Responder to the Paramedic level. We also conduct training in ACLS, ITLS, ECRN and PEPP. Currently our success rate for training classes at the EMT-Basic level is 80% and EMT-Intermediate and Paramedic level is 100%. We also conduct training with both Central Region Hospitals on Emergency Preparedness. We also are an American Heart Association training center and spend a lot of our time training community members in CPR/AED and First Aid. We currently train around 6,000 people per year.

The primary focus of the training center is our “Heart of the Community” program in which we provide medical oversight for 600 AED units in 338 locations in East Central Illinois. We have had a lot of success with this program, which is a free service to those that belong. In 2007 alone, 31 units were used and on four occasions, the person on whom the unit was used went on to survive cardiac arrest and be discharged home from the hospital.

One such save was in 2004 at Kraft Foods in Champaign. An employee named Earl was in the cafeteria when he collapsed. Another employee quickly got the AED and started CPR. Earl’s incident got the attention of a Vice President at Kraft who was so moved that Earl was saved. Kraft purchased more AED units for the Champaign plant and also has an onsite response team trained at the EMT-Basic level. The Kraft plant in Champaign has also had another save in 2005 due to the quick action of the employees and the response team.

In 2007, we had a successful save in which two sons witnessed their father collapse. While one son started CPR, the other called 911. The local ambulance service shocked their father’s heart and by the time he arrived at Provena United Samaritans Medical Center, he was awake. The sons learned CPR during a training session at Georgetown school and were presented with recognition awards by surprise during a marching band practice in August.

These are some of the ways in which Provena Regional EMS succeeds the challenge in “building communities of healing and hope” in Central Illinois.

A Little Book of BIG

Mission Moments

Re-Gifting

Rebecca Barney-Nichols, Provena St. Mary's Adult Day Center

I presented all of my staff with a turkey for their holiday gift. Near Thanksgiving, while one of my new hires was doing his driving orientation, he became uneasy with his own ability to “winter drive” in some of Kankakee County’s outlying areas. His fear was concern about the client’s safety and well-being in case of a breakdown, and his unfamiliarity with the rural areas. With understanding and appreciation of concern, and slight disappointment, I accepted his resignation. But to my great surprise, two days later he returned asking to speak with me. He requested one of my business cards and permission to create a food basket for a needy family with his turkey and my business card included. This is re-gifting at its best!

Nathan Rieder, Provena St. Mary's Hospital

My Patients, My Family

I remember a long time ago, when I worked here as a unit secretary before I became an occupational therapist, there was a gentlemen at the hospital receiving treatment for cancer. He expressed to me a desire for Janeicke’s hotdogs and was disappointed that he was unable to have one since being admitted. That evening my wife and I went to Janeicke’s and bought several hot dogs to share with him for supper. I always try to look back on that experience as a motivator for the patient care I do now. Since returning to this area, I have felt that all of these patients are my neighbors, my church family, my extended family or really good friends. I have been able to find something in common with everyone I meet. I think this has helped me not only provide outstanding patient care, but has also given me a reason to go above and beyond....as I would my own family.

A Little Book of BIG

Mission Moments



Our Mission in Action

Maggie Wolff, *Provena Health Corporate Offices*

I'd never been involved in a charity walk, but last year I served as the captain of the Provena Health team at the first annual American Cancer Society's Making Strides Against Breast Cancer walk in the south suburbs. Provena Health was a flagship sponsor of the event. I was a relatively new member of the team and felt this would be a great way to not only get involved, but also really live our mission of building communities of healing and hope.

Being the team captain was a wonderful experience. I loved the excited response we got from employees when they started signing up. I was especially touched by the efforts of our new Central Business Office employees. Not only did they sign up and start raising funds from their families and friends, but they also held a raffle to raise additional money.

The walk was held on a brisk October morning, and we all gathered before 9:00 AM, donned our pink t-shirts, and joined the 2,000-plus

crowd in the walk around and through Orland Square Mall. Everyone was in wonderful, high spirits. At one point you could see groups of walkers entirely filling the road around the parking lot on the east side of the mall.

In the days following the event, I started putting together a summary of the event for the next issue of *Pillar Talk* (the newsletter for corporate employees). Knowing that many individuals were walking for very different, and very personal reasons, I solicited them for their comments and reflections on the day. Reading their responses was truly heartwarming.

Many responded that they walked for a cure, with the hope that breast cancer would one day be something their daughters and granddaughters would never have to experience. Many also wrote that they had lost friends or family to breast cancer, and shared stories of how their loved ones lived their remaining days to the fullest, never letting the disease take away their dedication to enjoying every

day they could. One Provena walker was a three-year survivor of breast cancer herself, and felt participating was one small way she could give back. Another walker felt participating in the walk was a way she could pay back the American Cancer Society for help they had received when a family member battled cancer.

Through reading all the emails, I could see that cancer affects us all. Events like the Making Strides walk are ways anyone can contribute not only to the fight against breast cancer, but also to helping those currently living with the disease. It is about offering healing and hope to these brave women and those that love them.

Making Strides 2007 may have been my first charity walk, but it certainly won't be my last!

A Little Book of BIG

Mission Moments

M a i n t a i n i n g *Compassion*

Dee Dee VanDyke, *Provena Mercy Medical Center*

Lelianna, a new nurse and new employee, was caring one day for Roberto, a 37 year-old man whose alcohol addiction had destroyed his health to the point that he was slowly dying of liver disease. Roberto's mother and family had difficulty accepting that his condition was acute. With a "do not resuscitate" status in place, Roberto's hospitalization led into weeks of care with family members regularly and faithfully visiting. But early one morning, Roberto died. The family was asked to come quickly. Lelianna and the on-call chaplain broke the news. Roberto's mother had arrived alone and only spoke Spanish. Lelianna, who is bilingual, spent additional

time with the patient's mother as she wept and experienced the profound sadness of a parent who has lost a child. While present to the emotional pain of this family member, Lelianna was aware of her own feelings of sadness and anger.

As she prepared Roberto's body for transport, Lelianna honored her feelings of anger and spoke to the deceased. "How could you do this to yourself? How could you do this to your mother? ...to me?" Intuitively, Lelianna released the deep feelings of distress in a safe and wholesome way. She continued her work and prayed for the patient and family.

As the day wore on, the experience of Roberto's death stayed with Lelianna. She noticed that this loss touched personal losses of her own. The lament of this patient's mother mirrored the grief of her dear aunt who had lost her 11 year-old daughter some years ago. The effects of alcoholism brought to mind her own husband's struggle with the same. Only five years earlier, Lelianna's husband

made the decision to stop drinking. When Lelianna got home from work that day, she gave her husband a quick call: "Honey, thanks for giving up drinking." He thought aloud: "Where's this coming from?" She explained: "I'll tell you later."

Throughout the work day, well meaning nurses told Lelianna she would "get used to it" or "it gets easier." Lelianna filtered their advice respectfully. Although the day brought emotional challenges both professionally and personally, it gave her the opportunity to bring the healing ointment of compassion to the patient's family. She reflected on her professional life and shared with me: "I never want to lose my sense of compassion in the workplace. It heals." The experience also awakened her own on-going need for healing and thanksgiving. She reflected on her personal life in meaningful ways and gave thanks to both God and her husband.

A Little Book of BIG

Mission Moments

Brenda Saltzman, Provena Saint Joseph Medical Center

V e r y

Special People

In the spring of 1998 I discovered a lump in my breast. It was the most awful feeling. I was sent over to the hospital for a mammogram, which showed possible cancer, and ultrasound confirmed it. At that time, the radiologist came in and sat with me and explained the film and findings. He was so kind and thoughtful and so caring. I could not quit crying. Two of my coworkers were with me every step of the way. They showed up right before I went into surgery with words of encouragement. The following days were a nightmare. My surgeon was so kind and

compassionate, as were the staff nurses. Despite their encouragement, I thought my life was over. We discussed my treatment plan. I was to have a lumpectomy, with the understanding that if the cancer had spread, my breast would go also. Luckily, it was contained and 23 lymph nodes were negative. I then had chemotherapy with, of course, the loss of my hair and a wig to follow. Then in September, I underwent radiation. I can't say enough about the nurses, staff, and doctors. I can't name them all, and wouldn't want to leave any out. They were wonderful and very understanding.

I was off about eight weeks after surgery. I worked during my chemotherapy and then on my lunch I would go for my radiation. My whole department was very kind and understanding through my whole process. It was a very trying time and I received cards and flowers from some of the Provena employees, even from other departments that knew me. I am now going on 10 years of being cancer-free.

I can't say enough about the Provena mammography techs, my fellow employees, the radiologists and everyone else involved in my care. Even today the Cancer Care Center people greet me and remember my name. They ask how I am and occasionally, a couple of the nurses give me a hug. They will never know how much their smiles and just being so kind and understanding meant to me. I really believe the people who work in cancer care are very special people.

A Little Book of BIG

Mission Moments

I W a s

Her Angel

Sandra Castro, *Provena Saint Joseph Hospital*

One night as I was doing my rounds on the floor, I came across a new patient I hadn't taken care of before. She was a tiny little thing with terribly cold hands. I asked if she wanted an extra blanket and she said, "You're my angel." I said I was just an aide making rounds and checking my patients. She said, "You don't realize how I prayed for an extra blanket and then you came and gave me one." That is when I realized how important my job really is to my floor. No matter how bad my night might go, I made a difference to this tiny elderly woman. I was her angel.

A

Helping Hand

Gloria Grett, *Provena Mercy Medical Center*

I had a day off. I was out walking the trail on the hospital property when I saw Brad from Security trying to help an elderly lady into the security van. When I went over to help, she told us that she lived at a senior housing facility in North Aurora and that she was trying to get to another facility that was on the hospital property. Brad and I escorted her over, only to find out that the facility was closed. The woman did not have another way back home, so I took her home. As it turned out, the management team at her facility did not know where she had been. They were worried about her and were getting ready to call the police just before we arrived.

A Little Book of BIG

Mission Moments

Charm Bracelets

Jan Stack, Provena Saint Joseph Medical Center

Even though our Health Information Services department is a large one, with three shifts of employees, we are a close-knit group. We share our joys and sorrows together. We celebrate birthdays and holidays together. We work and laugh and cry and care about one another. But hearing that one of our own had breast cancer — and a particularly aggressive form of it — made us all sick to our stomachs. We shed our own private tears, and some cried together with co-workers. Immediately our next thought was, “What can we do to help her?”

We decided that we would make pink Swarovski crystal and pearl bracelets with a pink crystal cancer ribbon charm, and sell them in our department. The money we raised would go toward covering costs of treatments that insurance didn't pay for. We ordered the first batch of

supplies, made a display, and began to take orders.

We were overwhelmed as orders poured in. We re-ordered supplies, and then ordered them again. We had to ask for help to separate the beads into bags that contained elements for each bracelet. Volunteers took the bags home and strung the bracelets, returning them to be tied and finished. Bracelets were delivered, and the money was collected. Word got out to the greater Provena community about our project, and bracelets were being made for people who didn't even know our friend and co-worker but who wanted to help. Some people ordered as many as ten bracelets. We were approaching nearly two hundred bracelet orders.

Finally, we were down to the last bracelet — the one with a special charm that we made especially for our co-worker. With great ceremony and celebration, we presented her with her bracelet — and a check. A check for four thousand dollars!

Thinking back on that moment still brings tears to my eyes, because I remember it well. As her best friend made a little speech and the presentation, all of us had tears in our eyes — tears of joy that the project was so successful and that we could give so much, but also tears of sadness that our friend and co-worker had to suffer such a debilitating disease. It was truly a Mission Moment — we had built a community of healing and hope by compassionately responding to human need in the spirit of Jesus Christ. Perhaps not in the way that those who attended to her medical needs did while she was a patient here at the Medical Center for innumerable tests, treatments and surgery, but in the only way we knew how.

All this happened a few years ago. When our co-worker had her last treatment, we celebrated again. She was now a cancer survivor, and we rejoiced with her in her victory. I'd like to tell you that the story ends here. Unfortunately, the cancer has returned, and once more she is dealing with treatment and tests — but she is a fighter, and her ebullient spirit refuses to give in. We continue to support her, to pray for her, to encourage her. And we all continue to ask in our daily personal devotions that someone somewhere finds something that will put her in remission and stop this relentless disease.

I truly believe that our bracelet project brought us together in a spirit of caring much greater than we had ever experienced before, and one that will remain with us forever. We are better people for working with her, knowing her, caring about her. And that is her priceless and eternal gift to us.

A Little Book of BIG

Mission Moments