

# AUGUST STARS!

Outstanding employees from all parts of the institution are recognized for work ethic that goes above and beyond the call of duty. Congratulations to the following individuals who were selected for their extraordinary customer service at National Jewish Health during the month of AUGUST!

## **Lori Casey, Human Resources**

Lori was nominated for helping a co-worker with a complicated insurance issue. She was extremely knowledgeable and helped her navigate through the whole process. "Lori is an excellent resource for all employees."

## **Mary Esparza, Adult Inpatient/Day Unit**

A patient nominated Mary for being accommodating and aware of all of her needs while she was here at National Jewish Health. She wanted to thank Mary for all of her warm blankets, hugs and the kindness she received during her stay.

## **Dr. Kenneth Vega, Chief, Gastroenterology**

A patient wanted to express gratitude to Dr. Vega for taking care of her and making her feel heard for the first time in a long time. "Finally, I feel like I will be taken care of and get healthy after coming to Dr. Vega."

## **Eileen Gallagher, Adult Inpatient/Day Unit**

Eileen was nominated for helping a patient who was lost and needed help finding her appointment at National Jewish Health. While they were walking to the appointment Eileen also made sure her oxygen tank was filled and working properly since it was giving the patient trouble.

## **Mikaila Barton-Gawryn, Pediatrics**

A faculty member nominated Mikaila for being extra thoughtful and thorough with everything she does, as well as pleasant and professional. "Mikaila has a well-developed sense of limits and will always double-check if she is uncertain about a course of action. This in turn imparts a significant amount of trust in her on my behalf."

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Did you know that **STAR** is all about recognizing both internal and external exceptional customer service? Did you know you can also nominate your peers online as well as utilizing **STAR** cards around campus?