



# Covenant Connections

## Covenant Health News and Community Events

# Celebrating Excellence

### 2019 President's Excellence Awards Recognize Outstanding Individuals and Team Projects

Covenant Health's annual President's Excellence Awards celebrate the accomplishments of individual employees and collaborative teams around the health system for providing outstanding patient care and improving health system operations.

The employee celebration focuses on performance that demonstrates Covenant Health's Pledge of Excellence: putting patients first, striving for excellence in everything we do, and ensuring that Covenant Health is the first and best choice in our communities.

"The pledge is the very core of who we are at Covenant Health," said Jim VanderStee, President and CEO. "The President's Excellence Awards recognize individuals and teams, but more importantly, they honor those who demonstrate the pledge in action."

The 2019 President's Excellence Awards included a leadership award, nine awards for individual employee achievement, nine team achievement awards and Covenant Health's highest honor, the President's Award.

**Scott Wing**, Methodist Medical Center of Oak Ridge, received the 2019 Leadership Award. He was selected from among 15 finalists who were nominated as outstanding managers or directors at Covenant Health.

Nine employees from throughout the system received Individual Achievement awards in recognition of their



*Scott Wing of Methodist Medical Center, left, received the President's Excellence Award for Leadership from Covenant Health President and CEO Jim VanderSteeg. Wing was recognized for his servant leadership, his focus on quality improvement and his dedication to clinical excellence.*

commitment to the Pledge of Excellence and exemplary performance in their day-to-day responsibilities:

- **Jamie Chambers**, Fort Sanders Regional Medical Center
- **Tennille Creekmore**, Parkwest Medical Center
- **Julie Crum**, Covenant HomeCare
- **Kelly Edwards**, Cumberland Medical Center
- **Donna Johns**, Morristown-Hamblen Healthcare System
- **Amy Lackey**, Parkwest Medical Center
- **Tina Leinart**, Methodist Medical Center
- **Nicole Mattison**, Parkwest Medical Center
- **Elliot Whidby**, Parkwest Medical Center

Team Achievement awards were selected by judges representing community healthcare, education and quality improvement organizations. Out of 37 applications, awards were given to nine collaborative projects, including recognitions for Community Impact, Innovation, Improvement and Sustainability.

Team projects that received awards ranged from clinical quality improvements and an innovative staff training program to implementation of tele-health technology and a collaborative project with Knox Area Rescue Ministries to provide medical care for homeless patients.

The President's Award, Covenant Health's top award, was given to a system-wide project team for implementing Covenant Health's new

electronic health record.

More than 150 providers and countless hospital and clinic staff members participated in design sessions, content development, future-state review and testing in order to ensure a seamless integration across the system. After months of design, preparation and education, eight acute care hospitals and nearly 100 physician practices successfully went live with the system.

"This project touched essentially every operational area and nearly all employees at Covenant Health. The implementation team's accomplishments are impressive in an ongoing initiative that is essential to providing the very best care for our patients," VanderSteeg said as he presented the award.

"My congratulations to all the nominees and award recipients," he said at the conclusion of the event. "Thank you for all you do each and every day to support our Pledge of Excellence and to make Covenant Health an outstanding health system and a true asset to the communities we serve."



*Jim VanderSteeg, Covenant Health President and CEO, welcomed attendees, described the awards and discussed the health system's 2019 accomplishments.*



*The 2019 President's Award, Covenant Health's top honor, was awarded to a system-wide Information Technology project team for implementation of Covenant Health's electronic health record. The project is the largest, most complex Information Technology project Covenant Health has ever undertaken.*

# Growing to Serve Our Communities

Covenant Health recently celebrated facility expansions and new services at several locations.

### Parkwest Medical Center



*Parkwest Medical Center's chief administrative officer, Neil Heatherly, prepares to cut the ribbon in anticipation of the opening of the hospital's new Dogwood Tower this month. The \$100 million expansion project includes a new patient care tower, additional operating rooms, a dedicated entrance for surgical patients and a clinical observation unit for medical and surgical patients.*

Receptionist Lisa Phipps helped welcome 100 guests who attended a November open house for the new Cumberland Diabetes Center in Crossville. Under the direction of board-certified internal medicine physician John Sherrill, MD, the Center's goal is to help patients facing diabetes or obesity achieve a better quality of life. Cumberland Diabetes Center is a member of Covenant Medical Group.



**Cumberland Diabetes Center**

### Claiborne Medical Center



*Claiborne Medical Center, a member of Covenant Health, recently opened a Wound Center at the hospital's medical office in Tazewell for treatment of chronic or non-healing wounds. Medical director Shahin Assadnia, MD, who also directs the wound care center at Morristown-Hamblen Healthcare System, cut the ribbon.*