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MEDICAL ASSISTANTS

APPRECIATION
Week OCTOBER 17- 21, 2022

VANDERBILT  UNIVERSITY
MEDICAL CENTER

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My name is Laura Kurowski, NRCMA III. I have worked at the Cool Springs Center for Women's Health for more than five years and been the chair of the MA council since its inception in 2020.

COVID didn't stop us. In February 2020, we had our inaugural meeting of the MA Council and have continued to meet monthly via Zoom. The council has been an integral part of the way that the Vanderbilt Medical Center Group is developing and enhancing the role of Medical Assistants throughout our adult and pediatric ambulatory clinics.

From our inception, the vision we had was to have medical assistants be a more productive, vital part of the care team and utilize their experience and skills at the top of the MA scope of practice.

There have been many improvements since the start of this council and all of the leadership we have had to guide us along the way.

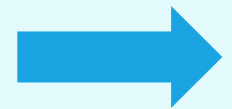
Some of our council's implementations include the MA career ladder, the increased ability to work at the top of our scope, and the opportunity for MAs to become active with other Vanderbilt councils. I am so proud of the work we have done with the council and, even more, the goals which we have achieved!!



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A SPECIAL
THANK YOU!

from our **CNO'S**



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Wishing you all a Happy National Medical Assistants Appreciation Week! It is my pleasure to celebrate and recognize you for your hard work, dedication to patient care, and commitment to your teams. This past year has seen significant changes for MA practice at Vanderbilt, with our MA's now providing immunizations to patients in many of our clinics for the first time. It is through your enthusiasm, dedication, and with the support of our stellar VMG MA Council, that we have implemented the MA clinical ladder and seen many of you succeed in demonstrating your expertise. We are also finding many of our employees in other departments are eager to become MA's, and with our partners in Allied Health, this dream has become a reality. Your support to teach others and welcome these trainees into your environment is making a difference. I hope you take some time this week to reflect on the impact you make each day to not only patients and their families, but to your colleagues as well. I am so thankful for you!

Michele Hasselblad, DNP, RN, NE-BC
Vice President & Chief Nursing Officer,
Adult Ambulatory Nursing

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It's a pleasure to join our Medical Assistants for yet another year of celebration and recognition of the vital role they play in patient care. It has been a year of change for healthcare and one in which we have seen the children of our community return in even greater numbers to Monroe Carell Jr. Children's Hospital at Vanderbilt for the special care we provide. Our clinics look forward to serving each child that crosses their thresholds and our Medical Assistants are right there to get them started or help them continue that journey. We could not do this work without their passion, dedication, and commitment. Along the way, our Medical Assistants help expand our services, ensure we deliver the best care possible, and work as part of the multidisciplinary team to improve patient outcomes. It has also been a year that has seen new opportunities for the role. We are so proud of those "trailblazers" that successfully challenged the new MA clinical ladder and those who studied so hard to earn their certification. We are especially proud of our inaugural group who completed the VUMC Medical Assistant training program.

Kathie Krause, MSN, RN, NNP-BC, NEA-BC
Chief Nursing Officer,
Monroe Carell Jr. Children's Hospital at Vanderbilt

MEDICAL *ASSISTANTS*

2021 (inaugural year)

RECIPIENTS



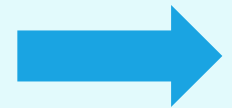
Adults:
JoAnn
Kounlavong, RMA
VMG, Franklin



Pediatrics:
Paula
Ciero, CCMA
Children's
Hospital
Outpatient

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2022
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of the year
NOMINEES



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adult nominees

Ericka Alexander	Desta Cole	Shi Kelley	Alicia Potter
Elicia Allen	Lyudmila Coulson	Laura Kurowski	Stacy Rich
Maria Montarde Ambrose	Keasha Crawley	Tracy Long	Melisa Richards
Sam Attalla	Keontra Dixon	Jessica Lowery	Natalie Schusterman
Jane Auguto	Tomaka Epps	Vanessa McPhereson	Jessica Shaw
Stacy Bair-Taylor	Ayda Eshak	Carolyn Marshall	Jessica Siri
Jessica Turner Benschoff	Deshana Gardner	Jennifer Melton	Montoya Smith, CCMA
Jeff Brown	Lisa Gary	Char Meniffee	Kimberly Tuberville
Barbara Burnett	Anita Gilmore	Tara Merritt	Kristen Turk
Kristie Burnett	Robert Gutierrez, Jr	Cynthia Mowrey	Tasha Tyler
Ennis Canady	Roshara Humphrey	Nicole Noe	Elizabeth Warren
Amanda Carter	Valen Humphrey	Elizabeth Pack Colvert	Patricia Williams
Amy Chapdelaine	Caitlin Isabell	Brandi Parsons	Victoria Yeager
Rose Clark	Stephanie James	Shelby Pate	Susan Yunker
Roshelle Cleaves Smith	Kanchan Karki	Laterre Pleasant	

pediatric nominees

Kimberly Hanna

Jasmine Harris

Lauren Hirstreet

Jeremy Hutson

Estefany Lopez

Bethanie McDougal

Morgan Manns

Nicole Morrison

Jacqueline Sadler

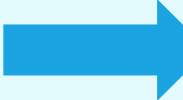
Emilee Souffrant

Ebony Thomas

JoAnna Weems

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2022
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of the year
RECIPIENTS



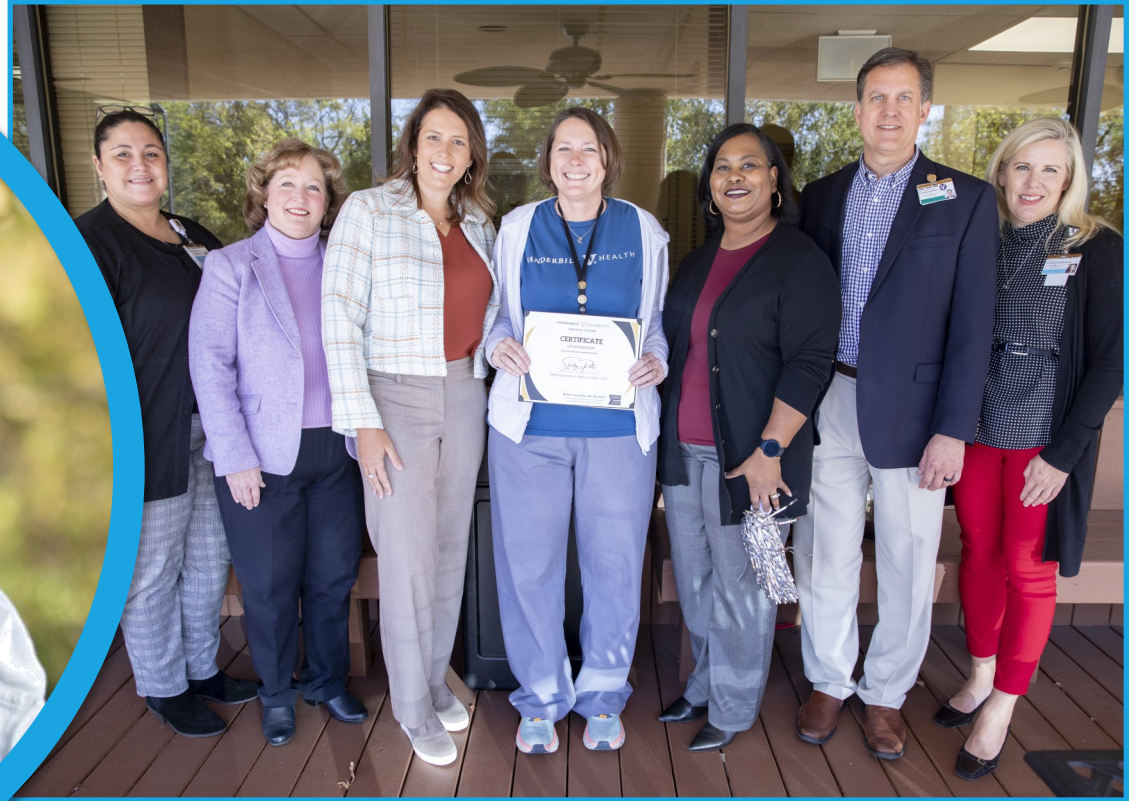
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NOMINATION SUBMISSION

In addition to performing her job at an exemplary level, Shelby demonstrates an extraordinary commitment to her Brentwood Primary colleagues and patients. Shelby takes it upon herself to provide exceptional support and service to her patients. She discerns quickly their individual needs and moves efficiently to provide key information, recommendations, or direction. Shelby has recently provided an outstanding and professional experience onboarding a new MA to our site. Shelby is very accessible and provides knowledgeable, positive feedback that is useful in practice. Shelby is unselfish in her time, patience, and expertise with colleagues and patients. Shelby is an active participant on the Nursing Informatics Council and relays pertinent information to her colleagues.

Shelby is fondly known as the go to for most things at our location. Our office often calls upon her experience and resourcefulness for information and advisement. Shelby is committed and embodies our Vanderbilt Credo to provide excellence and treat others as we wish to be treated. Shelby has been incredibly loyal, working most of her professional career at this location. Personally, I look forward to continuing working with Shelby and feel blessed to have her leadership, guidance, and positivity. Shelby is exceptional and incredible asset to her patients and colleagues!



Shelby Pate BRENTWOOD
PRIMARY CARE
adult medical assistant of the year

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NOMINATION SUBMISSION

Kimberly is kind, professional and puts her patients and team members first. She has incredible initiative that I have barely witnessed in my 14 years as a nurse. She takes ownership in her role and exceeds expectations daily by her service to the patients, team, and providers. She is the first one to volunteer no matter the circumstance.

She is always willing to precept new hires; three new hires have been trained mostly by Kimberly in the past year. She takes them under her wing and develops her own processes of orientation based on the new staff members strengths and weaknesses. She assists them with learning the tasks, teaches by demonstration and then return demonstration, is cited as being a huge encourager, and is known by her team as being kind and always willing to explain.

She is professional with her patients, and I consistently observe her being courteous and respectful in her conversations. Kimberly is the first to suggest doing something kind for another team member or provider

Kimberly treats others exactly as she would like to be treated. She has not once, but twice been observed going to the patients to meet their needs when they face struggles entering the building. These small steps made a profound impact on the families that we serve.

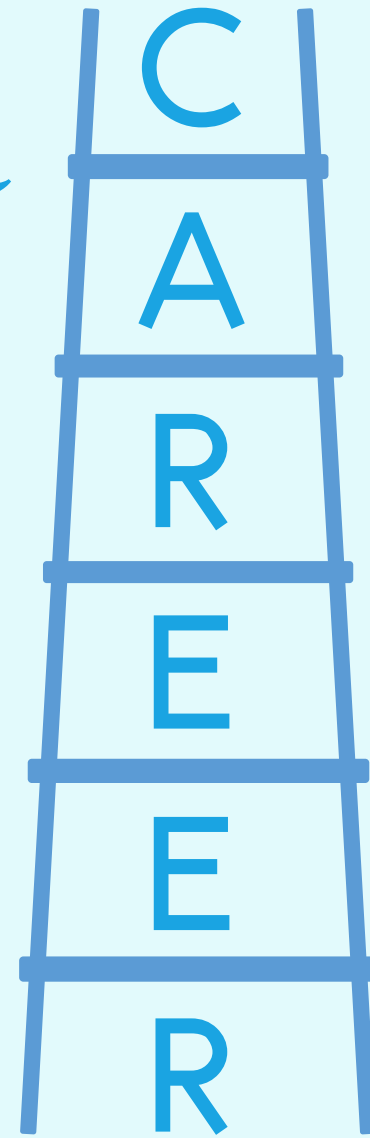


Kimberly Hanna VANDERBILT CHILDREN'S
SPECIALTY CLINICS
pediatric medical assistant of the year

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assistant



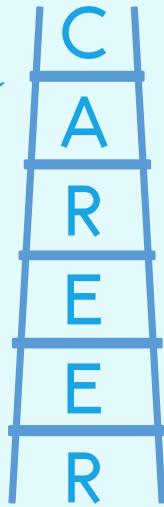
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assistants

To be considered for Advancement this year, the Medical Assistants must:

- Meet with Manager for a recommendation of advancement
- Be employed by Vanderbilt for one calendar year
- Up to date and completed LMS competencies, Orientation Checklists, and in good standing with the organization (no disciplinary action in the preceding 12 months)
- A minimum of 1 year of employment per progression for each ladder
- Meet the criteria for three categories:
 - Professional Development
 - Continuous Learning
 - Organizational Development
- Joined the MA ladder as of September 1, 2022



MEDICAL
assistant



ADVANCEMENTS

Ericka Alexander, VASAP

Keyonie Barksdale-Ballard, CWH

Aretha Blair, , Ped Allergy/Immuno OHO

Paula Ceiro, Ped Allergy/Immuno OHO

Gladys Davis, CWH

Suzi Girgis, VHVI MCE

Jasmine Harris, Peds Med OHO

Renata Hawtrey, Breast Center

Joined the MA ladder as of September 1, 2022

Valen Humphrey, WIC

Caitlin Isabell, Spine Clinic

Kanchan Karki, Breast Center

Jasmine King, Staff Operations

Jo Kounlavong, Digestive Diseases at ECL

Jessica Lowery, Surgery PCC

Nicole Morrison, CHOC Southern

Jessica Nassiri, Smyrna Peds

Natalie Schusterman, VASAP

Carrie Shortridge, Urology

Tasha Tyler, WIC

Jessica Van Leuven, WIC

JoAnna Weems, CHOC Float Pool

Wendy Williams, VHVH MCE

Cynthia Woodard, Internal Med S OHO

Joined the MA ladder as of September 1, 2022

Stacy Bair-Taylor, CWH

Sherine Botros, Staffing Operations

Lekia Bowers, Internal Med S OHO

Barbara Burnett, Staffing Operations

Deanna Ciesieski, VICC

Eren Farag, Staffing Operations

Sindi Halat, Staffing Operations

Roshara Humphrey, VHVI

Taffie Kitchens, VHVI

MEDICAL
assistant



ADVANCEMENTS

Cynthia Mowrey, Hillsboro Medical Group

Kayla Osborne, CWH

Marilyn Peters, CWH OH

Brandon Southerlin, Staffing Operations

Kimberly Tuberville, VHVI

Angie Valle, CWH

Medical Assistant Pipeline Program Collaboration



top row:
Melanie Utley,
Jennifer Ward
Clifford Johnson
Atef Saad

bottom row:
Shanell Johnson
Rachel Duncan
Priscilla Leuang
Samantha Dodd
Crylen Robinson
Jamie Castro

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Earlier this year, VUMC had an urgent need to fill over 100 medical assistant vacancies. The vacancy rate has now declined from 50% to 20 % in just 6 months, thanks in part to the launch of the medical assistant program in April 2022, and improved employee retention.

The 12-week Medical Assistant Pipeline Program was established in collaboration with Nashville State Community College. The inaugural and diverse cohort of eleven trainees from a variety of backgrounds was recruited from VUMC employees who desired to advance their careers in healthcare. Their story made local and national news as a creative way of addressing health professional shortages. As VUMC expands its healthcare services, more medical assistants will be needed to support medical and nursing care in the future.

We have learned much during these past months in making the curriculum more seamless while maintaining academic rigor. The clinical support of nursing and medical assistant preceptors has been stellar in supporting these trainees during their educational journey. The results are paying off, nine out of eleven trainees in cohort 1 who have taken their certification examination passed on the first attempt. We expect similar results in cohort 2 who began their studies several weeks ago.

This is an exciting time at VUMC, as we support a more diverse allied health professional workforce of the medical center!

Dr. Peggy Ann Valentine, RN, PA, EdD
Vice President of Allied Health Education



Thank you

to the



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our

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