



The Stanley Shalom Zielony Institute for Nursing Excellence

Delivering on the Promise of World-Class Care

A close-up, portrait-oriented photograph of a woman with blonde hair, smiling warmly. She is wearing a white medical coat and a stethoscope around her neck. The background is softly blurred, suggesting a clinical setting.

Meet Our Award-Winning NURSES

Cleveland Clinic

Cleveland Clinic Children's
Hospital

Cleveland Clinic Florida

Cleveland Clinic at Home

Euclid Hospital

Fairview Hospital

Hillcrest Hospital

Huron Hospital

Lakewood Hospital

Lutheran Hospital

Marymount Hospital

Medina Hospital

South Pointe Hospital

Ashtabula County Medical
Center

Ashtabula Regional Home
Health Services

Glenbeigh Hospital

Nursing

Hall of Fame Award

We salute all winners of the tenth annual Hall of Fame Award. Cleveland Clinic has been putting patients first since 1921, and nurses were there from the beginning. By striving to provide outstanding and compassionate care and service, every step along the way, Cleveland Clinic nurses are guided daily by the principle of "Patients First." From each hospital, dozens of deserving nurses were nominated, and they all should be highly commended for a job well done!

Since 2002, Cleveland Clinic health system has honored deserving nurses with the Hall of Fame Award. Nurses are nominated by hospital employees, physicians, patients and volunteers. Then, nurses are chosen from each hospital, and all winners and their guests attend an award dinner and ceremony. Profiles of this year's winners are included on the following pages.

On behalf of Cleveland Clinic and The Stanley Shalom Ziehlony Institute for Nursing Excellence, I would like to congratulate this year's inductees into our Hall of Fame.

These 28 exceptional individuals exemplify the special skills, dedication and compassion that are essential to providing the highest quality patient care. Each serves as a model of professionalism and demonstrates the honor and sense of purpose that are at the heart of nursing. We are proud to call them our colleagues.

Among the honorees are those from one of Cleveland's first hospitals, Huron Hospital. For more than 100 years, Huron Hospital nurses and the 3,500 graduates of the Huron School of Nursing have served this community with distinction. We honor and thank all of our Huron School nurses for their dedication. We look forward to the care they will continue to provide within our health system and at the new Cleveland Clinic Huron Community Health Center opening this fall.

To the Hall of Fame class of 2011: Congratulations and thank you for helping all Cleveland Clinic nurses deliver on the promise of world-class care!

Sarah Sinclair, RN, BSN, MBA, FACHE
Executive Chief Nursing Officer

Stanley Shalom Ziehlony Chair for Nursing Advancement
Chair, The Stanley Shalom Ziehlony Institute for Nursing Excellence



CLEVELAND CLINIC (main campus) | FAIRVIEW HOSPITAL



LAKEWOOD HOSPITAL



Cynthia C. Austin, RN, CPAN | Main Campus,
Post Anesthesia Care Unit

"My father told me at a very young age that I could be whatever I wanted when I grew up and that education was very important. I have 20 years of experience as a bedside nurse at Cleveland Clinic beginning by working nights on a med-surgical floor and later the weekend program. At the same time, I also worked as the director of nursing for a group home for high-level mentally handicapped men. In 1999, I took an assistant nurse manager position until I joined PACU in July 2000. I enjoy the teamwork, helping patients and families during recovery from anesthesia and surgical procedures. The unit is very challenging and requires a wide range of knowledge to care for many surgical services and acute critical care episodes associated with anesthesia and surgical complications."



Phyllis A. Bruno, RN, MSN, CDE |
Cleveland Clinic Florida, Department of Endocrinology

"My family is a great supporter of my involvement with diabetes, with many of my family members being either type 1 or type 2 diabetics. I love the variety I experience every day. Some days we have diabetes classes or Shared Medical Appointments or I will see patients individually in the office. I am a mentor for the Diabetes Program in Nassau, Bahamas, in addition to editing diabetes-related articles, precepting pharmacy students and managing various community outreach programs. My patients are very appreciative and supportive and are always interested in the newest information on diabetes. Many of my patients often feel like family and keep me motivated in the work I do."



Amber H. Cefaratti, RN | Marymount Hospital,
Outpatient Short Stay Unit

"I believe that nurses should always put patients first. Whether it's routine care or performing a life-saving measure, I'm determined to help a patient turn a corner for the best through kindness and devotion. One of my most important jobs is to form a rapport with the patients and their families. I am their advocate by guiding them to resources that ensure their needs are met. I always strive to learn different aspects of the nursing profession, including working additional shifts at a hospice facility. When a family loses a loved one, I grieve with them. I enjoy educating new nurses and, especially, my patients to make certain they understand how treatments make their daily lives easier."



Terri Cobb, RN, BSN | Lutheran Hospital,
Emergency Department

"I have had the most wonderful mentors in my career, starting with my teachers and the nurses at my first jobs before coming to Cleveland Clinic. I also worked for Cleveland Clinic Home Care, which was a wonderful experience that taught me a different perspective of patient care. During the past six years, I have worked in the Emergency Department at Lutheran. I love bedside nursing — the key is to find some common ground with the patient. Despite our differences, everyone wants to be treated with dignity and respect. Add to that, doctors, medics and nurses who are working together, and it makes for a great day!"



Susan Covert Lendvay, RN, TNCC |
Lakewood Hospital, Emergency Department

"What I most enjoy about being a nurse is being able to help people in need. One of my most memorable compliments from a patient is that I made them feel special. I've reached my goal if an ill patient can feel special. I began at Lakewood in 1990 and worked as an assistant clinical manager for three years. My parents passed on to me their love of learning and a good old-fashioned work ethic. I feel very fortunate to have awesome co-workers who are hard working and good humored."



Heather Dear-Garfield, RN, BSN | Hillcrest
Hospital, Adult Acute Care

"I believe the most important part of nursing is kindness. It can be a touch, a greeting of 'good morning,' or simply a smile. Being kind to our patients and to each other is such an important part of being a nurse. I have been employed at Hillcrest for 15 years and the best part of my job is meeting many different people, helping them through a very difficult time in their lives and giving them the encouragement to become independent again. My supervisor Sharon Pascal has been a key influence in my career path. She is energetic, committed, and knowledgeable in her profession — a role model for many of us on our unit."



Cheryl Devonshire, RN, BSN, MSN, IBCLC |
Hillcrest Hospital, Neonatal Intensive Care Unit

"My first position was as an emergency room technician at Akron Children's Hospital. After obtaining my BSN, I worked on a medical/surgical floor at University Hospitals, and then at MetroHealth Medical Center rotating to numerous outpatient departments. After earning my Master of Science in Nursing, I began to work 10 years ago at Hillcrest on the Postpartum Floor as a certified Family Nurse Practitioner, a role where I am also a lactation consultant and postpartum nurse. The best part of my job is watching new mothers unite with their infants — whether it is holding their infant's skin-to-skin, breastfeeding for the first time, or listening to a new mother's excitement over meeting her breastfeeding goals."



Rochelle Dunlap, RN | Lutheran Hospital, Orthopaedic Surgical Unit

"The best part about nursing for me is the relationships I develop with my patients. For a short time I get to comfort them, take away their pain and share in their experience so they know they are not alone. I learn about their life and families, as well as their hardships and illnesses. I began my career at Lutheran in 2003 and love the people I work with. They are some of the most intelligent, hardworking people I've ever met. One of the most influential people in my life and a person that has contributed the most to my nursing career has been my mother. She suggested I try nursing when I started college — she must have known it would be a great career choice for me."



Helen Marie Dureklo, RN | South Pointe Hospital, Sagamore Hills Medical Center, Emergency Department

"After many years of working with the finest Emergency Department team of nurses, physicians, management, and support staff at Euclid Hospital, and a whole lot of encouragement from our team, I resumed my education to begin a profession as an RN. Even before I started my first clinical rotation, I had already been trained by the best. My co-workers were the examples I tried to emulate in my nursing practice. Truly, the best part of my job is being able to work with a strong team to provide the best care to our patients. We alleviate pain, we begin the process of returning good health to the patients, we comfort the worry and concerned families of our patients, and we educate these families on wellness."



Alice Flaherty, RN, BSN | Lakewood Hospital, Intensive Care Unit

"My desire to become a nurse was confirmed at age 15 when working alongside my mother at a nursing home, and continued for the next 10 years while my father suffered from heart disease. A nurse at Lakewood Hospital since 1975, my roles have included working in the Intensive Care Unit, Post Anesthesia Care Unit, home healthcare, cardiac rehabilitation and night supervision. The diversity of patients I see includes those recovering from chemical dependency, respiratory failure, cardiac surgery, trauma and those needing end of life care. The variety of diagnoses and fast pace of our unit has been challenging and helps me maintain my enthusiasm for my career as a nurse."



Ruth E. Garner, RN, BSN, CPN | Main Campus, Pediatric Intensive Care Unit

"I have been working as a nurse at Cleveland Clinic for over 35 years. My career has mostly revolved around the care of ill children. In the PICU, I have cared for all types of patient populations of critically ill children and their families. However, my area of interest and expertise has always been children with congenital heart defects. I cared for the first child to receive a heart transplant, as well as the 100th pediatric heart transplant case in December 2008. I frequently care for those children who are dying and guide families through the end of their child's life. My youngest daughter is a cancer survivor and I have been on both sides of the health care system. The best part of my job is helping families navigate the system when their child is critically ill, and returning the child back to the family unit."



Angel Heisel, LPN | Glenbligh Hospital, Detoxification Unit

"I decided to become a nurse when I realized that my friends and family always turn to me when medical or personal issues arise. I'm a natural caregiver—I give good advice and help others work through their problems without being judgmental. It just made sense to choose a career that allows me to do what comes natural to me. My patients are the best part about my job! I enjoy talking with them, hearing their life stories and building trusting relationships with them. I treat patients just as I would treat my own family, and never like they're just a stranger. I want them to feel comfortable enough to come to me with anything—positive or negative. Glenbligh is definitely the perfect fit for me."



Mary Lou Lucas, RNC | Main Campus, Neonatal Intensive Care Unit

"I came to Cleveland Clinic's Main Campus when our obstetrics unit at Euclid Hospital closed in 2001. I like to call it a happy accident, as it was not a path I would have chosen, but one, which in the end, I am extremely grateful for. I have learned so much in the NICU and am pleased to pass that knowledge onto others. I am a member of the National Association of Neonatal Nurses (NANN) and Northern Ohio Association of Neonatal Nurses (NAONN) and hold a specialty certification in my area of interest — RNC in Neonatal ICU Nursing. The best part of my job is the babies and their families. They win their way into your heart. Seeing them go home and then return to visit rods! I consider myself blessed to enjoy a job which brings me the opportunity to make a difference and so much satisfaction."



Jodi Huffman, RN | Medina Hospital, Emergency Department

"After 17 years of sales and customer service positions in the steel industry, I began working at Medina Hospital in September 2004 as a unit clerk in the ICU while waiting to start nursing school. I met my goal of becoming an RN before turning 50 by graduating in May 2007 and passing my boards before my birthday in December 2007. I began my career in the ICU that year and was fortunate to work with amazing people who mentored me and shared their knowledge and experience. My years of sales and customer service experience allow me to build a rapport quickly with patients and their families in my emergency department role. I take care of our patients needs by listening, letting them know we care and working with them to help find solutions so they can get back to good health."



Steven Mailer, RN | Euclid Hospital, Intensive Care Unit

"Prior to working at Cleveland Clinic, I headed sales for a custom electronic components company for 10 years. My wife is a nurse and she is the primary reason I became interested in a nursing career. After graduating from the Huron School of Nursing, I worked in the mobile and surgical intensive care units (MICU and SICU) at Huron Hospital for one year before transferring to the intensive care unit at Euclid Hospital. I enjoy meeting people from all walks of life and nothing about my job is ever routine. As an ICU Stroke Champion and ICU Bedside Handoff Champion, it is a privilege to become involved in the care of my patients and their families."



Sheila Kelly, RN, BSN, OCN | Huron Hospital, Twinsburg Family Health and Surgery Center, Oncology Unit

"I knew I wanted to be a nurse from a very early age. I was hospitalized for surgery in first grade — I could not remember the nurse's name that took care of me, but I always remembered how she made me feel. She was kind, caring, and compassionate. I realized my love for oncology while I was attending school at The Ohio State University and worked as a nursing assistant at the Arthur G. James Cancer Center. I admired the determination and strength my patients exhibited throughout the course of their treatment and from that moment I knew oncology was where I wanted to use my nursing skills. I am so blessed to be able to work with cancer patients. I believe I receive so much more from them than I could ever give back."



Joanne Majewski, RN, BSN | Maymount Hospital, Stroke Center

"I wanted to be a nurse out of a desire to have a meaningful career helping people. The best part of my job is the fact that I am helping others. My daily goal is to make all of my patients smile and maybe laugh a little (even if it is at my expense) to in some small way make a difficult time in their lives a bit easier. I was born at Maymount Hospital two months premature and was cared for there for the first 52 days of my life. It was only fitting that I found my way back to Maymount."



Renee Marincic, RN | Euclid Hospital, Medical/Surgical Unit

"Prior to beginning my nursing career at Euclid Hospital in July 2008, I was a medical assistant in an internal medicine office. This role exposed me to alternative/holistic medicine, as well as traditional medicine. It was here I learned the importance of treating the patient as a whole — mind, body and spirit. I am passionate about this model and truly believe that complete healing cannot be accomplished unless all of these modalities are addressed. I love my patients. With every interaction I have the opportunity to help someone regain independence and educate them further to avoid recurrent hospitalizations. In addition, I feel very comfortable interacting with the physicians and know I can ask questions about certain situations, which enhances my knowledge of disease."



Holly Myers, RN | Huron Hospital, Family Maternity Center

"In the beginning, I wanted to be a teacher. Little did I know then that being a nurse is being a teacher. I have been an obstetrical nurse for 36 out of 40 years, including being a certified lactation specialist and NRP instructor. In my position at Huron Hospital I've had a great opportunity to work with the community. My focus over the past six years has been coordinating the community program 'Sork's Nest,' an educational program held monthly throughout the year. Moms who attend 'Sork's Nest' receive points to purchase items for their newborn babies. I have become known as 'grandma Holly,' not only with the new nursing grads, but also with the new moms on the floor. Nursing has been my life."



Sarah Naso, RN, BSN | Medina Hospital, Medical/Surgical Unit

"I began my nursing career at University Hospitals of Cleveland and worked there for 12 years. While taking ten years off from my career to raise my two daughters, I worked as a volunteer for Hospice of Medina County and as an assistant preschool teacher. I completed a refresher course at Cleveland State and returned to nursing in 1997, working at a nursing home for two years and then at Perma Hospital for one year prior to coming to Medina Hospital where I have been since 2000. I continue to expand my career by being a member of the Oncology Nursing Society, serving as a member of the skin care team and as a team coach for new nurses."



Kathryn Shelby, RN | Ashtabula County Medical Center, Pediatrics, Medical/Surgical Unit, Hospice

"My job is a blessing. I experience all aspects of the life cycle — from bill-babies in Pediatrics, to end-of-life issues in Hospice. I've had a two-day-old patient and a 100-year-old patient in the same assignment in one day. Our pediatric unit has been my home floor since 1992 and the family of nurses and nurses' aides there are a joy to work with. The staff on 4 North is a working family — they make even the most trying days a little bit easier. It's an honor to be able to care for my patients, and I am very humbled to be given this award."



Rebecca Shine, RN, BSN | Ashtabula Regional Home Health Services

"This is my first career with Cleveland Clinic. My grandmother was a surgical nurse her entire career and one of my children is a licensed practical nurse. The best part of my job as a home health nurse is the independence, yet knowing that one of my colleagues is a phone call away through an extensive knowledge base within the agency. I have never worked anywhere like this. The company cares about you as a person and looks at you as more than just an employee. I think when you treat employees as Ashtabula's Home Health Services does, holistically you see a family portrait."



Shenika S. Todd, RN, BA | South Pointe Hospital, Medical/Surgical Unit

"I started my nursing career at South Pointe after years of working in sales. I'm very involved with my profession by being a member of the American Nurses Association and through precepting many new employees. The best part about my job is knowing that my patients are satisfied with their care. It's very important to me that I build a rapport with my patients. I also appreciate the support and teamwork on the Medical/Surgical Unit. If there is an overwhelming day, we all work together to ensure that we deliver the best care possible."



Toni Neal, RN, CRNI, CNSC | Cleveland Clinic Home Care Services, Home Infusion Pharmacy

"I have been a nurse for 37 years. In my 17 years with Cleveland Clinic Home Care Services, I have had first hand experience caring for patients in the home setting, taking control of a situation and making things work. What I've most enjoyed about being a Senior Clinical Infusion Nurse is the ability to teach, caring for the patients and being surrounded by the staff I work with. Being involved with many national Intravenous Nurse Societies and learning about current technology are also highlights of my job. I offer positive change to my patients who are having difficulties at home and give them the ability to turn their medical situation around."



Margaret J. Piernik, RN | Fairview Hospital, ParkView Patient Care Center

"For as long as I can remember, I was going to be a nurse. The feeling for it was always there; it was never a conscious decision that needed to be made. I watched my mom who was a nurse help others in loving care and I watched others seek her out. It was a passion and commitment I admired. I started at Fairview Hospital in 1976 and later became Head Nurse on the Medical/Surgical Unit, which was then converted into the first cardiac telemetry unit, expanding quickly into the cardiothoracic surgical program. With the opening of the new ParkView Center, I again found my home with cardiac patients. I most enjoy making a difference in someone's life, and in turn, making one in mine. I love the thrill of the learning process, the power of teaching one on one, the accomplishment of a goal reached."



James K. Schoch, RN, CNOR | Fairview Hospital, Cardiothoracic Surgery

"I began working at Fairview Hospital as an orderly in 1971. I have been at Fairview, except for a three-year enlistment in the U.S. Army as a medic, since graduation from high school. I was able to observe nurses in action as I worked as an orderly and appreciated the knowledge, energy and caring that they brought to the bedside. It was their example that inspired me to consider a career in nursing. They taught me in school, guided me as a new graduate, and mentored me as I gained experience in the medical/surgical unit, emergency department and the operating room environment. I find great fulfillment in working with students as they begin to appreciate the tremendous responsibility that a career in nursing demands and how patients place their trust in our competence and ability to provide safe care."



Karen Yendriga, RN | Ashtabula County Medical Center, Cardio-Pulmonary Rehabilitation

"I enjoy taking care of my patients — I treat them as family and love what I do in cardiac pulmonary rehabilitation. I had the great experience of following a fellow nurse as my role model, which led to the direction my nursing career has taken over the years. The best part of my job is helping my patients and family recover from their cardiac or pulmonary illness by individual teaching — a role my daughter is also taking part in by becoming a nurse, too."

The Stanley Shalom Zielony Institute for Nursing Excellence, one of 26 institutes at Cleveland Clinic, includes more than 11,000 nurses, about 850 of whom are advanced practice nurses. All collaborate to provide high-quality patient care on specialty-based nursing units within inpatient, outpatient and operating room settings at several locations in Northeast Ohio, Florida, Nevada, Canada and Abu Dhabi. Cleveland Clinic hospitals strive for Magnet status (the highest recognition of excellence in nursing by the American Nurses Credentialing Center). Two hospitals received redesignation of this prestigious award in 2008. Cleveland Clinic is a nonprofit, multispecialty academic medical center, consistently ranked among the top hospitals in America by *U.S. News & World Report*. Founded in 1921, it is dedicated to providing quality specialized care and includes an outpatient clinic, a hospital with more than 1,300 staffed beds, an education institute and a research institute.

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Every life deserves world class care.

The Stanley Shalom Zielony Institute for Nursing Excellence