

## 2010 Hall of Fame Inductees

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Since 2002, Cleveland Clinic health system has honored deserving nurses with the Hall of Fame Award. The award celebrates nurses who demonstrate special skills, dedication and compassion in delivering bedside patient care. Nurses are nominated by hospital employees, physicians and volunteers. Nurses are chosen from each hospital, and all winners and their guests attend an award dinner and ceremony.

We salute all the winners of the ninth annual Hall of Fame Award. From each hospital, dozens of deserving nurses were nominated, and they all should be highly commended for a job well done!



**Mary Ann Anderson, LPN**  
**Hillcrest Hospital**  
**Pain Management Center**

I always wanted to be a nurse. I wanted to be like my mom, who's also an LPN. When I was a little kid, I always thought LPN stood for 'Little Special Nurse,' and I wanted to be just like her. She is such a special person. She has always been the type of person that I want to be. I love spending time with my patients. I treat them as if they were one of my family members. That's how I treat each and every one of my patients. I think I have a pretty good rapport with most of them. I don't know why, they just seem to like me. I work in pain management. We assess patients and get all of their information and let the doctor know what's going on with them. We try to get people out of pain. Nursing has helped me learn to be the best person I can be. This is one job I can say I really do love.



**Mardell Boulton, RN, CMSRN**  
**Fairview Hospital**  
**Medical/Surgical Oncology Unit**

I believe that everyone should be treated the same. Rich or poor, homeless or wealthy, none of that matters. I'd rather not know that information, actually, because everyone should be treated the same way. I don't judge people. I want to take care of people just because they need me. That's what I'm here for. My goals are to communicate with them, to take care of their needs, to take care of their family and to communicate their needs with their doctor. I like seeing a positive outcome, and if that's not possible, that they're as comfortable as they can be. I want to take care of people the way I would want myself or my family to be cared for during a time of illness or surgery. I had a bad experience with my father at a hospital one time and I thought, 'I could do better.' So, that's why I went into nursing. I treat everyone as if they were part of my family.



**Mary Bradshaw, AND, RN**  
**Marymount Hospital**  
**Medical/Surgical Stepdown Unit**

I like to try to make sure every patient and family member feels special and that their needs are being met. The family is an important part of this and they are the ones who know the patient best and who will be caring for them once they go home. It's the simple things the families appreciate — providing food, making them comfortable when they visit and answering their questions. How patients feel emotionally can help them feel better physically. If we can put their fears to rest, they can better participate in their care. By working together as a team, anything and everything can be accomplished. Everyone can benefit by keeping a positive, upbeat attitude.

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**Suzanne M. Brooks, BSN, RN**  
**Huron Hospital**  
**Family Maternity Center**

Nursing has been a calling since the third grade when I wrote an essay about what I wanted to do when I grew up. That goal has stuck with me, and now I feel very comfortable with my profession. My goal for my patients is for them to gain the knowledge they need to take care of themselves and their newborns. I have really focused on the community, practice and education aspects of my nursing over the last two years. I volunteer to measure people's blood at my church and transport baby hats, blankets and clothes made by parishioners for the families. I participate in several hospital practice committees. I am also a preceptor on my unit. I take a new nurse under my wing and provide her with lots of encouragement and support. I think people are hard on themselves, and they always want to be perfect the whole time. I serve as a mentor and guide them to develop their career as a nurse.



**Norma M. Daniel, BSN, MHM, RN, RNFA**  
**Colorectal Surgery Unit**

My dream always was to work in an area of caring for others. This became a reality when I decided to join the nursing profession, because in this capacity, the physiologic and the psychological needs of the patients would be met. I have worked at Cleveland Clinic for more than 20 years, both in the operating room and the clinical setting. Working in these areas has been rewarding because patients' anxiety levels are high before surgery, so they seek answers and reassurance from me. I try to allay their fears and anxiety by ensuring that they fully understand what to expect throughout the preoperative experience. Patients feel reassured to know that I will be participating in their surgery and follow-up with them postoperatively. I find education is important, and a well-prepared patient impacts positively on the post-operative recovery. I enjoy working with a good team of surgeons and residents who are always willing to teach me something new. I really love what I do, and working as a Cleveland Clinic nurse is a dream come true.



**Paula Endros Hunter, BSN, RN**  
**Medina Hospital**  
**Medical/Surgical Telemetry**

I chose nursing as my profession because it incorporates both science and art. The science is that body of knowledge that encompasses evidence-based practice and application of book knowledge learned during my clinical career. The art component consists of individual intuitive care and intervention to promote healing and help my patients achieve optimum health. Nursing as a profession also affords the opportunity to mentor, educate and nurture fellow professionals, new graduates, and patients and their families. This profession is made dynamic through the holistic concept of nursing, meeting immediate family/patient acute care needs and providing education. Critical thinking, timely intervention and team collaboration ensure that those patients entrusted to my care receive appropriate and professional care. I try every day to care for my patients to the best of my ability so I can look at myself in the mirror and know that I've done a good job.



**Maria A. Foglio, RN**  
**Ashtabula County Medical Center**  
**Pain Management**

When I was a teenager, a close friend was involved in a serious motor accident, and I went to Cleveland Clinic to visit him. I just remember the compassion and caring of the nurses — not just for my friend but how they handled all of us kids visiting him. Nurses made a big impression on me at such a young age. Florence Nightingale was correct when she said nurses work as a healthcare team, and that we devote ourselves to the welfare of those committed to our care. I think that over the years we have become more empowered as nurses. Today, we focus more on the team approach; we promote health; and we help improve our patients' quality of life. We are patient advocates. The reputation of nursing has grown by leaps and bounds. In the future, nursing is going to be taken to a phenomenal level. The sky is the limit with what you can do and how far you want to go as a nurse.

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**Lisa Fortin, RN**  
**Lutheran Hospital**  
**Adult Behavioral Health**

My mother is a nurse. When I would visit her at work, families would come up to me and say she had made a big difference in their lives. I did not go back to school for nursing until Cleveland Clinic partnered with Tri-C and paid for employees to finish nursing school. I was part of the first graduating class, and it was a perfect opportunity for me at the right time. We had really good educators because they were Cleveland Clinic employees. I enjoy being a nurse because I am able to bring hope to those with mental illness and provide them with the skills to live every day to the best of their abilities. I like to let patients know that they are not alone and that there are people who want to help them. Every patient deserves dignity and nonjudgmental care. I would not be able to do what I love and maintain such a demanding schedule without my parents' support.



**Paulette Giddings, LPN**  
**Ashtabula County Medical Center**  
**Medical Surgical Unit (Cardiac Respiratory)**

When I was a child, my grandmother had cancer. I helped my family take care of her. That was when I decided it was something I wanted to do. After I had my children, I went to nursing school. I credit my patients for motivating me to be a great nurse on a daily basis. I may only take care of them for a few days out of their life, but I want to make those few days count. For me, no two days are the same, no two patients are the same and no two situations are the same. Every day is rewarding and I'm learning something new. I prefer the fast pace of a hospital. I truly believe I treat each one of my patients individually. I sit, talk and get to know them as a person before I get to know their condition. It's just as much a personal thing as it is clinical.



**Beth Gonosey, BSN, RN**  
**Lakewood Hospital**  
**Intensive Care Unit**

I like working with people and have always liked the sciences. Nursing was a good way to combine both. I have always found it interesting to see how medications can help the heart. In the years I've been in nursing, it's constantly changing. In the early 80s, we never treated patients with a heart attack the way we do now. All the approaches have changed, even the medications. It keeps evolving, and I think that's a real nice aspect of it — it always improves. Nursing gives you flexibility. I took time off to be with my kids, and I was able to jump right back into my career. Teamwork is also extremely important to me. I need to trust the judgment of the people I'm working with, especially in critical situations. It's vital for nurses to develop critical thinking skills. It's OK to ask for help, and we need to remember to not be so tough on ourselves. I always keep myself open to learning from doctors, fellow nurses and patients. Every day is different when

you're a nurse.



**Elaine Harrington, RN**  
**Hillcrest Hospital**  
**Cardiac Surgery Intensive Care Unit**

When I was a little girl, my grandfather told me my smile would help people and that I should become a nurse. I'm one of 11 children, and it was my family who encouraged me to further my education. When I called my father, he couldn't wait to share it with my mom in the nursing home. Education was very important to my parents. I've helped a lot of people through hard times — I've aided them in staying healthy or dying peacefully. My co-workers continually help me get through the day and are always there when I need guidance. I have told many people who are interested in nursing that it's a very rewarding profession. It's hard work giving up your weekends, holidays and family time. But my family has always been supportive and proud of me, and they have made me into the person I am today.

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**Maureen L. Kraizel, BSN, RN, ONC**  
**Euclid Hospital**  
**Orthopaedic Unit**

I think wanting to be a nurse is in my genes — my grandmother and mom both wanted to be nurses but never had the opportunities. I was blessed to have the opportunity to pursue my dream by attending a great nursing program at Kent State University. Most of the patients in our unit are in a great deal of pain or have had chronic pain for a long time. The rewarding part is helping them become as comfortable as they can be. I've learned there will be many challenging days, but if you step back and try to learn from them, then it will all be worth it. I also believe teamwork is crucial, and I don't think I would have lasted 25 years if we didn't have such a great team. I've seen many changes throughout my time at Euclid Hospital, and no matter how much technology impacts us there is nothing that can replace the nurse's hands, heart and eyes.



**Pauline Lewandowski, BSN, RN, CMSRN**  
**Marymount Hospital**  
**Medical Stroke Unit**

I work with a great team of nurses and everyone gets along. If I see a busy co-worker, I ask 'What do you need help with?' Then we work together to get the job done. Having a positive attitude has an impact on the people around you: patients, co-workers and families. We respect each other and our patients. I talk to patients and families to make sure they have everything they need. It's important to follow up and make sure discharge planning is complete and all the patient's questions are answered. When you educate patients, they have a better understanding of their illness and medications. They get the care they need so they can return home. It's rewarding when patients come back to see you; it's nice to see them when they are well and know you made an impact on their health. Continuing education is an important aspect of nursing; I recently earned my BSN. You are always learning, from coworkers, new technology and patient experiences. Each day is a new experience.



**Charlene A. Livingston-Nauman, RN**  
**Neonatal Intensive Care Unit**

I can't believe people pay me to do this job! It is a blessing to take care of our smallest patients and a pleasure to interact and educate parents to care for their infants, no matter how little or critical they may be. We care for the infants like they are our own, and we are so happy to see them leave healthy with their families. Every day is rewarding — whether it's nurturing a patient or working with a team during critical situations. I've often dealt with our critical patients and end-of-life care. It is sad and emotional, but it's also important to help support the families and patients. I am thankful that I can contribute to their comfort. I also work as a sexual assault nurse examiner. It is important for these patients to receive the highest compassion and dedication. If you really want to be a good nurse, you need to make sure you love people and always put them first. This is my passion, and I'm so thankful that I can do it.



**Terry Lubrano, RN, CAPA**  
**South Pointe Hospital**  
**Preadmission Testing**

In high school, I joined Future Nurses of America, which introduced me to the nursing profession. As students, we adopted a nursing home resident who had limited family and friends. The nursing home staff taught me what compassion and caring really meant. They treated the patients like family members, taking care of them in a gentle, loving way. This caring attitude touched my heart, and even though it is an old cliché, I went into the nursing profession to help others. I was also fortunate to have several family members working in healthcare who shared many personal and positive work experiences. Nursing has provided me with many opportunities. I enjoy educating patients on what they can do to improve their lives. Although it is difficult to change a lifestyle, my goal is to provide enough information to help patients make the right choice; planting a seed and hopefully changing their future health outcomes.



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### **Ericka Matejka Frank, BSN, RN, CMSRN** **Surgical Short Stay Unit**

My family has always demonstrated the importance of coming to the aid of those in need and instilled in me the respect and care of all creatures, big and small. This was not only true of people, but also extended to animals — all our pets were rescues. Nursing has been a good fit for me. Since childhood, I've had an interest in health and science. I enjoy sharing gained knowledge and have encouraged others around me to lead a healthy lifestyle. I try to do everything I can to take care of myself — to practice what I preach — so I can take better care of others. By giving patients rationale with education, better understanding is achieved, and self care and compliance are more likely. What I think is fantastic about nursing is that our care relates to Maslow's hierarchy of needs. We're not only taking care of our patients' clinical physiologic needs, but also contributing to their need for safety and comfort. That's our model of care. There's a lot to be given through the art of nursing.



### **Deanne L. Matzke, RN, CCRN** **Huron Hospital** **Step-down Unit**

Nursing was supposed to put me through engineering school, but I found it matched my personality better than architecture did. I feel it gives you a sense of honor because you get to be with people at their most vulnerable moment. I always feel like I'm doing something important — even if it's just saying hello to a patient or getting someone a cup of coffee. Nursing also provides you with an important foundation for anything you might want to do later on in life. We learn organizational skills, commitment, problem-solving and how to react in difficult situations. I've noticed there has been increased collaboration between nurses and physicians. Because they are pulled in so many directions, we act as the bridge between them and the patient. A physician may only be with the patient for five minutes, but a nurse may be with one for 12 hours. Ultimately you get a lot out of nursing. I can't think of any other profession that really pulls in customer service, personal care and crisis situations all in one package.



### **Jacqueline R. Prizzi, RN** **Euclid Hospital** **Coronary Care Unit**

A nurse should have the heart of a servant. You have to look past the social ills and see the person on the inside. I serve my patients by bathing them, giving a massage and making their environment nicer because I enjoy hands-on care. It feels rewarding seeing patients with a satisfied or thankful look on their face after I help them. I realized I wanted to be a nurse when my grandmother had a stroke at age 44. My entire family pitched in to help her, and that gave me a feel for how important it is to improve someone's quality of life. The experience also taught me not to judge and to put myself in other people's shoes. I really enjoy teaching patients how to maintain their wellness. We see patients who come back to the hospital after two or three weeks, and I can instruct them how to use their resources to take better care of themselves.



### **Eileen Stockhausen, RN** **Ambulatory Surgery and Post-Anesthesia Care Units**

The best part of being a nurse is the satisfaction you get after helping someone. I love going to work and feeling good when I leave for the day. As a nurse, you need to be empathetic, patient and flexible. Thank God for nurses, because we are like the front line for patients. I've always been encouraged to further my education, and right now my manager is pushing me to earn certification as a certified post-anesthesia nurse. The most inspirational experience I've ever had as a nurse was with a 28 year-old mother of three who was diagnosed with metastasized cancer. It was Easter Sunday, and she was walking around cheering up other patients. She was like a saint, and that memory has stuck with me ever since. It's unbelievable when you listen and hear what some of the patients have been through. I learn something every day on the job — especially from listening and observing.

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**Sheryl Hurley, RN, IBCLC, ICCE**  
**Medina Hospital**  
**Family Birthing Center**

I love the idea that I'm part of the whole birth experience, from the time the mother comes into the hospital to going home and beyond. I look forward to helping new moms with everything they need, and I especially love being able to assist moms with the many concerns regarding breastfeeding. That I can help them enjoy bonding with their baby is amazing to me. This is the reason I became a lactation consultant. Another aspect of my career that I enjoy is that I am able to make home visits to our new moms and their families. It's very rewarding to be part of their birth story. Early in my nursing career, I worked on a medical/surgical unit and found that after 12 years I needed a new direction. After having children myself, the field of obstetrics was my first choice. To relearn anatomy and physiology, I began teaching prenatal classes, and I continue to teach classes today. Wearing many hats keeps me at my best, and there is never a dull moment.



**Dawn Jeffries, RN**  
**Lutheran Hospital**  
**Medical/Surgical Unit**

I owe my nursing career to my Aunt Noreen and Uncle Dick. They encouraged me to go to school and gave me the support I needed. I will always be grateful for their encouragement and love, and hope that I will always make them proud. In nursing, there is no small act of kindness. You never know what simple thing may make a difference in someone's day. Once, I stayed after my shift and washed a patient's hair for her. She had been in the hospital for many days and was depressed over her cancer diagnosis. A few days later I received a thank-you note from her and from each of her children. She said in her note that she would never forget the time I took to care for her and that I truly did not know what it meant to her. I still remember her face and those letters. You can have all the knowledge of books, but it is the human connection and touch that patients remember.



**Amy L. Johnson, BSN, RN**  
**South Pointe**  
**Progressive Cardiac Care Unit**

One way we're putting patients first at South Pointe Hospital is through our Healing Services Team. Our dedicated volunteers offer massage, guided imagery and Reiki for patients and families at the bedside. This is something I am passionate about. I believe psychological healing can be hindered by a variety of stressors, and it is rewarding to be able to put patients and families at ease. The Healing Services Team also provides complementary therapy and promotes wellness to members of the community. I, too, am devoted to participating in community events including health and education fairs, senior supper clubs, local nursing home events and senior activities at the zoo. Additionally, our Healing Services Team promotes well-being through complementary therapies at our local schools and to our fellow staff members at the hospital. I am proud to be a part of this organization, and I am honored to have the opportunity to represent our hospital in a favorable manner.



**Tisha Kovach, RN, CARN**  
**Cleveland Clinic and Children's Hospital**  
**Chemical Dependency Unit**

I began my career at Cleveland Clinic in 1978 as a secretary in nursing education and nursing administration. It was always in the back of my mind that maybe I could be a nurse. I just kept thinking, 'I could do this.' So then I just did it. My goal was to be a nurse by the age of 40, and I accomplished this goal. When I graduated, I sobbed the whole time because I was so proud. I love the opportunities that nursing has given me to help people and help patients. I work in chemical dependency, and it's good to see a patient that we've worked with come back a year later and still be sober. That makes it feel like my work means something. I try to give 100 percent of myself. It's a wonderful feeling. I love the fact that sometimes we do make a difference.

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**Kimberly Vales, RN, CHPN**  
**Home Care Services**  
**Hospice at Home**

I chose to be a nurse because I had a desire to help people feel better when they are sick and help them deal with their illness. I get asked a lot how I stay positive working in hospice. I remind myself that I want the patients to have a positive experience and to make it as comforting for them as possible. You want the patient and family to have a positive thought when they think of hospice. I deliver on my promise to patients by providing compassion and by trying to provide the highest level of care possible, even though they're at the end of their life. As hard as it is for people to be at the end of their life, it's rewarding to be there with them on their journey and to comfort them. I'm fortunate to be able to meet so many positive and unique people. I feel lucky.