



Arkansas Methodist Medical Center

It's all about you.

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ARKANSAS METHODIST MEDICAL CENTER EARNS INTERNATIONAL HEALTH CARE HONORS

Celebration of Excellence Event Recognizes Award Winners

AMMC first medical center in state to earn these honors.

PARAGOULD, Ark., -- Arkansas Methodist Medical Center (AMMC) today hosted a special Celebration of Excellence event to recognize staff members who received a number of prestigious awards from the HealthCare Service Excellence Association (HCSEA), The international association recognized members of the AMMC staff and the medical center for exceptional customer service achievements in health care and initiatives for improving the quality of service for patients/customers; the quality of work life for health care professionals; and the performance of health care organizations.

The organization's top awards for the United States and Canada were presented last week in conjunction with HCSEA's annual conference in Nashville, Tenn. At today's event held in the medical center's atrium, staff members honored and celebrated their peers for their achievements.

Exemplifying that "It's all about you." at AMMC, top honors for outstanding customer service started at the top, with AMMC President and CEO Ron Rooney receiving the prestigious Summit Award for Inspiring Administrator of a health care organization.

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“Ron inspires our staff at all levels to strive for excellence, to set standards and to raise the bar,” Jannie Distrelli, chairman of AMMC’s Board of Directors said. “He leads with a vision and makes himself available to all employees. This honor is a tribute to his vision and servant leadership.”

Thomas Hancock, a maintenance engineer at AMMC also received top honors with a Summit Award for his work as a Service Excellence Advisor teaching staff orientation classes and counseling staff on being effective leaders and role models for new hires.

“Thomas is a tremendous asset to AMMC and has led our frontline staff in providing world-class care to all of our patients,” AMMC President Ron Rooney said. “We are pleased and excited that his hard work and commitment to customer service has been recognized with this award.”

Four members of the AMMC staff also were recognized as Pinnacle Achievers by HCSEA for their commitment to service excellence. AMMC staffers recognized with Pinnacle Awards included:

- Christi Foust, RN, honored for her work as a Service Excellence Mentor
- Dr. Ron Schechter, honored as a customer-focused physician
- Brenda McKinney, RN, BSN, and patient liaison, honored for her work as a program director for AMMC Excellence Service Provider program.
- Debra Vasser, RN, BSN, CNO, honored for her work as a Service Excellence Executive Sponsor

AMMC’s Service Excellence Council also was honored with a Pinnacle Award and the medical center as a whole was recognized with a Pinnacle Award as a Hospital Provider of Choice.

AMMC began its Excellence Service Provider Program in 2006. The program encourages employees to take ownership of the patient experience and teaches employees that they are all key to providing top-quality patient care, and that they all have a contributing role in patient outcomes.“

AMMC is known for being a place where ‘It’s all about you.’ These awards recognize and reinforce AMMC’s ongoing commitment to world-class, personalized health care for the communities it serves,” AMMC Board Chair Distrelli said.

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Arkansas Methodist Medical Center is a 129-bed, fully JCAHO accredited, not-for-profit medical center. AMMC has touched thousands of lives since 1949 as a Beacon of Health, Hope and Healing. Additional AMMC information is available at: www.arkansasmethodist.org.