

CRAIN'S 2020

# NOTABLE

## HEALTH CARE HEROES

Reminders of the COVID crisis are everywhere: the ubiquitous masks, social distancing rules and shortages of flour and toilet paper. Yet out of plain sight are the doctors, nurses, EMTs, home health care providers and janitors on the front lines. They work long hours and put their own health on the line to help others. They're away from their families for extended periods and when they do arrive home, they self-isolate and refrain from hugging their spouses and children.

These health care heroes share harrowing stories of patients who didn't make it as well as uplifting examples of patients who recovered after days or weeks on a ventilator. Their heroics take so many forms. Since patients' family members aren't allowed to visit, some health care workers facilitated phone conversations or video chats. Others sourced personal protective equipment or initiated testing programs. Social service workers sought out homeless people and helped them find shelter and testing. This feature includes profiles of 53 individuals and 32 health care teams—you will find their stories moving and inspiring.

**METHODOLOGY:** The honorees did not pay to be included. Their profiles were drawn from the nomination materials submitted. This list is not comprehensive. It includes only individuals for whom nominations were submitted and accepted after a review by editors. To qualify for the list, an honoree must be working on the front lines of the COVID-19 crisis, making an impact and saving lives. Roles considered were doctors, nurses, physician assistants, aides, emergency medical technicians, and maintenance and janitorial workers, among others.

### ADVOCATE HEALTH CARE

#### AMAR CHADAGA

Associate program director, internal medicine, and hospitalist

When the crisis hit, and through the peak and plateau, Dr. Amar Chadaga volunteered to see patients at Advocate Christ Medical Center in Oak Lawn. He was de facto in charge of attending-physician staffing for two non-ICU COVID units. Chadaga wrote in his journal that the hard work "took a toll on me physically, mentally and emotionally but has made me more resilient and a more empathetic physician."



### AMITA HEALTH

#### N. SEEMA AHMED

Infectious disease specialist  
Amita Health St. Alexius Medical Center

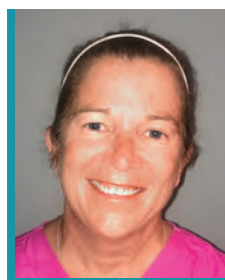
Dr. N. Seema Ahmed was involved in treating Amita's first two COVID-19 patients. The first was admitted Jan. 20 after returning home from visiting her sick father in Wuhan, China. She was the second person diagnosed in the U.S., and eight days later, the hospital admitted her husband. Ahmed consulted with the Centers for Disease Control & Prevention, and representatives came to the Hoffman Estates hospital and stayed on-site for four weeks. Ahmed helped shape early guidelines and recommendations. The next cases came in early March and were more severe than the first two.



#### MARY FLINK

Respiratory therapist  
Amita Health Holy Family Medical Center

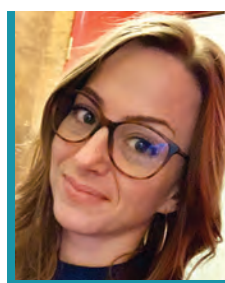
After working at Holy Family in Des Plaines for about 40 years, Mary Flink was taking time to travel. After the crisis hit, Flink made herself available to take as many shifts as needed, overseeing the weaning of patients from ventilators. She sits with patients who are alone and frightened, holds their hand and tells them stories to help lessen anxiety.



#### MOLLY KEEVIL

RN, staff nurse  
Amita Health St. Joseph Hospital

When the Chicago hospital received its first COVID patient, Molly Keevil was one of the first to raise her hand. She may be in full personal protective equipment in a room for two hours making sure she has done everything she can for her patient's physical, mental and emotional well-being. Patients leave voicemails and write letters naming Keevil as a bright light in an otherwise dark time.



#### STEPHANIE NISIC

RN, night nurse  
Amita Health Adventist Medical Center

Stephanie Nisic was a night-shift nurse at the Hinsdale hospital just three months out of orientation when the pandemic hit. Her floor became a COVID unit, and she was among the first night-shift nurses to care for afflicted patients. Since visitors are restricted, Nisic uses technology to enable patients to speak with family. She became an expert in personal protective equipment and educated colleagues on how to don and remove it.



#### LUKE NORTHERN

Anesthesiologist  
Amita Health Alexian Brothers Medical Center

Dr. Luke Northern volunteered to work at a COVID hospital in New York during April. He left his wife and three children behind to care for the most gravely ill at the height of the crisis. He brought back knowledge and shared his experiences with staff and senior leadership informally and in formal presentations. That helped Alexian Brothers in Elk Grove Village and the Amita system manage the crisis.



#### ARNON RUBIN

Critical care pulmonologist  
Amita Health Adventist Medical Center

When the pandemic started, the consensus was that if a patient went on a ventilator and some of their organs started to fail, they weren't going to survive. At Amita Health Adventist Medical Center in Bolingbrook, Dr. Arnon Rubin fostered a team approach, focusing on details and opening communication across the Amita system and beyond. There were a few patients the hospital feared would not survive and were later discharged home—due to Rubin's care. He treated a 39-year-old single mother with five children who was on a ventilator for 2½ weeks. Her heart was failing, and Rubin didn't think she would survive. But she pulled through. It's the good days and the positive outcomes like this that keep him going.



#### FRANK SCHNEIDER

Nurse manager, Critical Care units  
Amita Health Sts. Mary & Elizabeth Medical Center

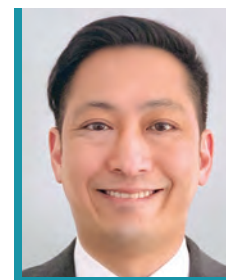
At the Northwest Side hospitals, Frank Schneider manages units that are housing COVID patients, including the ICU. He coordinated staff that was stretched thin as the hospitals geared up to care for an influx of critically ill patients. He used his technical and leadership skills to facilitate the expansion of the hospital's ICU and COVID capacity by more than 50 percent.



#### JUSTIN YEE

Medical director, Emergency Department, and chairman of emergency medicine  
Amita Health St. Francis Hospital

Since the pandemic began, Dr. Justin Yee worked to create separate emergency areas at the Evanston hospital for patients with serious respiratory complaints and patients with other illnesses and injuries. He also led efforts to set up two outdoor tents—one for treating and testing patients with mild to moderate respiratory complaints so they didn't have to enter the hospital, and the other for drive-thru testing for Amita patients and staff. The separations reduced exposure for patients and clinicians.





# Care with Courage



Since the beginning of the coronavirus outbreak, the MedEx Ambulance COVID-19 Response Team has provided compassionate medical care and emotional support, often in the most dire circumstances, to thousands of COVID-19 patients as they are safely transported to and from medical facilities.

I would like to thank each and every member of Team MedEx working on the frontlines of this unprecedented pandemic. I appreciate your hard work and courageous effort, and understand the sacrifices you have made. I'm eternally grateful.

I would also like to thank our customers, clients and members of the community for the tremendous love and support you have shown us. You have lifted our morale, given us greater purpose, and reminded us all how fortunate we are to work with so many compassionate people.

Lauren Robinson  
Founder & CEO of MedEx Ambulance Service





# CRAIN'S 2020 HEALTH CARE HEROES

ANN & ROBERT H. LURIE CHILDREN'S HOSPITAL



LARRY K. KOCIOLEK

Medical director of infection prevention and control

Dr. Larry K. Kociolek is a pediatric infectious disease physician and assistant professor of pediatrics at Northwestern University Feinberg School of Medicine. Lurie's High Consequence Infectious Diseases team was born from Kociolek's previous efforts responding to the Ebola virus in 2014, which prepared him to lead the response to COVID-19. Kociolek proactively identifies areas of risk for health care workers and pediatric patients. He provided a consistent voice of confidence and reassurance that health care worker safety would not be compromised. To hospital stakeholders, he communicates areas of success and responses to new challenges. His weekly town hall messages provide the health care workforce and community pediatric health care partners with knowledge, skills and confidence. And his media appearances have educated patients, families and the public about the pandemic.



BONE & JOINT SPECIALISTS

ALEX CHRZAN

Physician assistant  
Alex Chrzan volunteered to serve at the Billie Jean King National Tennis Center in New York, which was converted into a temporary hospital to handle coronavirus cases. Chrzan has worked as a physician assistant at Bone & Joint Specialists in Crown Point, Ind., since 2018. He left his family for nearly three weeks and quarantined for two weeks on his return.



BEST HOME HEALTHCARE

HOME HEALTH CARE CLINICIANS

The services of Chicago-based Best Home Healthcare, which provides short-term in-home rehabilitation under physician supervision, have been in demand during the COVID-19 crisis. The company has a surplus of disposable personal protective equipment, such as isolation gowns and surgical masks, which keeps clinicians and patients safe. Nurses, physical therapists and occupational therapists visit COVID patients at home after they are discharged from a hospital. They often leave medical devices such as blood pressure cuffs at patient homes so they can monitor their progress. The agency also connects low-income patients to social service organizations that can help supply food and household goods. Some of the firm's younger clinicians learned how to function in a pandemic from colleagues who are veterans of the AIDS crisis.



DUPAGE MEDICAL GROUP

MIA TAORMINA

Chair, Infectious Disease Department  
Infectious disease physician Dr. Mia Taormina leads the medical group's COVID-19 team, managing the organization's response and preparedness strategies. In addition to caring for COVID patients at four suburban hospitals, she sends updates with guidance to providers and leadership. Taormina has been a weekly guest on WBEZ's "Reset" program, where she shares her advice on COVID-19 and answers questions from listeners.

EDWARD-ELMHURST HEALTH

HEALTH INFECTION CONTROL & PREVENTION

As the outbreak grew, the team worked collaboratively with stakeholders at Elmhurst Memorial Hospital and Edward Hospital in Naperville to address personal protective equipment shortages, entry screening and contact tracing. The team helped develop clinical guidelines, infection-prevention strategies and work-flows. The challenges have been long hours, sleepless nights and patients lost. But there have been uplifting moments as well. The team joined hospital staff in celebrating a young patient's discharge from Elmhurst Memorial after 45 days. The team participated in the inauguration of the EEH Daffodil project—the installation of daffodil lawn ornaments at both hospitals to acknowledge each COVID-19 inpatient discharged. Team members gathered on a sunny afternoon in April to "plant" bright yellow reminders of survival.

Top row, from left: Dr. Jonathan Pinsky, Mary Anderson, Deb Diamond and Kate Pruiett. Bottom row: Dr. David Beezhold, Annemarie Schmocker, Denise Ferris and Sara Czechowicz.





# Heroes for Humanity

Our sincere thanks to all of our brave physicians, nurses, caregivers and associates, working on the front lines and behind the scenes, to stop the spread of COVID-19.

**Congratulations to the following AMITA Health physicians and associates — honorees of the Crain's Chicago Business Notable Healthcare Heroes list:**

N. Seema Ahmed, MD; St. Alexius Medical Center Hoffman Estates  
Mary Flink, RCP; Holy Family Medical Center Des Plaines  
Molly Keevil, RN; Saint Joseph Hospital Chicago  
Stephanie Nisic, RN; Adventist Medical Center Hinsdale  
Luke Northern, MD; Alexian Brothers Medical Center Elk Grove Village  
Arnon Rubin, MD; Adventist Medical Center Bolingbrook  
Frank Schneider, RN; Saints Mary and Elizabeth Medical Center Chicago  
Justin Yee, MD; Saint Francis Hospital Evanston

**We are grateful for everyone's courage, compassion and continued commitment.**

Learn more about how you can help our heroes at  
**[AMITAhealth.org/InItTogether](https://AMITAhealth.org/InItTogether)**

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Covering**



**Wash  
Your  
Hands**



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Social  
Distancing**

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**[AMITAhealth.org](https://AMITAhealth.org)**

# CRAIN'S 2020 HEALTH CARE HEROES



Top row, from left: David Clark, Teri Clifton and Martha Glynn. Middle row: Sylvia Ibarra, Sarah Larson and Nicole Markovich. Bottom row: Jean Reidy, Debbie Sontag and Karelle Webb.

## ERIE FAMILY HEALTH CENTERS COVID RESPONSE TEAM

Erie formed a response team of five providers and four RNs to deliver testing and support to the highest-risk COVID-exposed and COVID-positive patients. Erie operates 13 community health centers and serves areas disproportionately hit by the crisis. Teams relay federal home care guidelines and the bilingual members provide Spanish-speaking patients with information and support, which increases the likelihood that they will follow health guidance to aid their recovery and help keep their families safe. In addition to care instructions, the team distributes to high-risk patients "COVID care packages" containing a portable pulse oximeter, thermometer and surgical masks for the household.



## FAMILY CHRISTIAN HEALTH CENTER

**LISA GREEN**  
Chief executive officer  
At the health center serving Harvey and other Southland communities, Dr. Lisa Green wondered why African American women were dying at a higher rate than white women. She formed a committee to communicate with hospital officials and hosted a Facebook Live event. Green has worked to supply blood pressure cuffs to the homes of expectant moms. To encourage healthy eating, she hosted events that distributed 3,500 boxes of fresh fruit and vegetables.



## HEARTLAND ALLIANCE HEALTH HOMELESS OUTREACH TEAM

The outreach team has connected with hundreds of individuals, in person and over the phone, since mid-March. More than 100 have been linked into the city's coordinated entry system that helps homeless people find shelter. Another 150 have been connected with vital health care services including COVID-19 testing. At least 80 individuals were assisted with obtaining stimulus checks, even without an address or bank account. The COVID crisis has spotlighted the homeless population, estimated at 80,000 in the city, because it's harder to double up in someone else's home. The Heartland team reaches individuals at encampments and homeless shelters, under viaducts and on Lower Wacker Drive. Team members provide testing, personal protective equipment, food, connections to housing and clinics, and human contact at a time when homeless people are isolated.



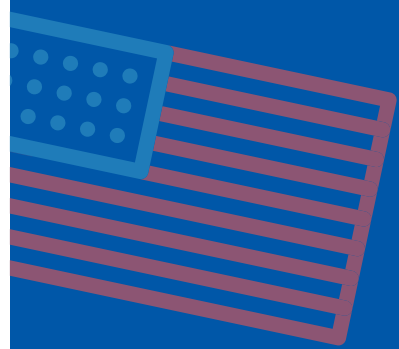
# Congratulations to our COVID-19 Response Team, named one of Crain's Healthcare Heroes Teams.

We're celebrating the entire NorthShore University HealthSystem COVID-19 Response Team. Their tireless efforts led to quickly converting a large community hospital into a dedicated COVID-19 facility, securing PPE for our entire staff, developing significant phone and e-consult resources for our communities and much more. All to ensure the safety of our patients, visitors, staff and the communities we serve.



[northshore.org/COVID19](http://northshore.org/COVID19)





# ... And the home of the brave!



Thank you to everyone on our team who has bravely helped patients and each other. Thank you to our office staff for providing support to our visiting clinicians. And thank you to the clinicians who have been bravely making home visits to COVID-19 positive patients, and non-COVID-19 positive patients.

**You all helped make history. But there is so much more history to make!**

Iqbal Shariff, CEO

Angelica Avilez, Vice President

**Thank you to the clinicians  
who directly cared for  
COVID-19 positive patients.**

Abdul-Mannan Shamsuddin  
Aisha Noah  
Caitlin Grimwood  
Christine Skelton  
Frances Shaw  
Ifefikayo Oyelami  
Janique Bata  
Jaquetta Johnson  
Jazmin Jordan  
Jelian Steward  
Jelisa Scott  
Joanne Hill  
Jorie Curry  
Julia Padron  
Lookman Muhammed  
Marsha Green  
Michah Brinez-Cenzon  
Michelle Tan  
Mohamed Ibrahim  
Tiffany Green  
Victoria Nichelson

**Thank you to the clinicians  
who took care of our  
non-COVID-19 patients.**

Allan Santos  
Alonso Avina  
Anwar Adams  
Bayan Abuzir  
Carly Decker  
Courtney Britton  
Danielle Walker  
Frank Ramirez  
Joseph Estrella  
Kim Muhammad-El  
Mary Marcano  
Maureen Huston  
Mervat Samra  
Queen Osaremwinda  
Ralph Vincent Cenzon  
Schuyler Johnson  
Theresa Andrews-Singleton

**Thank you to our great  
office and support staff,  
who made it all possible.**

Angelica Avilez  
Feras Abdelrahman  
Florence (Swarnalatha) Gadwala  
Joanna Delgado  
Katrina Woods  
Iqbal Shariff  
Shirley Johnson  
Yewande Awoyemi



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# CRAIN'S 2020 HEALTH CARE HEROES

## HOWARD BROWN HEALTH

### MATEO BETANZOS

Assistant site medical director, Thresholds South

Mateo Betanzos has supported community testing at Project Vida in the Little Village neighborhood. As a Spanish-English speaker, and with clinical practice in infectious disease, Betanzos' experience and expertise has been critical in assisting leadership with implementing a community-focused response. Betanzos helped test and diagnose hundreds of individuals with COVID-19 and connected them to care and resources.



### ROBIN GAY

Dental director

With Howard Brown's dental clinics closed during the outbreak of the coronavirus, Dr. Robin Gay and her team mobilized to source personal protective equipment for front-line providers. She also helped develop and implement procedures for ensuring staff were in sanitized scrubs every day. And she assisted in the development of a video detailing safe and secure ways to wear and dispose of the equipment.



### MAYA GREEN

Regional clinical director, South and West sides

When the COVID-19 pandemic hit, Dr. Maya Green was the architect of Howard Brown's testing in tents outside clinics in Englewood and Hyde Park. Green led the organization to join with Project Vida for testing in Little Village, located in the ZIP code with the state's highest concentration of COVID-19 cases. She also spearheaded partnerships for testing in Austin and other high-need communities using a mobile unit.



### WEN-HO YANG

Clinical lead, La Casa Norte

After the COVID-19 outbreak hit, Dr. Wen-ho Yang supported community testing at Project Vida sites and on Howard Brown's mobile unit in partnership with Mobile Care Chicago. Yang's work contributed to more than 4,725 tests provided on the mobile unit and in West Side communities—60 percent of Howard Brown's total COVID-19 tests as of late May. Fluency in Spanish and Mandarin facilitated communication with affected families.



Dr. Rahul Khare

JOHN R. BOEHM

## INNOVATIVE EXPRESS CARE

### CARE TEAM

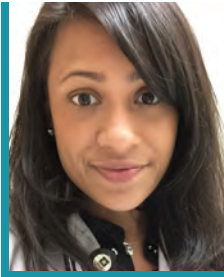
When the virus hit Chicago, the Innovative team tested hundreds of patients in the facility's outdoor medical tent. The team performed more than 5,000 COVID-19 tests and provided follow-up care. Innovative was among the first clinics in Chicago to offer antibody testing, using the Abbott SARS-CoV-2 test, and has tested 8,000 patients. CEO Dr. Rahul Khare expanded the clinic's daily schedule to 16 hours and expanded the team by 40 percent. Members of the remote telemedicine team see patients online. Clinic physicians travel to area businesses to perform virus swab testing on employees before they return to work. Khare and team members also counsel business owners on best practices. Children have decorated pictures and messages of hope for the clinic's windows, and neighbors sent treats to the team.

## JOHN H. STROGER JR. HOSPITAL OF COOK COUNTY

### RESHMA MOHIUDDIN

Primary care physician

Dr. Reshma Mohiuddin supports inpatient COVID units as well as outpatient COVID testing. Taking care of a jailed COVID patient at Cermak Health Services, a veteran with PTSD, was a heartbreaking experience for Mohiuddin. She learned that his estranged stepmom wanted to be there for him, but the rules did not allow it. Mohiuddin was able to arrange a FaceTime call, and he was able to say goodbye.



## LAKE FOREST HEARING

### LORI HALVORSON

President

Dr. Lori Halvorson fought to get permission to enter nursing homes and hospitals to fit, fix and adjust hearing aids so patients who were isolated from their families could hear them on the phone or in on-line conversations. Halvorson says it was particularly rewarding to fit a blind patient with hearing aids so he could hear when people came into his room in the nursing home.



## LAWNDALE CHRISTIAN HEALTH CENTER

### CLINIC TEAM

The West Side clinic developed free walk-up and drive-up testing. Clinicians complete more than 400 telehealth visits daily and offer follow-up COVID monitoring, ongoing medical care and prescription assistance. The center has performed more than 1,700 COVID-19 tests for community members, identifying more than 500 positive diagnoses. As part of a community-driven pandemic response for homeless people, the center cares for older at-risk adults. They have been moved to isolation care in a former downtown hotel, where they receive medical support, daily meals and help finding permanent housing. For many, it's the first time in years they have received reliable access to medications and consistent mental, medical and spiritual support, as well as stable, quality individual housing.

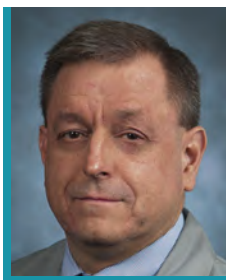


## LOYOLA UNIVERSITY MEDICAL CENTER

### MARK CICHON

Professor and chair,  
Department of  
Emergency Medicine

In the early stages of the COVID crisis in Illinois, Dr. Mark Cichon had an idea to help protect his team. He worked with Windy City Plastics to design an acrylic box that could protect physicians when intubating patients. The Physician's Protection Box has been made available to hospitals around the Chicago area and the rest of the nation.



### RICHARD "RICKY" FRANCISCO

Nurse

Ricky Francisco is a nurse in the surgical intensive care unit, which continues to see a steady influx of the most critical patients. He and other nurses mastered the technique of placing patients in a prone position to improve breathing and trained a team to assist other units. While Francisco cared for COVID patients, his mother and brother were hospitalized with the virus.



### MCCORMICK PLACE COVID-19 ALTERNATE CARE FACILITY

#### DANIEL HAZLETT

Project manager

In late March, Daniel Hazlett was granted administrative leave from his job at Discover to assist the state and city in launching and operating the McCormick Place COVID-19 Alternate Care Facility, which was designed to alleviate pressure on Chicago's health care facilities. Hazlett, who is also a student at the Kellogg School of Management, was part of the team that had 14 days to convert the convention center into a hospital.



## MEDEX AMBULANCE SERVICE

### MEDEX RESPONSE TEAM

When the pandemic hit, MedEx leadership initiated a daily, worldwide search for personal protective equipment. The Response Team adapted to treat and transport hundreds of COVID-positive patients as the pandemic progressed: some patients with mild symptoms and many with more urgent medical needs. MedEx employs more than 250 emergency medical technicians and paramedics. Treating and transporting a barrage of patients in isolation required new practices, skills and inner strength. Overcoming fear for self and family became a way of life for team members who interact with COVID-19 patients every day. New challenges, such as the endless search for PPE, emerge daily. And despite best efforts to keep team members infection-free, a few needed to be quarantined.

## MEDICAL HOME NETWORK

### MATTIE KENNEDY

Transitional care nurse

Mattie Kennedy manages the transition of care for Medicaid patients discharged from the hospital. The nonprofit Medical Home Network, which is digitally connected to 30 hospitals as well as 400 primary care medical homes and behavioral health and community-based organizations, serves 320,000 patients in Cook County. Kennedy speaks with patients in person or by phone, listens to their concerns and explains the steps they'll need to take to protect themselves and others. For a patient discharged after a two-week hospital stay, Kennedy made sure that she could self-quarantine and had someone to help her. Kennedy was able to have masks and other safety supplies delivered to the patient's home so her son could visit and be around his mother from a safe distance.



## MERCY HOSPITAL & MEDICAL CENTER

### MICHAEL MARKOS

Chief of medical staff

Dr. Michael Markos runs two COVID-19 units at Mercy Hospital, caring for vulnerable populations that have been disproportionately affected by the virus. The challenging part of treating critically ill patients is that they don't have family and friends surrounding them during the most difficult times of their lives, Markos says. The nursing team and respiratory therapists stepped in as family. "I've held the hands of dying patients, I have prayed over the heads of patients at their request," he says. One uplifting moment was seeing a patient who had been intubated for 40-plus days get discharged to rehabilitation. On a personal level, he says, it is trying to have to come home to a daily decontamination ritual in the garage and isolate himself from his wife and three daughters.



## NE HEALTHCARE SERVICES

### DIANA SOTO

Director of nursing/clinical manager

Diana Soto cares for more than 70 COVID-19 patients referred to the Chicago provider of home health care services by area safety-net hospitals. Soto educates patients on how to manage their illness, monitor their temperature and oxygen levels, and avoid spreading the virus to others in their home. Her knowledge of sign language and fluency in Spanish enhance communication. For patients in self-quarantine, Soto may be the only person they see.



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# CRAIN'S 2020 HEALTH CARE HEROES

## THE NIGHT MINISTRY

### STEPHAN KORUBA

Senior nurse practitioner

As a member of the ministry's street medicine team, Stephan Koruba provides health care to individuals living on the streets and supervises other nurse practitioners. Koruba has spearheaded initiatives to attend to the challenges faced by Chicago's homeless. He established connections at the CTA that allowed the team to provide screenings and food to the increased numbers of individuals who were riding the trains at night because they were afraid of contracting the virus in a shelter. Koruba recalls that the first week that the shelter-in-place order was in effect, "we were the only service providers out on the street. Our clients were anxious and scared. Sitting there and talking with them, it was obvious that we were filling a role no one else was filling."

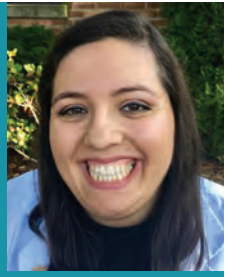


## METRO PARAMEDIC SERVICES

### PARAMEDICS AND EMERGENCY MEDICAL TECHNICIANS

Employees of Metro Paramedic Services who operate advanced life support ambulances and provide emergency medical services are integrated into fire departments throughout the Chicago suburbs. They have provided service throughout the pandemic, often putting themselves and their families at risk of contracting the virus. At the onset of the pandemic, employees were challenged by the nationwide shortage of personal protective equipment. Paramedic crews sometimes were required to reuse the equipment until they could become resupplied by the hospitals. They take extra measures to decontaminate themselves before returning home to their families.

## NORTHWESTERN MEDICINE



### RAINA LEON

RN, labor and delivery  
Northwestern  
Memorial Hospital

When the virus hit, Raina Leon's unit in labor and delivery at Prentice Women's Hospital asked for volunteers to treat COVID patients. Laboring patients can easily aerosolize the virus, creating a high-risk environment for the staff. Leon had to tell patients that if they tested positive, they might have to be separated from their newborns. She spent time with the laboring moms, watching wedding videos or singing ballads to distract them from epidurals.



### PATRICE ROSENBERG

Registered nurse  
Northwestern  
Memorial Hospital

With eight years of experience working in the medical ICU and emergency room, Patrice Rosenberg has been working four or five 12-hour shifts per week in a COVID-19 unit. She stepped up to become a regular charge nurse of a unit, and she has been responsible for training nurses with less experience who have transferred over to help during the crisis. Rosenberg was interviewed by several area TV stations.



### MELISSA SIMON

Vice chair of clinical research, Department of Obstetrics & Gynecology  
Northwestern University Feinberg School of Medicine

In addition to caring for COVID-19 patients, Dr. Melissa Simon has raised awareness of how the pandemic has deepened health inequities. She is part of the mayor's COVID-19 Recovery Task Force and the Illinois Department of Public Health COVID-19 Equity Team. She's hosted public conversations on topics such as mental health and gun violence. A practicing physician, teaching professor and researcher, Simon also is faculty director of Northwestern's Center for Health Equity Transformation.



### DAVID ZICH

Emergency medicine specialist  
Northwestern Medicine

Dr. David Zich has treated patients in the COVID unit at Northwestern Memorial Hospital. To inform and enable his patients to understand the facets and risks of the pandemic, he began publishing an email letter explaining the complex topics in understandable language. He has appeared on Fox 32 to answer viewer questions about the pandemic. Staying abreast of the onslaught of information and misinformation has been a challenge, he says.

## NORTHSHORE UNIVERSITY HEALTHSYSTEM



### COVID-19 RESPONSE TEAMS

NorthShore leaders established Glenbrook Hospital as the system's COVID hospital, expanding the ICU, emergency department and an inpatient unit. The system established four immediate care COVID supersites and a drive-thru testing site. The teams completed 75,000 COVID tests, including more than 8,800 drive-thru tests. Team members handled 26,000 immediate care visits and 21,000 e-visits. They answered more than 33,000 calls on the system's health hotline and also reached out to patients recovering at home. The hospital cared for 800 patients, and team members went to great lengths to ease their difficulties. After a critically ill patient spelled "rosary," her nurse drove home after a 12-hour shift to get her one. Another nurse held a patient's hands while a physician arranged a video conversation with family.



### KAREN KAUL

Clinical chair, Department of Pathology & Laboratory Medicine

Under the direction of Dr. Karen Kaul, NorthShore implemented its own fully validated, in-house COVID-19 test based on published CDC lab data. NorthShore worked with the Illinois Department of Public Health to ensure its test performed identically to the state's. The hospital system began testing on March 12 at a rate of 400 patients per day and subsequently expanded capacity to test up to 1,500 patients daily. It has conducted more than 100,000 tests.





## 12 WEST FEINBERG

Northwestern Memorial Hospital

When Northwestern started converting nursing units to care for COVID-19 patients, 12 West was the second surgical floor to shift. Led by manager Sarah A. Cummins, the team includes a staff educator, clinical coordinators, secretaries, suppliers, X-ray techs, nurses, and respiratory, physical and occupational therapists, as well as staffers in housekeeping, transportation and EKG. In late March and early April there was tension. Patients would rapidly change for the worse in minutes. The staff would take a mindfulness break together for two minutes every shift. They have supported one another through stressful days and gathered to “clap someone home.” The staff danced for a patient as she left on her birthday. They dimmed the lights at the station, turned on a disco ball and sang as she went home with tears of joy.



**NORTHWESTERN  
UNIVERSITY KELLOGG  
SCHOOL OF MANAGEMENT**

## SMITHA AREKAPUDI

Anesthesiologist and student

As a student in Kellogg's Executive MBA program, Dr. Smitha Arekapudi saw an opportunity to leverage her experience as a physician and student to address the shortage of personal protective equipment. She organized her class cohort and the Kellogg alumni network to create an initiative: Every Hero Needs a Shield. The program donated face shields and intubation barrier boxes to health care workers at hospitals caring for underserved groups.



**PROJECT VIDA**

## JEROME MONTGOMERY

Executive director

Since the outbreak, Jerome Montgomery's focus shifted from HIV/AIDS to testing for COVID-19 in partnership with Howard Brown Health. He mobilized Project Vida as a testing hub in Little Village, offering more than 500 tests in the first week when tests were difficult to obtain. With more than 50 percent of clients screening positive, and 80 percent living without insurance, the decisive action helped the community better understand the virus and its impact.

Congratulations to

## Larry K. Kociolek, MD, MSCI

*Attending Physician, Division of Infectious Diseases  
Medical Director, Infection Prevention and Control  
Ann & Robert H. Lurie Children's Hospital of Chicago*

*Assistant Professor of Pediatrics  
Northwestern University Feinberg School of Medicine*

*Irene Heinz Given and John La Porte Given  
Professorship in Pediatrics*

for being selected as one of  
*Crain's Chicago Business*  
**2020 Notable Health Care Heroes.**

 **Ann & Robert H. Lurie  
Children's Hospital of Chicago®**



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# HOSPITAL WORKERS ARE MAKING THOUSANDS OF DIFFERENCES

For the past several months, our hospital workers have dedicated their lives to battling COVID-19 — both on the frontlines and in support roles, working together to provide exceptional patient care. Our doctors, nurses, technicians, transporters, pharmacists, and other team members — all supported by our information technology and supply chain personnel — have consistently risen to the occasion to tend to our most vulnerable patients.

From everyone at UChicago Medicine and Ingalls Memorial — THANK YOU — for the sacrifices you make every day. Your dedication, commitment and courage deserve our deepest gratitude and admiration.



**Special thanks to UChicago Medicine's Crain's Healthcare Heroes:**

- » Adult Emergency Department
- » Clinical laboratories
- » COVID-19 cohort unit
- » Environmental Services team
- » Infection Control team
- » COVID-19 call center and swabbing team at Ingalls Memorial
- » Resident Inpatient/ICU COVID-19 unit
- » Spiritual care
- » Triage nurses
- » And all of the other countless teams who serve patients every day.



AT THE FOREFRONT

**UChicago  
Medicine**

**[UChicagoMedicine.org](https://UChicagoMedicine.org)**



# CRAIN'S 2020 HEALTH CARE HEROES



**PULMONARY  
CONSULTANTS**  
**NASSER ZAKIEH**

Pulmonologist, critical care specialist

As the ICU director at OSF Little Company of Mary Medical Center in Evergreen Park, Dr. Nasser Zakieh treats critically ill COVID patients who have life-threatening complications. Zakieh and his team saw the number of patients on ventilators triple as the virus spread. Many at Little Company of Mary didn't see family for two weeks. One patient with severe COVID pneumonia told Zakieh, "Please stay safe. We need you."



**ROSELAND  
COMMUNITY HOSPITAL**  
**TIM EGAN**

Chief executive officer

Recognizing that the state had no initial plans to offer COVID-19 testing on the Far South Side, Tim Egan opened up the front of Roseland Community Hospital for nasal swab and antibody testing. The hospital, which serves an African American community, was one of the first to offer public testing. At the start, Roseland was testing 500 people a day, and cars were lined up for several blocks. It has performed more than 15,000 tests, including for Chicago police officers, firefighters, CTA bus drivers and first responders. After an employee in the kitchen at Roseland tested positive for COVID-19, the staff went into quarantine, and the kitchen was closed. Faced with feeding patients and staff, Egan tapped his personal network to ensure hot meals arrived every day.

**RUSH UNIVERSITY MEDICAL CENTER**



**COMMAND CENTER LEADERSHIP**  
Rush University Medical Center

Drs. Omar Lateef and Richa Gupta led Rush's response to the crisis, serving as CEO and chair of the Command Center, respectively. Through their efforts, the Rush system was able to play a key role in flattening the curve in Chicago, while also caring for the state's most severe COVID cases. The hospital was physically changed to provide more beds and increase staff. The team moved to clear needed space and shut down elective surgery. In three weeks, facilities and operations were transformed in ways that would have taken years under typical circumstances. Around the eighth week, the hospital was able to successfully remove its 100th patient from a ventilator. Lateef and Gupta used the milestone to rally staff and renew a sense of purpose.



Aney Abraham, from left, Jessica Margwarth, Kimberly Whitecotton, Mary Ellen Close and Sarah Saladino.

**7 NORTH ATRIUM GENERAL MEDICINE (COVID-19 UNIT)**  
Rush University Medical Center

7N was charged with transforming the unit to accommodate COVID patients within 48 hours. The nurses and nurse leaders mobilized a plan to meet the environmental, educational and safety needs of patients and staff. 7N leaders collaborated with acute and intensive care teams that had been caring for these patients since Rush's first COVID admission in March. A particularly special moment occurred when a 7N staff nurse advocated for a COVID-positive patient whose sister was in the ICU. When the condition of the sister in the ICU worsened, the nurse won support to arrange for the siblings to have a bedside visit. At other times, the team came together in down moments to sing and dance, and they celebrated when a patient weaned from oxygen was sent home.

**RUSH COVID CLINIC**  
Rush University Medical Center

In early March, Rush established the COVID clinic, an area outside of the emergency department where patients suspected of carrying the virus could be tested without risk of infecting others. The clinic provided COVID-19 testing for Rush employees, first responders and other members of the community experiencing symptoms.



**KATHRYN DUDZIK**  
Critical care registered nurse  
Rush University Medical Center

Kathryn Dudzik works in the COVID ICU, assisting in the treatment and care of patients while also helping nurses from other units get acquainted in order to assist on the unit. She picked up additional shifts to help the team when there was a spike in the number of patients. On her days off, she prepared snacks for her team.



**MEGAN  
GAYESKI  
PIRAJNO**  
Internal medicine hospitalist  
Rush Oak Park Hospital

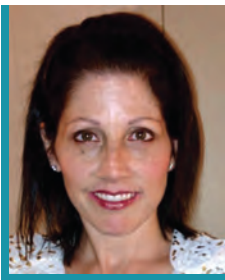
At Rush Oak Park, Dr. Megan Gayeski Pirajno started the Illinois Medical Collective on Facebook. It is made up of more than 2,600 health care and emergency services workers across the state who share resources and source personal protective equipment. Gayeski Pirajno helped arrange the donation of 66,000 N95 masks and 1,400 P95 masks to 60 hospitals and 80 private clinics, nursing homes and home health agencies. "At the beginning, it was scary to know how many places didn't have access to PPE to take care of COVID-19 patients," she says. Through the collective, she was put in touch with private donors who wanted to make anonymous donations of PPE to hospitals. Gayeski Pirajno also works in COVID-19 units at Rush Oak Park.





**KATHRYN  
"KATIE"  
GERSTER**  
RN care coordinator  
Rush Oak Park Hospital

Katie Gerster was instrumental in establishing the Rush drive-thru testing clinic at Rush Oak Park. She stepped up to train staff, prepare the site and begin testing. She worked outside, sometimes in the cold and rain, providing results in 20 minutes or less. Gerster provided the latest information on COVID so the patients, who were often worried and sick, could monitor their symptoms.



**PAMELA KATZ**  
Nurse  
Rush University  
Medical Center

Oncology nurse Pamela Katz switched to caring for COVID patients when Rush saw a spike in cases. She worked in and outside the ICU, bringing sensitivity and compassion from her experience helping cancer patients. Nursing is the second career for Katz, who spent 20 years in marketing and ran her own digital media agency, Charlotte's Web Marketing.



**KEVIN KING**  
Radiation oncology  
resident  
Rush University

When the outbreak hit, the residents of the radiation oncology team were assigned to front-line roles, and Dr. Kevin King was moved to a unit to treat patients stricken with cancer and COVID-19. King was there for patients through bad times and worse, often in their final moments. He worked with family members to set up video calls with their loved ones in the hospital.



**DEBORAH  
MALLERS**  
Psychiatric liaison nurse  
Rush University  
Medical Center

Since the pandemic, Deborah Maller's focus has expanded to help medical and support staff deal with the unprecedented and unpredictable stress of work as well as additional pressures of home, home schooling, family health and other concerns. She's worked with psychiatrists and doctors to help front-line staff who have lost family or experienced anxiety or PTSD. Many will need her more than ever after this prolonged stressful time.



**TYLER WEISS**  
Respiratory therapist  
Rush University  
Medical Center

During the crisis, Tyler Weiss helped develop the prone-positioning process that helps patients get off a ventilator. He also is involved in placing patients who are not on the ventilator in the prone position to reduce their need for mechanical ventilation. Flipping patients to lie on their stomachs opens airways in lungs that are compressed by fluid and inflammation. Weiss trained other team members in the technique and has contributed to manuals and protocols.



**MASTER'S STUDENTS,  
RESPIRATORY THERAPY**

Rush University  
Rush students weren't asked to volunteer for clinical work during the pandemic, but an exception was made for the respiratory care program because of the extraordinary need and the students' advanced learning. These students, who work under the supervision of respiratory therapists, assess how a patient is responding to the ventilator's flow of air, monitor minute-by-minute details and report any notable changes. They also routinely reposition patients and suction away excess saliva. The students act as an extension of the respiratory staff, allowing the therapists to attend to the most acutely ill COVID patients.



Top row, from left: Janet Shlaes, Ed Pietrzak, Susan Chubinskaya and Althea A. Billins. Second row: Lakshmi Venugopal, Jay Goodrich, Rebecca Benfakir and Katie Oczkowski. Third row: Jennifer Comerford, Linda Fitzgerald and Mary Grantner.

**CENTER FOR INNOVATIVE &  
LIFELONG LEARNING**

Rush University Medical Center  
When COVID hit in March, the program that provides continuing education for physicians, nurses and pharmacists had to cancel live events and regroup. By the end of April, the program had transferred to a virtual platform and succeeded in reaching 1,300 individuals. The team produces virtual programs for attendees from multiple disciplines who earn continuing medical education or continuing nursing education credits. Team members work with Rush health care providers and their colleagues from other institutions to provide specialty-focused webinars, panels and recorded lectures. The team curated a variety of COVID-19-related resources and produced micro-learning to support learners at Rush and beyond.



**SUPPLY CHAIN OPERATIONS TEAM**

Rush University Medical Center  
The team's primary goal was to make sure Rush employees had the proper personal protective equipment to care for COVID patients. Team members quickly responded to the rapid increase in demand by sourcing and procuring goods through multiple channels, building and rolling out additional supply rooms, and providing 24/7 coverage. Changes to processes and inventory levels were put in place to ensure critical provisions were available through the peak of the crisis. Team members also developed a process to receive donated goods. They coordinated with Rush Copley Medical Center and Rush Oak Park Hospital to ensure that the system was supplied. And they worked with other health systems in the Chicago area to source PPE when there were shortages.



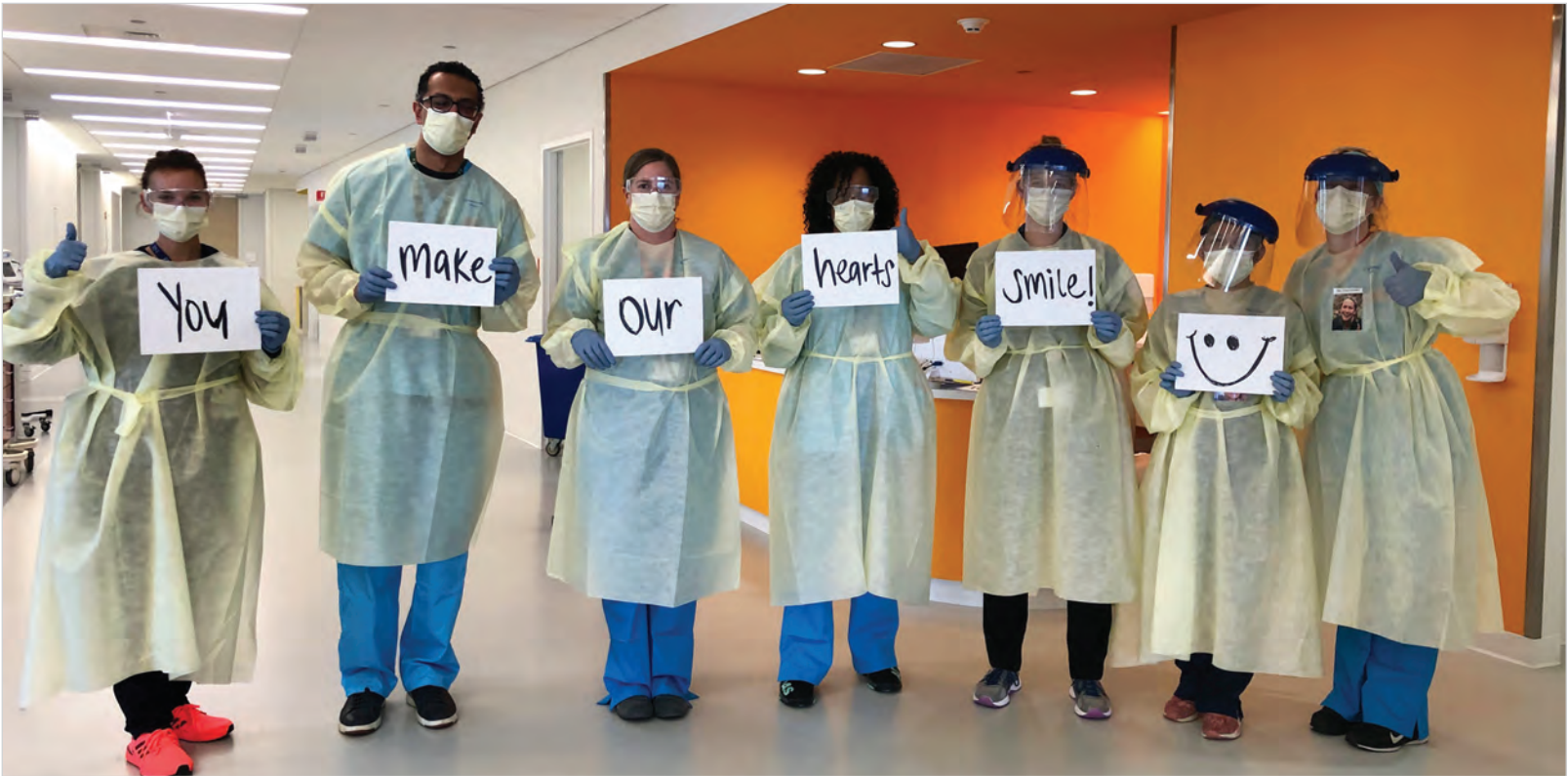
CRAIN'S 2020 HEALTH CARE HEROES



A SAFE HAVEN  
FOUNDATION

NELI VAZQUEZ  
ROWLAND

President and co-founder  
Concerned about the vulnerability of homeless people, Neli Vazquez Rowland collaborated with Rush University Medical Center and the city of Chicago to add a COVID-19-positive isolation space to the foundation's West Side shelter. The 100-bed space houses people who have symptoms or who have tested positive. She is a founding member of the Chicago Homelessness & Health Response Group for Equity, which represents health and homeless organizations that worked together to respond to COVID-19.



SHIRLEY RYAN ABILITYLAB

COVID CARE UNIT

The unit serves patients recovering from COVID-19. That recovery can require extensive rehabilitation, with many patients having trouble swallowing, talking and walking. They may have poor endurance and dexterity, kidney problems and cognitive issues. Researchers developed and deployed a wearable device to continuously track COVID-like symptoms in patients and clinicians. The clinical team leveraged technology to coordinate discharges and prepare patients to return to their homes and communities. The team was particularly moved by the story of a couple married for 40 years, Gladys and Clifton Wilson. Stricken by the virus, they were both on ventilators for weeks, and Gladys fell into a coma. Thankfully, the parents of three and grandparents of six survived and were reunited for rehab at the AbilityLab.

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#### SILVER CROSS HOSPITAL

### 6TH FLOOR NURSING UNITS

As the pandemic reached Silver Cross Hospital in mid-March, the New Lenox facility converted its sixth-floor nursing units into COVID-dedicated areas to isolate and care for these ill patients. The floor became the COVID epicenter. Early on, the nurses assumed added responsibilities to conserve personal protective equipment and limit the number of staff entering isolation rooms. With visitor restrictions in place, they facilitated patient-family communications with worried loved ones, delivering positive news and heartbreaking goodbyes. They expanded their nursing skills, becoming experts in assessing respiratory function, critical lab values and heart rhythms, as well as in proning patients to improve oxygenation and avoid mechanical ventilation. Initial doubts were replaced by certainty that they can master new skills, operate in a crisis and adapt to any situation.



#### SIMPLE LABS

### RICHARD LARIOSA

Medical technologist

Before COVID-19, Richard Lariosa was handling general lab testing for infectious diseases and had just passed the U.S. medical licensing examination. He now serves as the lead COVID-19 technologist, testing samples from hospitals, nursing homes, outpatient clinics, community health centers and drive-thru testing sites. Demand for testing grew so rapidly that Lariosa and his team worked nights and weekends to keep up.

#### SINAI HEALTH SYSTEM

### SUNITA MOHAPATRA

Division chief, Section of Infectious Diseases  
Sinai Health System

A specialist in the treatment of infectious diseases, Dr. Sunita Mohapatra has been on the front lines, caring for COVID patients. She led Sinai's response, developing the hospital's surge plans, planning for PPE needs and developing infection control procedures to protect current and future patients as well as her fellow caregivers. She recalls asking a patient to breathe so she could listen to the patient's lungs. The patient responded, "Sorry, doctor, I just can't breathe." Mohapatra has had former patients call in to check on her. "It's interesting the way the tables have been turned to take care of the caregivers," she says. When she comes home at night, she stays away from her family until she has showered and changed her clothes.



### KENDALL MOSBY-THOMPSON

Nurse

Mount Sinai Medical Center

Before COVID, Kendall Mosby-Thompson was tending to victims of accidents and gunshots. He subsequently pivoted to caring for patients with the virus, many of whom had underlying conditions. He was shaken by one patient—a young pregnant woman who was COVID-positive and couldn't see her family. Fortunately, she was treated and released. Mosby-Thompson struggles with the risks to himself and his family but feels responsible for his patients.



# Congratulations to Dr. Karen Kaul, named one of Crain's Healthcare Heroes.

We're celebrating Dr. Karen Kaul, Clinical Chair, Department of Pathology and Laboratory Medicine at NorthShore. She led the NorthShore Lab Team in developing the first independent COVID-19 test in the State of Illinois. Since March, we have conducted over 100,000 tests to date—a groundbreaking accomplishment in the fight against this global pandemic. Thank you, Dr. Kaul.

**NorthShore**  
University HealthSystem

[northshore.org/COVID19](http://northshore.org/COVID19)



CRAIN'S 2020 HEALTH CARE HEROES



SUPERIOR AMBULANCE  
SPECIAL RESPONSE TEAM

The Special Response Team was deployed to New York for two months to support emergency medical services during the pandemic. The team is called upon when there is an emergency in the region such as a hurricane. They can set up field hospitals, provide 911 response, assist search and rescue teams or aid in evacuations. The New York deployment involved 26 team members and eight ambulances: five crews from Illinois, two crews from Indiana and one from Michigan. They were used to run 911 and interfacility transports. Superior rotated crew members during March and April, with everyone doing a two-week-minimum stint—some stayed longer. Everyone went to work knowing the risks of exposure.



SWEDISH HOSPITAL  
INTERMEDIATE CARE UNIT STAFF

This unit became the hospital's COVID Critical Care facility, housing critically ill patients. The unit was short-staffed as some co-workers had contracted the virus and were at home. The team members learned on the job and adjusted to evolving recommendations on COVID-19 management. On one day, the 16-bed unit was full, with every patient on a ventilator and multiple intravenous medications. Many patients needed proning, the process in which the patient is flipped onto his or her stomach to open up airways and make it easier to breathe. Young nurses learned how to administer paralytic drugs and provide appropriate monitoring. And team members learned how to troubleshoot the ventilators as the respiratory therapists often were busy. They've been performing nonstop since mid-March.



MEDICAL HOME NETWORK  
celebrates our very own

**Mattie Kennedy**  
Transitional Care Nurse RN BSN  
**One of Crain's 2020 Notable  
Health Care Heroes**

See Mattie's story  
[www.medicalhomenetwork.org](http://www.medicalhomenetwork.org)

We would like to extend our gratitude  
to Mattie, our Transitions of Care team and all  
frontline workers who have gone above and beyond  
for the Chicago area during the COVID-19 crisis.

MEDICAL HOME NETWORK  
Medical Home Network (MHN) is a not-for-profit healthcare innovations organization dedicated to improving access and disparity issues in the safety net through collaboration, technology and an integrated, team-based model of care.





THREE CROWNS PARK

**GERALD  
"GERRY"  
FARINAS**

Director of life enrichment

At the Evanston retirement home, Gerry Farinas pivoted to engage one-on-one with residents who are sheltering in their apartments and cannot participate in group activities or see visitors. When a resident was diagnosed with COVID early in the pandemic, Farinas donned personal protective equipment to visit, make him laugh and connect him with family members.



THRESHOLDS

**HOMELESS OUTREACH PROJECT**

During the outbreak, team members stepped up interactions with homeless people. Of the estimated 80,000 people in Chicago experiencing housing instability or homelessness, about a third suffer from severe mental illnesses, the group says. Many homeless people were shut out of the public places they normally go for water and to get out of the weather, such as fast-food restaurants and libraries. They are vulnerable to disease and infection due to their lack of access to health care, safe places to stay and places to wash. Thresholds staff worked to keep homeless people out of the hospital by teaching them about wearing masks, social distancing and hygiene. The team was able to get several street homeless people housed and connect them to health care.

# Saluting our Silver Cross Heroes



**At Silver Cross Hospital in New Lenox, we have heroes working in every area, on every floor, and they're all focused on one thing: providing an unrivaled healthcare experience for our patients.**

The COVID-19 pandemic has challenged hospitals around the world and right here in our own community. We salute all of

our healthcare workers...from the ER to the 6th floor and every department in between... for their tireless bravery, dedication and commitment to our patients.

***As we have for generations,  
Silver Cross will continue to be here  
when you need us most.***



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# CRAIN'S 2020 HEALTH CARE HEROES

## UCHICAGO MEDICINE



### ENVIRONMENTAL SERVICES

UChicago Medicine

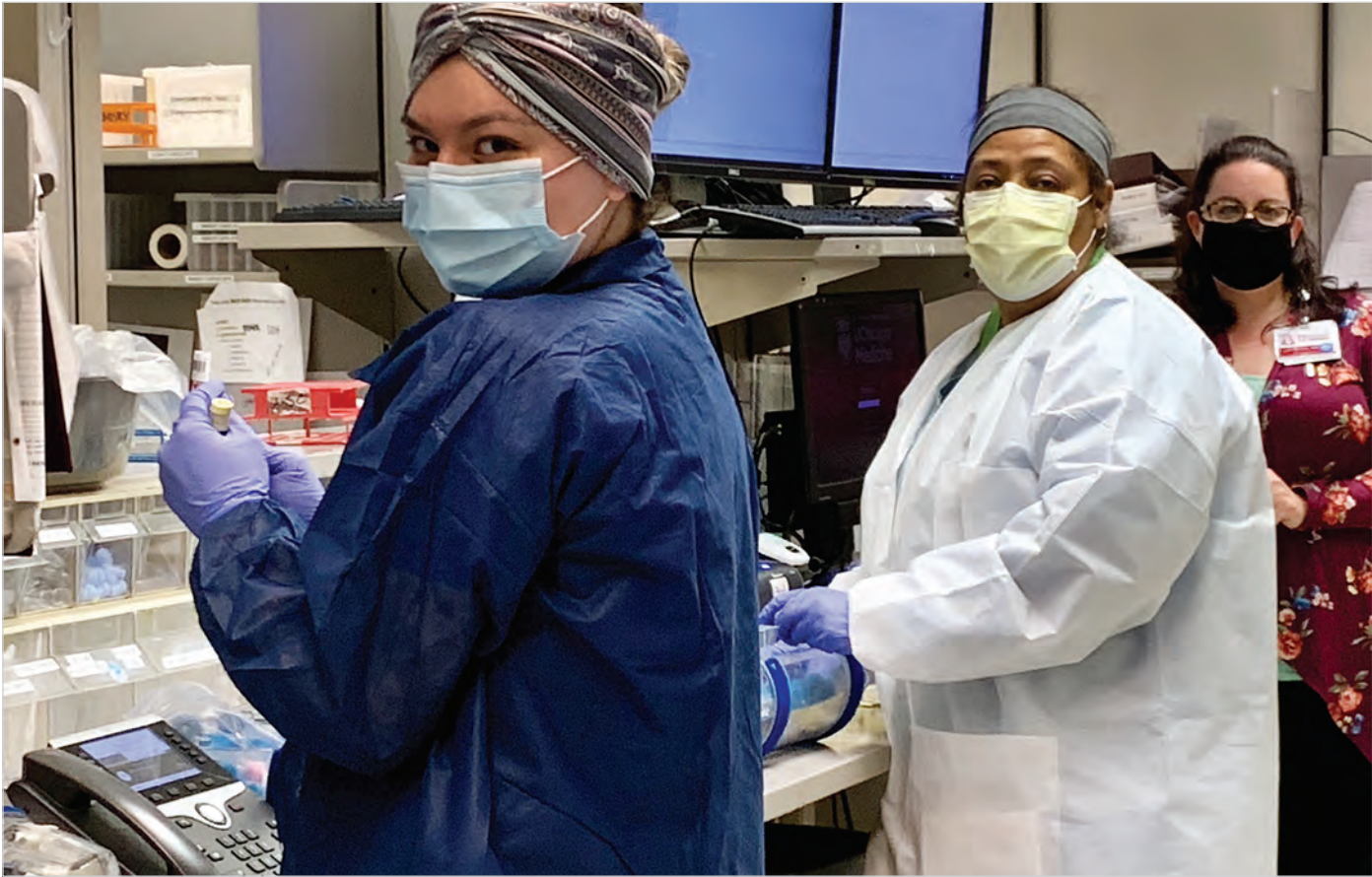
UChicago Medicine's Environmental Services staff played key roles on the front lines. EVS workers volunteered to work on the COVID-only floors at UChicago hospitals, putting aside personal concerns to ensure patient safety. The members sanitize every room daily and work as a team to clear trash and linens to give each patient the best chance of recovery. EVS teams focus on guaranteeing a safe, quick turnaround of rooms after patients are discharged. The switch to disposable food service trays meant a significant increase in the volume of refuse that EVS handled during the crisis. The 120 EVS team members working in COVID areas endure hours of wearing sometimes-constraining PPE as they decontaminate high-risk areas and surfaces to protect patients and their clinical colleagues.



### COVID COHORT UNIT

UChicago Medicine

As the pandemic set in, nursing leaders pivoted to prepare COVID-positive units at the flagship hospital. Team members went beyond their normal roles, even absorbing ancillary services, such as nutrition support and conserving personal protective equipment. While their clinical skills helped get the vast majority of patients healthy and discharged, their care for patients' emotional well-being made a lasting impact. Nurses used tablets and smartphones to connect patients with loved ones at home. In some cases, staff members provided a virtual face-to-face connection during an ill person's last moments. Thank-you notes from former patients boosted staff morale. "We've had people calling and saying, 'You saved my life. I wouldn't be here without your nurses,'" says Stephanie Blossomgame, clinical director, general medicine service line/procedure cart services.



Sarah Wheeler, from left, Jessie Jeudy and Elana Postawa.

### CLINICAL LABORATORIES

UChicago Medicine

The staff in three clinical laboratories worked together to support widespread COVID testing, particularly for residents in underserved South Side communities. In addition to performing COVID-19 testing of UChicago Medicine's patients and at drive-thru swab collection sites, the team supported testing for community hospitals, clinics and skilled nursing facilities. Without this help, these organizations would have had to rely on outside labs where results could take days. UChicago Medicine provides swabs for specimen collection by community providers. Those specimens are sent back to UChicago Medicine's lab, where results are reported within 24 hours. Skilled nursing facilities were among the first community providers to be supported by this outreach effort. After receiving positive results, these facilities were able to collaborate with infectious disease specialists on care plans for infected patients.

### ADULT EMERGENCY DEPARTMENT

UChicago Medicine

When fears of a pandemic grew, the 250-person team knew their ER would be among the first places sick people would turn. But it wouldn't just be coronavirus patients. Life-threatening injuries still needed trauma care. The team quickly pivoted to build two separate but equally busy ERs under one roof—a "hot zone" for those with COVID symptoms and a "cold zone" for others. To expand capacity, the team modified the ambulance bay to become a patient care space and added 80 chairs for low-acuity patients in an unused space. When physicians pushed to try an unusual technique—high-flow nasal cannulas—to avoid intubating patients struggling to breathe, engineers also worked to build anterooms to protect staff from aerosolized droplets the devices create.



### CALL CENTER AND SWABBING TEAM

UChicago Medicine Ingalls Memorial

At the hospital in south suburban Harvey, the team formed in March to assemble and coordinate an efficient process for screening and testing. A multidisciplinary group mobilized to establish a triage call center and three curbside testing sites. One site handles 170 tests a day, and the call center fields between 200 and 300 calls daily. The team schedules testing appointments, calls individuals with test results and ensures the swabbing stations have supplies. Team members have helped local and state leaders understand the extent of positive cases in the community. Call center staff made a difference by listening to concerns, answering questions and coordinating care. The team overcame challenges of bad weather, learning new roles and, in some cases, caring for sick family members at home.



Stephanie Welsh

### SPIRITUAL CARE

UChicago Medicine

The Spiritual Care team offers emotional, mental and spiritual support to patients and their families. The group of eight chaplains has a 24/7 presence at UChicago Medicine and Comer Children's. Families and friends aren't able to physically comfort and advocate for their loved ones like they normally would, so chaplains have been a bridge of support, especially during end-of-life care. The team also started the practice of checking in on the well-being of family members. Chaplain Stephanie Welsh described the time a patient with a grim prognosis was being intubated. Welsh worked with their nurse to set up a FaceTime call with family. Fortunately, the patient recovered and was discharged but says the call brought peace to a family expecting the worst.



# Rush University Medical Center congratulates all our Crain's Notable Heroes in Healthcare



**When COVID-19 arrived in Chicago, Rush took a lead role in treating the most difficult cases and flattening the curve.** As one of the most infectious disease-ready hospitals in the country, the entire Rush community demonstrated calm and preparedness, maintaining a safe environment to provide the highest quality of care. Making rounds, you could see preparedness in the eyes of every member of the Rush University Medical Center team.

From the Command Center to our teachers and patient facing staff and supply procurement, these Rush honorees represent all who set aside personal concerns to save lives.

**You are all heroes!**



Excellence is just the beginning.



CRAIN'S 2020 HEALTH CARE HEROES

UCHICAGO MEDICINE



TELETRIAGE NURSES

UChicago Medicine  
Triage nurses hail from different areas of the organization, putting their regular roles on hold to support COVID-19 efforts. They field about 600 calls a day from patients and members of the public concerned about their symptoms. The team screens each patient, schedules testing if warranted and also saves patients from unnecessary ER visits. They provide care for people in underserved South Side communities who may not have a regular health care provider. The team recalls a mother of four who called the triage line, worried she was ill. She was exhausted, scared and stressed as the sole provider for her family. The nurses set her up with a drive-up testing appointment and connected her to social work support to help her through the difficult time.



INFECTION CONTROL TEAM

UChicago Medicine  
The 11-person team led by Dr. Emily Landon guided the implementation of dozens of new policies covering what kinds of donated meals could be accepted (no buffet-style food), end-of-life family visits and how to care for women with COVID-19 who were giving birth. They regularly held town halls with work units, created public service announcements and compiled handouts explaining proper PPE usage, when it was safe to return after an illness, or how to keep family members safe at home. The group worked closely on contact tracing efforts within the medical center and established a process for curbside COVID-19 testing in multiple Chicago-area locations. The team determined that reusing PPE increased exposure risk for health care workers and instead instituted early social distancing policies and universal cloth masking.



RESIDENT INPATIENT/ICU COVID UNIT

UChicago Medicine  
Internal medicine residents have provided 24-hour care on inpatient floors and ICUs dedicated to COVID patients, designing service to provide better care. For instance, residents realized they needed to align their shifts with when tests came back, so they implemented a bridge shift to relieve pressure on the night team. When testing became available quickly, residents shifted their coverage to match the influx of new patients. Since the COVID units opened in March, 86 residents have treated 551 ICU and floor patients, 65 percent of all COVID patients at UChicago. The residents use a buddy system to support each other and check in on personal well-being. They developed shared resources for child care and lodging and organized donations of PPE and other materials.

CONGRATULATIONS

We warmly congratulate **Smitha Arekapudi** and **Daniel Hazlett** for taking quick and thoughtful action to help others in response to the COVID-19 crisis.

We are proud of you both for exemplifying the kind of leaders we develop at the Kellogg School of Management, those who create impact and trust across cultures and communities.

Today's changing marketplace will continue to challenge the way we think and do business. It's causing us all to reflect on our purpose and how we show up in life.

Kellogg's Executive and Evening & Weekend MBA programs can help you meet these changes head-on by investing in your personal and professional growth with real-time returns.

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SMITHA AREKAPUDI  
*Executive MBA student*



DANIEL HAZLETT  
*Evening & Weekend MBA student*

Learn more: [kell.gg/mba-programs](https://kell.gg/mba-programs)



UNIVERSITY OF ILLINOIS AT CHICAGO



## DEPARTMENT OF ANESTHESIOLOGY

University of Illinois Hospital

The anesthesiology team created an airway group that was in the hospital and available for all COVID intubations 24/7. The members put themselves at risk to ensure these patients had a fighting chance. There are many instances where the airway team members were the only people in the room with a patient and were able to ensure the patient was stabilized. They have to work quickly and flawlessly in personal protective equipment that can hinder communication in challenging situations. The team arranged weekly emails in which the department chair provided updated hospital and national information to the team. The group also organized a small team of faculty to review and disseminate the latest literature, as the medical field was learning quickly.



### DONNA CALVIN

Family nurse practitioner  
University of Illinois  
Hospital

After retiring from teaching nursing students last year, Donna Calvin continued to see patients a few hours a week, but she also spent time traveling with her husband. When the pandemic set in, Calvin responded to an urgent call by UIC for volunteers to perform testing in high-risk living areas such as homeless shelters and nursing homes. She has been volunteering two days a week.



### CHRISTOPHER COLBERT

Assistant emergency  
medicine residency  
director

University of Illinois  
College of Medicine

Dr. Christopher Colbert, who is also chair of continuing medical education for the American College of Osteopathic Emergency physicians, organized the first virtual national emergency conference, a three-day program focusing on COVID-19 topics. More than 1,000 physicians registered for the April conference.



### MARINA DEL RIOS

Associate professor  
of clinical emergency  
medicine

University of Illinois  
College of Medicine

Dr. Marina Del Rios has advocated for the Latino community. The infection rate for Latinos is five times greater than that of white people in Illinois. Del Rios cared for Latino patients who arrived at the ER with advanced cases. Many were reluctant to seek care because they lacked insurance or were worried about their immigration status or losing their job, she notes.



# We're proud of our Intermediate Care Unit, one of Crain's Healthcare Heroes Teams.

**Congratulations to the Intermediate Care Unit (IMCU) team at Swedish Hospital.** Faced with the coronavirus, they converted the IMCU into our COVID-19 Critical Care Unit, taking on the most critically ill COVID patients. They have worked tirelessly, providing outstanding care for their patients—and compassion for family members, often updating them on the phone or through Facetime. Thank you for exemplifying teamwork and passion for healthcare.

**Swedish Hospital**  
Part of **NorthShore**

[swedishcovenant.org/COVID](https://swedishcovenant.org/COVID)



CRAIN'S 2020 HEALTH CARE HEROES

UNIVERSITY OF ILLINOIS AT CHICAGO

EVELYN FIGUEROA

Professor of clinical family medicine  
University of Illinois College of Medicine



In addition to her responsibilities as professor and program director of the UIC Family Medicine Residency Program, Dr. Evelyn Figueroa serves as the volunteer medical director of the Pacific Garden Mission, the Midwest's largest homeless shelter. To mitigate the COVID-19 outbreak at the shelter, Figueroa created and directed a COVID isolation unit. Her work led to the screening of hundreds of patients at high risk for infection, and she oversaw care for more than 200 homeless people with COVID-19. By devising Chicago's largest isolation unit for the homeless, Figueroa provided safe care to one of the most vulnerable populations in Chicago while preventing community spread and relieving the demand on nearby Stroger, Mercy and U of I hospitals. She self-isolated from her family for several weeks.

MEGAN TRESS

Clinical instructor, Department of Biobehavioral Nursing Science  
UIC College of Nursing



Megan Tress founded a nonprofit, the Charger Squad, to equip hospital beds with cellphone chargers. Patients may have phones but no charger with them and be unable to keep in touch with family. Hearing a loved one's voice helps the patient heal and motivates them to get well, Tress says. Charger Squad distributed chargers to more than 25 hospitals and was working with a distributor to design a device with three charger types on a single cord.

CARISSA TYO

Interim director of emergency department operations  
University of Illinois Hospital



Before the pandemic, Dr. Carissa Tyo took over emergency department operations, adding to physician and educator responsibilities. Over the next three months, she restructured processes, erected additional rooms in a COVID tent and reassigned and trained providers into new roles. She provided daily updates to a team of 200. Tyo moved to a nearby hotel in order to be closer to the base of operations and missed time with her family as she self-isolated.



WEST SUBURBAN HOSPITAL

COVID + SUB-ACUTE REHABILITATION UNIT

The team created a safe environment for COVID-positive patients who needed rehab services after discharge from acute care. The therapists help patients regain lost function from their illness and from extended hospitalization. Establishing the sub-acute rehab unit enabled patients to be transitioned from acute status, which opened up beds and enabled admission of new patients. It was uplifting for the team to discharge the unit's first patient to her home at the functional level she had when she arrived at the hospital. Dr. Meghan Bisping, director of rehabilitation services, says that physical therapists who were initially unsure of working with COVID-positive patients are now "slightly offended" if they aren't assigned to the unit.

Notable programs to honor any deserving colleague

CRAIN'S 2020 NOTABLE PRIVATE EQUITY ADVISORS & INVESTORS

NOMINATION DEADLINE: JULY 10  
PUBLICATION DATE: AUGUST 17

Crain's Notable Private Equity Advisers and Investors will profile accomplished private equity advisers and investors in the Chicago area with at least 10 years of experience who lead transformative growth and have proven to enhance portfolio companies.

CRAIN'S 2020 NOTABLE WOMEN IN LAW

NOMINATION DEADLINE: JULY 17  
PUBLICATION DATE: SEPTEMBER 7

Crain's Notable Women in Law feature will identify women who have a track record of setting legal precedents, winning big cases for their clients and mentoring the next wave of women in law – all while finding ways to give back to their communities.

CRAIN'S 2020 NOTABLE EXECUTIVES IN MARKETING

NOMINATION DEADLINE: AUGUST 7  
PUBLICATION DATE: SEPTEMBER 28

Crain's Notable Executives in Marketing will recognize some of the top brand marketers responsible for storytelling some of the most iconic brands in Chicago.



Nominate at [ChicagoBusiness.com/NotableNoms](https://chicagobusiness.com/NotableNoms)