

# A COMMITMENT TO EXCELLENCE

*University staff recognized for leadership and dedication*



*Institute for Music Leadership, Eastman School*

The Institute for Music Leadership team includes (from left) Ramon Ricker, Leslie Scatterday, Samuel Krall, Kristijan Bogdanovski, Linda Altpeter, and Michael Reed.



*Wilmot Cancer Center Kaizen Team*

The team includes: (back) David Dougherty, Patti Murray, Stephen Valentine, Michele Haller, Lori Strong, and Joanne Kinsella; (front) Jennifer Galdys, Mary Theresa Schiffhauer, Vernetta Fountain, and Rebecca Long. Not pictured: Deb Bacon, Julie Berkhof, Norma Hoag, Alok Khorana, Brian Martin, Sam Savary, and Lynn Levandowski.



*Jean Livingston*



*Deborah Martin*



*Linda Muise*



*Kathleen Webster*



*Mary Pettinaro*

The recipients of this year's staff awards are being honored for their significant contributions to the University. • The Witmer Award for Distinguished Service is presented to staff members whose careers have been characterized by outstanding and sustained contributions to the University. • The Meliora Award recognizes staff members whose work performance and dedication during the preceding year exemplify the University's motto, Meliora. • The Staff Community Service Award honors a University nonmanagement staff member "whose commitment best exemplifies service to the University and the Greater Rochester community." • For more information on all the awards, including how the recipients are chosen and what each award includes, visit the Office of Human Resources website, [www.rochester.edu/working/hr](http://www.rochester.edu/working/hr). • This year's winners will be recognized at a reception Monday, April 22. Their names will also be inscribed on plaques that will be placed in the Medical Center and in Wallis Hall on the River Campus.

## MELIORA AWARD

### *Institute for Music Leadership, Eastman School*

The Institute for Music Leadership was founded at the Eastman School in 2001 as a "virtual hub for creating, sharing, and implementing cutting-edge ideas and programs that will ensure the vitality and relevance of music in the 21st century."

Led by director Ramon Ricker, senior associate dean for professional studies, the institute consists of several programs: the Catherine Filene Shouse Arts Leadership Program; the Center for Music Innovation and Engagement; the Orchestra Musicians Forum and websites Polyphonic.org and Polyphonic on Campus; and the Office of Careers and Professional Development.

Through a series of professional development events, online courses, and cutting-edge programs, the institute has created an environment that engages student musicians and challenges them to think more entrepreneurially about music.

Institute staff members "have exhibited an unusual entrepreneurial mindset, worked together as a team, galvanized support from other Eastman units, made remarkable strides in economizing resources, and energized the student body and the administration," writes Douglas Lowry, the Joan and Martin Messenger Dean of the Eastman School of Music, in his nomination letter. "I cannot imagine a finer unified effort toward one of Eastman's primary strategic causes, all attributable to a belief in common goals, good work, and a unified team spirit."

Learn more at [www.esm.rochester.edu/iml](http://www.esm.rochester.edu/iml).

### *Wilmot Cancer Center Kaizen Team*

The Wilmot Cancer Center Kaizen Team, a group of 17 representatives from all aspects of the cancer center, had one goal—to create a more patient-centered and patient-friendly experience at the Wilmot Cancer Center. The team—led by David Dougherty, a senior instructor of hematology and oncology—sought to reduce patient wait time, increase patient satisfaction scores, improve communications between the center's clinical components, and establish and communicate clear expectations for patients and staff.

Through improvements such as enhanced way-finding signage, the addition of new communication boards in the clinic area for better patient flow and tracking, the addition of new white boards in clinic areas, and the utilization of a new chemotherapy teaching video, patient satisfaction scores have improved substantially—from the 34th percentile in 2010 to the 73rd percentile at the end of 2012. The team is also credited with reducing costs by \$4,300 annually by eliminating waste and inefficiencies. The initiative has since evolved into the Patient Family Center Care Council, which strives for continual improvement.

"The experience, insight, and devotion of this team toward this endeavor have been central to their success," writes Aram Hezel, associate professor of medicine and liver and pancreatic cancer specialist at the cancer center, in a letter supporting the team's nomination.

### *Jean Livingston, nurse manager, Neonatal Intensive Care Unit*

As nurse leader of the newborn nursery and the neonatal intensive care unit—the largest inpatient unit at Strong Memorial Hospital—Jean Livingston is credited with leading efforts that have improved patient safety and the quality of clinical programs and strengthened staff development.

Colleagues say Livingston played a central role in the establishment of the NICU Family Advisory Committee, which aims to improve family-centered care in the unit and has resulted in happier patient families in the NICU. She also formed the NICU Council, which colleagues say has been crucial in improving staff satisfaction.

Livingston also led improvement efforts that were part of the NICU's expansion in 2012 and she's working with other hospital leaders to design a new single family room NICU, slated to open in 2015.

"Her perseverance, vision, and ideology for the NICU are more than mere assets. They are the very essence of the Meliora spirit," writes Elizabeth Latimore, administrative director for clinical services at Golisano Children's Hospital, in a letter supporting Livingston's nomination.

## WITMER AWARD FOR DISTINGUISHED SERVICE

### *Deborah Martin, Return to Work program claims manager, Human Resources*

Colleagues say Deborah (Deb) Martin is an important lifeline for employees returning to work from a short- or long-term absence. They say her approachable, flexible, professional, highly motivated, and enthusiastic attitude helps ease employees back into their positions—a transition that can often be stressful and challenging.

Martin was instrumental in developing, implementing, and communicating the University's return-to-work program—an effort that has been recognized by those within the University and beyond. She was selected to serve on New York State's Return to Work Advisory Council and was appointed as a governor's representative, guiding the state's return-to-work regulatory reforms. She continues to serve as a consultant to the program.

Martin's 40-year career at the University started in nursing at Strong Memorial Hospital, where she helped develop the collaborative care and empowerment nursing models as nurse manager in high-risk obstetrics.

"Her impact on the University is significant, longstanding, and profound," writes Harriette Royer, University intercessor, in a nomination letter. "She truly embodies the spirit and the purpose of distinguished service."

### *Linda Muise, assistant dean for residential life, Eastman School*

Linda Muise is described as the "anchor" of the Eastman Living Center, which she oversees as assistant dean for residential life.

An employee of the University for more than 30 years, Muise works tirelessly to create a welcoming atmosphere for the more than 300 students who call the center home while at Eastman, her colleagues say. She devotes countless hours to resident advisor leadership training—creating a well-prepared resident advisor staff that is sensitive to the needs of students.

Her door is always open to students, and she always

puts the needs of her students first, say those who supported her nomination for the Witmer Award.

As Janeen Elhassan, head resident advisor at the Eastman Living Center, puts it, "This is Linda's power: caring for people in a way that builds them up stronger."

The Eastman Students' Association created an award in Muise's honor about 15 years ago. The Linda Muise Student Life Award is awarded each spring to a member of the Eastman staff who contributes to the improvement of students' lives in ways that best represent the qualities that Muise exemplifies. In addition, the Linda Muise Student Award is presented to a graduating senior who has shown leadership traits and has supported the quality of residential life at Eastman. The awards serve as evidence of the impact she's had on the Eastman community throughout the years.

### *Kathleen Webster, accountant, Wilson Commons Student Activities*

Kathleen (Kathy) Webster is someone who "shares her joy freely" with everyone she meets and engages, her colleagues say—it's something she's been doing since 1974 when she joined the University as a staff member in the Bursar's Office.

Webster has a reputation for high-quality work in her duties with the Wilson Commons Student Activities office, which include overseeing financial transactions for the office. But staff and students say you'll often find her going above and beyond that—volunteering to work on community-building programs such as Wilson Commons Wednesday and Club Rochester, helping with Meliora Weekend and commencement, and working with the Catholic Newman Community. She always finds time for students and staff who need her guidance and support, and her warm and caring nature have led to meaningful friendships with students with whom she works.

"She does not do things for money or recognition, but quietly keeps giving, listening, helping, and truly making the University a better place," writes Anne-Marie Algier, associate dean of students, in a letter nominating Webster for the award.

## STAFF COMMUNITY SERVICE AWARD

### *Mary Pettinaro, systems administrator, Office of Graduate Medical Education*

Mary Pettinaro turned a personal loss into something positive and inspiring.

After losing her brother, Michael, to pancreatic cancer in 2009, she met Judy Rockafellow and Lynn Platt on the Johns Hopkins pancreatic cancer discussion board. All three had lost loved ones to the disease. Together they founded the Step It Up to Cure Pancreatic Cancer organization, which hosts a yearly 5K indoor walk in November to raise money for pancreatic cancer research.

The walk began in 2010 and over three years has raised nearly \$155,000 to support pancreatic cancer research at the Wilmot Cancer Center. The Step It Up to Cure Pancreatic Cancer organization is now known as Pancreatic Cancer Awareness Association of Western New York, which administers the walk and aims to create awareness, raise funds, and advocate for those affected by pancreatic cancer. Pettinaro has taken on several leadership roles within the organization to help ensure its success.

"Mary has dedicated many hours of her time and passion by helping to fill the need for local cancer research funding and awareness for pancreatic cancer," wrote Scott Verrenti and Karen Humbert from University Advancement in a letter supporting Pettinaro's nomination.