

CRAIN'S 2021 NOTABLE HEALTH CARE HEROES

The yearlong pandemic has tried and tested health care workers on the front line—from nursing assistants at rehab facilities to emergency room doctors tending to critically ill patients. These Health Care Heroes—34 individuals and 25 teams—went beyond the call. Early on, they stepped up to care for COVID-19 patients when the risks weren't fully understood. They scrambled to procure and distribute personal protective equipment, which was in short supply. Many treated patients, including homeless people, in the hardest-hit neighborhoods.

Managers immersed themselves in recommended protocols and treatments and educated their staffs. They bucked up their teams during the darkest days and worried about keeping their families safe. Brighter days arrived in December with the first batch of vaccines, and health care workers say opening those first vials marked a turning point. Some of the heroes have taken on extra duty to get Chicagoans inoculated and pave the way for the pandemic's end.

By Judith Crown and Lisa Bertagnoli

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.

DAVID BAROUNIS

Medical director of critical care
Advocate Christ Medical Center

Dr. David Barounis has worked in Advocate Christ Medical Center's critical care unit treating COVID patients since the beginning of the pandemic. A specialist in



acute respiratory distress syndrome and cardiovascular emergencies, he has coordinated care, including developing best practices, caring for infected

patients, ensuring training and education for physicians and critical care staff, and making sure there's enough space to safely treat patients while not exposing the rest of the hospital. One challenge: keeping his family safe. After each shift, Barounis removes his scrubs in the garage and heads for a shower. He often forgoes bedtime stories with his children to make sure they don't become infected from his possible exposure at work. Having received the vaccine, he looks forward to seeing the end of the pandemic.

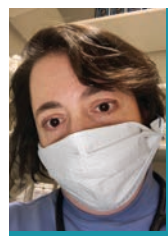


GETTY IMAGES

GAIL BRYANT

Family physician
Wellness 365

At Wellness 365 in Arlington Heights, Dr. Gail Bryant's team members put themselves at risk to keep patients up to date about the spread of COVID-19 and



to maintain a high standard of care. Bryant employs a staff of nine and two service dogs. They developed a "Parking Lot Protocol" for

patients with known exposure and flu-like symptoms, treating them in their cars. Recognizing that patients with COVID needed supportive and symptomatic care, they armed those diagnosed with an incentive spirometer, instructions for breathing exercises, pulse oximeters, and fluid and quarantine instructions. None of the 40 COVID patients had to be hospitalized. "The team members showed up every day smiling, put aside their fear and stayed in the trenches taking care of our patients without complaint," Bryant says.

HOLLY BUCKENDAHL

CEO
Ronald McDonald House Charities of Chicagoland & Northwest Indiana

The pandemic required Holly Buckendahl to reallocate staff to assume responsibilities usually



handled by volunteers. The suspension of volunteers in March-December resulted in the loss of 31,783 hours representing \$864,498 worth

of volunteer time at Oak Brook-based Ronald McDonald House Charities of Chicagoland & Northwest Indiana. The organization continued to provide care through its five Ronald McDonald Houses and three Ronald McDonald Family Rooms, as well as medical care for 1,940 children through its mobile unit and thousands of meals for families. The organization supported more than 1,600 COVID-19 tests when mobile units were repurposed as testing sites for Advocate Children's Hospital. Buckendahl's team reimagined its fundraising and converted the May gala to a virtual event. The team ended up raising \$9.5 million for the year.

OMAR CAMPOS

Unit manager
Alden Poplar Creek

At Alden Poplar Creek in Hoffman Estates, unit manager Omar Campos cares for residents as a certified nursing assistant, orders and stocks medical supplies, main-



tains schedules, repairs equipment and transports residents to appointments. His responsibilities increased during

the pandemic, with the addition of high-frequency cleaning and equipment disinfection, vital sign and symptom monitoring, stocking personal protective equipment and caring for sick residents. At one juncture, Campos went out of his way to purchase, with his own money, snacks and goodies for the facility's front-line workers who were feeling overwhelmed by the impacts of COVID. When Campos has had a bad day trying to staff a COVID-stricken facility with employees who are tired and scared, he reminds the team that there are better days ahead.

VISHNU CHUNDI

Senior partner
Metro Infectious Disease Consultants

Dr. Vishnu Chundi last March was named chair of the Chicago Medical Society's COVID-19 task force. As part of his task force



work, Chundi helped design protocols needed to keep patients safe and prevent in-house transmission. He championed innovative

treatments and the expansion of testing for the Chicago region, and his team was among the first to call for using steroids and plasma to care for COVID patients. Meanwhile, the PPE shortage left smaller practices at a purchasing disadvantage, and Chundi organized these practices as a single buyer, enabling procurement at a better price. Chundi is also chair of infection control at West Suburban Medical Center in Oak Park and MacNeal Hospital in Berwyn, which treated high numbers of COVID patients.

CHRISTOPHER COLBERT

Assistant emergency medicine residency director
University of Illinois College of Medicine-Chicago

In addition to his position at the University of Illinois College of Medicine-Chicago, Dr. Christo-



pher Colbert is chair of continuing medical education for the American College of Osteopathic Emergency Physicians. Identifying early the

importance of management education to the medical community, Colbert organized the first virtual national emergency medicine conference, a three-day program in spring 2020 that focused on COVID topics. He co-chaired a second virtual conference in the fall, and plans are underway for this spring. Colbert also provided material on COVID topics to the residency program at the University of Illinois at Chicago. He continues to volunteer for additional shifts in the COVID-19 tents at UIC. He is a frequent guest on radio and television shows, where he advocates for vaccinations. Additionally, Colbert is a lieutenant colonel in the U.S. Army Reserve.

NOTABLE 2021 HEALTH CARE HEROES

MARIA CRUZ

Admissions director
Alden Estates of Evanston

Normally, Maria Cruz handles referrals from hospitals, home or skilled nursing facilities to determine if a patient should be admitted. Alden Estates of Evanston offers orthopedic, cardiac, stroke, pulmonary and short-term rehabilitation. Last year, the staff was impacted by the virus, which left Alden with limited staff to care for residents. Cruz began working the floor as a certified nursing assistant, including the COVID unit. She also helped at other Alden facilities. At one point, there was an outbreak at the Evanston facility, with residents and staff testing positive. Cruz is credited with effectively communicating with the front-line staff and helping to relieve their stress while also working alongside them.



MARIA DEMARIN

Unit manager
Alden North Shore

At Alden North Shore in Skokie, Maria Demarin works as a certified nursing aide and is also the unit manager. The facility offers orthopedic, cardiac, stroke, pulmonary and short-term rehabilitation. During the height of the COVID outbreak, Demarin worked at various Alden facilities full time as a CNA, including COVID units. For about eight months, she traveled to different rehab facilities, sometimes commuting for more than an hour each way. It was a challenge to enter unfamiliar buildings and work with new patients, having to get to know them and the facility quickly. Demarin has since returned to the Skokie unit but continues to work as a CNA when needed.



ANDREW DONNELLY

Director of pharmacy services;
clinical professor and associate dean for clinical affairs
UI Health, UIC College of Pharmacy

When COVID-19 surged, Dr. Andrew Donnelly, who also is clinical professor and associate dean for clinical affairs at the UIC College of Pharmacy, sourced medications needed for ventilated ICU patients. He was part of a group that ensured there were usage guidelines in place for medications with FDA emergency use authorization status, such as remdesivir. For pharmacy staff, Donnelly made sure that appropriate PPE was available and instituted social distancing and cleaning policies. As director of pharmacy services at UI Health, he helped develop a drug shortage dashboard that was distributed daily to the pharmacy department and hospital leadership. An uplifting moment occurred in mid-December when the hospital received its first allotment of the Pfizer COVID-19 vaccine. Donnelly is part of the leadership group that developed the logistics for the vaccination program, and this group continues to work on expanding vaccination capability.



RAMSIS GHALY

Medical director, critical care anesthesiologist
Ghaly Neurosurgical Associates

Dr. Ramsis Ghaly of Ghaly Neurosurgical Associates is on senior staff at John H. Stroger Jr. Hospital of Cook County and Advocate Illinois Masonic and teaches medical students and residents. He's clinical professor at the University of Illinois at Chicago for anesthesiology and neurosurgery. He specializes in trauma, gunshot wounds, emergency management and resuscitation. He believes that in March 2020 he was the first anesthesiologist to intubate a COVID patient in Chicago. Since the onset, he has intubated, resuscitated and delivered critical care to hundreds of sick patients, with peak numbers between March and June of last year. He handles calls from both hospitals around the clock, including code blue notifications, which indicate a medical emergency such as cardiac or respiratory arrest. He developed an inexpensive plastic barrier that protects staff during anesthesia and intubation.



SUSANA GONZALEZ

Nurse educator
ASI

Nurse educator Susana Gonzalez trains staff for ASI Home Care agency in Chicago. With the onset of the pandemic, Gonzalez switched to virtual training and added instruction in infection control and the use of PPE. She stepped in to help with the telehealth monitoring of the agency's COVID patients. Gonzalez secured donations of PPE, including masks, face shields, gloves and hand sanitizer, for the more than 300 home-care aides and nurses that enabled them to work safely and care for elderly clients and patients. In November, Gonzalez managed to have 100 influenza vaccines donated. She is an adjunct faculty member at Morton College and DePaul University. She serves on the boards of the American Nurses Association-Illinois and the Chicago Bilingual Nurse Consortium.



EPHRIAM T. GRIMES

Associate medical director for the emergency department
Advocate Trinity Hospital

At Advocate Trinity Hospital on the South Side, Dr. Ephriam T. Grimes serves as associate medical director for the emergency department. When the pandemic started, the South Side was hit hard and the 27-bed emergency room became busy with COVID-19 patients. Grimes organized the hospital and department response, proposing policies and procedures to manage the influx of patients. Dealing with the volume of sickness and isolation exacted a psychological toll on Grimes and the department. He committed himself to working out and encouraged his team to get any help needed. He has posted on social media about the importance of safety measures such as social distancing and, more recently, has educated the community on details about COVID vaccines and their availability.



CHRISTINE HALEY

Director of housing
Cook County Health

As director of housing for Cook County Health, Christine Haley focuses on the needs of patients experiencing homelessness, which disproportionately affects African Americans. The pandemic exacerbated health disparities in Cook County and highlighted the impact of the social determinants of health. Haley worked with community partners to convert a South Side YMCA into a medical respite center to provide isolation and recovery. For COVID-19 patients facing housing insecurity, there were not a lot of options for remaining safely isolated. Under Haley's direction, the South Side medical respite program served 51 individuals, all of whom completed their public health-directed isolation period with medical guidance from a care team. For Haley, the crisis became personal in the spring when her daughter was hospitalized. Haley trained resident assistants while sitting beside her daughter's bed.



JESSICA HEWITT

Licensed clinical social worker
Advocate Trinity Hospital

With COVID-19 raging at Advocate Trinity Hospital on the South Side, social worker Jessica Hewitt released a video of a 90-plus-year-old patient being released to cheers from staff members. That was a rare upbeat moment for Hewitt, who counsels patients and families at the hospital in the Calumet Heights neighborhood. She focuses on the coordination of patient treatment at the hospital and in post-inpatient rehab. She also works to help alleviate the mental and emotional toll hospital visits take on both patients and their families. Those responsibilities were heightened by the influx of patients with serious and often fatal outcomes at the height of the pandemic. Adding to the complexity: working within an impoverished community where social distancing wasn't always possible and education on the virus was scant.



DANIEL IVANKOVICH

Orthopedic surgeon
OnePatient Global Health Initiative

Dr. Daniel Ivankovich heads OnePatient Global Health Initiative, a nonprofit that specializes in orthopedics and serves underserved populations on the South and West sides. OnePatient has treated more than 100,000 uninsured or underinsured patients from Chicago's troubled neighborhoods and performs more than 600 surgical procedures per year, including treatment of gunshot victims. He and his team continued to provide care through the height of the pandemic. Ivankovich and his wife, Karla Ivankovich, a clinical professional counselor, provided PPE to safety-net hospitals on the South and West sides whose emergency rooms and ICUs were being overwhelmed. Ivankovich's team was gratified to raise spirits at one community hospital that was running out of supplies, with staff members worrying about how to care for patients and remain safe.



ALI KHAN

Executive medical director
Oak Street Health

At Oak Street Health, Dr. Ali Khan teamed with the city of Chicago to enable broader COVID-19 testing in Black and Latino neighborhoods. Recently, Oak Street worked with the Chicago and Cook County health departments to secure vaccine doses needed to inoculate employees and independent health care workers. Oak Street Health had vaccinated more than 20,000 people as of mid-February. Last year, Oak Street converted to telehealth and video appointments. The practice also delivered food and supplies, such as pulse oximeters. And it expanded in-home operations to care for patients discharged from hospitals. Khan served on the city's COVID-19 Reopening Health Care Committee and Racial Equity Rapid Response Task Force. He says his most uplifting moment came on Jan. 4, when he uncapped a Moderna vial of vaccine for the first time.



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HOSPITAL WORKERS ARE MAKING THOUSANDS OF DIFFERENCES

For the past year, our hospital workers — both on the frontlines and in support roles — have dedicated their lives to battling COVID-19, working together to provide exceptional patient care. The UChicago Medicine **pharmacy and curbside testing teams** rose 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.



AT THE FOREFRONT
UChicago Medicine

UChicagoMedicine.org

NOTABLE 2021 HEALTH CARE HEROES

DAVID KUSHNER

Medical director
Brightside

Throughout the pandemic, Dr. David Kushner and the team at Northbrook-based Brightside clinics continued to treat patients afflicted by opioids. Brightside redesigned its programs to treat patients via telemedicine. Recognizing that it's difficult to



show the same level of compassion over a screen, the clinic increased hours and carved out more time for each patient. Brightside also opened new locations in rural areas. Last year, Kushner and the team were able to help 60 percent more people begin recovery, a significant increase from 2019. The clinic treats heroin and opioid addiction and has locations in North Aurora, Tinley Park, Rockford, Ottawa, Freeport and Bloomingdale. Kushner has been medical director since 2017 and began working with the clinic with its inception in 2015.

GAMILAH PIERRE

Physician partner
Partners in Obstetrics & Women's Health

Early in the pandemic, Dr. Gamilah Pierre worked to minimize health care workers' risk of COVID exposure. As Silver



Cross Hospital OB-GYN department chair at the time, Pierre worked with executive leadership to mandate that all staff receive N95 masks,

which they would not have received otherwise. Doctors, nurses and staff of the New Lenox hospital had voiced concerns about potential exposure, which was not initially included in discussions about safety protocols. Under Pierre's leadership, the labor and delivery department required that all patients wear masks and all OB-GYN patients be tested for COVID-19. A video on the hospital's YouTube page featuring Pierre discussing the impact of COVID-19 on pregnancy and her efforts to keep women giving birth safe has been viewed more than 8,400 times. Pierre also is a physician partner at Partners in Obstetrics & Women's Health.

DAVID LONG

Assistant professor of anesthesiology
Rush University Medical Center

During the pandemic, anesthesiologist Dr. David Long was tasked with intubating COVID-19-positive patients at Rush University Medical Center and witnessed firsthand the devastation of the virus. He also cared for COVID-19-positive patients



who were undergoing emergency surgeries. He signed up for additional shifts and became part of a team that took overnight calls and performed multiple emergency intubations, even early on when it was unclear how the virus was transmitted. As the anesthesiologist, he was the patient's sole



provider during intubations in order to limit possible exposure to other staff. Long was an integral part of a group that established pandemic-related procedures for his department and team. He even provided input to members of Gov. J.B. Pritzker's Cabinet on medical licensing and rule changes prompted by the crisis.

DANNY PYNE

Operations director
Project C.U.R.E.

Project C.U.R.E. is a Colorado-based humanitarian relief organization best known for shipping medical supplies to countries that don't have proper



access to medical care. As operations director for Project C.U.R.E.'s Woodridge unit, Danny Pyne procured, sorted and packed

containers of medical equipment that could improve the health care of a village. When COVID-19 first appeared in China, Pyne managed a shipment of 95,000 N95 masks to Wuhan. When the virus hit Chicago, Pyne within days transitioned Project C.U.R.E. work from international to domestic medical relief, supporting Chicago-area organizations with donated PPE. Through Pyne's efforts, Project C.U.R.E. has donated PPE to more than 100 organizations including nursing homes, fire and police departments, medical centers, mental health facilities and rehab centers.

MARY OTTING

Registered nurse and EMS coordinator
Lurie Children's Hospital

At Ann & Robert H. Lurie Children's Hospital, Mary Otting is a nurse and emergency medical services coordinator. She's a member of a team under the National Disaster Medical System, a coordinated federal health care system



that assists communities stricken by natural disasters such as hurricanes. Last year, Otting was deployed to care for COVID patients when local hospitals were overwhelmed. Each stint was for 14 days, and then Otting returned to her regular job at Lurie. In May, Otting was deployed with team members to help staff an ICU at the Navajo Nation hospital in Gallup, N.M. In August, she was sent to a hospital in Eagle Pass, Texas, to staff an emergency room. And in December she traveled to Beaver Dam, Wis., to assist staffing on a surgical unit.

ELIZABETH REGAN

Emergency medicine physician and medical director of disaster medicine and preparedness
Advocate Christ Medical Center

From the beginning of the pandemic, Dr. Elizabeth "Liz" Regan thought it would be important to



have a multidisciplinary team solely focused on overseeing the testing and care of COVID-19 patients. The COVID-19

strike team at Advocate Christ Medical Center in Oak Lawn was developed with critical care and emergency department nurses and physicians. They work directly with front-line clinicians to keep track of testing capacity, to discuss patient cases and treatment options, and to train colleagues on donning and doffing PPE. Regan led incident command as units transitioned into COVID-19 critical care. Clinicians were trained on evolving PPE guidelines, and new therapies were administered to COVID-19 patients. While she has returned to treating patients in the emergency department, Regan still is active in COVID-19 planning and response.

TRICIA PENDERGRAST

Second-year medical student
Northwestern University Feinberg School of Medicine

When the pandemic hit in March 2020, first-year medical student Tricia Pendergrast watched as Northwest-ern's Feinberg School of Medicine pivoted into emergency mode and wondered how she could help. Pendergrast joined with



classmates to gather and distribute PPE, which was in short supply, to hospitals, nursing homes, community organizations and homeless shelters. The group recruited more than 500 volunteers including not just medical students but student nurses, physician assistants, pharmacists and students in other health care fields. The effort led to the founding of GetMePPE Chicago, which has donated 800,000 units of PPE including masks, face shields, disinfectant, hand sanitizer, respirators, soap, thermometers and gowns. The group continues to support nursing homes, shelters and community health organizations. Pendergrast is interested in pediatric critical care and pediatric anesthesiology.

VALERIE ROMO

RN
One Home Health

Registered nurse Valerie Romo manages care for patients in their homes with a multidisciplinary team at One Home Health. As the pandemic devel-



oped, there was a huge need for COVID-positive patients to be cared for at home. She worked through her own fears of the novel virus

and encouraged her peers to do so, as well. Romo found ways to celebrate her co-workers on the front line by submitting for them



to receive free Jamba Juice. At the start of the pandemic when PPE supplies were limited, Romo and her electrician husband acquired N95 masks for her fellow nurses and therapists. More recently with the rollout of vaccines, Romo took a second job as a nurse vaccinator through Oak Street Health clinics in Ashburn and Chicago Heights.

SUZANNE PHAM

Department of Hospital Medicine, program director
Weiss Memorial Hospital

As Weiss Memorial Hospital's medical director in charge of the pandemic response, Dr. Suzanne Pham immersed herself in COVID topics and changing guidance in order to provide clinical recommendations at the hospital. Pham



facilitated partnerships with hotels and local businesses to acquire PPE and worked to have Weiss become a recipient of the General Motors-manufactured ventilators. She forged relationships with experts at Mayo Clinic and other institutions, leading Weiss to be one of the first centers in Chicago to provide infusions of COVID-19 convalescent plasma for patients. She is working to bring Phase 3 clinical trials to Weiss to expand patient treatment options. In April 2020, the hospital was at a critical shortage of supplies, but April 18 marked a turning point when a truck delivered the needed General Motors ventilators.

JASMINE SAAVEDRA

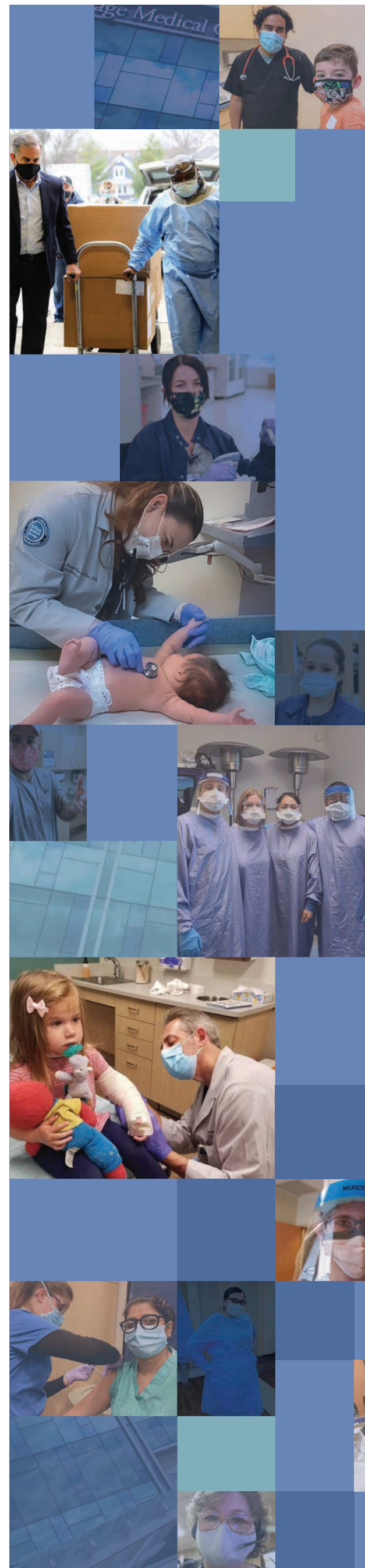
Pediatrician
Esperanza Health Centers

In early April 2020, pediatrician Dr. Jasmine Saavedra volunteered to become full-time staff at Esperanza Health Centers' drive-up coronavirus testing



tent in the Brighton Park clinic parking lot. As the new mother of a 5-month-old, Saavedra realized this wasn't an easy choice.

It meant stepping away from her pediatrics practice and entering an unknown realm. Her medical team volunteered to join her, and together they've provided testing and follow-up care to thousands of patients and community members. Saavedra provides a full medical encounter for each patient—not just swab-and-go—and personally delivers results. "People need more than a test," she says. "They have questions. 'Am I going to die?' " Sometimes people from the neighborhood bring them food or candy, just to thank them for being there, she says.



FEARLESSLY FOCUSED ON CARING FOR YOU

DuPage Medical Group is proud to celebrate the six leaders featured in this edition for their extraordinary efforts guiding our teams, patients and the communities we serve throughout the COVID-19 pandemic. We are forever grateful to each of our 5,000+ physicians and associates for the countless acts of heroism and selfless dedication they've demonstrated while caring for our patients during this unprecedented year.

Thank you to our incredible team and all the healthcare workers who remain resolved to our most sacred purpose:
*to fight with all we have, everyday,
for each human life in our care.*

DuPage Medical Group
WE CARE FOR YOU

NOTABLE 2021 HEALTH CARE HEROES

MARISSA SALVALEON

Nurse
Vi Senior Living

Last year, staff at Vi Senior Living in Glenview began planning for a COVID-19 isolation unit and the safety protocols that would be needed.



Redefining
SENIOR
LIVING

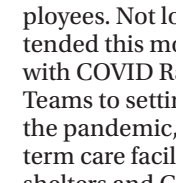
Eventually the day came when a resident needed to be moved to the unit. At a meeting arranged to decide staffing, Marissa Salvaleon showed up with a change of clothes. While other nurses had expressed reluctance and anxiety about the risk, Salvaleon said, "Of course I am working in the COVID unit. These are my residents, and it is my job as a nurse to care for them no matter what." Salvaleon not only took on this responsibility at the onset of the pandemic but continued to put herself in harm's way for the 10 months the unit has been in use.

residents, and it is my job as a nurse to care for them no matter what." Salvaleon not only took on this responsibility at the onset of the pandemic but continued to put herself in harm's way for the 10 months the unit has been in use.

REBECCA SINGER

Clinical assistant professor
University of Illinois at Chicago
College of Nursing

After more than a decade working with the humanitarian response organization Doctors

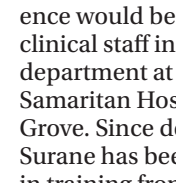


Without Borders, Rebecca Singer applied her emergency response skills by establishing and managing a COVID-19 testing site for UI Health employees. Not long after, she extended this model as a volunteer with COVID Rapid Response Teams to settings hardest hit by the pandemic, including long-term care facilities, homeless shelters and Cook County Jail. Singer organized interdisciplinary teams of students and faculty to undertake the effort, which was formalized by the Chicago Department of Public Health. The teams have tested more than 20,000 individuals in various settings, including shelters for those experiencing homelessness, homeless encampments, long-term care facilities, behavior health facilities, correctional facilities, youth homes, temporary housing and domestic violence shelters.

SUE SURANE

Clinical nurse specialist,
Emergency Department
Advocate Good Samaritan
Hospital/Advocate Aurora Health

Sue Surane had planned to conclude her 45 years in nursing and retire around February 2020. But, as she puts it, "the world had other plans."

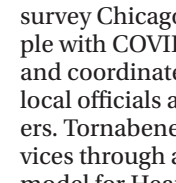


Surane delayed her retirement, knowing her experience would be valuable to the clinical staff in the emergency department at Advocate Good Samaritan Hospital in Downers Grove. Since deciding to stay, Surane has been instrumental in training front-line nurses. She's drawn from her experience during the Ebola and SARS outbreaks while educating, training and planning a drill for emergency department nurses. Since the pandemic began, Surane has focused on making sure nurses know best practices on COVID testing assessment, new emerging treatments and safe care including PPE use and hygiene at the hospital and at home. Recently, she started vaccinating and teaching post-vaccination care and practices.

MARY TORNABENE

Family nurse practitioner
Heartland Alliance Health

Nurse practitioner Mary Tornabene has specialized in caring for homeless people. During the pandemic, she's helped service providers implement practices that limit contact and prioritize hygiene and social distancing. Tornabene works with outreach teams to

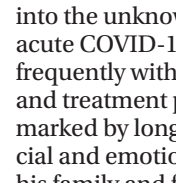


survey Chicago shelters for people with COVID-19 symptoms and coordinates testing with local officials and shelter providers. Tornabene also provides services through a new telehealth model for Heartland Alliance's health care centers on Chicago's North, South and West sides. She provides patients with a self-screening program she created based on CDC guidelines, along with her personal phone number. Providing homeless people with hotel rooms or other shelter where they could socially distance has worked well, and Tornabene is using these results to advocate for expanded shielding hotel programs in the city and suburbs.

RAJIV UDANI

Hospital-based internal medicine
and senior clinical educator
NorthShore Medical Group

As head of internal medicine at Highland Park Hospital, Dr. Rajiv Udani led a team of NorthShore



Medical Group physicians to establish a dedicated COVID-19 intensive care unit at Glenbrook Hospital. He led this team into the unknown whirlwind of acute COVID-19 intensive care, frequently without adequate PPE and treatment protocols and marked by long periods of no social and emotional contact with his family and friends. He and his team became COVID-19 specialists, assisting with acute care and early-phase experimental clinical and palliative care treatments for this deadly disease. Udani assisted his team in implementing lifesaving treatments for critically ill patients from Cook, Lake and DuPage counties transported to Glenbrook Hospital's all-COVID emergency intensive care treatment center. He performed community outreach to secure additional protective gear for his colleagues.



ADVOCATE SOUTH SUBURBAN HOSPITAL, HAZEL CREST

Unit 4 North/South Nursing Team

Sometimes the complexities of caring for COVID-19 patients can crystallize in one story. That's the case with the Advocate nursing team, which gave up family time on Christmas Eve and Day to be at the hospital caring for COVID-19 patients to ensure continuity of care. One patient, elderly and without a family, found it difficult if not impossible to smile. The team put a holiday tree in his room and gave the patient some gifts, including a sweater and socks. Upon opening them, the patient finally smiled. The cheer-up campaign continued with a cake, gifts and a rendition of "Happy Birthday" on the patient's birthday, plus celebrating the patient's hospital release with a round of applause, as it does for all COVID-19 patients.



ALDEN VILLAGE

Case Management Team

Alden Village's case management team is responsible for consistently communicating with residents' family members and/or guardians. This responsibility is critically important during the pandemic, as visitation restrictions make it tough, if not impossible, for residents to see family members. Throughout the pandemic, the team has kept residents connected to their loved ones, setting up virtual visits and even arranging e-learning courses for residents and family members. The team also arranges individual activities for residents because group activities have been restricted, and it helps residents get haircuts. Team members perform these tasks in addition to their regular duties, among them changing out and sanitizing rooms and assisting with coronavirus testing, all while maintaining a positive attitude and conveying the team's strength and dedication to Alden Village residents.



BEST HOME HEALTHCARE NETWORK

Post-Hospital In-Home Patient Support

Patients discharged after hospital care for COVID-19 can experience the shock of mental illness, joblessness and loss of family or altered family dynamics. Best Home Healthcare Network is Cook County's largest Medicare home health care agency, often taking on clients who have been rejected by other providers due to a disadvantaged economic and/or insurance status. Its in-home support team of registered nurses and therapists offers surplus PPE and free testing to patients, their families, employees and employees' families to prevent the spread of the virus. It has had zero cases of the virus spreading from one patient home to another. The team extended hours and increased staffing over the winter holidays and during the virus's second wave to meet the surging demand for in-home clinical support.

SARAH UNTERMAN

Chief of staff
Jesse Brown Veteran Affairs
Medical Center

Dr. Sarah Unterman, responsible for clinical care at Jesse Brown Veteran Affairs Medical Center



ter and four outlying clinics encompassing more than 50,000 patients, had been in her role for less than a year when the pandemic started. She helped convert the majority of care to telehealth, opened a new 20-bed COVID inpatient unit, developed an innovative way to avoid intubation and ventilator use and oversaw the Johnson & Johnson vaccine trial and other research studies at the hospital. She also supervised the retraining of more than 100 clinic nurses to prepare them for COVID-19 ICU duty. She started the "Healing Heroes" celebration for discharged COVID patients. When her staff became stressed, Unterman spent entire days and nights in the ICU, ensuring that staff had what they needed in terms of "stuff" and emotional support.

MAURA WALDRON

Staff registered nurse
Rush University Medical Center

Maura Waldron's unit became a COVID unit in April 2020 and has since become the primary COVID unit at Rush University



Medical Center. Throughout the summer, staff cared for both COVID-19 and general medicine patients. As COVID numbers rose during the second surge, Waldron's unit counseled other units on the latest COVID protocols to ensure that they were current and confident in the care that they would need to provide. In her role as the chair of the



Recognition Committee, Waldron has found ways to celebrate achievements and milestones for units. She coordinated two baby showers, two bridal showers, a 40-year work anniversary and a mother-of-the-bride shower. Last spring, she and her husband hosted weekly trivia nights to raise funds for COVID relief charities.

LAUREN ZALAY

DDS
University Associates in Dentistry

When COVID-19 hit, Dr. Lauren Zalay encountered a devastating issue with the lack of availability of PPE. So she organized and



coordinated securing PPE for her office, plus other dental and health care offices around the city and across the country. Zalay worked with a Chicago-area philanthropist to manufacture and secure PPE of all types for health care workers and continues that mission to this day. She donated nearly all of her office's PPE to Northwestern Memorial Hospital and charitable organizations working on front lines across the city. Zalay, a general dentist with University Associates in Dentistry, appeared on local media to inform health care professionals that PPE was available. Her relentless pursuit of protecting health care workers allowed front-line workers and other health professionals to rest easy, knowing that they were protected and safe in doing their jobs.



ACCESS COMMUNITY HEALTH NETWORK

COVID-19 Testing Task Force

This multidisciplinary task force worked with Gov. J.B. Pritzker's office last spring to open five COVID-19 testing sites in some of the Chicago area's hardest-hit Black and Latino communities. It has since opened a sixth site in DuPage County and has



screened more than 30,000 patients and community residents. The team worked with 200-plus civic leaders and community organizations to get information on coronavirus education, testing and safety measures into communities. It has also helped residents find medical care and resources such as food, housing and benefits support throughout the pandemic. One proud accomplishment for the team: successfully reaching isolated seniors and other residents who might have fallen through the cracks—for instance, Salvation Army homeless clients who must be tested in order to be cleared for temporary housing.

Champions. Leaders. Heroes.

Rush University
System for Health
proudly recognizes

David Long, MD
Anesthesiology

— and —

Maura Waldron, MSN
General Medicine

on being named
Health Care Heroes
by *Crain's Chicago Business*.



Excellence is just the beginning.

NOTABLE 2021 HEALTH CARE HEROES



BUCK SERVICES

This team of 260-plus employees has cleaned and disinfected more than 5 million square feet since the start of the pandemic. It trained 30 people, with the help of a COVID-19 response team, to disinfect all 265 DuPage County voting sites during the presidential election last year. The company worked with the DuPage County election board to create a program that would allow people to feel safe about the voting process. For seven weeks, Buck Services employees worked 10-plus hours each day disinfecting voting booths, pens, hallways, door handles and more at the DuPage County Fairgrounds and other early-voting sites. The team continued serving its regular clients—schools, churches, and medical and commercial offices.



CITY COLLEGES OF CHICAGO

Malcolm X College Health Sciences Team

This team is led by the dean of health sciences, who is responsible for academic programming for the largest ensemble of health sciences programs in Illinois. The team donates PPE and ventilation equipment to, volunteers at and staffs hospitals and federally qualified health centers. It created a self-paced online contact tracing program for the Chicago Department of Public Health and continues to train, support and staff medical facilities during the pandemic. It also reopened a dental hygiene clinic for the community. The dental hygiene team petitioned the college to allow students back on campus last June to complete their clinicals, thus allowing a new cohort to begin in the fall. Malcolm X College has also hosted the first mass vaccination site in the city.



DOCTORS TEST CENTERS

Doctors Test Centers was established to provide effective COVID-19 testing for surgical patients to ensure that both surgical teams and patients are safe. It has expanded to offer testing in downtown Chicago and was recently awarded a license from the city's Department of Aviation to provide COVID-19 testing for passengers and employees at O'Hare International and Midway International airports. Those who test positive are immediately removed from the airports, thus helping prevent the spread of the virus. In addition to the physical work required to launch the walk-up test sites at the airports, it's emotionally taxing work, as the team discovered when it had to tell people that they couldn't fly home to see their families over the holidays. That was balanced by giving families good news when it turned out they had taken the wrong tests and were able to fly home.



GATEWAY FOUNDATION

Essential Workers

During the pandemic, Gateway Foundation has served more than 30,000 people seeking treatment for addiction, which has become known as "the second pandemic." The foundation's essential workers make entering treatment for addiction a



welcoming and safe experience, so no one has to choose between treatment or staying home because of the virus. This team developed tools and protocols to pivot to virtual treatment for those uneasy about or unable to enter residential treatment. It identified locations in its network of facilities to serve as COVID-19-positive units so that clients who tested positive could continue treatment. Daily outreach to program alumni has been a lifeline to those in recovery, and family members have responded accordingly, thanking team members for getting loved ones into treatment during these trying times.



GIFT OF HOPE

Organ Recovery Team

Gift of Hope's Organ Recovery Team works with doctors, nurses and other key staff at 100-plus hospitals in the Chicago area to recover lifesaving organs for transplant. Their work begins when someone dies. They talk to the family about donation, ensure the organs are healthy and safe for transplant, match each organ with a waiting recipient, and coordinate the organ recovery process. During the COVID crisis, hospital restrictions made it difficult for the team to meet face-to-face with families, talk to them about donation and answer their questions. The team found creative ways to connect with families, through Zoom calls or for a limited time in the hospital. In the end, Gift of Hope coordinated a record number of organs for transplant in 2020.



HPH TRANSPORT

HPH Transport Drivers

Especially during a pandemic, people without cars, access to transportation or willing friends and family members need a way to get to their doctor's appointments. HPH provides transportation services to health care facilities, customizing fleets of drivers and vehicles to get patients to and from their appointments. During this time, drivers have done more than provide transport—they've also delivered food to people unable to get to the grocery store and have set up iPads so patients could see their doctors via telehealth. The teams are outfitted with PPE and their vehicles have protective shields; still, the team set aside any fears in order to give patients, some of whom displayed COVID-19 symptoms, safe transport to and from their appointments.



DUPAGE MEDICAL GROUP

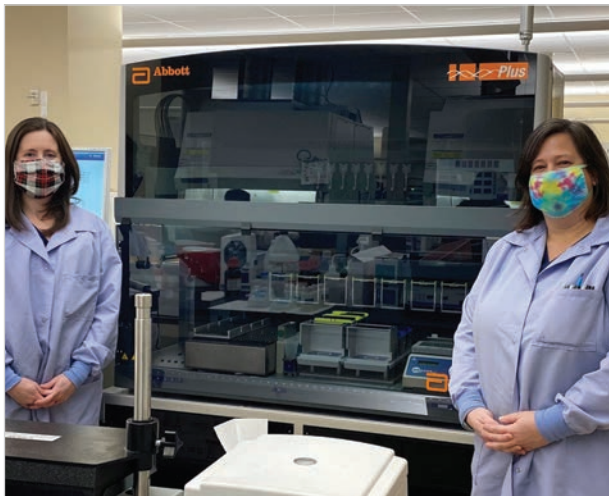
COVID-19 Response Physician Leaders

Since January 2020, before COVID-19 was prevalent locally, this elite team of six physicians pooled their expertise to lead the organization's COVID-19 response efforts. This includes preparedness strategies, employee

DuPage Medical Group

WE CARE FOR YOU

education and safety, testing and treatment operations, vaccine distribution and more. The team developed early-testing strategies; treatment protocols, including the monoclonal antibody treatment; and a vaccination rollout process for DMG physicians and associates and other health care workers in the community. To help staff deal with the stress of the pandemic—including being "present" for their families during such challenging times—and buoy their mental and emotional well-being, the team created resources such as webinars led by DMG's behavioral and mental health providers and an innovative physician-led coaching and leadership development program. The inaugural class had 40 DMG physicians.



EDWARD-ELMHURST HEALTH

Laboratory Services

Within 72 hours of the March pandemic onset, this team converted its M2000 testing platform to run COVID-19 testing. It's now running six different tests for the virus and working on a seventh, and it worked with key stakeholders to figure out the most accurate and reliable way to send patient data to state health authorities. The team volunteered to process specimens collected at state drive-thru testing sites. Its clinical laboratory scientists work three shifts, seven days a week, to provide fast turnaround of test results. In November, the team handled up to 900 specimens a day, 2.5 times the normal volume. Additional staff members stepped up to be trained, and others adjusted their schedules without hesitation. Notes of recognition—and treats—help keep morale high.



ENVISION UNLIMITED

Team Envision

This team cares for more than 2,000 adults with intellectual and development disabilities and mental health needs. Team Envision helps these adults with special needs understand why and how to wear a mask and keep safely distant from others. During the lockdown, the team made thousands of wellness calls and visited homes, delivering PPE, food, books, cleaning supplies and clothing to families, even standing on lawns to sing "Happy Birthday" to clients. Other team members volunteered to live 24 hours a day in group homes where they normally worked eight-hour shifts to make sure residents were fed, safe and taking precautions to prevent coronavirus spread. To ensure that team members stay stable during the crisis, Team Envision established a mental-health employee hotline.

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NOTABLE 2021 HEALTH CARE HEROES



LA RABIDA CHILDREN'S HOSPITAL
Environmental & Support Services Team

Many La Rabida patients are immunocompromised and have chronic lifelong illnesses that leave them more susceptible to infections. From installing dozens of touchless hand-sanitizing stations to instituting more frequent and rigorous cleaning and supplying vital PPE, this team worked tirelessly to keep these patients safe. One innovative example: Mandatory mask-wearing made lip-reading difficult for patients with hearing loss. The team developed a tabletop shield made from clear acrylic trays, and the purchasing team sourced masks with a clear window. This quick response enabled lip-reading, thus allowing clinicians to work with patients and ensure that therapy sessions continued uninterrupted. The environmental services staff made it their mission to prevent the spread of COVID-19, even when it meant being on their feet for their entire shifts.



MIDWEST RESPIRATORY
Midwest Respiratory Team

These critical-care doctors and nurse practitioners, responsible for patients who are critically ill and dying, have logged countless hours of patient care. The group worked with limited PPE in the early days of the pandemic. The team treated intubated patients in the prone position and implemented novel life-saving treatments. The team has moved heaven and earth to allow loved ones to spend time with dying family members; team members themselves hold the hands of the dying. They have also witnessed tearful family reunions and against-all-odds recoveries. Their care and concern extends to hospital staff members in lending an encouraging word or simply asking if someone is OK. They keep spirits up, encourage everyone to keep fighting and figure out difficult situations together.



NE HEALTHCARE SERVICES
“S” Team: Marisol Santiago and Diana Soto

These sisters, both registered nurses, have a combined 40 years of nursing expertise and are English-Spanish bilingual as well. They provide culturally sensitive care, invaluable to the patients, many of whom are Spanish-speaking. Many patients also live in areas where COVID-19 has hit hardest and in multifamily dwellings. A high percentage of this team's referrals are clients who have been rejected by other agencies due to the patient's failing health. One challenging moment was dealing with a COVID-positive husband and wife. The wife died, and the husband survived. A month later, he was discharged from rehab and in need of significant home care, for both physical and mental challenges. The team stepped in with a holistic approach to care, and the patient has recovered well.



NORTHSHORE UNIVERSITY HEALTHSYSTEM
Clinical Pharmacy Team

This team's clinical pharmacists and staff use their extensive clinical and operational expertise, from maintaining precise schedules of vaccine shipment arrivals, vaccine clinic dates and manual inventory to properly storing and preparing the vaccine and executing the program. Since mid-December, it has followed a tiered approach to COVID-19 vaccine distribution that's been consistent with state and federal guidelines. It has vaccinated more than 11,000 care team members, including NorthShore employees, affiliated physicians and their employed clinical staff, as well as local community providers. The team received its first shipment of the Pfizer vaccine on Dec. 17. “I feel like I've been injected with hope,” one front-line care worker says. “Everyone has had the same response: hope, joy, gratitude, relief.”



PERFUSION TECHNOLOGISTS OF GREATER CHICAGO
Advocate Christ and Rush University medical centers
This team of doctors, nurses, perfusionists, pharmacists, respiratory therapists, physical therapists and support staff accepted and treated COVID-19 patients who failed at other medical treatments and who were all but certain to die. The team placed patients on extracorporeal membrane oxygenation, or ECMO, support systems to allow their lungs and bodies to heal, with a success rate it says is unequalled worldwide. About 80 patients are thriving because the team accepted them as patients when other institutions could no longer help. At Advocate Christ, the team converted a 20-bed ICU into a 25-bed COVID-19 ECMO unit. The team cared for each patient like family, and it played the theme song from “Rocky” when patients were discharged from the unit. The community helped, with restaurants supplying meals to the team.



SILVER CROSS HOSPITAL
ICU Nurses
Working through the ultimate challenge of COVID-19 last year, this team of more than 100 nurses faced physical and emotional exhaustion daily but found ways to celebrate any improvements that patients made. The nurses make time every day to fully engage patients and families in their care via video calls and communications. The nurses treat all patients equally and understand their perspectives during these difficult times. At times, three or four nurses, in full PPE garb, have serenaded a patient with a rendition of “Happy Birthday.” Nurses have also held the hands of dying patients, as virus precautions prevented families from being with loved ones at the time of death. The team learned together that this unprecedented time would call for dedication and commitment.

SALUTING A GREAT COLLEAGUE AND INSPIRING HONOREE.

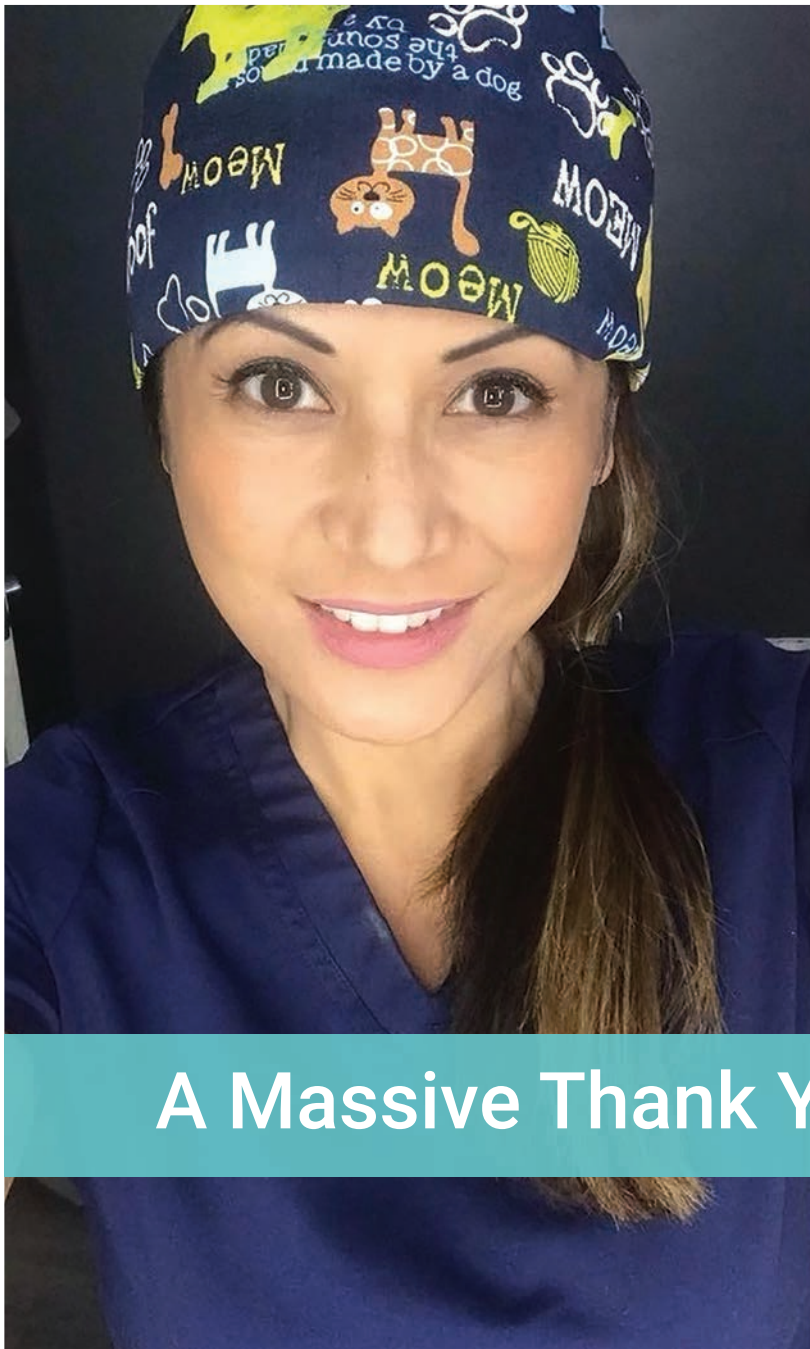
Marissa Salvaleon provides comfort and care to our residents every day at Vi at The Glen. Her selflessness and compassion have truly brought excellence to Vi and to senior living.

Marissa, from all your friends at Vi, congratulations on being recognized as a Crain's 2021 Notable Health Care Hero.



Redefining
SENIOR
LIVING

Marissa Salvaleon, Registered Nurse
Vi at The Glen



CONGRATULATIONS TO
Valerie Romo
CRAIN'S 2020 HEALTHCARE HERO

A Massive Thank You to all Healthcare Workers

We're Hiring!

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NOTABLE 2021 HEALTH CARE HEROES



SWEDISH HOSPITAL
Environmental Services Team

This team, at the front line of the pandemic, works round the clock to keep patient rooms, hallways, elevators, restrooms and public areas clean and disinfected. While working in COVID-19 isolation rooms, team members wear full PPE, which makes their jobs even more difficult. The team's work has allowed the facility to remain open and serving the community during the pandemic. "We count on this team every day to help keep the hospital running so we can safely treat our patients in disinfected rooms that we need to turn over quickly, which is critical as we faced capacity challenges during the pandemic," says Chief Nursing Officer Kathy Donofrio. Throughout the pandemic, the team has adapted physically and mentally, all while putting patients first.



SWEDISH HOSPITAL
Facilities Team

Hospitals normally have a limited number of negative-pressure rooms that can be used as isolation rooms. But these quickly filled up with COVID-19 patients, and quick action was needed to be able to treat patients. "The facilities team worked nonstop to create additional negative-pressure rooms as quickly as possible for our patients," says Saliba Kokaly, vice president of operations. During the spring surge of patients, the team retrofitted 32 negative-pressure rooms to provide a total of 56 rooms, more than doubling the original number of 24. Retrofitting was an extensive process, requiring adding isolation exhaust fans, ductwork, HEPA fan units and isolation monitors. The project ran smoothly due to the team's experience and strong teamwork, plus support by the nursing staff.



THRESHOLDS
Thresholds Justice Program

Thresholds Justice Program provides services such as case management, housing, employment and access to health care to individuals with serious mental illnesses before and after their release from Cook County Jail. The jail houses 6,000 people and has a high rate of mental illness in its population. It costs Illinois \$38,000 per year per person to keep people in jail. Thresholds Justice Program keeps people from returning to jail through stabilizing support and wellness initiatives. The team has had success finding housing for clients, many of whom were homeless before going to jail or have a record, which means it's difficult to find apartments. The Thresholds team benefits from the resilience of its clients, who are navigating the world through poverty, significant mental illnesses and social isolation.



TOTAL HOME HEALTH
Respiratory & Delivery Team

Team members transition patients home from the hospital and teach them how to use home oxygen and ventilator therapy equipment. The team has discharged more than 1,000 COVID-19 patients, thus opening hospital beds for more patients in need. Often, patients and family members are exhausted by the time they get home from the hospital. So upon arriving at the home, the team helps make the transition a bit easier and more comfortable for patients. During the pandemic, the team has learned how to recharge, handle extended shifts, and also deal with grief when picking up equipment from the home of a patient who did not survive. Overall, the team has done an incredible job of helping patients and their families in the time of greatest need.



UCHICAGO MEDICINE
Pharmacy Department

In July, this team, led by Vice President and Chief Pharmacy Officer Kevin Colgan, began preparing for the approval and arrival of COVID-19 vaccine. Early research and planning made UChicago one of the first medical centers to obtain the proper freezer capacity to store the vaccine, which would allow for mass vaccination of patients on the South Side. The team has helped plan and operate the employee vaccination clinic, which operates 16 hours a day, and helped address common vaccine concerns, among them allergic reactions and risk versus benefit for pregnant and breastfeeding women. When South Side pharmacies were damaged and temporarily closed after protests in early June, the pharmacy team took steps to ensure the community could continue to access pharmaceutical services.



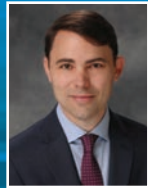
UCHICAGO MEDICINE
Curbside COVID-19 Testing Team

Access to accurate and reliable testing has been critical to delivering high-quality care to patients with COVID-19. From March through December, this team administered 259,114 tests throughout the health system. The team has also tested employees, enabling them to get back to work faster and care for South Side patients, many of whom are at a higher risk of contracting the virus. The curbside testing team made it possible for the medical center to treat 26,861 inpatient admissions—2,001 of whom were COVID-positive—from March through December. Team members have reassured patients who were terrified of the nasal swab and given lollipops to children who needed a test. Even as some team members lost loved ones to the virus, they continued to professionally and efficiently test a large number of patients weekly.



Thank You

On behalf of the entire Gateway Foundation Family, we recognize the 1,400 Gateway Heroes who brought life-saving addiction treatment to over 8,000 people a day during the largest public health crisis of our time. Gateway Foundation is proud to have provided evidence based addiction medicine nationally for over 52 years with 15 sites throughout Illinois. A larger thank you to the entire field of substance use treatment professionals who provide hope and solutions to those who suffer from substance misuse.



Tom Britton
President/CEO



Andy Smith
Board Chairman



Addiction is a disease.
We have Addiction Medicine that heals.

gatewayfoundation.org 877.505.HOPE



We celebrate our Organ Operations Team, named one of Crain's Health Care Heroes.

Despite the challenges posed by COVID-19, your tireless and creative efforts — along with the unwavering support of our hospital partners — resulted in coordinating a record number of organs for transplant in 2020.



And we recognize the incredible generosity of organ and tissue donors and their families.



Andrew Marton (center) tragically passed away in April 2020. His final wish was to be an organ donor, and his legacy lives on through the four lives he saved.



girls
inc.

of Chicago

CONGRATULATIONS

**Gamilah Pierre,
MD FACOG**

**A CRAIN'S
2021 NOTABLE
HEALTH CARE HERO**



We celebrate Girls Inc. of Chicago Board Member Gamilah Pierre, MD FACOG and all frontline heroes who have selflessly taken care of others to fight against the devastating effects of COVID-19.

Gamilah, a physician who specializes in women's health care, continues to educate, empower, and keep women (including pregnant mothers and those giving birth) safe during the pandemic.

As one of Chicago's leading girl-serving nonprofit organizations, we are immensely proud of Gamilah for being a strong, smart, bold role model for the next generation of youth leaders, especially young girls who look at her and can see what is possible.

Inspiring all girls to be strong, smart, and bold.
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