



Lisa Brown, BSN, RN-BC

“A wealth of experience, care and support”

Lisa chairs the Unit-based Practice Council for the Progressive Cardiac Unit and is a member of the National Heart Failure Society. In the community, Lisa continues her advocacy for heart health at her church by hosting regular presentations and participating in the Nurses Guild. Patients and staff appreciate her commitment to best practices and achievement of optimal outcomes. She is regarded for mentoring new hires, residents and leadership students. Patients remember Lisa for her efforts to make their experience – and their families’ experience – as comfortable as possible. Thanks to Lisa’s contributions, the unit has sustained zero central line-associated bloodstream infections for more than 24 months. Patient satisfaction is above the 90th percentile every month, and nurse satisfaction is above the 90th percentile nationally. She is a champion for quality in her department and in the community.



Mandi Cowsert, BSN, RN, CPN

*“Instrumental in meeting the needs of the
Physician Network”*

An eager ambassador for Lexington Medical Center, Mandi has collaborated with mental health advocacy groups and Senator Katrina Shealy to advance the organization’s suicide prevention initiatives. As a result, she led an interdisciplinary team to develop Caring Contacts. The program works to cultivate a friendship between patients at risk for suicide and participating nurses. As a volunteer nurse in the program, Mandi works to facilitate a life-changing companionship and trust with at-risk patients by sending them handwritten notes eight times a year. She also worked tirelessly for the grant that brought SafeSide suicide prevention training to providers and staff within the Physician Network. Mandi’s strength in patient care is an invaluable asset to Lexington Medical Center, and her proactive concern for the community makes a difference every day.



Tammy Crawford, MSN, RN, CCRN

“Embodies compassion, dedication and advocacy”

No matter the circumstance, Tammy is a hands-on master of multitasking. She promotes a positive work culture to build camaraderie on the unit, which especially made a difference to combat burnout during the pandemic. Using her discerning eye for performance, Tammy recognizes when others may be uncomfortable or unfamiliar with procedures, and she develops actionable plans to resolve the issues. For example, she created a practice version of the rapid sequence intubation boxes for staff to use for training. Her acumen for problem-solving opens a dialogue with peers to discuss opportunities for improvement and promote higher degrees of hospital-wide safety. In addition, by establishing a welcoming and positive onboarding experience for new hires and new graduate nurses, she helped promote retention and contributed to a unit turnover rate of only 1.7% for fiscal year 2023. Tammy is a steadfast advocate for her patients and an acclaimed mentor for her peers, and she epitomizes Lexington Medical Center’s values.



Kelly Floyd, BSN, RN-BC

“Leads by example in research and knowledge”

Kelly is a trusted mentor to new leaders, graduate nurses, Capstone students and nurses completing their clinical rotations. She encourages professional growth by leading process improvement activities and is a role model for positivity. To address concerns about wait times in the Emergency department, Kelly took the initiative to meet with leadership to improve record-keeping of beds in Epic so clinicians have more factual data about when and how they assign beds. For Kelly, though, nursing is just as personal as it is clinical. When situations are grim, Kelly is always attentive to the values and cultural needs of patients and their families. Her peers attest to her wealth of knowledge, and her eagerness to share her insights with others makes her efforts even more impactful.



Sarita Franks, BSN, RN, CPHQ

*“Care and commitment that reaches
several departments”*

Sarita is a shining example of leadership, whether as a nurse, educator or good Samaritan. She has a gift for connecting with patients and extending her care wherever possible. She takes the initiative to reduce costs of medications for underinsured individuals, and she leverages her knowledge of the health care system to help patients schedule appointments sooner. In one instance, a patient suffered a seizure and expected to wait four months to see a neurologist. After Sarita learned of the situation, she intervened to help the patient be seen just one week later. Her good-faith efforts take shape outside the hospital as well, volunteering to make food, clothing, medicine and hygiene kits accessible to community members. Of note in her contributions to Lexington Medical Center has been her role in developing a software application that mines provider data. Sarita is a well-rounded health care professional with natural talents for patient care and an exceptional work ethic that takes her performance the extra mile.



Susie King, RN, IBCLC

“Cares for inpatients with the utmost compassion”

Susie’s capacity for care is evident in the STORK Awards and Press Ganey surveys that recognize her by name. Much of the feedback Susie receives is from patients and their families, as she provides family-centered instruction. That same focus on family shapes Susie’s community classes, where she familiarizes support persons with their role and how they can help once the patient goes home. These classes also cover best practice standards that minimize patient complications and readmissions. As a result, those who attend Susie’s classes spend more time with family and have an improved path to recovery. Susie is also a resource for new staff members, which helps her knowledge to be more impactful throughout the department. Perhaps her greatest strength is her continual efforts to improve best practice policies, including her advocacy to modify breast care regimens. One initiative successfully reduced the rate of mastitis from 4.09 to 2.65. Susie’s leadership has proven its utmost value to Mother/Baby, her patients and Lexington Medical Center.



Leann Moody, MSN, RN-BC

“Committed to advancing the profession of nursing”

Leann’s contributions to Lexington Medical Center and her community are exceptional. Her roles as chair for the Unit-based Practice Council, vice chair for the Nurse Technician Committee and nurse preceptor for Capstone students are just some examples of her leadership. Leann maintains professional membership in multiple other councils and committees as well. She is eager to open dialogue to improve patient care, and the breadth of her involvement allows her to stay on top of evolving best practices. Leann has as much heart for nursing as she does natural talent, and she leans into difficult circumstances with compassion. Leann’s heightened understanding of patients’ behavioral complications when administering care is a saving grace that allows patients to form a close bond with her and be more cooperative with other staff members along the way. A role model in nursing and beyond, Leann exhibits skills that are a comprehensive blend of clinical leadership and care for the communities she serves.



Angela Quarters, BSN, RN-BC

“A passion for learning and teaching”

Angela’s proactive approach to nursing has not only helped to improve her unit’s response to patient call lights to the 95th percentile - it also helped to improve the distribution of medication cards, which raised the patient satisfaction scores for medication communication to 97%. Angela’s talent for communication is also evident in her role as a liaison between physician practices and the inpatient unit. She has created several tools and tip sheets to help her team ensure patient experience meets expectations set in the preoperative class. Regarded as a subject matter expert among her peers, Angela takes the lead to coordinate a monthly prevalence study on the unit. Following each survey, she presents opportunities for improvement to the team, which has subsequently helped the unit achieve zero hospital-acquired pressure injuries for 15 consecutive months. Angela is an exemplary force in nursing because of her passion for learning and teaching.



Marrett Rawls, BSN, RN, CMSRN

“Gifted in staff engagement and education”

Committed to patients, families and colleagues, Marrett is a tireless advocate for those in her care. She passionately supports the education and growth of her peers. Marrett was instrumental in developing an “escape room” experience, which aimed to prompt progressive clinical judgment and decision-making for staff to escape a clinical challenge. Since its implementation, the escape room proved to be a massive success; it enhanced interactions between nurses and bolstered their confidence in decision-making. Marrett’s focus on improving unit practices has significantly impacted quality care outcomes for patients. Her unit has had zero central line-associated bloodstream infections since 2018. By performing random bed alarm audits and in-the-moment coaching, her unit achieved a rate of zero falls with major injury. Marrett’s evidence-based approaches prove her dedication to improving the health care experience for everyone.



Heidi Reno, MSN, RN, CEN

“Fearless in embracing new challenges”

With patient comfort top of mind, Heidi is an instrumental force in the Emergency department. A linchpin of response efforts during the COVID-19 pandemic, she ensured the safety of patients and the success of Lexington Medical Center’s vaccine clinic. Heidi checked any information that left the clinic with a discerning eye to provide greater public awareness and education. This leadership also came to fruition in a collaborative project with a Master’s Entry Program in Nursing student, which enhanced the electrocardiogram process and aided diagnoses in cardiac events. Understanding that patient care is multi-dimensional, Heidi volunteered her time to care for an elderly woman through hospital stays and the transition to an assisted living memory care home. Walks with Heidi and her dog helped the woman’s recovery and quality of life immeasurably. Heidi’s care is equally compassionate as it is clinical, and she is a textbook example of Lexington Medical Center’s service expectations.



Emily Scher, MSN, RN

“A bright visionary and inspiration”

With her history of presenting at Epic’s annual user conference and her involvement with the Unit-based Practice Council, Emily’s leadership and innovation distinguish her in the field of nursing. When inpatient nursing identified the need to fill beds more quickly, she developed a throughput dashboard that helped to identify a bottleneck in the system. Her work makes a difference every day as Emergency department patients have shorter wait times for beds and improved patient experience as a result. She also saves time for nurses with her creative ideas to alleviate duplicative documentation. A mentor at heart, Emily is eager to be a resource inside and outside Lexington Medical Center, whether working with newly hired analysts or sharing insights about her responsibilities to students. Her one-of-a-kind wealth of knowledge in nursing and technology makes a difference for patients, staff and community members every day.



Kelli Stenger, BSN, RN, CEN

“A ray of sunshine”

Kelli is a dedicated and compassionate advocate for patients at Lexington Medical Center Chapin Urgent Care. Her heart goes out to those in need, and her loyalty in nursing knows no limits. Kelli’s co-workers remember the night she acted quickly to assist a man suffering cardiac arrest on the side of the road, working with him and holding his hand until an ambulance arrived. This steadfast professionalism pairs wonderfully with her initiatives to create an empowering environment for peers in day-to-day procedures and competency assessments. She has a keen eye for risk management, taking the lead to educate others wherever unique challenges or opportunities for improvement arise. Quality assurance measures enacted by Kelli have improved the unit’s course of treating symptoms of acute coronary syndrome, as well as pain reassessment after intervention. Her gifts of natural leadership, problem-solving and patience are especially resourceful in an urgent care setting. Because of Kelli’s efforts, patients are both treated and educated, and staff are always eager to learn.



Courtney Tucker, MSN, RN, CCRN

*“Dedicated to the next generation
of nurses”*

Courtney has provided a decade of exceptional patient care at Lexington Medical Center. Mentorship and engagement come naturally to her, as she actively contributes to the Nurse Residency Council, the Heart and Vascular Symposium and the Cardiovascular Surgery Workshop. She fosters a strong foundation for new nurses by imparting the values and intricacies of nursing with students at Gray Collegiate Academy. Just as her evidence-based practices can be qualified, her superior skills in patient care can be quantified. Her initiative to implement preventive measures against catheter-associated urinary tract infections have reduced incidents by 80%, and her efforts have also reduced unit-acquired pressure injuries by 100% from fiscal year 2022 to fiscal year 2023. Courtney’s intuition for care goes beyond her work at the hospital, having earned the prestigious Citizen’s Lifesaving Award from Gray Collegiate Academy for administering CPR to an athlete who suddenly collapsed during a basketball game. She proves time and again that she is a role model at Lexington Medical Center and in the community.