

Spotlight: Celebration

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Candy O'Neil, Volunteer Services Coordinator

How do you highlight the NCH Value of Teamwork in a profile about one person? This was a challenge that we were facing in our vision for *Spotlight*. That is, it was a challenge until we met Candy O'Neil. Candy coordinates the 55 volunteers at AVH and we found that it was impossible to get her to talk about her work without talking about her team.

Think about that for a minute. We approached Candy to ask about HER. "You've been nominated," "Your peers think highly of what you are doing here," "What do you do to be successful," and in a 45-minute interview, I don't think we heard her say the words, "I" or "me" even once.

A great team embodies the characteristics of their leader. Candy spoke about things she loves most about her team: great enthusiasm, a "ready-to-go" attitude, and a willingness to learn and help with just about anything. Not coincidentally, these are traits that Candy exemplifies each and every day in her work. Candy shared that her team inspires her, but it's clear to us that in all of these ways, she inspires them too.

Even Candy's Yellow Belt project reflects on her value of teamwork: combining two different groups of volunteers into one stronger group.

Finally, teamwork doesn't happen without an intimate knowledge of the team itself. When asked about the most impactful way she helps her team members, Candy replied, "I try to match their passion with their work." Candy builds relationships with each of the volunteers, understanding what things they're interested in helping with and which tasks would be better suited by another person, and helps to build relationships between volunteers and staff members. Candy also empowers her team to build relationships with one another by including existing volunteers in the orientation process for new volunteers.

How does our team of volunteers affect our patients? They are often the first people patients see when they come in the door. Volunteers also help staff with the little things, so that staff can focus more of their energy on patient care. And while she didn't directly say it, it's clear that in Candy's support of her team of volunteers, she is making a difference for our patients every day.

Thank you, Candy, for your great work! And of course, thank you to our volunteers!

With appreciation,

A handwritten signature in cursive script that reads "Bernie Adams".



Pictured left to right:
Bernie Adams, LSSBB,
Chief Quality Officer, and
Abby Lane, Performance
Improvement Specialist

**Nominate
Someone!**