

Spotlight: Celebration

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Weeks Medical Center Podiatry Team: Heong-min "Andrew" Kim, D.P.M., and Linda White, AGACNP (Not pictured: Gurneet Khangura, DPM)

It's probably safe to say that none of us come to work expecting the day to unfold exactly as planned. Healthcare is dynamic, and there are moments when schedules shift, demand increases, or teams are asked to flex in real time. What matters most in those moments is how teams respond, and recently we received a Spotlight nomination that perfectly captures what "rising to the occasion" looks like in action.

The nomination recognized the incredible efforts of Dr. Kim, Dr. Khangura, and Linda White, who worked together to ensure continuity of care during a period of unexpected change. As the nominator put it, "They stayed late, piggybacked appointments and STILL gave awesome patient service to each and every individual." That's certainly no small feat.

We had the chance to speak with Linda and Dr. Kim about how they made it work and their answers had a common theme: teamwork. Not just teamwork among providers, but teamwork with the full clinical staff, and in the best cases, with patients and families as active members of the care team too.

Linda shared that one of the things that keeps her energized at work is her love of learning. She's constantly picking up new skills and credits her coworkers for being generous

teachers. When something isn't working or a patient need is complex, she's not hesitant to ask for help. That openness and respect for the unique perspectives of the members of your team create a culture where people teach, learn, and support one another without hesitation.

Dr. Kim emphasized how critical the nursing staff are in managing a busy workload. When patients call with questions, nurses take the time to listen, assess and review their charts so that by the time the provider is involved, everything needed is right there. That kind of collaboration doesn't just save time: it directly improves patient care.

Both Linda and Dr. Kim also spoke about the moments that make the hard days worth it. In the wound center, when patients are fully healed, they get to ring a bell to share the good news. For some, that simple moment is emotional and filled with joy. Dr. Kim shared that his favorite part of the job is seeing patients walk out pain-free.

Being part of a care team often means showing up in small but meaningful ways. Linda makes space for emotional support, even when it means an appointment runs a little long. Dr. Kim always helps patients with their socks and shoes at the end of a visit. These are simple gestures that say, "You matter."

As Dr. Kim put it, "The main goal was that the quality of care should not suffer." It's clear that the team achieved this goal together and our patients are better for it. Thank you to Linda, Dr. Kim, and the entire Podiatry and Wound Care team for demonstrating what the NCH value of teamwork looks like, especially when it matters most.

With appreciation,



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

Nominate Someone!