Service First Champions demonstrate selflessness and compassion

**Baptist Women’s 4th quarter 2018**

Neely Tuttle is an RN in the NICU at Baptist Women’s Hospital. During a particularly critical emergency situation with a patient, the parents were also at the bedside. Her nominator wrote that Neely quickly addressed the situation, performing chest compressions on the patient while also offering encouraging words and comfort to the patient’s parents.

Neely, along with two colleagues, offered provided excellent customer service and handled a potentially traumatic event with professionalism and empathy, added the nominator.

**Baptist Memphis 1st quarter 2019**

Lucille Harris is a unit coordinator in the operating room at Baptist Memphis. She has worked for Baptist for almost 40 years, since 1980. When a patient was dropped off at Baptist Memphis for surgery, it was quickly discovered this patient wasn’t at the right hospital. She was meant to be at another Memphis-based facility. Her ride dropped her off and had driven home to West Memphis to take their children to school. So the patient was without transportation. Lucille called the other hospital to alert them to the situation, called and paid for a taxi for the patient and made sure she arrived at the other hospital in time for her scheduled surgery. Her nominator wrote that she is a prime example of what it means to be a Service First leader!

**Baptist Corporate 1st quarter 2019**

Natasha Pegues works in the central billing office. Following the nominator’s husband’s surgery, she reached out to the CBO about a billing issue and connected with Natasha. The nominator wrote that Natasha was wonderful and went and above and beyond to assist with her issue. After Natasha’s intense review, she identified the issue and worked diligently to get it resolved.

**Baptist Corporate 2nd quarter 2019**

Laura Ruth is an instructional designer on the Epic team. Her nominator wrote that Laura is one of the most giving and unselfish people she has ever known. Not only has Laura gone above and beyond in the workplace, earning ten certifications in Epic and sharing her knowledge with those who need it, she also gives of her time and talents in the Memphis community. She arranged to receive flower donations from a local market which she picks up and takes out to the Hospice House on a regular basis. She collects blankets and newspapers to take to animal shelters. She also collects clothing and food to donate to the Manna House to help the homeless population.

Laura donates her PTO to colleagues who need a little extra help; those on maternity leave and those who have had accidents or serious illnesses.

**Baptist Union County**

Anita Collins, RN in the ICU/Stepdown Unit at Baptist Union County. She has been part of the Baptist team for ten years. When a colleague was hospitalized for surgery for several days, Anita offered to walk and feed her dog. She also organized a group of Baptist colleagues to help clean the coworker’s yard. The nominator wrote that Nita selflessly put another’s needs before her own, giving of her own time to help someone in need.

**Baptist Tipton**

Cassandra Hayes is an RN at Baptist Tipton. When an uninsured stroke patient was discharged from the hospital, he needed a stay at an inpatient rehab facility. Cassandra worked for three days, calling every facility in a 30-mile radius, until she found one that would take a patient without insurance. She worked with the family to help the patient get the care he needed and they were very appreciative of her extra, hard work. Her nominator writes that Cassandra is always kind and caring with all of her patients no matter how difficult the situation.