

## **Lifetime Achievement Award**

- **Robert Panzer, MD**

A tireless advocate for quality improvement and patient safety, whose leadership has helped shape a healthcare system that is more compassionate, more effective, and more equitable.

---

## **Individual Excellence Awards**

- **Derek Wakeman, MD, Pediatric Surgery**

For consistently demonstrating exceptional leadership and clinical excellence, with unwavering commitment to both his patients and teams.

- **Melissa Cole, PA-C, Cardiac Catheterization & Electrophysiology Lab**

For positive energy, professionalism, and sustained excellence in demonstrating the gold standard of care.

- **Kevin C. Sciacca, MS, Information Technology**

For positive, proactive leadership, which makes him a great ambassador of ICARE values.

- **Olga Vasilyeva, PharmD, PhD, MSBA, OR Pharmacy**

For her leadership, dedication, and patient-centered approach shine through in all her project collaborations.

- **Lisa Setzer, BSN, RN-BC, 2-1800**

For consistently providing exceptional attention and care to her patients, injecting both professionalism and positivity into every situation.

- **Sheila M. Kingston, Medical Staff Services**

For her direct, initiative-taking approach to innovative solutions and problem solving in process enhancement that benefits her team and department.

- **Andre Castilloux, Ambassador & Guest Services**

For his reliability, dedication, and commitment to excellence. He strengthens his team through kindness, respect, and expertise.

- **Renise Ward, Dermatology**

Who displays exemplary, genuine customer service and proactively resolves complex patient and provider concerns.

- **Kathleen Bohn, Eastman Institute for Oral Health**

For her expertise, dedication, and commitment to excellence that have inspired those around her and strengthened our institution's mission and vision.

---

## **Team Excellence Awards**

- **Pediatric Dentistry, OR Services**

Their dedication to clear, dependable, and compassionate communication with patients, providers, and surgical staff is unmatched, and their excellent work has a profound impact on patient outcomes.

- **Perioperative Wellbeing Team**

Their commitment to improving team culture, providing education, and advocating for our staff has resulted in increased access to resources and better

communication. They exemplify both kindness and excellence in supporting those who deliver exceptional care at URMC.

- **URMC Telestroke/Teleneurology Service**

The team's dedication to enhancing patient care, regional collaboration, and innovation has established a model of excellence in virtual care that can inspire other service lines.

- **Space Planning and Design**

For consistently leveraging exceptional ingenuity, initiative, and financial stewardship through full engagement across departments to optimize space management and achieve operational excellence.

- **EDAR RAD Re-Design Team**

For using innovation and thought leadership to develop a new patient registration method that promotes operational excellence by improving ER throughput and enhancing the patient and family experience.

- **Transition Care Unit (TCU) Team**

For collaborating across disciplines to expedite inpatient unit transitions, which addresses the critical need to decrease ED boarding while doubling the number of bed hours saved annually.

- **Unit 2-1800**

For designing and implementing a care model that maximizes RN/LPN roles, leveraging expertise within a streamlined staffing structure, resulting in the highest quality care, while increasing staff satisfaction and retention.

- **UReduces**

For leading a transformative initiative to reduce postoperative opioid prescribing across the Department of Surgery with an innovative, multi-phased approach that significantly reduced perioperative opioid prescribing overall.

- **URMC Provider Informatics**

For being a vital partner to our IT and operational teams, helping URMC maximize the return on our technology investments through provider wellness initiatives, actionable data provision, and critical systems support.

---

#### **Dr. Robert Joynt Kindness Awards**

- **Nicole SanGiacomo-Zollo, MSN, RN, CPNP-AC, CPHON, Pediatrics**

For energy, optimism, enthusiasm, and work ethic that inspire all those around her, and for continuously seeking creative solutions to innovate and improve patient care.

- **Deanna Palmeri Sams, PhD, Psychiatry**

For unwavering kindness and dedication to patient well-being, consistently creating safe space, and demonstrating an exceptional commitment to excellence, empathy, and compassion in patient care.

- **Jaeson Flagg, RN, Nursing, Unit 5-1400**

For steadfast compassion and consistently going above and beyond for all patients, as well as assisting co-workers with difficult tasks, all while maintaining a warm, positive attitude, embodying the true spirit of kindness.

- **Rajbala Thakur, MBBS, Anesthesiology & Perioperative Medicine**

For having a profound and positive impact on patients in palliative care and chronic pain management, and broad-scale mentorship of learners and staff alike, all with kindness, compassion, and a humanistic approach.