

EMPLOYEE RECOGNITION 2019

Long-term employees play an invaluable role in the life of UT Southwestern Medical Center. Their faithful, dedicated service has helped the institution become what it is today. In this special edition of *Center Times*, we showcase some of these employees and their varied interests.

Dr. Daniel K. Podolsky, President of UT Southwestern Medical Center, will host a May 14 luncheon to honor employees with 45, 40, 35, and 30 years of service and to welcome new members of the Quarter Century Club.



Gwen Griffin

Surgery Scheduler
William P. Clements Jr. University Hospital



Bernadine "Bernie" Wafford

Health Unit Coordinator
William P. Clements Jr. University Hospital



The secret to working at UTSW 45 years? Challenges, conversations, and learning

By Amy Stumbris

Add this to the list of jobs that no longer exist: addressographer. In the 1970s, an addressographer would operate a machine to prepare address plates, which involved feeding a mail piece into a machine and using a foot pedal to stamp the address. In 1973, Gwen Griffin applied for this job in the Admissions Department at the former St. Paul University Hospital, having just given birth to a son two months prior at Parkland Memorial Hospital. She did not get the job; the position had been filled.

"But I needed a job, so I became a housekeeper," Ms. Griffin says. She grew up in Arlington Park, a small community behind St. Paul, so she intended to work at the nearby hospital after having her son, Christopher. She stayed in housekeeping for about six months, then went on to become a unit secretary there.

Today, she is a Surgery Scheduler at William P. Clements Jr. University Hospital, which replaced the later UT Southwestern-owned and shuttered St. Paul facility. She conducts her daily work largely over the phone.

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Celebrating success, dedication, and inspiration through decades of service to UT Southwestern

By Heather Svokos

UT Southwestern employees bring their best to work every day – and some have been bringing it for decades. On May 14, to mark Employee Recognition Week, UT Southwestern will celebrate the individual milestones of more than 80 employees whose years of service and contributions have created high benchmarks and helped advance the institution's growth and success.

In all, 85 dedicated employees are invited guests of honor at a luncheon that celebrates those with 45, 40, 35, 30, and 25 years of service, including 34 new members of the Quarter Century Club, meaning those who attain 25 years of service.

The event's host is Dr. Daniel K. Podolsky, President of UT Southwestern, and this year's keynote speaker will be UTSW Art Curator Courtney Crothers.



Courtney Crothers

Ms. Crothers will address the honorees from the perspective of someone who holds a fascinating yet unusual position at an academic medical center.

In her role, she is responsible for recommending art for new clinical spaces and managing a distinctive collection of more than 5,000 pieces of art as well as developing arts programming to enhance the UT Southwestern environment.

Studies have shown that art can have a beneficial effect not only on the patient experience, but also on the healing process itself. Additionally, employees, faculty, and research scientists can be inspired by artwork, so there is value in a well-curated and interesting art collection

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This smiling angel in the NICU watches over precious preemie babies, keeps unit running

By Heather Svokos

When you step into the orbit of Bernadine "Bernie" Wafford, the first thing you're drawn to is her voice – sweet and whisper soft. Then, before you know it, a sense of serenity envelops you as though you've just sat down for a meditation, guided by angels.

Ms. Wafford is the smiling face of the Neonatal Intensive Care Unit (NICU) at William P. Clements Jr. University Hospital. It's hard to imagine a more fitting human at the desk.

"Bernadine is the best part about all that is good in the NICU, and every nurse would tell you how amazing she is," says her supervisor, NICU Nurse Manager Aziza Young, RN. "When she retires, I will retire, because I feel like I can't live without her."

Although Ms. Wafford is celebrating her 45th anniversary at UT Southwestern this year, don't plan on her retirement party anytime soon.

She has held several different positions – her first as a housekeeper at the former St. Paul University Hospital, fresh

Please see WAFFORD on page 2



A bond shared at work and in life

By Amy Stumbris

It's remarkable and fills one with a sense of nostalgia to hear that a friend was born at the former St. Paul University Hospital. To claim that birthplace is a mark of a true North Texas native – and with the area's current growth spurt, it seems all the more rare.

But ask Steve and Jeanne Seitz about their children, and they'll proudly declare that all seven of them were born at St. Paul. Plus, they've both worked at the same place for 40 years.

You can't have seven children born in the same hospital without at least one funny story.

"In 1986 when I was pregnant with my fourth child, I went into labor two weeks early while working an evening shift," Mrs. Seitz said. "I worked halfway through the shift before the labor pains became apparent, so at that point I called my doctor and Steve. I walked down to the labor room and had my baby girl three hours later. Steve then joked that I should think about going back to work, since I still had an hour left on my shift."

Steve and Jeanne Seitz met while attending high school in their native Wisconsin. After a long-distance courtship during their college years, they were engaged. In 1978, they followed the Daughters of Charity, a Roman Catholic order of nuns, to Dallas to work at St. Paul – Mr. Seitz as a laboratory intern (after completing his undergraduate



Steve and Jeanne Seitz in 1979 when they worked at St. Paul University Hospital.

studies in biology at the University of Dallas), and Mrs. Seitz as a Registered Nurse. They were married the next year. Today, Mr. Seitz is a Medical Technologist and Mrs. Seitz is an RN II, and they both still work for the same hospital – now moved to the new William P. Clements Jr. University Hospital building.

Mrs. Seitz is certified in geriatrics and medical surgical nursing and just recently received her Bachelor of Science in nursing. She received a Strauss Award

in 2004, was named to the DFW Great 100 Nurses in 2012, won the *D Magazine* Excellence in Nursing Award for General Practice in 2013, and received a PACT Platinum Award in 2015.

"Being a nurse is not just a job, it is a vocation," she says. "It's being supportive when others are weakened by illness or stress, being there to listen and give hope. I really like talking with patients and making a difference in someone's life."

Mr. Seitz has been a Medical Technologist his entire career, working in nearly every kind of core lab: hematology, chemistry, microbiology, coagulation, and now in blood banking. Despite their different careers, the two have collaborated often in nursing education, such as making presentations on specimen integrity to nurses when they first started drawing blood at St. Paul.

"I think I understand the nursing point of view better than anyone else in the lab, and she understands the laboratory side of things better than most," Mr. Seitz says. "I don't get to see patients that often. What I like about medical technology is that it's always progressing; we're always learning new things. I like to keep up with the science as best I can."

The couple have seven children and 13 grandchildren. They have a shared interest in musical productions, both sing with their church choir, and for seven years assisted with productions with the Regal Opera Company in Bedford.



Steve Seitz

Medical Technologist
Transfusion Medicine

Jeanne Seitz

Registered Nurse II
William P. Clements Jr. University
Hospital, 12 South, ACE Unit



QUARTER CENTURY CLUB

Facts and figures

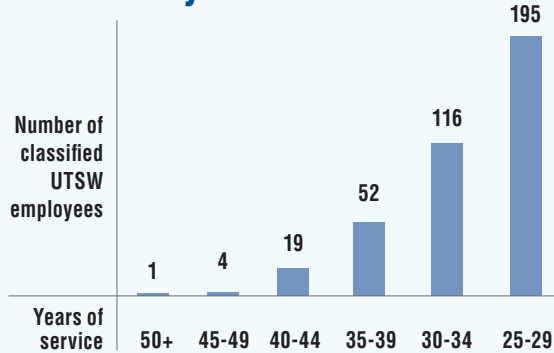
1996 The year the program was established to honor employees with 25 or more years of UT System service.

387 Total number of members in the Quarter Century Club – almost 3 percent of UTSW's 12,959 nonfaculty employees.

53 Number of years of service of the current employee – Barbara McKenney – with the longest tenure. She is a Senior Administrative Assistant in General and Acute Care Surgery.

24 The Department with the most Quarter Century Club members is Information Resources (IR), with 24.

By the numbers



Source: UTSW Department of Human Resources, data as of Dec. 31, 2018

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"I like interacting with people, even on the telephone," says Ms. Griffin, who now has two grandsons, Christopher Jr. and Maximus. "You learn to 'meet' people over the phone, and still have a nice conversation even though you never actually see them in person. Now – when I get home, I don't want to see the phone."

She keeps working at UT Southwestern for the challenges and the movement it provides: "I like to interact with people and be out and about. It's great to meet new people, work through problems, and learn new things. I've gone to different departments and worked in different buildings, so things stay interesting."

Ms. Griffin goes by many names among her co-workers, one being Mama Gwen, "since I'm the oldest in the group." Another: "Ms. Stylish," as she points to the flower in her hair.

"I love pins, and I enjoy dressing up."

She credits UT Southwestern's excellence to its people. Despite the institution's changes and accelerated growth, she believes the bonds she has made with the people at work have never changed.

"Colleagues and co-workers come and go, but things that remain the same are the bonds of friendship and family," she says. "Whether we speak of St. Paul or UT Southwestern, strong relationships and leadership have been at the core of what makes this place special to me. It has fueled 45 challenging but wonderful years."

"What has enabled me to continue for 45 years has been the grace of God for good health, an open mind to learn, and understanding change," she adds. "We're expanding all the time. When I grew up here, St. Paul was the only building on the hill. Now, you come down Harry Hines Boulevard and it's an entire Medical District. It is just booming – so everything looks great for the future of UT Southwestern."

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out of high school. She eventually moved to the NICU, where she's been a Service Technician and, since 2014, a Health Unit Coordinator (HUC). She's loved it all.

When she started in the NICU, she had never seen such tiny babies before. "They were just 4 or 5 pounds," Ms. Wafford says. "And just to watch them get ready to go home, that was just a miracle. When they were discharged, we would wheel them in a stroller to the discharge area. It was so special."

Of course, there are tough days in a NICU, and Ms. Wafford had to learn how to navigate those waters.

"When a family is going through a difficult time, and the parents are scared, you want to say the right things and make sure you're encouraging," she says. "We always say: 'You're at the best place; you've got the best nurses and the best doctors.' You let them know they're in good hands."

She's bonded with parents, and through UTSW's annual "Premie Reunion," she's even been able to see some of their babies grow up.

She has built a second family at UT Southwestern, and throughout her story she weaves in a long list of doctors, nurses, supervisors, colleagues, and volunteers. When she recalls their kindness for taking her under their wing, her eyes puddle at nearly every name.

There were the nuns at St. Paul; NICU Medical Directors past (the late Dr. Gary Burgess) and present (Dr. Becky Ennis, Associate Professor of Pediatrics); former teammates (Mary Harrison); volunteers (the late Stella Bressler); Assistant Nurse Manager Reynaldo Ray; and a host of current and retired nurses. And of course, Ms. Young, who hired Ms. Wafford into the NICU in 1974.

"I have found my second family here," Ms. Wafford says. "All the nurses were angels; they were so helpful. And

Aziza. I can't describe how she has been a true blessing. She gave me the confidence to be a Service Tech. There's not enough paper to describe Aziza. Not only to me, but to patients in crisis. She's a godsend."

The feeling is mutual. "Bernie is so calm, so gentle, and so graceful and gracious," Ms. Young says. "This job demands someone very special, and she truly is the epitome of what it is to be out in front of an intensive care unit, working with the families and at the same time supporting her manager."

Ms. Wafford lets her boss know when a unit is short on supplies, or when a mother is distressed, or when a member of the UTSW family they knew from St. Paul has passed away.

"She finds people to cover when we're short-staffed in the secretarial position," Ms. Young says. "She just takes care of everybody, she just helps everybody. I feel 2 inches tall when I'm around her. She's just so awesome, you think: 'Could I ever be that nice?'"

"She's part of the fabric of what we do here," Ms. Young says. "She's family."



Rhonda Maria Graham

Accounting Clerk II
Office of Asset Management

Ready to work 40 more years

By Patrick Wascovich

Even after a four-decade career, Rhonda Maria Graham enjoys her work at UT Southwestern so much she says, "I plan on working here another 40 years!"

An Accounting Clerk II in the Office of Asset Management, Ms. Graham started her career in 1979 as a File Clerk in the Medical Service Research and Development Plan. Whether she actually becomes UTSW's first 80-year employee isn't the point; the fact that Ms. Graham believes she's serving in the right place at the right time is.

"I love the diversity and challenges of the University and its growth," she says. "Meeting people of all walks of life is a pleasure, and I treasure the opportunities UT Southwestern has afforded me."

Recipient of a Gold PACT Pin for at least 16 recognitions of excellent customer service, Ms. Graham describes herself as faithful, devoted, genuine, and loyal "all bottled up in one person." Co-workers would add that she can be tenacious because she is dedicated to her assigned projects and determined to complete them in a timely manner. Her duties include processing incoming controlled assets and capital equipment through PeopleSoft and reviewing equipment account codes and profile IDs to ensure that the requested purchases meet institutional criteria. Ms. Graham also handles Asset Management timecards and various staff requests.

"My position involves one of the administrative duties of the University," she explains. "We support UTSW's three-part mission – to educate, discover, and heal – as well as its values of excellence, innovation, teamwork, and compassion by promoting careful stewardship of its resources."

Ms. Graham, a passionate fan of all sports, enjoys football but has also tried her hand at bowling, pool, tennis, and softball over the years.

Her heartfelt treasures, however, include her daughter, Ra'Nesha Graham, a 35-year-old educator who lives in Humble, Texas, and her 86-year-old mother, Estella Graham. "She is the matriarch of our family. I enjoy visiting Ra'Nesha near Houston, eating our favorite seafoods, and going to the casino. But most of my leisure time is spent here in Dallas with my mother. She's been in my corner for the past 40 years that I've been at UT Southwestern," she says.

In 2004, as Ms. Graham was preparing to join the institution's prestigious Quarter Century Club, she showed her playful side with a shocking April 1 declaration. "I told my co-workers I was giving my two-week notice and retiring," she remembers. "I soon said 'April fool!' but I really tricked them."

Fifteen years later, retirement remains an undetermined eventuality. Those who know Ms. Graham wouldn't be surprised by her professed potential pivot. "Before coming to UT Southwestern I wanted to become a funeral director/mortician," she says. "I believe after I retire I will follow my passion of helping families cope with their grief and get back into the funeral home business."



Coltee Mason

Transporter
William P. Clements Jr. University Hospital,
Transport Office

She lives to laugh, make others smile

By Deborah Wormser

Two women from the rural community of Karnack on the banks of Caddo Lake in East Texas are known to multitudes. One is Lady Bird Johnson – the former first lady known for beautifying roadsides with wildflowers. The other is Coltee Mason – a Transporter at William P. Clements Jr. University Hospital who is celebrating four decades of improving the atmosphere for patients at UT Southwestern.

During that time, Mrs. Mason has taken thousands of patients where they needed to go for X-rays and other tests or procedures. Her job, initially at the former St. Paul University Hospital, today keeps her constantly on the move at the 12-floor hospital. The favorite aspect of her job is "being able to help people," she says.

For someone whose job requires constant scheduling, one of her cherished memories is of an unplanned moment.

"One day, a former patient I had moved saw me on the elevator and started to smile and talk to me. And that made me smile because I could tell he was feeling better," she says.

She thinks co-workers would describe her as "full of life, very outgoing. They would say that I am always finding a chance to dance, but most importantly that I am always focused on doing my job as it should be done. And that's right," Mrs. Mason says.

Although most of her colleagues consider her spontaneous and willing, she is often serious while on the job – a reflection of her respect for the gravity of the medical situations her patients and families might be facing. For that reason, when asked what people might be surprised to know about her, she responds, "I love to laugh, dance, and make other people smile."

As a child she had to walk everywhere in Karnack because the family had no car. She moved to Dallas and began her career as a hospital housekeeper determined that her four children – two girls and two boys – would get good educations and more opportunities than she had growing up.

She says she enjoys her co-workers and gets great joy from helping patients, especially when she transports them as they prepare to go home.

Mrs. Mason wants to be remembered as "the only lady at 69 years old who can dance to many popular songs" and credits her energy to having 13 grandchildren and three great-grandchildren who keep her on her toes. "They are surprised I still can dance," she adds.

Her greatest claim to fame after 40 years at UT Southwestern is that "I'm still making it," she says with a laugh, adding: "I get my Social Security check, but I'm still working full time because I like to work. I'm a country girl."

"I have a wonderful soul, and four outstanding children. They're all out on their own and doing well," she says.



Diane Wynne

Administrative Staff Associate
General and Acute Care Surgery Division, Surgery

In Surgery, she's better than 'Google'

By Nyshicka Jordan

Diane Wynne's priority as Administrative Staff Associate is to keep things moving – in particular to make sure administrators, faculty, and staff in her Department are where they are supposed to be. Managing office schedules is a vital responsibility that has become more cumbersome over time with the growth of the campus in her 40 years of UT Southwestern employment.

Ms. Wynne works in the Department of Surgery's General and Acute Care Surgery Division. She says when she started, the Department had about 15 faculty members. Today, that number has grown to approximately 70.

She works for the Department's Executive Vice Chair of Clinical Operations and the Interim Co-Trauma Medical Directors for Parkland Trauma Services. She also helps coordinate Advanced Trauma Life Support courses, which provide community physicians, nurse practitioners, and residents the opportunity to increase their trauma knowledge and skills.

The institution's evolution has been special for Ms. Wynne to witness.

"The expansion of the medical campus has been amazing to watch over the years. It has been interesting to watch the new William P. Clements Jr. University Hospital and Parkland Hospital open and continue to grow and excel in patient care, research, and resident and medical student education," she says.

Originally hired as a Secretary in 1978, Ms. Wynne has no regrets about working for the same institution the past 40 years.

"I enjoy what I am doing. The people I work with are fun to be around. People seem surprised that I have stayed in the same Department for so long. But the Department and Division have been good to me, so I have remained," she says.

Because of the longevity in her role, Ms. Wynne says colleagues know they can depend on her and they see her as the "encyclopedia of Surgery Department history."

Kendra Armijo, a colleague in Ms. Wynne's Department, agrees with that assessment.

"Diane knows a lot, not only about the people who have trained or been faculty members, but also usually where they are currently. She's much faster than Google to get that information. She knows so much Department history and has worked with some of the giants of Surgery," Ms. Armijo says.

Ms. Wynne also currently serves as the Secretary for the Parkland Surgical Society, an alumni association for the residents who have trained at UT Southwestern and Parkland Hospital.

"I really enjoy being able to keep up with the residents who have completed their training here and working with them to plan their yearly reunion," Ms. Wynne says.

Outside of work, Ms. Wynne enjoys reading, sports, shopping, and attending Dallas Symphony Orchestra concerts and Dallas Summer Musicals shows. In just a few more years she might have more time to enjoy these hobbies. After a long career, she'll likely start to consider retirement in the not-too-distant future, but she hasn't quite gotten far enough to make plans beyond working at UT Southwestern.



Jenny Bufkin

Senior Administrative Associate
Division of Cardiology, Pediatrics

Grateful for workplace support

By Nyshicka Jordan

Each morning, Jenny Bufkin heads to UT Southwestern from her home in Waxahachie, a commute she has been making for 35 years now. When she started her job in 1983, Ms. Bufkin thought she'd only do it for a couple years and move on to work somewhere closer to home.

"I still don't like the commute, but I stay here because I really like what I do," she says.

Ms. Bufkin works as a Senior Administrative Associate in the Department of Pediatrics, Division of Cardiology. She's stayed in the same Division since she was hired. Since starting in the Department in 1983 as a Senior Secretary, Ms. Bufkin has seen the office change quite a bit. Initially, there weren't any computers – just electric typewriters – and an appointment book. The Division had just two faculty members and no fellowship program. Today, she works closely with 22 faculty members and eight fellows, and of course everything is on the computer now.

Ms. Bufkin has developed great bonds with her colleagues at UT Southwestern and Children's Medical Center Dallas, who have supported her during sickness and health, she says.

"In 2006 I was diagnosed with breast cancer and had surgery and six months of chemo. I was so grateful to have such caring co-workers. I can't imagine going through something like that without their support. When I finished treatment, they had a surprise party for me to celebrate. It meant the world to me how much they supported me through that scary time," Ms. Bufkin says.

Her job keeps her close to family because her sister Carrie Frisbey also works at UT Southwestern, as a Senior Financial Analyst.

Outside of work, Ms. Bufkin enjoys gardening, going on walks with her Siberian husky, traveling with her husband of 37 years, and spending time with her step-granddaughter in Austin.



Irene Dougherty

Research Associate
Dermatology

A heart for family, people, and research

By Carol Marie Cropper

For Irene Dougherty, a Research Associate celebrating 35 years at UT Southwestern, the best parts of her job include enjoying time with co-workers while knowing the research can help patients and give hope for a cure.

She manages two different labs in the Department of Dermatology. One, run by Dr. Kiyoshi Ariizumi and Dr. Ponciano Cruz, both Professors of Dermatology, studies inflammatory diseases as well as skin and other cancers. The other, headed by Dr. Donald Glass, Assistant Professor of Dermatology and in the Eugene McDermott Center for Human Growth and Development, investigates why protruding scars known as keloids occur and what genes give rise to them.

"I love the research going on at UT Southwestern and how it can help current and future patients," Ms. Dougherty says. "I really enjoy the people I work for and all of my co-workers. I've met so many unique individuals from all over the world. It's just a great environment in which to learn and help others."

Ms. Dougherty's enthusiasm and positive attitude have not gone unnoticed. "She is a joy to be around," says Rose Cannon, a Senior Administrative Assistant in the Department, "and she has a very big heart."

"She is truly the most pleasant, helpful person I have ever worked with," adds Jo Urquhart, a Dermatology Department employee who has worked with Ms. Dougherty for 26 years.

Long relationships are cherished by Ms. Dougherty. In June, she will celebrate her 39th wedding anniversary with husband Joel, a hazardous waste enforcement officer for the Environmental Protection Agency. They have two daughters, Emiko, a medical technologist with Texas Health Resources, and Mariko, a speech pathologist in Irving.

Ms. Dougherty's favorite hobby outside of work? "I love to be with my family."



Andrea Gonzales

Department Administrator
Immunology

Focused on work mission, challenges

By Nyshicka Jordan

After 35 years at UT System institutions – including over 26 years at UT Southwestern – Andrea Gonzales says the friendships she has developed and the challenges of her jobs have been the most rewarding.

Ms. Gonzales is a Department Administrator in the Department of Immunology. She began her UT System career in 1983 at UT Arlington as an Administrator in the Department of Electrical Engineering before moving to UTSW in 1992, where her first job was as an Administrative Staff Assistant V in the Department of Obstetrics and Gynecology.

"I've always highly valued my employment at UT Southwestern, not only because of the challenging work and opportunities available to me, but also because of our mission. We train the scientists and physicians of the future and improve the health and well-being of humanity," Ms. Gonzales says.

On the job, Ms. Gonzales' colleagues might describe her as reserved and introverted. But that is because she's so focused on getting her job done in a timely and efficient manner, she explains. As a Department Administrator, some of her core responsibilities involve budgetary and financial operations, administrative operations, and personnel management.

Despite her reserved nature at work, Ms. Gonzales says one of her fondest memories at UT Southwestern involves a 2018 holiday party at which Immunology staff teams competed against each other in a lip-sync competition. Her administrative team performed Ike and Tina Turner's "Proud Mary" with Ms. Gonzales serving as a background singer. Her team took home the win!

Outside of work, Ms. Gonzales is looking forward to an overseas trip next year. One of her sons and his fiancée, both of whom also work at UTSW, will marry in the Bavarian region of Germany in 2020. It will be Ms. Gonzales' first trip to Europe. She and her husband are very excited to have a few weeks of vacation time to travel around Europe after they've celebrated the wedding, she says.



Richard Perez

Buyer
Zale Lipshy University Hospital Pharmacy

A steady career path set in high school

By Patrick Wascovich

He didn't know it at the time, but Richard Perez began a singular career path while still a student at Bishop Lynch High School.

His experience in a neighborhood pharmacy led to him securing a part-time job in 1983 as a Pharmacy Tech at the former St. Paul University Hospital while he took community college courses. Mr. Perez soon became a full-time employee. Fast-forward to today and his recognition as a 35-year UT Southwestern employee.

Mr. Perez, whom co-workers describe as quick and efficient, habitually starts his daily shifts at around 5 a.m. "We're a small office, and there are more than 5,000 drugs that we have to manage, organize, and replenish. Because we're small, however, I often handle other requests like office supplies and other needs as well. Right now I'm working on getting some new refrigerators ordered."

The careers of Mr. Perez and other St. Paul employees underwent a seismic shift in 2005 when UTSW officially took over control of the former Roman Catholic hospital and its workers became employees of the state institution. UT Southwestern had purchased St. Paul's physical assets five years earlier and managed the transition through a holding company, University Medical Center Inc. Now a Buyer at the Zale Lipshy University Hospital Pharmacy, Mr. Perez says staying the course at one institution makes sense.

"I was never one to jump around," the native Dallas resident says. "Many in my generation saw our parents work one job their entire lives, so we grew up seeing those examples. I've moved from St. Paul to Zale, and really you never know what you're going to be doing or the processes and technologies you're going to be using to do your work in a few years anyway."

Away from work, Mr. Perez and his partner enjoy trying out selections at locally owned restaurants, working on home remodeling projects, and doting on their two Shih Tzus.



Dian Polk

Executive Assistant
Information Resources

Once stuck on an elevator, always loyal

By Ashley Green-Jones

While UT Southwestern brings hope to its patients, Dian Polk once needed a little hope of a different kind herself – she got stuck in an elevator at the Paul M. Bass Administrative and Clinical Center.

That day, Mrs. Polk had offered to help someone find the Health Information Management Department (medical records) and the elevator they were in suddenly stopped.

"I called a co-worker and exclaimed we were stuck in the elevator and told her the floor we were stuck on," Mrs. Polk says. "The number that appeared on the panel was not the correct floor. We were actually stuck between two floors."

After their swift rescue, she proceeded to escort the guest to medical records. Mrs. Polk relishes never having a dull moment, especially within IR, with the many "tasks, or projects to complete, or fires to put out." While the elevator incident is one she will never forget, it's one of many she will cherish from a 35-year career.

She was first hired as an Administrative Assistant in the Medical Service Research and Development Plan. Since then, Mrs. Polk's eyes have seen many of the institution's transitions, including the expansion of Information Resources where she currently serves as an Executive Assistant.

"When I transferred to Information Resources, there were only 13 employees," Mrs. Polk says. "Now the Department has grown to over 500. It's big, but we're still like family."

She appreciates the career development support and encouragement of her managers, and is proud to work at "one of the best top-ranked hospitals in the DFW area."

"The benefits and the fact that our institution has a wonderful group of doctors and researchers who offer hope to people suffering with different illnesses and diseases is another reason why UTSW is a great place to work," Mrs. Polk says.

When she isn't helping save the day or supporting "amazing executives," Mrs. Polk is active in her church ministry and community service. The mother of two and wife of 34 years also enjoys archery, attending sporting events, Jazzercise, reading, traveling, spending time with her family, and Zumba.



Pattina Traylor

Unit Secretary
Neonatal Intensive Care Unit, William P. Clements Jr. University Hospital

A huge heart for infant warriors

By Ashley Green-Jones

Pattina Traylor has graced the campus of UT Southwestern with her smile for 35 years. As a Unit Secretary in the Neonatal Intensive Care Unit (NICU), that beam is a much-needed warm welcome for the parents – and babies – who arrive to a Unit constantly flowing with big triumphs and hurdles for tiny warriors.

"You can't find a bigger, better smile or a more welcoming person in the NICU," says Nursing Manager Aziza Young, RN. "Pattina knows every parent's name and every baby's name. She has such a huge heart."

Her former manager, Karen Elmore, RN, recalls Mrs. Traylor's "great patient care" and how she is full of compliments for her co-workers.

Mrs. Traylor loves to skate and spend time with her family, especially her mother, whom she considers a best friend. She proudly dotes on her four children – two daughters and two sons – and five grandchildren.

Originally a Patient Care Technician, Mrs. Traylor recalls a comedic moment that she'll never forget.

"I had to do a code pink drill, so they had me 'kidnap' a pretend baby from the floor," Mrs. Traylor says. "Let me tell you when I found out the police were aware of it, I did not realize I could run that fast down six flights of stairs."



Priscilla Alderman

Executive Assistant
Office of the President

First UTSW job: Administrative Assistant in the President's Office in 1988.

Best memory: UTSW's ducks that visit us each spring and leave by late August. The first year we had three ducklings, the second year seven ducklings, and the third year we hit the jackpot with 13 baby ducklings. It is an exciting day when they hatch and a sad day when they fly away to begin their new lives. It is amazing how such small creatures can develop new friendships and bring us together as one organization.

Best part of my job: The people. The feeling of friendship and respect with my co-workers, departments throughout our campus, Nobel Laureates, and our President, Dr. Daniel K. Podolsky. I feel blessed that in a very minute way I am contributing to the mission and goals of our institution.

How co-workers describe me: Dependable, reliable, friendly, helpful, respectful of others, and loyal to UTSW, the President's Office, and its leadership. I'm also known as the "Pound Cake Lady." Whatever the occasion, I bring a pound cake to work to share with everyone.

Surprising fact: I co-founded a prayer shawl group at our church many years ago. I enjoy knitting and crocheting prayer shawls and baby blankets.



Merrie Arnspiger

Department Administrator
Internal Medicine

First UTSW job: I started working in Auxiliary Enterprises in 1988.

Best part of my job: Over the years, I have worked for some of the most amazing leaders at UT Southwestern, including the late Dr. Dan Foster, former Chair of Internal Medicine; Dr. Greg Fitz, Special Assistant to the President; and Dr. David Johnson, Chair of Internal Medicine. I have a fantastic team and each person plays a vital role in keeping the day-to-day operations running smoothly. It is very gratifying to support our faculty (clinicians, educators, and researchers), trainees, and the staff who are dedicated to the missions of the University.

How co-workers describe me: Knowledgeable, dedicated, and collaborative.

Final note: Outside of work, I enjoy traveling and spending time with family and friends.



Clay Binkley

Supervisor, Information Services Security
Information Resources System and
Operations Administration

First UTSW job: I started in Operations in the old R Building in 1988.

Best part of my job: The wide variety of tools and actions required to do a day's work keeps me from getting bored and makes the day go faster. I also enjoy the comments I get back when I have assisted someone with an issue and all was successfully resolved.

How co-workers describe me: Hardworking and maybe too serious.

Surprising fact: I have three wonderful children and 10 grandchildren.

Final note: I really have enjoyed it – or I would not have stayed so long.



Teresa Bosler

Information Resources Manager
Information Resources

First UTSW job: I started working in Apple computer support in 1987.

Best part of my job: I enjoy working with research teams and aiding in their work as well as being on the leading edge of technology for research.

Unusual memory: My favorite UT Southwestern moment was the Nobel Prize campus celebration for the late Dr. Alfred Gilman. I was actually late getting to it and all the doors were shut and the speeches had begun. I didn't really want to go in late and disrupt things, so I strategized how I was going to get in when I noticed someone who also looked to be in the same boat. So I approached him to see how he was thinking about getting in. When he turned around, I discovered it was the keynote speaker – George W. Bush, who was Texas Governor-elect at the time. So he and I sat outside together and talked for about 15 or 20 minutes before he went in to speak.

Final note: I'm looking forward to the opening of the UT Southwestern time capsule in 2020.



“ I was late getting to the Nobel Prize campus celebration for the late Dr. Alfred Gilman and all the doors were shut and the speeches had begun. I didn't want to disrupt things, and I noticed someone who also looked to be in the same boat. So I approached him to see how he was thinking about getting in. When he turned around, I discovered it was the keynote speaker – George W. Bush, who was Texas Governor-elect at the time. He and I sat outside together and talked for about 15 or 20 minutes before he went in to speak. ”

– Teresa Bosler, Information Resources Manager

Robert Butsch

Senior Database Analyst
Academic Information Systems (AIS)

First UTSW job: I began as a part-time Programmer Analyst in 1988.

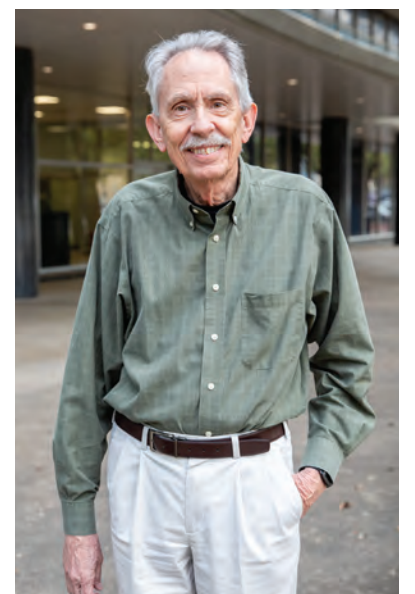
Best part of my job: It's nice when you can find something you do better than anything else you've tried, and people will pay you to do it.

How co-workers describe me: Literal-minded. If they ask me, "What do you think about X?" I will likely reply, "It depends on what you mean by X."

Surprising fact: I'm not really as literal-minded as I may appear.

Unusual memory: I would like to remind old-timers of the late, lamented Bioinstrumentation Resource Center (known in its early days, I think, as Biomedical Engineering), where I spent my first 10 years at UTSW. It was in a one-story building located on a spot now occupied by the JA Building. For several decades it supplied valuable mechanical, electronic, and computer services and expert advice to the campus, in the process providing practical and often highly innovative solutions to numerous challenges faced by UTSW researchers.

Final note: I've always said that I prefer working for people who are more intelligent than I am. I've managed to experience a lot of that here at UTSW, including in my present position here in AIS.





Liz Carmack

Reimbursement Supervisor
Ophthalmology

First UTSW job: I was hired as a Billing Clerk in the Department of Surgery.

Best part of my job: Working with the great physicians and staff and being able to help patients.

How co-workers describe me: Knowledgeable and helpful.

Unusual experiences: Having lunch with a co-worker and walking through the room where the medical students were working on cadavers! Another was touring the medical examiners' area and seeing the crime evidence room where fresh (real fresh) bodies were coming in.

Surprising fact: In my spare time I work with people who are in recovery, helping them with their life goals. I also am involved with the Texas Cichlid Association and the DFW Aquatic Plant Club.

Final note: Working at UT Southwestern has been an awesome journey and I've learned so much. I've experienced things that I never would have experienced at other jobs. UTSW is such a prestigious place and I'm proud that I've had the opportunity to work here.



Sandra F. Davis

Graduate Medical Education Program Coordinator
Obstetrics and Gynecology

First UTSW job: Working as an Education Assistant in the residency training office in 2002.

Best part of my job: I really love the phenomenal people I work with as well as being given the opportunity to work in an amazing department that is so compassionate about providing excellent women's health care in an underserved population.

How co-workers describe me: Trustworthy, dedicated, and hardworking. "She will always go above and beyond to make sure others are OK and will drop everything to help a co-worker in need," one colleague says.

Surprising fact: Even though I have an outgoing personality and am sometimes outspoken, I don't like to draw attention to myself or my accomplishments.

Best memory: One of my best memories was the excitement of a fourth-year visiting medical student who took a night call on the Labor and Delivery unit after her workday ended. She expressed so much excitement about all of the things she did during that one night, which was more than she was able to do in her third-year clerkship or during electives her fourth year.



Brenda Colvin

Department Administrator
Orthopaedic Surgery

First UTSW job: My first job was in the new Office of Professional Liability, working on the 11th floor of the B Building in 1988.

Best part of my job: I enjoy the faculty and colleagues I am privileged to work with and the variety and challenges. It's always interesting!

Best memory: I've enjoyed seeing the tremendous growth in the UT Southwestern faculty and staff and physical campus over 30 years. It's exciting to be a part of UTSW and its continued growth.

Final note: My husband, Danny, and I have been married for 32 years. We have an 18-year-old son and a 16-year-old daughter. I enjoy watching my daughter perform with her high school drill team and am active in the Drill Team Booster Club.



Theresa Edwards

Reimbursement Specialist
Plastic Surgery

First UTSW job: I was hired as a Claims Analyst for the Medical Service Research and Development Plan (MSRDP) in 1988.

Best part of my job: It's never boring.

How co-workers describe me: Kind, witty, always willing to help, and tries to keep a positive, upbeat attitude with a lot of laughter.

Best memory: One of my best memories is when our Department donated Christmas gifts to the Ronald McDonald House. We had the privilege of learning more about the facility and the families they help. We toured the previous facility and were also blessed to visit the new location.

Surprising fact: I have always wanted to play the drums. It's not too late to learn.

Final note: I am very active with my church, including participating in the women's ministry, singing with two choirs, and volunteering with local charities and outreach ministries. I have five adorable grandchildren who are very active in sports and the arts, so I am all over the city supporting them. I enjoy hanging out with family and friends, from weekend brunches to live theater, movies, and traveling. My goals including learning to speak Spanish and training as a runner.



Alma Aviles Cruz

Registered Nurse
William P. Clements Jr. University Hospital-
Day Surgery

First UTSW job: I started as a Staff Nurse on the Cardiothoracic Unit in 1988.

Best part of my job: It is taking excellent care of my patients – individualizing the care they need brings out the best of me.

How co-workers describe me: I think they would say that I'm the quiet type.

Surprising fact: I like to spend my time off traveling to different places and relaxing with my family.

Best memory: The best times are when I get appreciated by my patients, co-workers, and friends.



Albert C. Garner Jr.

Technical Support Specialist III
Academic and Administrative Information
Resources

First UTSW job: Working as a Mail Clerk in 1988.

Best part of my job: I'm able to promote good customer service by helping people, and I get to meet and communicate with a lot of different people.

How co-workers describe me: Hardworking and dependable because I believe in getting the problem fixed and won't stop until a resolution is found.

Surprising fact: I was an independent DJ for a little over 10 years. Also, my passion is actually restoring old cars – not computers.

Unusual memory: One year, I washed my truck on Father's Day, drove it to work the next day, and then someone stole it from the parking garage. I guess I did too good of a job washing it.

Final note: Every day won't be a good day, and some days will be greater than others. Take time out to smile and say hi to others. Always be in the positive group and not the negative one. Don't dwell in the past but look forward to the future. Remember, you are and always will be a part of UT Southwestern. Make a stand in whatever you do at UTSW, no matter how big or small. Put God first and everything will fall into place.





Jingyuan Gu

Web Applications Engineer II
Academic and Administrative
Information Resources

First UTSW job: I started as a Computer Programmer in 1988.

Best part of my job: I provide data for research, which gives me the opportunity to have a positive impact on medical research. I enjoy my work since every day is different, challenging, and exciting. No two days are the same. Working for science – although indirectly – is my pleasure.



Sharon D. Haynes

Clinical Research Finance Analyst III
Sponsored Programs Administration –
Clinical Research Services

First UTSW job: I was hired as a Clinical Research Nurse in the Outpatient Clinic for the General Clinical Research Center (GCRC) RO1 Grant. When the grant ended, I was the Clinical Research Nurse Manager of the Clinic. I started with the GCRC on July 28, 1986, had a two-year break from 2009 to 2011, and returned on Feb. 1, 2011, to the Clinical Trials Coverage Analysis group.

Best part of my job: It's challenging and interesting – and not repetitive.

How co-workers describe me: Organized – I can locate what I need when I need it. Direct – I like to get to the point without any long, unneeded, or roundabout detours.



“ My most unusual UT Southwestern memory is when I literally spent the night here working on a National Institutes of Health (NIH) grant that was due the next day. At that time, NIH required that you submit paper copies. Imagine having to make 10 color copies of a 200-page document at 2 in the morning. ”

– Angela R. Houston, Administrative Manager

Angela R. Houston

Administrative Manager
Obstetrics and Gynecology

First UTSW job: I was hired as Administrative Assistant in Microbiology in 1989.

Best part of my job: I have had the honor and privilege to work closely with some of the country's most leading and esteemed scientists. Knowing that in some small way I helped contribute to their successful research programs is rewarding in itself.

How co-workers describe me: Affable and fair.

Unusual memory: My most unusual UT Southwestern memory is when I literally spent the night here working on a National Institutes of Health (NIH) grant that was due the next day. At that time, NIH required that you submit paper copies. Imagine having to make 10 color copies of a 200-page document at 2 in the morning! Like many principal investigators, they waited until the very last moment to finish polishing their application. As a result, the support staff hustled to assemble the final product. We must have used every piece of blank paper we could lay our hands on. After much sweat and some tears, the application was funded with continued support for the next 20 years. I can say that I earned my paycheck – and then some – on that day!

Surprising fact: I love music and to sing.



Betty Harmon

Clinical Documentation Integrity Specialist
Coding and Clinical Documentation Integrity

First UTSW job: I was hired as a Medical-Surgical Nurse in 1988.

Best part of my job: Although I don't work at the bedside anymore, I enjoy working with physicians and other medical personnel to ensure the patient's medical record is accurate and complete. In addition, I am proud to be part of such a highly regarded institution, especially with all of the research and health care strides that are making a difference in people's lives.

How co-workers describe me: A dependable team player with a good sense of humor who is always there to help new employees and assist co-workers.

Surprising fact: I picked up quilting about 10 years ago and now have a dedicated sewing room in my house. I love traveling, cooking, and spending time with family and friends.

Best memory: My best memories are from working as a floor nurse and being able to bring comfort and maybe a little humor to the day of really ill patients and their families.

Final note: I'm married with two daughters, two grandbabies, and a third on the way! Being a grandma is my favorite job of all!



Kelli Hulsman

Registered Nurse II,
Lactation Consultant
Women's Resource Center

First UTSW job: It involved taking care of patients who were on dialysis and had respiratory issues and diabetes at what was then St. Paul Hospital.

Best part of my job: I love helping families succeed in their breastfeeding goals and giving their babies the best possible start in life.

How co-workers describe me: Honest, dependable, and a good teacher. In addition to instructing patients on breastfeeding, I have taught guest lectures at a couple of North Texas universities and have led classes for the nursing staff.

Surprising fact: I grew up on a farm and wanted to be a veterinarian. I still have cows, goats, and chickens. The chickens don't have names, but the other animals do.

Best memory: Most memorable was being awarded *D Magazine's* Excellence in Nursing award this year.





Ulysses Johnson Jr.

Superintendent of Utilities
Facilities Management

First UTSW job: I started in 1988 as a Maintenance Worker.

Best part of my job: The work is not redundant, and it's challenging every day. I am motivated by a story my dad told me about two boys running a race. Both were fast, but one had a desire to win and the other complained all the time. You know which one wins. It's a reminder every day to acknowledge emotions but refuse to get stuck in negativity.

How co-workers describe me: A good problem-solver, trainer, and coach.

Surprising fact: I was a firefighter for five years and rescued a family from a burning building. The homeowner had been smoking in bed.

Unusual memory: I enjoyed it when the department employees would dress up for various holidays, sing, and play games.



Maria Morgan

Manager, Quality Performance Measurement & Analytics
Southwestern Health Resources Population Health Services

First UTSW job: Working as a Radiologic Technologist.

Best part of my job: The stimulating work has given me the opportunity to pursue different careers over the years, including working in IT supporting the electronic health record (EHR) and working in data analytics.

How co-workers describe me: Approachable, flexible, persevering, and a terrible singer.

Surprising fact: In elementary school, I helped in my father's pharmacy by typing up prescription labels.

Unusual memory: This is more of a fond memory: I am one of the original employees from the Radiology Department at the James W. Aston Ambulatory Care Center, which opened in 1984. As this was before the medical imaging technology of PACS, the physicians would come to the Department to review the radiographs with the radiologist; there was a strong sense of appreciation and camaraderie between the physicians and the technologists.



Jeanetta P. Marshburn-Wynn

Research Assistant I
Molecular Biology

First UTSW job: Working as an Animal Technician in the Animal Resource Center (ARC).

Best part of my job: My work overseeing the care and maintenance of a large mouse colony contributes to the effort to find cures for many different illnesses.

How co-workers describe me: Good at offering encouragement and willing to help anyone in any way.

Surprising fact: I love to dance and skate with my family. All three of my children went into military service with the U.S. Air Force.

Final note: After 10 years in the ARC, I advanced to my current job. That's proof that setting goals can work. Great supervisors, co-workers, and doctors provided me with opportunities to achieve my goals. Now I try to give that support back to others on the job and in my personal life.



Judy F. Newell

Registered Nurse
Maternal-Fetal Medicine Division, Obstetrics and Gynecology

First UTSW job: I was hired as a Prenatal Genetic Nurse Counselor.

Best part of my job: As a fetal care coordinator, my goal is to help parents of babies who have been diagnosed with a fetal anomaly navigate through difficult times. I help coordinate visits, sonograms, and specialty tests, and make housing arrangements for some families.

Surprising fact: My first job as a nurse was in the lockup psychiatric ward at John Peter Smith Hospital in Fort Worth.

Unusual memory: I was privileged to work with others in creating policies and procedures that allow parents with life-limiting fetal diagnoses the option of neonatal organ donation. This came about because of a request made by a very courageous and determined family. It was an honor to help make something good come out of something so devastating.



Tracy McGaw

Manager
Clinical Education and Professional Practice

First UTSW job: Working as a Staff Nurse/Charge Nurse/Preceptor in Neurosurgery ICU at Zale Lipshy University Hospital.

Best part of my job: The team that I work with is phenomenal. They work hard, strive for excellence, and support each other.

How co-workers describe me: Friendly, encouraging, hardworking, and dedicated.

Surprising fact: I play the piano and the saxophone. I'm also a contributing author to a critical-care reference book.

Best memory: While at Zale Lipshy, I was in a clinical educator role. I was impressed and moved by the dedication of the nurses, nurse residents, patient care technicians, and health unit coordinators whom I supported. I was fortunate to participate in the frequent patient satisfaction awards ceremonies that the team received – validations of their call to excellence.



Treeca Pate

PB Authorization Specialist III
Radiation Oncology

First UTSW job: Doing front-end clerical work in family planning at the Women's Center in East Dallas.

Best part of my job: It has been a blessing being at UTSW for 30 years, and I've worked with some great co-workers, supervisors, and doctors. I appreciate the Radiation Oncology billing team for sharing its "girl power" with me and providing an awesome work environment.

How co-workers describe me: Caring, fun to work with, willing to go the extra mile.

Surprising fact: I love to watch old black-and-white movies. I also love reading, gardening, and being active in my church.

Best memory: My best memory is when I heard about an opening in the Department of Radiation Oncology and I got the job working as a Billing Coordinator. It was the answer to my prayers.





Jeff Perkins

Database Analyst/Electronic Resources Specialist
Library

First UTSW job: When I started here in 1988, I worked as a Library Assistant.

Best part of my job: It incorporates both problem-solving and creativity.

How co-workers describe me: Dependable and flexible. They also see me as open to new ideas.

Surprising fact: I prefer eating pizza with a fork, but I have no idea why.

Unusual memory: One that stands out is attending a lecture by Stephen Hawking at UT Southwestern many years ago.

(Editor's note: Dr. Hawking visited UT Southwestern in November 1998 as a guest lecturer on amyotrophic lateral sclerosis, or ALS.)



Leela Thomas

Registered Nurse II
William P. Clements Jr. University Hospital,
Cardiovascular Surgery/Thoracic

First UTSW job: I started at UT Southwestern Medical Center in 1988. My first job was as a Monitor Technician.

Best part of my job: I enjoy taking care of patients and helping my co-workers.

How co-workers describe me: My colleagues in 10 South would say that I am wise, helpful, and a team leader. I have been a nurse for many years. I share my knowledge from those years of experience with my co-workers and enjoy acting as a mentor to my fellow nurses.



Beni Stewart

Web Specialist III
Internal Medicine

First UTSW job: Working as a Photography Technician.

Best part of my job: My job is always changing. The job titles have been similar through the years, but what I do now isn't what I did 5, 10, or 15 years ago.

How co-workers describe me: Reliable. I'm always here. Apparently, I don't take enough vacations.

Surprising fact: I own a Polaris side-by-side utility vehicle, and you can find me many weekends out driving the trails and getting muddy.

Final note: Several individuals have helped steer my career path through the years here at UT Southwestern. They taught me a lot, and for them I am very grateful.



Cassandra Watkins

Quality Assurance Specialist
Maternal-Fetal Medicine Division, Obstetrics and Gynecology

First UTSW job: Working as a Data Entry Operator.

Best part of my job: I like that my job challenges me. No matter how many charts I review, each one tells a different story. The data I research plays an important role in the treatment and care of patients.

How co-workers describe me: Compassionate, kind, committed. Doing things for others brings me great joy.

Surprising fact: I have worked in the same department my entire UT Southwestern career. I met my husband in 1988, the same year I started working here. I volunteer at the DeSoto Food Pantry and serve in the nursery at my church.

Final note: All of my officemates have given me great memories to last a lifetime – some funny, some sad, and some in between. I will cherish those memories forever.



Kimberly Taylor

Senior Trainer, Academic and Administrative Information Systems
Information Resources

First UTSW job: I started as a Clerk in General Surgery.

Best part of my job: Giving students knowledge to assist them with their responsibilities makes me feel good. Also, working with a staff that is caring makes the days so enjoyable.

How co-workers describe me: Giving, bubbly, and caring. I dress in festive colors. A co-worker once told me I looked like a piece of candy corn. I hope it was a compliment!

Surprising fact: I have never been married and have no children.

Unusual memory: When I was a Research Coordinator, I wore a lab coat with my name on it. One day, a patient saw me and yelled, "Hello Dr. Taylor." I was embarrassed, and explained I was not. A physician pulled me aside and said I should be proud, as my demeanor led her to assume I was a doctor.



"When I applied, Human Resources was located on the main floor of the B Building. I thought it was a really slow day at the University because I was able to find such great parking. I realized later that I had parked on what is now the Dr. Donald Seldin Plaza, not noticing that visitor parking was across the street."

– Karen Denise Ellison, Administrative Coordinator



Allison Beaver

Clinical Research Nurse Administrator and RN
Urology and the Office of Clinical Research Personnel

First UTSW job: I started as a Research Nurse in 1993.

Best part of my job: It's the variety that each day brings with the different research studies. My research team and I have a great opportunity to help offer new treatments or medications that patients may not be able to get anywhere else. My new role in the Office of Clinical Research Personnel allows me to help grow our clinical research community to provide additional support and guidance.

How co-workers describe me: Organized. The best way to be successful in clinical research is to be organized. This is second nature to me and I actually love it. They also say I'm a good listener. Many people come to me to have me just listen to complaints or ideas they may have – sometimes confidentially. They know I will not share the information and that I truly care and want to listen to them.

Surprising fact: I didn't care for research in nursing school. In fact, it was my least favorite class!

Best memories: Interacting with many different departments on campus throughout the years. Not many people get the opportunity to work with as many different departments outside of their assigned one.



Andrea Casteel

Clinical Data Specialist
Maternal-Fetal Medicine Division, Obstetrics and Gynecology

First UTSW job: I was hired as a Data Entry Operator in 1993.

Best part of my job: I love the awesome benefits that UT Southwestern provides, the great people I've met over the years, and the flexibility here. I'm blessed to work for an amazing institution.

How co-workers describe me: Dependable, accurate, and very organized. I put my best efforts into everything I do.

Surprising fact: I love to dance, especially line dancing. I also love to travel. If I could plan a trip every month, I would!

Unusual memory: I remember being in the car passing by that tall building (McDermott) when I was in high school and telling my family, "That's the company I'm going to work for." There was something special about that tall building that struck me many years ago. Turns out, I was right!



Tina T. Chen

Medical Technologist
Clinical Lab Services-Seay Lab

First UTSW job: I started working as a Research Assistant at the Hamon Center for Therapeutic Oncology Research in 1993.

Best part of my job: I test patients' specimens and provide good quality results to physicians. It helps physicians put all the pieces of the puzzle together to see the whole picture. I am happy to help provide this small piece of the puzzle because I imagine the patient as one of my family members.

How co-workers describe me: Quiet and introverted because I focus on work all the time.

Surprising fact: Before I joined the clinical lab, I worked in a research lab at UT Southwestern for 17 years and co-authored several scientific publications.

Funny memory: My lab has a "SHARED" label for specimens to share. One day my co-worker played a joke on me. He put a "SHARED" label on my back. I was not aware of it until I heard him giggle behind me.

Final note: I've pretty much grown up at UTSW. I learned science and American culture here. Working at UTSW is a part of my life, and co-workers are my family as well.



Darwynn Cole

Research Coordinator for the
Cardiovascular Clinical Research Center
Internal Medicine/Cardiology

First UTSW job: I started as a Research Technician in the Department of Psychiatry in 1989.

Best part of my job: I have had the pleasure of working with and meeting some of the most enjoyable people. It has truly been a pleasure to work here.

How co-workers describe me: Friendly, quiet, and a jokester once you get to know me.

Best memory: There are too many to count.



Lavorris Connally

Patient Financial Services Supervisor
Neurology and Neurotherapeutics

First UTSW job: I started working as a Medical Record Clerk in 1992.

Best part of my job: Helping patients get insurance approvals to continue their care or treatments. I meet a lot of people from all walks of life. I'm happy to have contributed just a little part and helped along their way.

How co-workers describe me: I believe they would say I'm a hard worker, dependable, compassionate, and dedicated.

Best memory: There are so many best and funny times that I can't even begin to count. I have worked with some really great people and shared a lot of love and laughter through the years, and I still do today.

Surprising fact: I have four daughters and three granddaughters. Girls rock!

Final note: I love spending time with my family and enjoying my granddaughters: Ayanna, Ishanna, and Kaisley. I enjoy cooking with my mother and family, eating and having fun together, and making our special moments in life. My children are always telling me I'm a workaholic and need to take time out to travel. I hope to take them up on this and take a trip – maybe to Paris. It's on my list of things to do!



Karen Denise Ellison

Administrative Coordinator
Immunology

First UTSW job: I started as an Administrative Assistant I in the Accounting Department in 1993.

Best part of my job: I have been in the Department of Immunology for 20-plus years as assistant to the Department Chair. I have several duties that have allowed me to meet and work with some wonderful faculty, students, and staff from all around the world. I love that UT Southwestern is such a melting pot! My Department believes in employee engagement and our activities have brought us even closer together.

How co-workers describe me: Patient and resourceful – I try to find a solution to every problem, big or small, which takes time and patience.

Surprising fact: I'm an avid sports fan and enjoy traveling to top sporting events around the country.

Funny memory: When I applied, Human Resources was located on the main floor of the B Building. I thought it was a really slow day at the University because I was able to find such great parking. I realized later that I had parked on what is now the Dr. Donald Seldin Plaza, not noticing that visitor parking was across the street.

Final note: I served on the Employee Advisory Committee for three years and chaired the events subcommittee for two years. I have also received the Gold PACT Service Award.





Paula Denise Evans

CTCS Supervisor
Centralized Telephone Communication Services (CTCS)

First UTSW job: I was hired as a Campus Operator in 1993.

Best part of my job: I love interacting with my team, imparting knowledge, and helping them grow.

How co-workers describe me: Fair – I make it a priority to treat everyone the way I want to be treated. I always say, “I have to be able to sleep at night.”

Best memory: My best moments have been watching the University expand and grow since I came 25 years ago. Being able to witness all the new additions, especially William P. Clements Jr. University Hospital, is amazing.

Final note: I love my family and especially my husband of 22 years, Harry Riser.



Sharon Jackson

Nutrition Services Attendant
Nutrition Services, William P. Clements Jr. University Hospital

First UTSW job: I started as a Nutrition Services line attendant at the former St. Paul University Hospital in 1993.

Best part of my job: Making a difference in patients' lives by providing them with a nutritional meal.

How co-workers describe me: A person who goes above and beyond for all the patients she serves.

Surprising fact: I am shy around a group of people at times.

Funny memory: I was looking for a food item on a tray and it was right in my hand.

Final note: My hobbies include watching movies and spending time with my grandchildren.



Michael J. Jones

Faculty Coordinator
Internal Medicine – Chairman's Office

First UTSW job: I was hired as a Human Resources Representative II (Research Recruiter) in the Department of Human Resources in November 1999.

Best part of my job: It's such a cliché, but my co-workers.

How co-workers describe me: Persistent – I am persistent in getting the information I need in order to get the task accomplished as quickly as possible.

Surprising fact: Before returning to Texas in 1994, I lived in New York City, working in the fashion industry for eight years.

Final note: After over three years as a Human Resources Representative II, I was an Administrative Associate in the Pathology Chair's Office (2003-06) before moving to the Internal Medicine Chair's Office, where I served as Senior Administrative Associate (2006-10) and Administrative Coordinator (2010-16) before stepping into my current role as Faculty Coordinator in 2016.



Cindy M. Madrid

Clinical Staff Assistant III
Dermatology

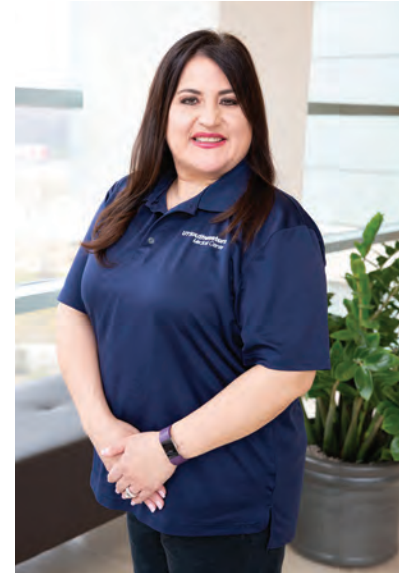
First UTSW job: I was hired to work in the Department of Dermatology in 1993.

Best part of my job: Interacting with and helping our patients – I have been in Dermatology my whole time here at UT Southwestern and have built relationships with our longtime patients. The many friends I have made – we are all a work family. I also enjoy working with the doctors and residents and continually learning.

How co-workers describe me: Dependable – staff, doctors, and management know if they give me something to do, it will get done. Patient, kind, and helpful – I always have a smile on my face and I'm willing to help with anyone or anything. I really never say no.

Funny memory: On my first day at UTSW on April 1, 1993, a Dermatology employee told me I didn't have a job. The Department wasn't hiring. I had a puzzled look on my face, and she said, “April fools! Welcome to Dermatology!”

Final note: I'm amazed at how much the Dermatology Department has grown – from the sixth floor of the James W. Aston Ambulatory Care Center to Clinical Building 1 (which no longer exists) to the fourth floor of POB 2. UTSW in general has grown so much here on the main campus and throughout the Metroplex.



Donna Matheou

Registered Nurse II
William P. Clements Jr. University Hospital, 11 North – Oncology

First UTSW job: I started working as an Oncology nurse in 1993.

Best part of my job: I really like making my patients feel special, like remembering that they like their coffee with two creams or a Coke on ice in the afternoon. I do these things so they know I really care.

How my co-workers describe me: My patients describe me as kind, calm, caring, and compassionate. I think my co-workers feel the same.

Surprising fact: I wore 6-inch platform shoes to high school every day, and my first car was a Gremlin with Levi's seats!

Best memory: One of my best memories is decorating IV poles with the patients at Christmas. We used battery-operated twinkle lights, garland, and ornaments, with each patient trying to outdo the next. We laughed and it was fun!

Final note: I started working on the Oncology Unit right out of nursing school and have worked on the same unit for 25 years. I am an Oncology Certified Nurse, and I have won the Strauss Award and the Meritorious Service Award. I spend my time off entertaining the love of my life – my granddaughter, Ellie Jo.



Aleyamma Mathew

Certified Medical-Surgical Registered Nurse
Zale Lipshy University Hospital, 6th Floor Rehab

First UTSW job: Working as a Licensed Vocational Nurse at the former St. Paul University Hospital.

Best part of my job: I consider myself fortunate to work with highly educated co-workers and supervisors. Working at a prestigious teaching hospital that is the future of medicine has challenged me to constantly learn and improve.

How co-workers describe me: Compassionate and reliable.

Surprising fact: Both of my children are nurses, and one works at William P. Clements Jr. University Hospital. I love cooking, gardening, and traveling.

Best memories: My best memories include receiving the Meritorious Service Award in 2009, a Silver PACT Service Award in 2005, and recognition as a UTSW Rehab Unit Most Valuable Employee in 2017.





Guenet Atnafe Metta

Registered Nurse
William P. Clements Jr. University Hospital,
6 South, Postpartum Unit

First UTSW job: I started in 1993, working as a Staff Nurse.

Best part of my job: I enjoy helping and teaching parents to take care of their newborns, and listening to and being supportive of their concerns. I like to find solutions for their problems.

How co-workers describe me: They would say that I'm very quiet.

Unusual memory: One of the most memorable moments for me was being a part of the process in the transition from St. Paul University Hospital to William P. Clements Jr. University Hospital.



Kathleen Ringlehan

Registered Nurse
William P. Clements Jr. University Hospital,
6 South, Postpartum Unit

First UTSW job: I was hired as a Registered Nurse – the same job since I started at UT Southwestern in 1993.

Best part of my job: I love teaching the families how to care for their newborns. Every birth is a miracle. I also have great co-workers. Everyone gets along and is supportive of one another.

How co-workers describe me: Helpful and calm. I don't get riled up. I think my military upbringing helped me develop this. We moved so often, we always had to regroup and keep going.

Final note: I like to ride my Harley, read, travel, and work in the garden. Being with my family is the most important thing to me.



JoAnn Seaman

Program Coordinator/Human Resources
Harold C. Simmons Comprehensive
Cancer Center

First UTSW job: Working as an Administrative Assistant in the Department of Surgery.

Best part of my job: I like interacting with people, and I've had the opportunity to work with most of the employees at the Simmons Cancer Center. There's never a dull moment.

How co-workers describe me: Nice. I often work with individuals who are having difficulties, and I try to be understanding, helpful, and calm.

Surprising fact: I paint in watercolors. I don't have much time for it, but I hope to do more painting after I retire later this year.

Best memories: The Service Awards program in the 1990s was great fun. It was held in the Tom and Lula Gooch Auditorium and Wes Norred was the emcee. Such a comedian! I also was so proud when the Simmons Cancer Center attained its NCI designation and its Comprehensive Cancer Center designation.



“ While still in the old St. Paul University Hospital building under the Daughters of Charity, I became friends with some of the nuns. One evening, four of the nuns and I attended an Andrea Bocelli concert at Reunion Arena. The crowd parted like the Red Sea as we went to our seats. ”

– Jeff D. Naggi, Pharmacy Purchasing Coordinator

Jeff D. Naggi

Pharmacy Purchasing Coordinator
William P. Clements Jr. University Hospital

First UTSW job: I started working in the pharmacy.

Best part of my job: I make sure we have the needed medications and supplies on hand for our patients.

How co-workers describe me: Meticulous. I like everything organized and precise.

Surprising fact: I'm a cake artist, using icing and other elements to sculpt and mold 3D cakes. I also raise quarter horses and longhorn cattle, and grow cacti and orchids in a large greenhouse.

Unusual memory: While still in the old St. Paul University Hospital building under the Daughters of Charity, I became friends with some of the nuns. One evening, four of the nuns and I attended an Andrea Bocelli concert at Reunion Arena. The crowd parted like the Red Sea as we went to our seats. We sat on the second row, next to Dallas Mayor Ron Kirk.



Suzanne Truex

Medical Illustrator
Neurological Surgery

First job at UTSW: I started working as a Medical Illustrator.

Best part of my job: Using my art in a meaningful way, depicting the beautiful anatomy of the brain. I also work with great people and get to watch first-class neurosurgeons in the OR.

How co-workers describe me: Quiet and introverted.

Surprising fact: I taught myself how to load and shoot my late Marine Corps veteran father's M1 Garand (a military rifle from World War II and the Korean War era). I still have my right thumb, too; there is such a thing as an "M1 thumb."

Unusual memory: About 20 years ago, a former faculty member's album of presentation slides was accidentally taken out with the trash. He ended up going to the city dump to find it. I'll never forget the stench when he returned with his soggy album swaddled like a baby.





Mini Varghese

Advanced Practice Provider
Internal Medicine

First UTSW job: Working as a Registered Nurse. I've been a Nurse Practitioner for the past five years in the Internal Medicine Department.

Best part of my job: I enjoy my co-workers, schedule flexibility, and the variety and complexities of the different types of patients I see daily.

How co-workers describe me: Friendly, happy, and helpful. I have been here for a long time and many people know me.

Surprising fact: I have never tasted alcohol or any of the colored soft drinks – Pepsi, Dr Pepper, Coke – in my life.

Unusual memory: A memory that stands out is when we moved the first patient from the former St. Paul University Hospital to William P. Clements Jr. University Hospital in December 2014.



Charlotte Washington

Medical Office Assistant/Phlebotomist
Obstetrics and Gynecology

First UTSW job: I started working as a Phlebotomist.

Best part of my job: I enjoy interacting with the new mothers and newborns. It's especially gratifying to draw blood with ease for a terrified patient. One mother sent me flowers after I finished drawing blood painlessly from her teenage daughter.

How co-workers describe me: Happy and friendly.

Surprising fact: I'm not a big sports fan, but I have met Drew Pearson. I also have a good eye for photography.

Unusual memory: One of my best memories is of working at Oak West when it was still open. The clinic was designed with us in mind and it had a full kitchen. We had lots of good cooking and fun gatherings. Co-workers from other clinics would join us, and we had a wonderful time.



Stefanie Voelker

Registered Nurse
William P. Clements Jr. University Hospital, 5 South, Labor and Delivery

First UTSW job: I had a student nurse externship in Labor and Delivery, then worked as a Scrub Tech during nursing school.

Best part of my job: I love getting to know the families and making their delivery experience special. I still love my job after 25 years. Every day is a new experience and a challenge.

How co-workers describe me: Positive and a team player.

Surprising fact: My parents remarried in the Clements University Hospital Chapel on Valentine's Day this year after being divorced for 40 years.

Unusual memory: I was the delivery nurse for the Jones quintuplets born in 2012, which was an amazing experience. I also was the delivery nurse for the first baby born at the new Clements University Hospital. The patient and I were being transported by ambulance and the baby arrived shortly thereafter.



Denise Weaver

Clinic Manager
Obstetrics and Gynecology

First job at UTSW: Working as Associate Director in the James W. Aston Ambulatory Care Center Administration.

Best part of my job: I like the many challenges that my position has given me over the years. I like changes, and I enjoy implementing new processes and solving problems.

How co-workers describe me: Dedicated and responsible. I am always here for the staff and our providers to help with whatever needs to be done.

Surprising fact: I love healthy cooking, and I'm an exercise fanatic. I also love spending time on the beach, especially in California and Florida.

Best memory: A career highlight was the challenge of transitioning everyone from paper to electronic records as part of the Epic EMR (electronic medical record) implementation. I also was very involved in the development of the PACT program, which is used campuswide with staff and physicians.



“ My most endearing memory is from when I was going through a very difficult time in my life. I attended a meeting with the clinical department supervisors. After the meeting, they all hugged me before they left. I have never been so humbled or touched in my life. ”

– Holly Wilhelm, Senior Business Analyst

Holly Wilhelm

Senior Business Analyst
Radiation Oncology

First UTSW job: I started as Supervisor of Managed Care billing at MSRDP (Medical Service Research and Development Plan).

Best part of my job: I love the puzzles I get to solve every day. Each one has offered a new opportunity to learn and grow.

How co-workers describe me: Knowledgeable, helpful, and patient.

Surprising fact: I would be surprised if there's anything about me that people don't know. I'm an open book.

Notable memory: My most endearing memory is from when I was going through a very difficult time in my life. I attended a meeting with the clinical department supervisors. After the meeting, they all hugged me before they left. I have never been so humbled or touched in my life. I find it remarkable that many of the friends I met in 1993 are still my UT family today.





Demetria Wilson

Administrative Associate
Internal Medicine

First UTSW job: I started working as a File Clerk in Otolaryngology – Head & Neck Surgery.

Best part of my job: It has never been boring, and the work is challenging. I learn something new every day. I also have great co-workers, and have worked with some of the best physicians.

How co-workers describe me: Outgoing, friendly, approachable, and loves to laugh.

Surprising fact: I love playing soccer. I started playing at age 7 and stopped when I was 38. I'm actually pretty good at it.

Unusual memory: One day in the office, a male physician and I had a long conversation about my hair. He would stop by the office to see what color and style it would be from one week to the next. It got to the point where he would say, "Um, Dede, I'm not too crazy about that hairstyle."



Cindy Wynne-Jones

Quality Assurance and Education Manager
Clinical Research Office, Harold C. Simmons Comprehensive Cancer Center

First UTSW job: I started as Clinical Service Supervisor in the Center for Neurologic Diseases.

Best part of my job: I have been fortunate to work with great co-workers and very knowledgeable and compassionate physicians. There is also a lot of opportunity for growth and diversity.

How co-workers describe me: Conscientious and helpful. They describe me as "always willing to lend a hand and take an extra step to help with a work-related issue or with something with your patients" and "thoughtful and dedicated to fulfilling our mission."

Surprising fact: I love whales, dolphins, and marine life. I also love spending time with family and friends, traveling, visiting the beach, and reading.

Best memory: My best memory is from the first time I came to campus for an interview. UT Southwestern was very dynamic and on the cutting edge of clinical care.



Ruth Womack

Director, Faculty Affairs and Administration
UT Southwestern Medical School Dean's Office

First UTSW job: Working as Administrative Manager in the Department of Pathology.

Best part of my job: I enjoy working with so many people in various departments and centers, and helping them do their jobs, whether it is recruiting a faculty member or problem-solving a difficult issue. There is not a day that goes by that I don't learn something new.

How co-workers describe me: Honest and hardworking, with high expectations for myself and others.

Surprising fact: I am an avid fan of *Star Trek*, particularly *Next Generation* and *Voyager*.

Unusual memory: Having to extinguish a fire in the wastebasket of a chairman's office. We had a crowd of firefighters, Physical Plant workers, and others surrounding one charred wastebasket. Hindsight makes it comical, but it wasn't funny at the time.



The longtime
UT Southwestern employees
honored in this publication
epitomize the Medical Center's values:



Speaker Continued from page 1

throughout campus.

"People have told me I have the coolest job on campus," Ms. Crothers said. She said she feels fortunate to be able to do what she loves in an environment where the best minds are making discoveries that lead to advancements in human health.

"I'm very honored to be invited to speak to such a diverse and illustrious group," Ms. Crothers said. "I have some years to go before I join the Quarter Century Club, but I still have something in common with the employees who will be honored for their service milestones. Whether or not we directly practice care, perform research, or educate our learners, each one of us has a role that contributes to this institution and its missions."

Prior to joining UT Southwestern, Ms. Crothers served as Director of Fine Art Administration at Heritage Auctions, where she led the inaugural sale of pre-Columbian and Native American art, held in New York City.

At the luncheon, she will present a visual



Courtney Crothers spoke in 2017 as a President's Lecture Series speaker.

reflection of the way campus looked when some of the honorees were just beginning their UTSW careers, as well as offer a sneak peek of "coming attractions" that will enhance the grounds for decades to come.

Starting sometime this summer, in the rooftop garden atop the parking garage of West

Campus Building 3, employees, patients, and visitors will be able to walk through a "Forest of Light" – an experiential piece by Tom Orr and Frances Bagley.

"When you think about a forest in nature, it's calming, it's peaceful," Ms. Crothers said. "Here, we're in an urban jungle. So the goal

is to provide an opportunity for people to slow down – to contemplate beautiful color, beautiful light, and their relationship to their environment.

"The piece covers 1,500 square feet and will be visible from buildings across campus, so it really will benefit the entire UTSW community," she added.

With several other capital projects in the works at UT Southwestern, Ms. Crothers will have a chance to curate even more uplifting and inspiring pieces over the next few years, possibly including an innovative digital piece that incorporates real-time UTSW data to drive the imagery of the work.

"This type of digital piece would fuse art with science, and that's really exciting to me," Ms. Crothers said.

Dr. Podolsky holds the Philip O'Bryan Montgomery, Jr., M.D. Distinguished Presidential Chair in Academic Administration, and the Doris and Bryan Wildenthal Distinguished Chair in Medical Science.



In recognition of 20 years' service

Advanced Imaging Research Center

Xiaodong Wen

Ambulatory Services

Bridgette D. Nelson
Michael L. Reddin

Ambulatory Services Medicine & Oncology

Kristina Marie Gerhardt

Ancillary Services-Environmental Service

Barbara Joyce Miller

Ancillary Services-Surgery

Valorie Frederico
Kimberly Dawn Register

Animal Resource Center

Emma Trejo

Bio-Med

Albert Benavides

Cell Biology

Brenda G. Pallares

Center for Alzheimer's and Neurodegenerative Diseases

Sandi Jo Terpack

Clinical Affairs

Cynthia S. Hernandez
Austin Ingram

Contracts Management

Guneshwari Saheib

Environmental Services

Virginia A. Green

Finance

Marcia Renee Menyweather

Hamon Center for Therapeutic Oncology Research

Kenneth E. Huffman

Health System Operations

Shawna Denise Ridley

Human Resources

Marina Melissa Garcia
Paul Scott

Information Resources

Dolores Marie Almendarez
Ruthie LaShelle Andrews
Brandon J. Blasingame
James Byron Bryant
Gary L. Goble
Raed M. Jaber

Sherry L. Morrison

John R. Pillow
John J. Roe
Sidney Lanier Tucker

Internal Medicine

Michelle Ann Bailey
Norma Kay Craig-Hendershot
Deborah L. Gonzales
Brenda K. Lewis
Agatha Marie Villegas

Landscape Services

David E. Richardson
Gary W. Stephenson

Library

Marta L. Castillo
Rosa Maria Vasquez

Medical Group Operations

Mary O. Chegade

Medical Group Revenue Cycle

Carrie N. Burlison-Taylor
Michele Hovey Cook
Barbara N. Foster
Rhonda Gay Guess
Beulah Medlock

Medical Intensive Care Unit (MICU)

Julia T. Luong

Molecular Biology

Svetlana Georgievna Bezprozvannaya
Jennifer Catherine Brown
Bing Wang

Neurology and Neurotherapeutics

Tara Lynne Billman
Min Fu
Rehana Zubair Hussain

Neuroscience

Trisha K. Savage

Obstetrics and Gynecology

Agnes M. Burris
Ben Eckert
Carla F. Melton

Orthopaedic Surgery

Janet L. Wilson

Pediatrics

Elias Cabrera
Samantha Freeman
Sharon Norful Moore

Pharmacology

Svetlana A. Earnest

Physical Therapy

Sandra Molina

Physiology

Mei-Jung Sun Lin

Plastic Surgery

Maria E. Denbow
Deborah Jean Sauer

Professional Staff Services

Charlene I. Walton

Prosthetics and Orthotics

Patrick Newman

Radiation Oncology

John Christopher Brooks

Respiratory Therapy

Elsy V. Chacko

Safety and Business Continuity

John E. Hoopman

Harold C. Simmons Comprehensive Cancer Center

Suzanne Graham

Simulation Center

Deborah Christine Hogg

Surgery

Ester Flores
Viveca Harrison

Surgical Intensive Care Unit (SICU)

Annamma J. Mathew

SWHR Market Relations

Stephanie R. Shima

Technology Development

Bobbie D. Carr

Undergrad Medical Education

Maria B. Cipriano

University Hospital Rehabilitation

Maria J. Mathew

University Police

Eric Frasier Begley
Ilinko Skrget

University Transplant Services

Catherine Fitzsimmons

Urology

Deborah Lynn Hensley