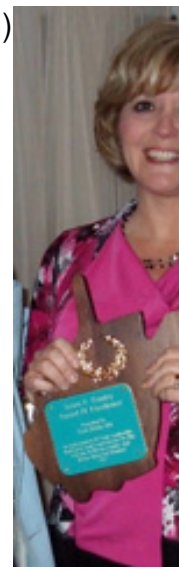
Written by Karlie Belle Price
Friday, 11 May 2012 12:58

Boone Memorial Hospital would like to recognize the recipient of the 2012 James F. Trusley Employee of the Year Award - Terri Dolin. Terri currently resides in Boone County (Madison)



and has been a Nurse at BMH for 5 years. She also worked at BMH previously from 2002-2004 as an ER Staff Nurse, the Education Coordinator in 2007 and Director of Emergency Services from 2008-2011. Terri currently holds the prestigious title of ACNO (Assistant Chief Nursing Officer).

"I have been a nurse for 20 years. I was an emergency room nurse for 15 years and for the past 5 years I have had the opportunity to have a position in nursing administration which has been very challenging and rewarding. I also had the opportunity to work with Home Health, Cardiology and Highland Hospital as additional jobs while working in the ER," explained Terri.

Terri is originally from the Chapmanville area, but moved to Madison in 2002.

She completed classes in a Pre-Med course at Marshall University then pursued her Nursing Degree at SWVCC in 1992.

"I plan on continuing my Nursing Education in the near future and work towards a Master's Degree in Nursing Administration," said Terri.

Terri said the favorite part of her job is helping others.

“I enjoy working on processes geared toward providing quality patient care. It is very rewarding working with a health care team that keeps the patients’ well-being as their priority in every decision that’s made.”

When Terri isn’t busy working at BMH she enjoys spending time with her family, Facebooking and ThirtyOne. She currently attends the First Baptist Church of Danville.

“I am very happy to attend a church with such kind and loving people,” said Terri.

Terri is also married to a fellow BMH employee.

“I am happily married to Steve Dolin who works in the IT department. We’ve been married for 9 years and he’s very supportive of our family and my position at BMH. I am a very proud mother of Brooke and Levi. Brooke, 21, is currently attending Marshall University and Levi, 15, is attending Scott High School. My parents Dennie and Brenda Workman currently live in Chapmanville. They played a big role in my decision to become a Nurse 20 years ago,” said Terri.

Terri is a member of the ENA (Emergency Nurses Association) and has received certifications in CPR (Cardio Pulmonary Resuscitation), ACLS (Advanced Cardiac Life Support), PALS (Pediatric Advanced Life Support), NIMS (National Incident Management System) and TCI (Therapeutic Crisis Intervention).

Terri is also the hospital's CORE representative. CORE is the Center for Organ Recovery and Education. For more information about CORE visit: www.core.org.

Some of Terri's past accomplishments at BMH include Employee of the Month, 2007, which she said was a great honor in her position as Nurse Educator/Assistant ER Director.

Terri truly enjoys her job and explains why working at Boone Memorial Hospital is like working with family.

"The 'personal touch' that comes along with being an employee at a smaller hospital is what I like most about BMH. Boone Memorial has a limited number of staff members who know one another and are well accustomed to working as part of a small but efficient team. When you have to spend so many hours at work away from your family, it's nice to work with people who care about who you are and support you in your efforts to make a difference. You definitely have a better sense of the big picture because most employees have multiple jobs which make it easier for communication and strategic planning for performance improvement."

Terri adds, *"One of the co-workers I work closely with is Teresa Meade, Chief Clinical Officer.*

Together we are constantly working on multiple projects geared toward patient care and safety, process improvement, patient and employee satisfaction and compliance and fairness among all. The job can be very challenging, but we have learned to work well together to promote nursing care at BMH. I am very proud to work with the group of nurses at BMH. They are very skilled in what they do and are constantly improving their competencies through their involvement in continuing education and advanced training courses."

Teresa Meade, who Terri mentioned above raved about Terri, her work ethic and overall abilities.

"I just can't say enough good things about Terri and how good she has been to help me and be such a great support in the development of projects. She is my right hand and I know things will get done right when I delegate a task to her. She is thorough and efficient and her work is second to none!," Teresa said.

Terri was honored with a designated prime parking space during the entire month of May and free lunch for the entire year. Her picture and a recognition plaque is displayed in the front lobby at BMH and she also received a very nice plaque to display in her home or office.

"I was very honored and excited to receive Employee of the Year. BMH places a big emphasis on this award and receiving it projects a strong message of appreciation from your fellow staff members and administration. I can't express how much everyone's support means to me. I hope to be able to continue my nursing career at BMH and help make a difference in the lives of both patients and employees that come to our facility. I also especially want to thank Tommy Mullins, CEO/Administrator, for his support and the opportunity to become part of his Nursing Care and team at BMH. His dedication to the hospital and employees allow us to make a positive impact in our community," concluded Terri.

Fellow co-workers truly value Terri for her hard work and dedication to BMH.

"She is well liked and respected by her fellow employees," said Mark Linville, Executive Director of General Services.

Melissa Price, RN who reports to Terri adds, *"Terri is a very dependable and valuable boss. She is willing to do whatever it takes to get the job done. I am very fortunate to be able to work so closely with Terri."*

Based on various comments and nominations for Terri from fellow employees, Administrator Tommy Mullins shared this nomination letter at the Annual BMH Employee Award's Banquet held on Thursday, April 26th, 2012 where Terri received her award:

James F. Trusley Award Employee of the Year

What do you say about someone who is dedicated to the job? For someone who is so compassionate about their work that sometimes it could be just about as much as one can take. You call that person "One in a Million" because that is what it takes in today's work force to make things happen.

This year's James F. Trusley Award recipient is one of those that the term "We can't do that", is not in their vocabulary. More like "This needs to be done" and "We can make it happen".

I am so proud to have this person on staff at Boone Memorial. Respected by the staff, with creative ideas and that "can do" attitude makes this person very unique. Quality is not the goal, it's the norm and quality transcends into patient care.

You're probably thinking that this could be anyone in the room, or you may be thinking this could only apply to the few. I believe it can only be one. I have given this person many projects over time and it always amazes me how well the projects get done, and also how fast they are completed and what a positive attitude this person gives to their job, profession and their department. If you don't believe me, just ask them and I'm sure they will tell you all about it.

This year's James F. Trusley Award of Excellence goes to……

TERRI DOLIN

Congratulations Terri! We are proud of you!

BMH Administration, Staff, Patients and Board of Trustees