5TH ANNUAL
SERVICE AND EXCELLENCE
Celebration

1 OCTOBER 2019
Palmer Commons

DEPARTMENT OF INTERNAL MEDICINE
Welcome

The Service and Excellence Celebration recognizes the many contributions and achievements staff have made to the Department of Internal Medicine and the milestone anniversaries of our staff. On behalf of the Department’s leadership team, we thank you for your continued contributions, commitment, and dedication. We are humbled to work alongside so many talented and compassionate individuals and hope this celebration reflects our gratitude.

Thank you for attending.

John M. Carethers, MD, MACP
C. Richard Boland Distinguished University Professor
John G. Searle Professor
Chair, Department of Internal Medicine
Professor, Human Genetics

Musty Habhab
Chief Administrative Officer, Department of Internal Medicine
Award for Excellence

The Department of Internal Medicine Award for Excellence honors a staff member’s outstanding performance in their day-to-day responsibilities and interactions with others, and formally recognizes those individuals who regularly provide service that is above and beyond expectations. These honorees must be staff employees with a primary appointment in the Department of Internal Medicine for at least two years. Nominations are submitted by the employee’s supervisor or colleagues based on demonstrated excellence in work performance, leadership, customer service, and process improvement.

SERVICE EXCELLENCE GUIDING PRINCIPLES

- Demonstrate respect for others and hold them accountable for demonstrating the same.
- Provide excellent service to the people with whom I interact on a daily basis.
- Make all interactions positive and professional.
- Show empathy towards others.
- Actively engage in discussions and in resolving issues.
- Identify opportunities for improvement and recommend solutions.
- Practice active listening, setting aside distractions to focus on the person and issue at hand.
- Demonstrate integrity in all I do.

Milestone Anniversary Award

The Department of Internal Medicine Milestone Anniversary Award recognizes a staff member’s years of service, dedication, and commitment. This year, the awards are presented to those who achieved a milestone anniversary in calendar year 2018.
Program

Welcome & Milestone Awards
John M. Carethers, MD, MACP
C. Richard Boland Distinguished University Professor; John G. Searle Professor; Chair, Department of Internal Medicine; Professor, Human Genetics

Awards for Excellence
Musty Habhab, Chief Administrative Officer, Department of Internal Medicine

Staff Award for Excellence
Mark Cichocki, Registered Nurse, Infectious Diseases
Kaley German, Administrative Specialist, Hospital Medicine
Rosanne Hadlock, Administrative Assistant Senior, Gastroenterology & Hepatology
Tracy Hunt, Physician Assistant Lead, Hospital Medicine
Matthew Magers, Administrative Assistant Senior, Nephrology
Charmaine Prichard, Business Manager, General Medicine
Dawne Vowler, GME Program Administrator Senior, Metabolism, Endocrinology & Diabetes

Administrator of the Year Award
Marisa Rodriguez, Division Administrator, Hospital Medicine

Concluding Remarks
Musty Habhab, Chief Administrative Officer, Department of Internal Medicine
Mark Cichocki
Registered Nurse, Division of Infectious Diseases

Mark Cichocki joined the University of Michigan in 1988 working in the surgical intensive care unit. Currently, he is a registered nurse in the HIV/AIDS Treatment Program in the Division of Infectious Diseases.

When asked why he enjoys working at the University of Michigan, Mark stated, “I work with an amazing team of doctors, social workers, medical assistants, and a dietitian. I love learning something new every day and have developed valued relationships with our patients; some I have known in excess of 20 years.”

Mark and his wife, Bobbi, have been married for 25 years and live in Walled Lake. They have five daughters, one son, and three grandsons. Their family also includes a pit bull named Dodge.

Mark describes himself as happy, humorous, loved by family, and very blessed. He values the time he spends with his family, and enjoys golfing with his wife and kids and spending time with their dog.

“Mark, by far, exceeds the expectations set forth by Michigan Medicine as an ambulatory care RN. He is a subject matter expert in the field of infectious disease and HIV/AIDS. Mark has published two books, has numerous white paper publications, and has authored a chapter included in the Ambulatory Care Certification Study Text. In addition to his professional achievements, Mark is one of the kindest human beings I’ve ever had the pleasure of supporting in the institution and he is extremely respected and adored by his coworkers. He has an outstanding relationship with his nursing leadership team and it is truly a privilege to see his talents change lives in his clinic.”

- Powel Kazanjian, MD, PhD, Chief and Professor, Division of Infectious Diseases
Kaley German
Administrative Specialist, Division of Hospital Medicine

Kaley German joined the University of Michigan in 2013 in the Division of Gastroenterology & Hepatology working in the call center and later became an administrative assistant. Currently, she is an administrative specialist in the Division of Hospital Medicine.

Kaley said, “I enjoy being surrounded by smart, innovative, and kind faculty and staff. Hospital Medicine truly lives the Michigan Medicine mission every single day through team work, respect, and ambition. Go Blue!” when asked why she likes to work here.

Kaley lives in Tecumseh with her significant other, Eric, and their dog, Walter.

Kaley describes herself as versatile, ambitious, eclectic, and happy. She enjoys keeping her life diverse, with her hobbies ranging from kayaking and everything outdoors to crafting and interior design. Kaley also enjoys finding creative outlets, continuously learning, and trying new things.

“Throughout Hospital Medicine’s transition and evolution in becoming a stand-alone division, Kaley has been an integral member of the team, and has demonstrated her ability to grow, develop, flex, and be a team player for the benefit of all. While change can be challenging for some and come with uncertainty, Kaley has embraced change in a positive, flexible, and collaborative way. She sets a positive example in seeing problems as opportunities and actively proposes solutions to make continuous improvements where feasible. We are fortunate to have Kaley’s warmth, creativity, and ongoing contributions in the Division of Hospital Medicine.”

- Marisa Rodriguez, Division Administrator, Division of Hospital Medicine
- Laura Gerker, Business Manager, Division of Hospital Medicine
Rosanne Hadlock
Administrative Assistant Senior, Division of Gastroenterology & Hepatology

Rosanne Hadlock joined the University of Michigan in 2004 in the Division of Pediatric Gastroenterology. Currently, she is an administrative assistant in the Division of Gastroenterology & Hepatology where she supports faculty and also serves as the QGenda administrator where she manages the master provider schedule.

When asked why she likes to work here, Rosanne said, “Benefits, benefits, benefits, and did I mention the benefits?”

Rosanne lives three miles north of Toledo in Riga, Michigan. She has been married for 34 years and has one daughter and four grandsons - Christian, Nathan, John, and Nick. John just started his first semester studying in Japan and will be there for one year.

Rosanne describes herself as passionate, practical, and confident. Outside of work, she enjoys spending time at home, which she will be able to do more of when she retires in January.

“Rosanne has been an exemplary U-M employee for many years and has been a star among the GI and Hepatology administrative staff for these past four years. She is a diligent problem solver and an invaluable resource for her faculty and peers.”

- Leslie Aldrich, MD, Assistant Professor, Division of Gastroenterology & Hepatology
- Brandon Brogan, Division Administrator, Division of Gastroenterology & Hepatology
- Theresa Nester, Administrative Specialist, Division of Gastroenterology & Hepatology
Tracy Hunt
Physician Assistant Lead, Division of Hospital Medicine

Tracy Hunt joined the University of Michigan in 1998 in the Bone Marrow Transplant Program. Currently, she works on the inpatient Medicine Hematology Physician Assistant service in the Division of Hospital Medicine working with leukemia, lymphoma, and myeloma patients.

When asked what she likes best about working here, Tracy said, “I work with great people, patients and staff! I get to know my patients and their families at one of the toughest times in their lives and I like to help them get through it. I have a special interest in infectious diseases, and solving the problem of “what’s causing the fever?” is my favorite part of my job. I work with a wonderful team of PA’s, MD’s, pharmacists, and nurses. They make the serious business of taking care of cancer patients more interesting, and even fun.”

Tracy and her husband, Mick, have been married for 20 years and live in Livonia with their two kids, Steven and Lindsay. Steven is 18 and is a freshman at MSU. Lindsay is 16 and plays hockey, lacrosse, and is on her high school’s swim team.

Tracy’s kids say “science nerd” describes her perfectly. Outside of work, she enjoys scuba diving, gardening, swimming, and taking her dog on long walks in the woods.

“Tracy is an exemplary physician assistant leader and team player who has outstanding clinical acumen and procedural expertise. She brings a relentless attention to detail and a talent for process improvement to her work, and constantly seeks to improve the quality and efficiency of our service’s clinical care. Tracy takes the initiative to solve problems of all kinds from clinical to administrative and can be counted on to consistently perform at the highest level and always gives her best effort.”

- Julieann Grant, MD, Assistant Professor, Division of Hospital Medicine
Matthew Magers  
Administrative Assistant Senior, Division of Nephrology

Matt Magers joined the University of Michigan in 2014 working in the Nephrology/Pulmonary call center. Currently, he is an administrative assistant senior in the Division of Nephrology where he supports the nephrology transplant and general nephrology junior faculty, along with handling the various needs of the division. He is also the coordinator of the Nephrology Transplant Fellowship Program and assistant coordinator of the general Nephrology Fellowship Program.

When asked why he enjoys working here, Matt said, “I take pride in working not only in academics, but in health care as well, which are both great fields to work in. Another reason I like working here are those around me. I love my division and department, and the opportunities they have given me to learn and grow. The benefits are nice, too.”

Matt currently lives in Manchester with his wife, Becky, and two daughters, Adele and Inara. The family plans to move to Ypsilanti in the late fall.

Matt describes himself as diligent, compassionate, inquisitive, perceptive, and knowledgeable. He enjoys spending time with his family, learning, helping others, games, and creating.

“Matt is an indispensable member of the Division of Nephrology. He is always kind, courteous, professional, and can be trusted to fix or address anything, whether it’s related to IT, MiChart, nephrology transplant schedules, or facility and space management issues. You name it, chances are that Matt can be called upon to handle it.”

- Giselle Ciorciari, Division Administrator, Division of Nephrology
Charmaine Prichard
Business Manager, Division of General Medicine

Char Prichard joined the University of Michigan in 1984 in the Division of Pediatric Genetics. Currently, she is the business manager in the Division of General Medicine where she works closely with both the division chief and administrator, managing the daily operations of the division along with handling all aspects of faculty and staff human resources.

Char stated, “I can honestly say that I love my job and what I do in that I get to help others and make a positive difference every day. I feel truly blessed to have been able to work in General Medicine for so many years. The faculty and staff are amazing and so thoughtful and caring, and are doing great work here,” when asked why she likes to work here.

Char and her husband, David, have been married for 30 years and live in Ann Arbor. They have two daughters, Alicia and Loryn. Alicia is 29 and is a CPA in Washington, DC. Loryn is 23 and a licensed cosmetologist at Ulta and lives at home.

Char describes herself as a very positive, caring, dedicated, and fun person. She enjoys spending time with her family and hosting their extended families at the holidays. Char likes to go out to dinner, watch movies, and have game nights with her friends. She also enjoys home decorating, traveling, reading, baking, and crocheting.

“The Department of Internal Medicine has many worthy candidates for this award; however, it is hard to imagine a more suitable recipient of the Staff Award for Excellence than Char Prichard. Char has served U-M for many years and truly enjoys her job - it shows everyday how happy she is to be here and giving her all.”

- Kim Rize, Division Administrator, Division of General Medicine
Dawne Vowler
GME Program Administrator Senior, Division of Metabolism, Endocrinology & Diabetes

Dawne Vowler joined the University of Michigan in 2008 as the program coordinator of the fellowship program in the Division of Metabolism, Endocrinology & Diabetes (MEND). Today, she continues to work in the MEND division as the program administrator of the fellowship program and also manages the administration of the T32 grant and works with the Hypoglycemia Intensive Inpatient Program.

“I love the University of Michigan (Go Blue!) and working in graduate medical education. I particularly love working for U-M because there is always so much to learn. As an academic institution, there is an emphasis on learning which keeps the job invigorating, stimulating, and interesting all the time,” said Dawne about why she likes to work here.

Dawne lives in Canton with her husband, Bill, and has two grown daughters. Their oldest completed her undergrad and graduate school at U-M. Their youngest recently graduated from Central Michigan University and just moved out.

Dawne describes herself as family-oriented, loving, loyal, hardworking, somewhat OCD, and determined. The most important things in her life are family, friends, and her faith. She cares about causes such as gun control, human rights for all, and peace issues, and does what she can to help. Dawne enjoys reading, traveling, cooking, and spending time with family and friends.

“Dawne’s commitment to the Department of Internal Medicine has been unwavering for the past 11 years and she has been a stabilizing force in helping the MEND division establish a reputation as one of the best fellowship programs in the country! Her dedication to enhancing the profession of medical education administration elevates the quality of fellowship and residency programs everywhere.”
- Olushola Samuel, Division Administrator, Division of Metabolism, Endocrinology & Diabetes
Marisa Rodriguez
Division Administrator, Division of Hospital Medicine

Marisa Rodriguez joined the University of Michigan in 2009 as an administrative fellow. Currently, she is the administrator for the Division of Hospital Medicine where she partners closely with faculty and staff to help reach their collective goals.

When asked why she likes to work here, Marisa stated, “I love the complexity and variety of challenges/opportunities that come with working for such a dynamic health care institution. I love the opportunity to have a role, even if it’s something small, in making a difference for our patients, staff, and faculty each day. I also love working with people who are also committed to making a difference and collaborating together. We’re all one team after all,” said Marisa in response to what she likes best about working at the University of Michigan.

Marisa lives in Ann Arbor with her husband Eddie and two children, Gabriella, who is five, and Dominic, who is three.

Marisa describes herself as intellectually curious, passionate, dedicated, honest, patient, and typically pretty calm. She enjoys spending time with family and friends, traveling, learning about other cultures, and vegetable gardening.

“Marisa is an invaluable member of our departmental leadership team. She effectively manages the day-to-day operations of the Division of Hospital Medicine, and partners well with her division chief in strategic planning and moving the division forward with their goals. She creates a culture of service excellence, continually focusing on opportunities to improve processes and works with her team to build employee engagement within her unit.”

- Musty Habhab, Chief Administrative Officer, Department of Internal Medicine
2018 Excellence Award Winners

**Administrative Excellence Award**
Silvana Janevski, Chair’s Office
Crystal Neal, Division of Gastroenterology & Hepatology
Vicky Vincent, Division of Gastroenterology & Hepatology

**Clinical Excellence Award**
Veronica “Ronnie” Downer, Division of Pulmonary & Critical Care Medicine
Dena Fernandez, Division of Hospital Medicine
Michelle Fugate, Division of Allergy & Clinical Immunology
Melissa McInroy, Division of Pulmonary & Critical Care Medicine
Emily Weatherup, Division of Metabolism, Endocrinology & Diabetes

**Research Excellence Award**
Trina Bailey, Division of Metabolism, Endocrinology & Diabetes
Jeff Cole, Division of Gastroenterology & Hepatology
Tamara Gay, Division of General Medicine
Mohammed Kabeto, Division of General Medicine
Andrea Waltje, Division of Metabolism, Endocrinology & Diabetes

**Administrator of the Year Award**
Eric Mullen, Department of Internal Medicine
Milestone Anniversaries

35 years
Catherine Craig
Eva Kline-Rogers, NP
Phillip Campbell
Patricia Hall
Laura Johnson
David Karpenko
Cheng Liu
Lisa Markey
Lisa Miller
Jeanine Palacio
Kristin Poole
Kelli Porzondek
Echo Reed
Jennifer Sheets
Barbara Turgyan
Sarah Volk
Mark Warnock
Evonne Weatherford
Fen Yu
Min Zhang, PhD, MA
Liujian Zhao
Jeffrey Kolodica
Valerie Liebbe
Heather Lowery
Ann Murphy
Martina Nabozny
Adam Neidert
Debra Novak-Haas
Janese Parent
Nerissa Reister
Quirico Sabit, Jr.
Cindi Schrader
Anne Scruggs
Adam Siek
Dawne Vowler
Joe Wade
Natalie Walker
Nulang Wang
Wendy Warshal
Brian Wasielewski, NP
Chun-Yi Wu, PhD

30 years
Charles Boyer, PA-C
Robert Keast
Marilyn Duron
Emily Iglehart
Hongyu Zhang
Jeffery Cole
Marilyn Duron
Emily Iglehart
Hongyu Zhang

25 years
Pamela Benci
Jeffery Cole
Marilyn Duron
Emily Iglehart
Hongyu Zhang
Phillip Campbell
Patricia Hall
Laura Johnson
David Karpenko
Cheng Liu
Lisa Markey
Lisa Miller
Jeanine Palacio
Kristin Poole
Kelli Porzondek
Echo Reed
Jennifer Sheets
Barbara Turgyan
Sarah Volk
Mark Warnock
Evonne Weatherford
Fen Yu
Min Zhang, PhD, MA
Liujian Zhao
Jeffrey Kolodica
Valerie Liebbe
Heather Lowery
Ann Murphy
Martina Nabozny
Adam Neidert
Debra Novak-Haas
Janese Parent
Nerissa Reister
Quirico Sabit, Jr.
Cindi Schrader
Anne Scruggs
Adam Siek
Dawne Vowler
Joe Wade
Natalie Walker
Nulang Wang
Wendy Warshal
Brian Wasielewski, NP
Chun-Yi Wu, PhD

20 years
Xu Cheng
Cynthia Harper
Robert Keast
Martha Kern-Boprie
Carrie Lapham
Mary Malec
Michael Newstead
Mary Read, NP
Debra Ventura
Zhi Fen Wu
Jingcheng Yu
Phillip Campbell
Patricia Hall
Laura Johnson
David Karpenko
Cheng Liu
Lisa Markey
Lisa Miller
Jeanine Palacio
Kristin Poole
Kelli Porzondek
Echo Reed
Jennifer Sheets
Barbara Turgyan
Sarah Volk
Mark Warnock
Evonne Weatherford
Fen Yu
Min Zhang, PhD, MA
Liujian Zhao
Jeffrey Kolodica
Valerie Liebbe
Heather Lowery
Ann Murphy
Martina Nabozny
Adam Neidert
Debra Novak-Haas
Janese Parent
Nerissa Reister
Quirico Sabit, Jr.
Cindi Schrader
Anne Scruggs
Adam Siek
Dawne Vowler
Joe Wade
Natalie Walker
Nulang Wang
Wendy Warshal
Brian Wasielewski, NP
Chun-Yi Wu, PhD

15 years
Linda Badri
Cindy Bourke
Jeffrey Briesmiester
Debra Buck
Scott Ash
Laurie Belanger
Candice Cale
Gregory Campbell
Mahboob Chowdhury
Julie Christopher
Jennifer DelVero, NP
Elizabeth DuBois
Shelly Ford
Xiaokui Gu
Kaitlin Harvey
Heidi Iglay Reger
Andrea Jensen
Jiang Jiang
Kristin Kalasho
Carly Kish

10 years
Scott Ash
Laurie Belanger
Candice Cale
Gregory Campbell
Mahboob Chowdhury
Julie Christopher
Jennifer DelVero, NP
Elizabeth DuBois
Shelly Ford
Xiaokui Gu
Kaitlin Harvey
Heidi Iglay Reger
Andrea Jensen
Jiang Jiang
Kristin Kalasho
Carly Kish

5 years
Linda Badri
Cindy Bourke
Jeffrey Briesmiester
Debra Buck
Scott Ash
Laurie Belanger
Candice Cale
Gregory Campbell
Mahboob Chowdhury
Julie Christopher
Jennifer DelVero, NP
Elizabeth DuBois
Shelly Ford
Xiaokui Gu
Kaitlin Harvey
Heidi Iglay Reger
Andrea Jensen
Jiang Jiang
Kristin Kalasho
Carly Kish