



IN MEMORY OF J. PATRICK BARNES

Please accept our nomination for the 2021 Daisy Nurse Leader Award for Yvonne Voss, R.N. Yvonne served as nurse manager from June 12, 2019, to March 31, 2021. She transferred on March 31, 2019, and now is serving as the Southwest Wisconsin Region nursing quality specialist.

In a time of a pandemic, every health care professional is critical to the health and wellness of our community. Every leader is crucial to consistently communicate with clarity and confidence during an unstable time. Yvonne is a servant leader who leads with grace, grit and compassion. She served as nurse manager for Employee and Occupational Health at Mayo Clinic Health System in Southwest Wisconsin. Yvonne didn't have two departments she needed to oversee — she had our entire organization and the workforce in our community to consider. Since the beginning of the COVID-19 pandemic, she and her team continue to serve the tri-state business communities and families, college students and the Southwest Wisconsin Region by providing the most up-to-date information on COVID-19 exposures and next steps.

Early on, Yvonne ensured our staff were properly fitted for correct personal protective equipment. She helped start our testing center to test employees and the community for COVID-19. Yvonne receives numerous emails and phone calls a day with questions. With each phone call and email, she takes the time to answer promptly with a positive, kind and caring tone in her response. Her listening skills create an instantaneous trusting connection with whomever she is helping. She inspires hope and healing by how she treats people with sensitivity and empathy.

She role models relationship-based care. In a state of pandemonium, Yvonne stops, pauses and listens. She makes everyone feel important and heard. Yvonne would help managers by answering their questions to ensure our frontline staff were healthy and cleared to return to work. Yvonne is a member of several collaborative meetings with La Crosse County to ensure we are doing everything we can to keep our community safe. Yvonne's work also included expanding the COVID-19 tent drive-up into a testing center and administering COVID vaccines in the Professional Arts Building. While continuing in her nurse manager role, she has works as a frontline R.N. to ensure our community and patient needs are met.

Prior to the 2020-21 flu season, Yvonne again took on the leadership challenge of redesigning how to ensure flu vaccines were available and administered to our community while continuing to maintain necessary requirements for COVID-19. With every challenge, Yvonne has been present, communicating clearly and leading with compassion. She has served our Mayo Clinic Health System community and our tri-state communities to ensure we are strong and prepared through this pandemic. Yvonne Voss is truly deserving of the Daisy Nurse Leader Award.

Thank you.

Submitted with a heart of gratitude,

Shelia Berra and Bonny Young, nurse managers

Endorsed by her nurse administrator, Ben Anderson

The DAISY Nurse Leader Award



From left, DAISY Nurse Leader recipient Yvonne Voss, M.S.N., R.N., and Jason Fratzke, M.S.N., R.N., Southwest Wisconsin Region chief nursing officer