



One of the most inspiring teams throughout 2020-2021 is the COVID Testing/Vaccine Department. What is truly inspirational with this department is the staff that have stepped forward to help — between staff who quickly joined this department to the department leaders who picked up shifts to help with both testing and vaccinations. Their workloads were already heavy but continued to give more and were eager to help our community. It was amazing to see how quickly the department was formed when this began and has sustained for over a year. The testing center was operational within a couple of days, and the vaccine center was ready and waiting for vaccines to arrive within a couple of weeks. Once the vaccine center was opened, within a month was moved to a large location where volumes sustained between 600–800 for several weeks.

One of the greatest stories is our retired staff who came back to help with the vaccinations to give our weary staff a break. They were given a four-hour orientation to learn the workflow and Plummer Chart (which to many was foreign), and they jumped in headfirst to answer the call for help.

To the RN leads — Amelia, Ivy, Sara and Bryana — you are truly amazing RNs who lead our team to success. Amelia and Ivy weathered the massive influx of patients when cars were lined up around the block and patients were flooding in to be tested. When emotions were high and the community was scared, Ivy and Amelia kept their cool and continued to be resources to the team. They entered multiple orders per day for swabs, and ensured we had enough staff to meet the demand while continuing to keep our patients and staff safe throughout the process of completing swabs. Next, Bryana and Sara: There are no words to extend appreciation to both for the massive amount of end-of-day doses they counted to ensure precious vaccine doses were not wasted. They would fit people into the schedule, help call patients and answer numerous vaccine questions per day to ensure the vaccine center ran smoothly.

To the leaders of this team — Ben Anderson, Megan Eddy, Joannie Schmidt, Yvonne Voss and Sheila Berra — they were hugely instrumental in the success of the team, and led the team with grace and perseverance. They formed the team overnight, worked long, grueling hours alongside the team to develop workflows and processes, set up tents in the parking lot, enter orders, administered vaccines and give support when the team was tired. They never failed to jump right in and help staff with testing and vaccines when cars were lined up around the block or appointment slots were filled up.

Flexibility and agility are what this team is. All of this came fast and furious, and the team rolled with every change and adaptation that came at them. The team continuously adapted to changes to ensure the work was done safely and efficiently, while making the process as easy as possible for patients. When a mom was on the phone with two small children, instead of making the mother bring the children in, the team went to them; likewise for patients with mobility issues. This team puts the needs of the patient first.

This nomination does not go without recognizing the CNS and NES groups, OAM, Lab, Pharmacy, Facilities, nurses, leaders, greeters, support staff and anyone else I inadvertently missed that have helped with vaccinations and help make this team a success. We greatly appreciate all the support received within our Southwest Wisconsin Region. Thank you to all!

**DAISY Team Award recipient: COVID Testing/Vaccine Department**

