

Clinch Valley Medical Center

Exceptional Care by an Exceptional Team in an Exceptional Place



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Dear Frist Award Selection Committee Members,

It is my pleasure to introduce you to Glenda S. Humphrey, our Employee Nominee for the 2003 Frist Humanitarian Award.

Glenda began her career with Clinch Valley Medical Center in 1971 as an accounting manager. In 1991 she began her current role as director of inservice education. While Glenda is not involved with direct patient care, the people who do tend to our patients rely on her in countless ways. She is an efficient, dedicated employee who takes responsibility beyond her position's broad description. She quietly takes on tasks that need to be done and is usually among the first to volunteer for projects that benefit people both within the hospital and out in the community.

For example, Glenda has served on the hospital's Service Excellence steering committee since it formed in 2002. She schedules and coordinates each blood drive. She registers participants at hospital- and community-sponsored health fairs. She belongs to a staff-originated "fair committee" that looks for ways to make sure the hospital is involved with communities throughout our market. And though it may seem like a simple thing, she brightens our days by decorating the cafeteria bulletin boards to fit the season and filling them with photos and news of interest to our staff.

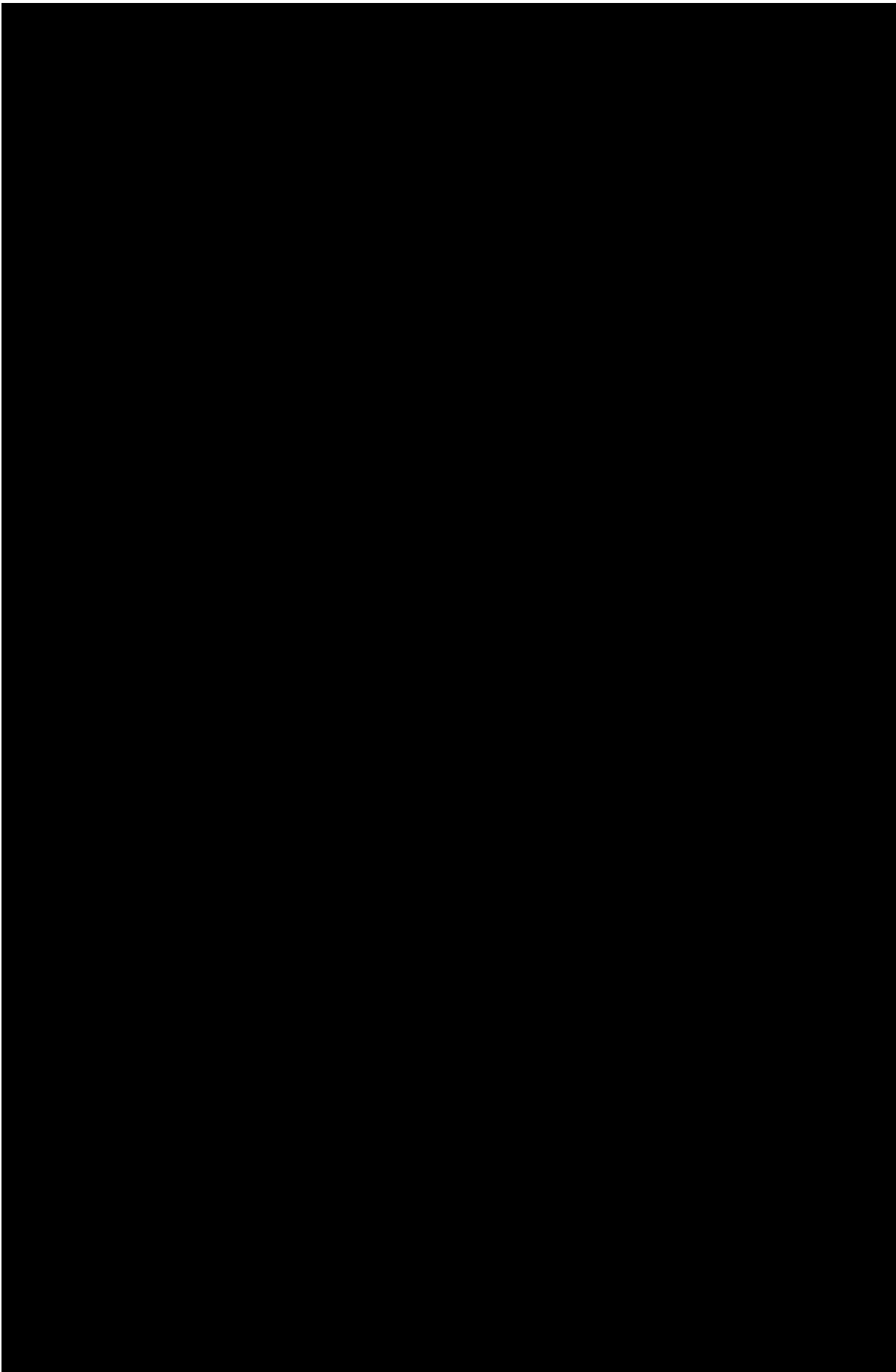
Glenda is quick to volunteer for hospital projects, but it's in the community that she truly inspires. It's a challenge unearthing newspaper clippings and other evidence of all Glenda does because she shuns the spotlight, preferring to work quietly and efficiently behind the scenes. Although Glenda plays a key role in most every group she is associated with, I want to highlight five.

Good Samaritan Food Pantry

Seven years ago Gene Hearl, a local civic leader, was asked to develop a food pantry for area families in need. Knowing first hand the dedication and dependability she brought to any project, Mr. Hearl told me that "the first person I contacted for help was Glenda." Just five months after their first meeting, the Good Samaritan Food Pantry opened in Richlands. Today it is the second largest distributor of food to the poor in the Commonwealth of Virginia. Glenda's role in this vital resource continues to this day, ranging from office work to public relations to fundraising. She even rolls up her sleeves to help prepare food for distribution.

Coal Miners Memorial

Mr. Hearl again called on Glenda's help three years ago. This time the project was a memorial to area coal miners who lost their lives in this dangerous line of work. She helped in every step of the project, which put her in contact with companies in three states and India. The list of more than 1100 names had to be perfect



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