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Descriptions of VIA Winner Paint Picture of Respect

All of the letters nominating Kathy Gallego for Asante's Values in Action Award paint the same portrait – one with shared features of integrity, respect and commitment.



It's a picture worth emulating. Kathy, the manager of respiratory and cardio therapy at Asante Three Rivers in Grants Pass, is one of five Asante employees recognized late last year as winners of the organization's highest employee award.

The VIA awards are given each year to those whose service or behavior exceed expectations and reflect the organization's core values of excellence, respect, honesty, service and teamwork. Last year's winners were commemorated at a luncheon hosted by the Asante Executive Team, and each received a \$100 gift certificate and a marble VIA keepsake.

Kathy has worked at Asante Three Rivers since 2001. She was hired as supervisor of the cardiac rehabilitation unit, and was promoted to manager of respiratory and cardio therapy in 2009.

"As a past recipient of this award, I feel the nominees need to possess and promote both 'values' and 'action' – our values of teamwork, respect, excellence, service and honesty, not only in words but in daily actions," said Mike Latusick, a respiratory therapist for 23 years and a previous VIA winner. "Kathy Gallego does this."

"Kathy is fair, efficient, encouraging and positive. She under-promises and over-delivers. She acts with integrity and resolve, and she does this with complete commitment to excellence."

Another letter, from respiratory therapist Elliott Morrow, described an incident in which a patient's airway became inflamed after a ventilator was used without supplemental humidity. No individual was blamed for the problem, but the entire team was challenged to develop a better process.

"Too often in medicine, mistakes are made and not discussed," Elliott wrote. "As humans, we all make mistakes and must learn from them. It is how we deal with the mistakes we make that defines our integrity."

Yet another letter, from respiratory therapist Zona Lopez, described Kathy's workload and ability to juggle responsibilities without becoming overwhelmed.

"There are many times when I have seen her with so much work to do that it would upset the calmest of people, but Kathy doesn't let it faze her," Zona wrote. "She will continue to do the job and still provide time to meet with any of us on a moment's notice."

Other winners of Asante's most recent VIA Awards are [Anne Hansen](#) (ARRMC Intensive Care), [Gwen Bratton](#) (Asante Corporate Finance), Paula Munson (ATRCM Environmental Services) and Ivy Swofford (ITS). Each has or will be individually highlighted in Asante News.