

VOICES OF

Southwest Medical Center

How long have you worked at SWMC?

I've been at Southwest Medical Center for 17 years. I started in 2005 as a CNA in the Skilled Nursing Department. I worked as a CNA and LPN in Skilled until I graduated with my RN in 2008. I also worked on the surgery floor for 2 years and then I came to E.R.

Tell us a bit about your job.

I work as the nurse manager for the E.R. My job is to make sure we provide the best patient care when you come to the emergency department. I also do education to make sure the nurses are up to date. I make sure we are in compliance with Joint Commission and CMS.

I'm in charge of the schedule and payroll. When patient census is high, I also help on the floor. My job is to make sure that the E.R. runs smoothly, whether that's staffing, patient care, or taking care of patient complaints, and try to improve that. I participate in numerous community events such as job fairs, educational presentations, and our annual health fair. I try to help out as much as I can where it's needed.

What is most rewarding about your job?

I enjoy seeing staff grow. If an employee starts off as a CNA and goes on to become an LPN or RN, I like to be involved in their thinking process, and when the light clicks, and when it all clicks together. I enjoy teaching. I like to educate people. I also enjoy knowing that we've made a difference, even as small as it might be for a patient or family member coming to the hospital.

What is one accomplishment, personal or professional, that you are most proud of & why?

I'm very proud of where I'm at today. I had my oldest daughter when I was 16 years old, and so many people thought I wouldn't go back to college or do anything. With having a child, I graduated with my R.N., and with my second child, I got my bachelor's degree. It was extremely difficult because I was still a kid raising a kid, and still trying to figure out who I was and what I wanted in life. I think that if you really want it you can do whatever you set your mind to.



KATIE COLEMAN

**EMERGENCY ROOM NURSE
MANAGER**



Born & Raised:
Liberal, KS



Favorite Artist:
I don't have one. I like all types of music.



Favorite Food:
All foods, I like it all.



Different is beautiful.

