

# VOICES OF

## Southwest Medical Center

### How long have you worked at SWMC?

Almost 35 years. I started in January of 1989 in housekeeping on the 2nd shift. I was the person they would page if there were any issues. I was in that position for about two years before moving to 1st shift. My journey led me to Shift Supervisor, Operational Supervisor, Assistant Director, and now Director.

### Tell us a bit about your job.

I oversee a team of 21 staff members. EVS Techs, Laundry, & Groundskeeping. My job includes room checks, various meetings, scheduling, and rounding on all areas of the hospital to meet their needs and make improvements. Our goal is to provide a sanitary, orderly, and safe environment.

### What is most rewarding about your job?

The most rewarding part is being able to listen and help each individual that comes through our facility. I want to make them feel important. It could be a patient, visitor, or employee. There are so many acts of kindness that can be done. It could be sorting through the dirty laundry for lost glasses, a phone, or a special blanket. At the end of the day, it's all worth it to see our patients and visitors happy.

“

I can do all through Him who gives me strength. Philippians 4:13

Strength is self-control. Calmness is mastery. You have to get to a point where your mood does not shift based on the insignificant action of someone else.

”



**PAM TONEY**

ENVIRONMENTAL SERVICES DIRECTOR

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

My biggest personal accomplishment is raising my children. I love seeing them raise their families and grow in their careers. I was a single parent a lot of the time while my children were growing up. It's so rewarding to see them work hard for their families and steer their children in the right direction. Nothing makes a Mama's heart happier!



**Born:**  
*Elkhart, KS*



**Favorite Artist:**  
*Contemporary Christian Music*



**Favorite Food:**  
*BBQ Ribs (my dad made the best!)*



**Favorite Hobbies:**  
*Watching my grandchildren play sports, serving in church ministries, & quilting*

